

**KUMAUN UNIVERSITY, NAINITAL**  
**PROPOSED ORDINANCE & SYLLABUS FOR: FOUR YEAR BACHELOR OF HOTEL MANAGEMENT**  
**(BHM) PROGRAMME**

- 1. Definition:** The title of programme shall be Bachelor of Hotel Management (BHM)
- 2. Duration of Programme:**
  - 2.1 The duration of the Bachelor of Hotel Management Programme (BHM) shall be four academic years. Each year shall be divided into two semesters. Thus, the BHM Programme shall comprise of eight semesters spread over four years.
  - 2.2 Each semester shall have at least 90 teaching days. On the completion of all the four semesters, the students will be awarded the Bachelor's degree in the Bachelor of Hotel Management.
  - 2.3 A candidate can complete all the eight semesters within a maximum period of 7 years from the date of admission to the first semester of the programme.
- 3. Eligibility:**
  - 3.1 Admission to the first semester of the programme shall be open to candidates who have passed- **Senior secondary examination i.e. 10+2 with at least 40% marks (pass marks in case of SC/ST candidates) in aggregate from a recognized Board of Education OR an equivalent examination.**
  - 3.2 The age of candidate at the time of admission should not be more than 24 years on 1<sup>st</sup> August of the concerned academic year. However for reserved category students the relaxation will be as per the Government norms and notifications.
- 4. Admission:**
  - 4.1 The admission to First semester of the programme will be on the basis of – Entrance examination/ Merit of the 10+2 examination.
  - 4.2 The rules prescribed by the University time to time for admission shall over rule/ amend the criteria laid in 4.1.
  - 4.3 Inter Institute migrations within the University will not be permitted.
- 5. Attendance:**
  - 5.1 Every student is required to attend all the lectures, tutorials, practical's and other prescribed curricular and co-curricular activities. The attendance can be condoned up-to 25% on medical grounds or for other genuine reasons beyond the control of students.
  - 5.2 A further relaxation of attendance upto 15% for a student can be given by Head of institution/college provided that he/she has been absent with prior permission of the Head of the institution /college for the reason acceptable to him.
  - 5.3 No student will be allowed to appear in the end semester examination if he/she does not satisfy the overall average attendance requirements of Clause No's 5.1, and 5.2.
  - 5.4 The attendance shall be counted from the date of admission in the institute/college.
- 6. Examination:**
  - 6.1 The maximum marks allotted to subject shall consist of marks of End Semester examination (Theory and Practical) and Sessional/ Internal marks. Scheme of evaluation is provided with the syllabus.
  - 6.2 The performance of a student in a semester shall be evaluated through continuous class assessment and end semester examination. The continuous assessment shall be based on class tests, assignments/tutorials, quizzes/viva-voce and attendance. The marks for continuous assessment (Sessional marks) shall be awarded at the end of the semester. Weightage of Internal assessment/sessional will be as under:

a)	Mid- Term Test	10 Marks.
b)	Presentation/ Assignment/ Quiz	05 Marks.
c)	Industrial Visit report/ Field work	05 Marks.
d)	Co-curricular activities	05 Marks.
e)	Attendance/ Class Participation/ Discipline	05 Marks.
  - 6.3 The end semester examination shall be conducted by means of written papers, practical's and/or viva-voce, inspection of certified course work in classes and laboratories, project work, design reports or by means of any combination of these methods.

6.4 The distribution of marks for sessional, end semester theory papers, practical's and other examinations, seminars, practical training and General Proficiency shall be as per the prescribed scheme of examination.

6.5 The minimum pass marks in each theory subject (including sessional marks) shall be 40% but 30% marks is essential in each theory paper in the end semester University examination. If there is no provision of sessional marks in any theory subject, the minimum pass marks in that theory subject shall be 30% as required in the end semester examination.

6.6 The minimum pass marks in a practical's/project subject (including sessional marks) shall be 50%.

6.7 A candidate, in order to pass, must secure 50% marks in the aggregate in a particular academic year inclusive of both semesters of the academic year.

6.8 The minimum pass marks to pass in seminar, industrial training and viva voce etc. shall be 50%.

6.9 There shall be no pass marks in General Proficiency (GP). However, marks of General Proficiency shall be added for the purpose of declaring result.

## **7. Promotion:**

7.1 A candidate satisfying all the requirements under clause 6 shall be promoted to the next academic year of study.

7.2.1 A candidate shall be eligible for provisional promotion to the next academic year of study provided:  
(i) He/she fails to satisfy the requirements of clause 6.5, 6.6 and 6.8 in not more than 4 theory and 2 practical/project subjects on the basis of combined result of both semester examinations of a particular academic year.

(ii) He/she fails to satisfy the requirement of clause 6.5, 6.6 and 6.8 (theory and/or practical/project subjects) in not more than 3 theory subjects and 2 practical/project subjects in addition he/she fails to satisfy requirement of clause 6.7 (aggregate marks) in the combined result of both semester examinations of a particular academic year. In such a case, aggregate marks shall be treated as one theory subject.

7.2.2. If a candidate satisfies the requirement of clause 6.5, 6.6 and 6.8 but fails to satisfy the requirement of clause 6.7, he/she shall be eligible for provisional promotion with carry over. He/she may choose upto a maximum of any four theory papers of that particular academic year as per his/her choice to pass the examination of that year.

7.3. Every candidate shall be examined in the subject(s) as laid down in the concerned Scheme of examination(s) prescribed by the Academic Council from time to time.

7.4 The external examiner(s) will set the question papers as per the criteria laid down in the Syllabi/Scheme of examination for the concerned programme.

## **8. The medium of instruction and examination shall be English ONLY.**

9. The last date of receipt of admission forms and fees shall be as fixed by the University.

10. The amount of examination fee to be paid by a candidate for each semester shall be as per the decision of the University from time to time.

11. The examination for the odd semesters shall ordinarily be held in the month of November/December and for the even semesters in the month of May/June or on such dates as may be fixed by the Vice-Chancellor.

## **12. Back Paper/Supplementary examinations will be held for re-appear/failed candidates as under:**

- (a) First semester along with the 3rd semester
- (b) Second semester along with the 4th semester
- (c) Third semester along with the 5th semester

- (d) Fourth semester along with the 6th semester
- (e) Fifth semester along with the 7th semester
- (f) Sixth semester along with subsequent to 7<sup>th</sup>/8th semester
- (g) Seventh semester along with 8<sup>th</sup> semester.
- (h) Eighth semester back will be treated as special back with 1 month after declaration of result.

13. The Director/Principal of the Institute/College shall forward to the Controller of examinations, as per the schedule of examinations of the University, a list of the eligible students who have satisfied the requirements of rules for appearing in the examination.

14. (i) As soon as possible, after the termination of the examination, the Controller of examination shall publish a list of candidates who have passed the semester examination.

(ii) Each successful candidate shall receive a copy of the Detailed Marks Sheet on having passed the semester examination.

14. The list of successful candidates after the eighth semester examination shall be arranged as under in two divisions on the basis of aggregate marks obtained in the first to eighth semester examinations (for the award of BHM Degree) taken together and the division obtained by the candidate will be stated in his degree :

- a) Those who obtain 50% marks but less than 60% marks - **Second Division**
- b) Those who obtain 60% or more marks - **First Division**
- c) Those who pass all the semesters examination (1st to 8th) at the first attempt obtaining 80% or more marks in the aggregate shall be declared to have passed with -**DISTINCTION**.

## 15. EVALUATION

15.1 The Director/Principal of the concerned Institute/College shall forward the Internal Assessment marks/Workshop/Summer Internship/Practical awarded of the students, as per scheme of examinations, wherever specified, to the controller of examinations.

15.2 The Director/Principal of the Institute/College will preserve the records on the basis of which the, Internal Assessment awards/ Workshop/Summer Internship etc. have been prepared for inspection, if needed by the University up to one month from the date of declaration of the semester examination results. This record, including the attendance will be disposed off after one month.

15.3 The internal assessment/Practical/Workshop/training report/ project report awards of a candidate who fails in any semester/ paper(s) shall be carried forward to the next examination.

15.4 Candidate(s) who has not obtained pass marks in the Internal Assessment in any paper(s) /practical/workshop etc. will be provided an opportunity to appear before the Committee of Examiners, to be constituted by the Director/Principal of the Institute/College, to re-assess performance of the candidate (within three months of the declaration of result and receipt of the requests of the candidate concerned), corresponding to schedule given for supplementary examinations in clause 12 and the Internal Assessment/Workshop/Practical/Viva-voce given by the Committee shall be final.

15.5 A candidate who fails to obtain pass marks as specified for training report shall be given afforded opportunity to undergo training again and the same shall be assessed by a Board of Examiners, specified in the ordinance.

15.6 A candidate who fails to obtain pass marks in workshop/practical/ viva-voce shall have to re-appear in that subject as per schedule specified for supplementary examination in clause 12.

## 16. Award of General Proficiency Marks at Institution/College level:

16.1 The marks in General Proficiency shall be awarded on the following basis:

1. Co-curricular & Extra-curricular activities 60% (Games, Sports, Cultural and Literary activities etc.)

(To be awarded by the Officer-In-charge, Extra-Curricular Activities)

2. Discipline (Inside and Outside Institution/college campus) 40% (To be awarded by the Officer In-charge, Discipline)

16.2 The marks of General Proficiency will be compiled by the Head of Institution/ College or his/her nominee.

**17. Award of Industrial Training & Project Marks at Institution/College level:**

**(a) Industrial Training:**

17.1 All students shall be required to undergo 22 weeks compulsory industrial training in a reputed Hospitality Establishment after completion of 3rd semester examination

17.2 All students shall have to submit industrial training report to the Head of Department /Director within 4 weeks after the completion of training along with a certificate of satisfactory completion of the training from the competent authority of the concern organization/establishment.

17.3 The marks of industrial training shall be awarded as per specification in the syllabus.

**(b) Project:**

17.4 Each student shall be required to work on a project related to Hospitality Industry in 7<sup>th</sup> semester and submit the Project report in duplicate to the Head of Department/Director one month before the commencement of the end semester examination. The student has to complete a field project work in 8th Semester. The project report will be evaluated as follows:

- (i) Project report viva voce (internal & external examiners) 50%
- (ii) Report content and Oral Presentation by the students 50%

**Note: For completion of Field project work a student can be allowed to undergo On the Job Training in the last Semester provided he/she is able to complete his/her academic assignment in consultation with the assigned teachers.**

**18. Ex-studentship:**

18.1 A candidate opting for ex-studentship shall be required to appear in all the theory and practical subjects in the end semester examinations of both semesters of the same academic year. However, the marks pertaining to sessional, Industrial Training, Seminar and General Proficiency shall remain the same as those secured earlier.

18.2 A candidate opting for ex-studentship shall be required to apply to the college by paying only examination fee within 15 days from the start of new session.

**19. Re-admission in the Institution/College:**

A candidate may be allowed for re-admission provided he/she satisfies one of the following conditions:

19.1 A candidate is declared fail

19.2 A candidate did not appear in a semester examination and/or he/she was granted permission for not to appear in the examination.

19.3 A candidate has been detained by the institute and has also been permitted to take re-admission.

19.4 A candidate as an ex-student passed the examination of the academic year or qualified for carryover system.

19.5 A candidate promoted with carryover subjects and he/she opted for re-admission.

**20. Scrutiny and Revaluation:**

20.1 Scrutiny shall be allowed in only theory papers as per the rule of the University.

20.2 Revaluation of theory/practical papers is not permitted.

**21. Unfair means:**

Cases of unfair means shall be dealt as per the rules of the University and The Uttarakhand Public Examination (Prevention of Unfair means) Act, if any, in prevalence.

**22. Cancellation of Admission:**

The admission of a student at any stage of study shall be cancelled if:

- (i) He/She is not found qualified as per University/State Government norms and guidelines or the eligibility criteria prescribed by the University.
- or
- (ii) He/She is found unable to complete the course within the stipulated time as prescribed in clause 2.3
- or
- (iii) He/She is found involved in creating indiscipline in the Institution/College or in the University.

**23. Other Provisions**

23.1 There will be no improvement facilities available to BHM students. However, grace marks will be allowed as per University Rules.

23.2 Notwithstanding the integrated nature of this course which is spread over more than one academic year and the Ordinance in force at the time a student joins the course shall hold good only for the examination held during or at the end of the academic year and nothing in this Ordinance shall be deemed to debar the University from amending the Ordinance and the amended Ordinance, if any, shall apply to all the students whether old or new.

23.3 Any other provision not contained in the above shall be governed by the rules and regulations framed by the University from time to time. In case of any dispute arises the matter will be referred to the Vice-Chancellor for interpretation, whose decision shall be final.

**The Academic Council shall have the power to relax any provision provided in the ordinance in any specific matter/situation subject to the approval of Executive Council of the University & such decision(s) shall be reported to the Vice-Chancellor of the University.**

**PROPOSED COURSE CURRICULUM FOR BACHELOR IN HOTEL MANAGEMENT**  
**4 YEAR (BHM) PROGRAMME**

The Following abbreviations have been used here under

L = Lecture P= Practical T= Tutorial

Internal Continuous Assessment = Class Test

**LTP AND EVALUATION SCHEME**

**SEMESTER-1**

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	<b>BHM-101</b>	Food Production Foundation-I	4	30	70	100
2	<b>BHM-102</b>	Food & Beverage Service Foundation-I	4	30	70	100
3	<b>BHM-103</b>	Introduction to Front Office	4	30	70	100
4	<b>BHM-104</b>	Introduction to Accommodation Operations	4	30	70	100
5	<b>BHM-105</b>	Application of Computers	3	30	70	100
6	<b>BHM-106</b>	Communication Skills	4	30	70	100
7	<b>BHM-107</b>	Food Production Practical-I	4	50	100	150
8	<b>BHM-108</b>	Food & Beverage Service Practical-I	3	50	100	150
9	<b>BHM-109</b>	Computers Operation Practical	2	50	50	100
10	<b>BHM-110</b>	Personality Development Practical –I	4	50	50	100
11		General Proficiency				50
	<b>TOTAL</b>		36	380	720	1150

**SEMESTER-II**

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	<b>BHM-201</b>	Food Production Foundation-II	4	30	70	100
2	<b>BHM-202</b>	Food & Beverage Service Foundation-II	4	30	70	100
3	<b>BHM-203</b>	Front office operations-I	4	30	70	100
4	<b>BHM-204</b>	Accommodation Operation-I	4	30	70	100
5	<b>BHM-205</b>	Commodities	3	30	70	100
6	<b>BHM-206</b>	Communication Skills-II	4	30	70	100
7	<b>BHM-207</b>	Food Production Practical-II	4	50	100	150
8	<b>BHM-208</b>	Food & Beverage Service Practical-II	4	50	100	150
9	<b>BHM-209</b>	Front Office Practical-I	2	50	100	150
10	<b>BHM-210</b>	Accommodation Operation Practical-I	3	50	100	150
11		General Proficiency				50
	<b>TOTAL</b>		36	380	820	1250

**SEMESTER-III**

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	<b>BHM-301</b>	Food Production Operations- I	4	30	70	100
2	<b>BHM-302</b>	Food & Beverage Operations-I	4	30	70	100
3	<b>BHM-303</b>	Front Office Operation-II	4	30	70	100
4	<b>BHM-304</b>	Accommodation Operations-II	4	30	70	100
5	<b>BHM-305</b>	Hotel Accounts	4	30	70	100
6	<b>BHM-306</b>	Food Science & Nutrition	4	30	70	100
7	<b>BHM-307</b>	Food Production Practical-III	4	50	100	150
8	<b>BHM-308</b>	Food & Beverage Service Practical-III	4	50	100	150
9	<b>BHM-309</b>	Front Office Operations Practical -II	2	50	100	150
10	<b>BHM-310</b>	Accommodation Operation Practical-II	2	50	100	150
11		General Proficiency				50
	<b>TOTAL</b>		36	380	820	1250

**SEMESTER-IV**

NO	SUBJECT CODE	SUBJECT	Weeks Per semester	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	<b>BHM-401</b>	Industrial Training	22			
		Report , Log Book, Attendance Presentation & Viva -Voce		100	200	300
2		General Proficiency				50
	<b>TOTAL</b>		22 weeks	100	200	<b>350</b>

**Note:** Candidate will have to submit following Documents after the completion of scheduled Industrial Training:

- A) Training Report
- B) Log Book
- C) What to Observe Sheets (WTO Sheets)

Formats for Training Report, Log Book and WTO Sheets (To be collected from Institute/ College).Marks for Industrial Training will be awarded by the panel of examiners as per the below specified weightage:

	Internal	External
Training Report	25	100
Log Book	25	-
WTO Sheets	25	-
Viva- Voce	25	100
Total	100	200

**SEMESTER-V**

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	<b>BHM-501</b>	Food Production Operations- II	4	30	70	100
2	<b>BHM-502</b>	Food & Beverage Operations-II	4	30	70	100
3	<b>BHM-503</b>	Accommodation Operations-III	4	30	70	100
4	<b>BHM-504</b>	Fundamentals of Management	4	30	70	100
5	<b>BHM-505</b>	Travel & Tourism Operations	3	30	70	100
6	<b>BHM-506</b>	Business Communication	4	30	70	100
7	<b>BHM-507</b>	Food Production Practical-IV	4	50	100	150
8	<b>BHM-508</b>	Food & Beverage Service Practical-IV	4	50	100	150
9	<b>BHM-509</b>	Accommodation Operation Practical-III	2	50	100	150
10	<b>BHM-510</b>	Personality Development Practical-II	3	50	50	100
11		General Proficiency				50
	<b>TOTAL</b>		36	380	770	1200

**SEMESTER VI**

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	<b>BHM-601</b>	Advanced Food Production	4	30	70	100
2	<b>BHM-602</b>	Advanced Food & Beverage Service and controls	4	30	70	100
3	<b>BHM-603</b>	Room Divisions Management	4	30	70	100
4	<b>BHM-604</b>	Environmental Studies	4	30	70	100
5	<b>BHM-605</b>	Human Resource Management	3	30	70	100
6	<b>BHM-606</b>	Hotel Information System	4	30	70	100
7	<b>BHM-607</b>	Food Production Practical-V	4	50	100	150
8	<b>BHM-608</b>	Food & Beverage Service Practical-V	4	50	100	150
9	<b>BHM-609</b>	Room Divisions Management Practical	2	50	100	150
10	<b>BHM-610</b>	Personality Development Practical-III	3	50	50	100
11		General Proficiency				50
	<b>TOTAL</b>		36	380	770	1200

**SEMESTER-VII**

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	<b>BHM-701/702/703</b>	Professional Elective –I	4	30	70	100
2	<b>BHM-704/ 705/ 706/707/708</b>	Open Elective-I	4	30	70	100
3	<b>BHM-709</b>	Fundamental of Hospitality Sales & Marketing	4	30	70	100
4	<b>BHM-710</b>	Research Methodology	4	30	70	100
5	<b>BHM-711</b>	Financial Management	4	30	70	100
6	<b>BHM -712</b>	Facility Planning	4	30	70	100
6	<b>BHM-713/ 714/ 715</b>	Professional Elective -I Practical	4	100	150	250
7	<b>BHM-716</b>	Project-1	4	100	150	250
8		General Proficiency				50
	<b>TOTAL</b>		32	380	720	1150

**7<sup>th</sup> sem Professional Electives** – Food Production Management BHM 701, F&B Management BHM 702, Rooms Division Management BHM 703 (Student will have to opt 1 out the choice).

**7<sup>th</sup> sem Open Elective** – Customer Relationship Management BHM 704, Entrepreneurship development BHM 705, Organizational Behavior BHM 706, Total Quality Management BHM 707, Basic French BHM 708, (Student will have to opt 1 out the choice).

**SEMESTER-VIII**

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
6	<b>BHM-801</b>	Project –II (Field Project work) BHM 801	22 weeks	200	200	400
7		General Proficiency				50
	<b>TOTAL</b>		-	200	200	450

**Note: Students will have to select 1 area of professional elective of 7<sup>th</sup> semester and has to do a field project work the same should be supervised by a Internal Guide. The report of the same should be submitted in duplicate to Institute head.**

## Syllabus Theory

### SEMESTER-I FOOD PRODUCTION FOUNDATION – I (BHM –101)

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>36</b>	<b>7</b>	<b>43</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have undergone a familiarization round to an operational Kitchen.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of Food Production operations so that they can be put to use in an efficient & effective way. The students undertaking this course should be able to understand following:

1. The different role of kitchen professionals,
2. Usage of various tools and equipments, Basic Misc-en- place & preparation methods,
3. Role of heat in cooking and methods of Heat Transfer,
4. Basic cooking methods & Basic of Vegetable, fruit and egg cooking.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Do the basic Misc-en –Place in operational kitchen,
2. Use the basic kitchen tools and equipments,
3. Demonstrate cooking methods in Basic vegetable, fruits and egg preparations.

		Lecture	Mrks
<b>Unit 1</b>	<b>Introduction to the art of cookery</b>	<b>05</b>	<b>05</b>
1.1	Culinary history.		
1.2	Origins of modern cookery.		
1.3	Aims and objectives of cooking food		
<b>Unit 2</b>	<b>Kitchen Hygiene and Professionalism</b>	<b>05</b>	<b>08</b>
2.1	Personal hygiene, their importance		
	Importance of Kitchen Uniform, Attitude towards work, Safety in Kitchen,		
<b>Unit 3</b>	<b>Kitchen Organization</b>	<b>06</b>	<b>12</b>
3.1	Kitchen layout,		
3.2	Modern kitchen Brigade, Hierarchy and function		
3.3	Duties and responsibilities of Executive Chef, Sous chef and Chef de partie		
3.4	Brief Introduction to Different sections of kitchen & liaison with other sections		
<b>Unit 4</b>	<b>Equipment and Tools</b>	<b>04</b>	<b>09</b>
4.1	Introduction to different Knives & and its parts used in Kitchen and its care, Classification of different equipments, types of ovens		
4.2	Uses, maintenance, criteria for selection of equipments		
<b>Unit 5</b>	<b>Methods of Cooking</b>	<b>08</b>	<b>12</b>
5.1	Transfer of heat		
5.2	Basic Preparation and Planning in Kitchen.		
5.3	Classification of cooking methods-boiling, roasting, poaching, braising, grilling, baking, broiling, stewing, sautéing, blanching, steaming,		
<b>Unit 6</b>	<b>Vegetables and fruit cookery</b>	<b>07</b>	<b>12</b>
6.1	Classification of vegetables and fruits with example of each		
6.2	Cooking & Storing of vegetables and fruits		
6.3	Cuts of Vegetable, Pigments, Mire poix, Matignon		
<b>Unit 7</b>	<b>Egg cookery</b>	<b>06</b>	<b>12</b>
7.1	Structure of egg, types, cooking methods, uses in cookery		
7.2	Selection, purchasing and storing of eggs, testing of eggs.		
	<b>TOTAL</b>	<b>36</b>	<b>70</b>

**Books recommended :**

Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS; Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS; Theory of Cookery, Mrs. K.Arora, Frank Brothers; Chef Manual of Kitchen Management, Fuller, John; Theory of Cookery. Dr.S.K.Singh& P.Chomplay, Aman Publication.

**Syllabus Theory**  
**FOOD & BEVERAGE SERVICE FOUNDATION –I (BHM 102)**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
36	6	42	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have undergone a familiarization round to an operational Food & Beverage service area.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry. The students undertaking this course should be able to understand following:

1. The different types of Food & Beverage operations,
2. Usage of various tools and equipments, Basic Misc-en- place & Misc –en -Scene,
3. Role of F&B Professionals
4. Basics of F& B services.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

5. Do the basic Misc-en –Place and Misc-en –Scene in operational F&B area,
6. Use the basic tools and equipments,
7. Demonstrate Basic F&B service.

		Lecture	Mrks
<b>Unit 1</b>	<b>The Food &amp; Beverage Service Industry</b>	<b>4</b>	<b>5</b>
1.1	Introduction to the Food & Beverage Industry		
1.2	Classification and various sectors of Catering Industry		
<b>Unit 2</b>	<b>Introduction to F &amp; B Service operations</b>	<b>5</b>	<b>10</b>
2.1	Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Room, Snack Bar, executive lounges, business centres & Night Clubs, Bistro, Pubs, Kiosks, Casinos, Fast Foods, Take away, Buffet Restaurants, etc.		
<b>Unit 3</b>	<b>F &amp; B Service Tools, Equipment and Furnishings</b>	<b>5</b>	<b>10</b>
3.1	Classification Various Tools and Equipments		
3.2	Usage of Equipment		
3.3	Types, Sizes and usage of Furniture, Linen, Napkins, Chinaware, Silverware, Glassware & Disposables,		
3.4	Special & Other Equipment, Tools and Furnishings – PDA's, Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props, other new concepts of modern furnishings, Care and maintenance.		
<b>Unit 4</b>	<b>Food &amp; Beverage Service Personnel</b>	<b>4</b>	<b>10</b>
4.1	Basic Etiquettes for Catering staff, Attitude & Attributes of a Food & Beverage personnel and competencies,		
4.2	Food & Beverage Service Organization		
4.3	Job Descriptions & Job Specifications of F& B Service Staff, Interdepartmental Coordination.		
<b>Unit 5</b>	<b>Mise-en- Scene and Mise-en- place</b>	<b>4</b>	<b>10</b>
5.1	In F& B operations/outlets		
<b>Unit 6</b>	<b>Food &amp; Beverage Service Methods</b>	<b>10</b>	<b>15</b>
6.1	Table Service-Silver/English, Family, American/Pre plated, Butler/French, Russian Self Service-Buffet & Cafeteria Specialized Service-Gueridon, Trolley, Lounge, Room, etc., Single Point Service-Take Away, Vending, Kiosks, Food Courts & Bars, Automats		
<b>Unit 7</b>	<b>Food &amp; Beverage Terminology</b>	<b>4</b>	<b>10</b>
7.1	Related to the inputs of the semester		
		<b>36</b>	<b>70</b>

**Reference Books:**

Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill; Food & Beverage Service –Lillicrap & Cousins, ELBS; Modern Restaurant Service –John Fuller, Hutchinson

### Front Office Operations-I, BHM-103

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>36</b>	<b>6</b>	<b>42</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have undergone a familiarization round to an operational Hotels Front Office area.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Front office operations in the Hotel Industry. The students undertaking this course should be able to understand following:

1. The different types of operational Hotels,
2. Role of Front office in Hospitality,
3. Usage of various tools and equipments & routine front office operations,
4. Role of front office personals.
5. Types of Hotel Guest and Hotel Rooms

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Classification criteria of Hotels,
2. Use the basic tools and equipments,
3. Duties and responsibilities of front office personals,
4. The front office process and
5. Handling various types of Guest.

		Lecture	Mrks
Unit-1	INTRODUCTION TO HOSPITALITY INDUSTRY	06	10
1.1	Hospitality and its Origin/History/Meaning & Definition		
1.2	Tourism Industry and its Importance, Defining Hotel,		
1.3	Hotels evolution and growth in the world & India		
Unit-2	CLASSIFICATION OF HOTELS	07	15
2.1	On the basis of Size/Star/Location / Clientele/Ownership basis/Length of stay/Level of service/Boatels/ Floatels/ Rotels/Management and Affiliation/Heritage hotels/eco hotels/suite hotels/Resorts etc.		
Unit-3	INTRODUCTION TO FRONT OFFICE	08	15
3.1	Organizational / Hierarchy Chart		
3.2	Front office functional area/Ancillary areas		
3.3	Front office layout & Equipments		
3.4	Types of Rooms, Suites, Executive floors or Club floor concepts		
Unit-4	FRONT OFFICE ORGANIZATION	06	10
4.1	Duties and Responsibilities of F.O Persons.		
4.2	F.O co-ordination with other Departments		
4.3	Attributes of Front Office Personnel		
Unit-5	THE GUEST	05	10
5.1	Defining Guest & Their basic requirements.		
5.2	Types of Guests- F.I.T, Business Travelers, G.I.T, S.I.T, Domestic, Foreigners.		
Unit-6	GLOSSARY OF TERMS (With Reference to above topics)	04	10
	<b>Total</b>	<b>36</b>	<b>70</b>

**Reference books:** Managing front office operations by M.Kasavana; Hotel F.O. Training manual by Suvradeep Gauranga Ghosh; Front Office Management by S.k Bhatnagar; Hotel front office management by James Bardi; Hotel Front Office- Operations & Management By- Jata Shankar. R. Tewari; Hotel Front Office- A Training Mannual By- Sudhir Andrews; Front Operation & Administration, By- Dennis Foster; Front office procedures & Management, By- Peter Abbot

## Accommodation Operations-I, BHM-104

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>36</b>	<b>6</b>	<b>42</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have undergone a familiarization round to an operational Hotels Accommodation area.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Hotel operations in respect to the Accommodation Operation area. The students undertaking this course should be able to understand following:

1. Role of Accommodation Operation in Hotels, The basic functions,
2. Usage of various tools and equipments,
3. Role of Housekeeping Professionals
4. Types of Guest Rooms and room amenities.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Usage of tools and equipments,
2. Housekeeping basic procedures,
3. Basic room amenities and basic room setups,
4. Handling guest queries.

		Lecture	Mrks
Unit-1	INTRODUCTION	6	15
1.1	Meaning & Definition		
1.2	Importance of Housekeeping		
1.3	Responsibilities of Housekeeping Department		
1.4	Organizational Structure		
1.5	Housekeeping functional area/Ancillary areas		
1.6	Housekeeping layout		
Unit-2	HOUSEKEEPING ORGANIZATION	6	15
2.1	Duties and Responsibilities of Housekeeping Persons.		
2.2	Housekeeping co-ordination with other Departments		
2.3	Attributes of Housekeeping Personnel		
Unit-3	HOUSEKEEPING TOOLS & Equipments	6	10
3.1	Classification of Equipments		
3.2	The various Tools & its usage		
3.3	Basics of Handling Cleaning equipments		
Unit-4	THE HOTEL GUEST ROOMS	6	10
4.1	Types of guest rooms		
4.2	Layout of guest rooms (Types)		
4.3	Layout of Floor pantry		
4.4	Basic Room amenities		
Unit-5	House Keeping Procedures	8	15
5.1	Basics of cleaning Procedures		
5.2	Housekeeping Control Desk, Importance, Role, Co-ordination		
5.3	Key Handling & Control		
5.4	Forms, Formats & registers used in Control Desk		
5.5	Handling Guest query & requests		
Unit-6	GLOSSARY OF TERMS(With reference to above topics)	2	5
	<b>TOTAL</b>	<b>36</b>	<b>70</b>

### REFERENCE BOOKS:

Hotel Housekeeping Training Manual, By- Sudhir Andrews; Housekeeping Operation & Management, By- Malini Singh; Hotel Housekeeping Management & Operations, By- Sudhir Andrews; Hotel Housekeeping Operations & Management, By- G. Raghubalan & Smritee Raghubalan

## APPLICATION OF COMPUTERS (AOC) BHM 105

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
32	-	32	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have basic knowledge of computers and Internet.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of computer operations. The students undertaking this course should be able to understand following:

1. Role of Computer Operation in Hotels,
2. Usage of various input and output devices,
3. Types and usage of operating system.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

4. Usage of M-S office application,
5. Role and usage of Operating System,
6. Basic understanding of Network setups,
7. Net browsing and E-mailing.

		Lecture	Mrks
<b>Unit 1</b>	<b>INTRODUCTION TO COMPUTERS</b>	<b>6</b>	<b>10</b>
	What is a computer, Components of a computer system, generation of computers, Storage devices, CD ROM's, Pen Drives, other external storage devices.		
<b>Unit 2</b>	<b>OPERATING SYSTEMS</b>	<b>4</b>	<b>10</b>
	Introduction, Functions, types and Components.		
<b>Unit 3</b>	<b>WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS</b>	<b>10</b>	<b>20</b>
	What is Word Processing, Features of MS WORD, Editing Commands and Mail merge.		
	Understanding spreadsheet, Features, Formulae and functions. If Statement, preparing sample worksheets, Preparing Different graphs,		
	Features of POWER POINT, Preparing a presentation		
	Preparing an Organization chart		
<b>Unit 4</b>	<b>Networks &amp; Networking</b>	<b>5</b>	<b>10</b>
	Describe the concept of connectivity, Basic understanding of various kinds of network topologies, Identify the various types of networks and show an overview understanding of local area network.		
<b>Unit 5</b>	<b>Going Online</b>	<b>3</b>	<b>10</b>
	Explain the scope of features offered by online information services, Describe basic Internet concepts, Define "browser" and explain the basic concepts of browsing and the operation of a browser, Describe the scope of Internet resources and the various types of Internet applications.		
<b>Unit 6</b>	<b>INTRODUCTION TO INTERNET</b>	<b>4</b>	<b>10</b>
	What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, creating web page.		
		<b>32</b>	<b>70</b>

### Reference books

Fundamental of Computers, S.Jain, BPB Publication; Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication

**COMMUNICATION SKILLS (COMM) BHM 106**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
38	-	36	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language.

**Learning Objective:** The teachers delivering lectures in this course should understand that students have a basic knowledge of Communication. The students undertaking this course should be able to understand following:

1. Role of Communication in Hotel Operations,
2. Importance of written and oral communication
3. Handling guest conversation in routine operations.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Usage of English language in routine communication,
2. Basics of remedial English,
3. Note making, drafting, routine correspondence handling,
4. Demonstrate basic professional etiquettes.

		Lct	Mrks
<b>Unit 1</b>	<b>Language and communication</b>	<b>8</b>	<b>15</b>
	Need, purpose, nature, models		
	Process of communication and various factors of communication		
	Barriers to communication and overcoming these barriers		
	Non-verbal communication, signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture.		
	Communication in Hospitality organisation and its effects on performance		
<b>Unit 2</b>	<b>Remedial English</b>	<b>15</b>	<b>25</b>
	Common errors and their correction in English usage with emphasis tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills.		
	Expressing the same idea/thought unit in different ways		
<b>Unit 3</b>	<b>Skills of written English</b>	<b>6</b>	<b>15</b>
	Note making and developing notes into drafts – rewriting of drafts. The use of cohesive devices		
	Correspondence : letters to Class teacher, Principal, Industry,		
	Writing bio-data, applications, complaint		
	Precis writing		
<b>Unit 4</b>	<b>Oral skills (listening and speaking) for effective communication</b>	<b>9</b>	<b>15</b>
	Note taking, preparing summaries and abstracts for oral presentation		
	Restaurant and Hotel English, polite and effective enquiries and responses		
	Addressing a group, essential qualities of a good speaker and listener		
	Pronunciations, stress, accent, common phonetic difficulties, use of telephone.		
		<b>38</b>	<b>70</b>

**Reference books:** Bhaskar, W.W.S., and Prabhu, N.S.. “English through reading”, MacMillan, 1978  
D’Souza Eunice and Shahani, G., “Communication Skills in English”, Noble Publishing, 1977

## FOOD PRODUCTION PRACTICAL – BHM 107 New Syllabus

	<b>Topics</b>
<b>1</b>	Familiarization and Understanding the usage of equipment and tools
<b>2</b>	Proper usage of a kitchen knife and hand tools
<b>3</b>	Familiarization & identification of commonly used raw material: For commodities listed in theory.
<b>4</b>	Basic hygiene practices to be observed in the kitchen & Importance of Kitchen Uniform.
<b>5</b>	First aid for cuts & burns & Safety practices to be observed in the kitchen
<b>6</b>	Basic cuts of vegetables: Julienne, Jardinière, Brunnoise, Macedoine, Paysane, Chiffonade, Wedges, Mirepoix, Fluting, Turned.
<b>7</b>	<b>Methods of Cooking:</b>
A	Boiling: Potato and Rice (Drain and Absorption method)
B	Poaching: Egg and Fruits
C	Steaming: Pudding and Vegetables
D	Stewing: Vegetable stew and Bean Stew
E	Frying: Fritters and Patties
F	Sautéing and Stir Frying: Vegetable and Noodles
G	Roasting: Potato and Vegetable roast
H	Grilling: Vegetable and Cottage Cheese,
I	Braising: Vegetables
J	Broiling: Breads, Spices
K	Baking: Potato and vegetable
<b>8</b>	Egg cookery including 5 classical preparations

## Food & Beverage Service – I (BHM 108)

### **Practical:**

	<b>Topics</b>
<b>1</b>	Restaurant Etiquettes
<b>2</b>	Restaurant Hygiene practices
<b>3</b>	Practicising Mis- En –Scene activities
<b>4</b>	Practicising Mis- En –Place activities
<b>5</b>	Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.
<b>6</b>	Care and Maintenance of various Tools, Equipments, Flatware's, Hollowware's etc.
<b>7</b>	Side board Organization
<b>8</b>	Laying & Relaying of Table cloth
<b>9</b>	Practicising 7 to 10 Napkin folds
<b>10</b>	Rules for Laying a basic Cover
<b>11</b>	Carrying a Salver/Tray
<b>12</b>	Service of Water
<b>13</b>	Handling the Service Gear
<b>14</b>	Carrying Plates, Glasses & other Equipments
<b>15</b>	Clearing an Ashtray
<b>16</b>	Handling precautions.

## APPLICATION OF COMPUTERS (AOC-I) BHM 109

### **PRACTICALS**

	<b>Topics</b>
<b>1</b>	Operating and Connecting the computer with other devices
<b>2</b>	Practicing MS-OFFICE- MS WORD, MS EXCEL, MS POWERPOINT
<b>3</b>	INTERNET USAGE- Using Internet, Creating a mail ID, Using E-Mail
<b>4</b>	Basics of Practicising the internet safety.

## PERSONALITY DEVELOPMENT PRACTICES-1 (BHM 110)

	<b>Topics</b>
<b>1</b>	<b>Elements of Personality Development</b>
	Understanding Elements of Personality, Advantages and Disadvantages.
<b>2</b>	<b>Personality Enrichment</b>
	Grooming, Personal hygiene, Basic Etiquettes, Social, Business and Dining Etiquettes, Body Language –use and misuse
<b>3</b>	<b>Developing Communication Skills</b>
	Writing phrases, stories, short notes, news briefs
	Practicing routine dialogues between –Friends (one to one, Group), Teachers, developing class room participation.
	Presentation Skills- Dressing for presentation, Preparing short notes, Using PPT.
<b>4</b>	<b>Interpersonal Skills</b>
	Dealing with seniors, colleagues, juniors, teachers etc. at work place, Art of good Conversation, Art of Intelligent Listening.
<b>5</b>	<b>Telephone conversation</b>
	Thumb rules, voice modulation, tone, do's & don'ts, manners and accent.

**SEMESTER -2 Syllabus Theory**  
**FOOD PRODUCTION FOUNDATION – II -BHM 201**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
42	6	48	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of Kitchen Operations and should know basic preparations and methods of cooking.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Kitchen operations as pre-requisite. The students undertaking this course should be able to understand following:

1. Role of Advance and latest cooking methods in Kitchen Operations in Hotels,
2. Breakfast preparations
3. Fundamentals of Fish and Meat cooking,
4. Foundation of Continental cooking &
5. Basics of Baking.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Cook dishes using advance and latest cooking methods,
2. Handle basic fish and meat preparation and cooking procedures,
3. Prepare Stocks, Sauces, Soups & Salads,
4. Use basic baking principles during Bread making.

		Lectures	Mks
<b>UNIT 1</b>	<b>Advanced Methods of Cooking</b>	<b>3</b>	<b>5</b>
1.1	Advanced methods-micro-wave, infra red, induction, Boil in bag, etc.		
1.2	Their Culinary Use		
<b>UNIT 2</b>	<b>Breakfast preparation of traditional / classical items</b>	<b>3</b>	<b>10</b>
2.1	Continental breakfast & English breakfast		
2.2	Indian breakfast		
<b>UNIT 3</b>	<b>Fish cookery</b>	<b>5</b>	<b>10</b>
3.1	Introduction to fish Cookery- Classification of fish with examples, Selection of Fish, Storing fish		
3.2	Different cuts of fish, and their cooking methods		
<b>UNIT 4</b>	<b>Meat cookery</b>	<b>8</b>	<b>10</b>
4.1	Introduction to meat cookery- cuts and methods of cooking of Beef, Veal, Pork, Lamb with examples of each		
4.2	Introduction to Poultry and Game with examples of each		
4.3	Selection and Storing of Meats		
<b>UNIT 5</b>	<b>Stocks, Soups and Sauces</b>	<b>10</b>	<b>15</b>
5.1	Stocks: Definition, Classification, Preparation and Precautions, Uses		
5.2	Soups: Definition, Classification, Preparation and Precautions, Examples of each		
5.3	Sauces: Definition, Classification, Preparation and Precautions, Derivatives of Each.		
<b>UNIT 6</b>	<b>Basic Salads</b>	<b>3</b>	<b>5</b>
6.1	Parts of Salad; Types of Salad and their examples		
6.2	Various dressings used: Vinaigrette and Mayonnaise based dressings		
<b>UNIT 7</b>	<b>Basic Bakery</b>	<b>10</b>	<b>15</b>
7.1	Principal of baking,		
7.2	<b>Basic Bread Making:</b> Role of Ingredients: Flour, Salt, Sugar, Yeast, Fat, Liquid, Egg, Flavourings, Bread improvers.		
7.3	Method of bread making: (i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method. Bread varieties: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls.		
7.4	Bread faults and remedies		
<b>Total</b>		<b>42</b>	<b>70</b>

**Reference Books :** Art of Indian Cookery, Rocky Mohan, Roli; Modern Cookery (Vol-I) Philip .Thangam, Orient Longman; Larousse Gastronomique, Paul Hamlyn; The Complete Guide to the Art of Modern Cookery, Escoffier

**FOOD & BEVERAGE SERVICE OPERATION –I (BHM 202)**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
36	6	42	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of F& B operations, types of service and role of F&B Staff.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Hotel F& B Operations. The students undertaking this course should be able to understand following:

1. Types of meals and menu,
2. Standard F&B order taking, Service and Billing process
3. Basic classification of Beverages and knowledge of Non-Alcoholic beverage
4. Basics of Guest and Situation handling.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Plan menus and serve meals,
2. Handle Breakfast service, demonstrating proper order taking, service and billing process.
3. Help guest in briefing the NON-Alcoholic beverages,
4. Handle various situations of Guest handling.

		Lectures	Mks
<b>UNIT 1</b>	<b>Types of Meals</b>	<b>6</b>	<b>10</b>
	Breakfast-Introduction, Types, Service Methods, a la carte and TDH setups Brunch, Lunch, Hi –Tea, Dinner, Supper, Elevenses and others		
<b>UNIT 2</b>	<b>Types of Menu</b>	<b>8</b>	<b>20</b>
	Introduction to menu ; Types-Ala Carte & Table D’hote		
	Menu Planning, considerations and constraints, Menu Terms		
	Menu Design		
	French Classical Menu- 11 , 13 and 17 courses separately		
	Classical Foods & its Accompaniments with Cover		
	Indian regional dishes, accompaniments and service		
<b>UNIT 3</b>	<b>Order taking , Service and Billing</b>	<b>8</b>	<b>15</b>
	Handling Table reservation		
	KOTs & BOTs Duplicate & Triplicate System, Computerised K.O.T’s		
	Sequence of Food Service		
	Table Clearing Process		
	Billing Methods, Payment methods and Cash Handling		
<b>UNIT 4</b>	<b>Non – Alcoholic Beverages</b>	<b>6</b>	<b>15</b>
	Definition and Classification		
	Hot Beverages-Types- Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation and Service		
	Cold Beverages-Types- Cold Coffee, Shakes, Mock tails, Juices, Syrups, Aerated Drinks, Preparation and Service		
<b>UNIT 5</b>	<b>Customer care and Handling Situations</b>	<b>5</b>	<b>5</b>
	Unavailability of Table/reservation		
	Wrong Order Taking, Handling Unavailability of Food items		
	Handling Special Requests		
	Order Delays, Spillages, Return Food		
	Lost and found properties		
	Illness		
	Drunken Guest, Un expectable appearance of Guest		
	Dealing with children and Infants		
	Handling Handicaps, Old age guest, Customer with communication difficulties		
<b>Unit 6</b>	Food & Beverage Terminology related to the inputs of the semester	<b>3</b>	<b>5</b>
		<b>36</b>	<b>70</b>

**Reference Books:** Food & Beverage Service Training Manual-S. Andrews; Food & Beverage Service –Lillicrap & Cousins; Modern Restaurant Service –John Fuller; Professional Food & Beverage Service Management –Brian ; Food Service Operations – Peter Jones & Casse;Menu planning-J Kivela,

## Front Office Operations-II, BHM-203

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>36</b>	<b>6</b>	<b>42</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have basic knowledge of Hotel operations and different functions of Front Office operations.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Front Office operations in respect to the Room selling or Service selling. The students undertaking this course should be able to understand following:

1. The basics of Room Tariff, the different types of plans and handling documentation at Front Office,
2. Handle reservations & cancellations,
3. Knowledge of complete guest cycle,
4. The registration process.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Should know room selling process, make reservations and cancellations,
2. Complete the registration process and bell desk process,
3. Handle front office documentation.

		lectures	Mrks
Unit-1	ROOM TARIFF	08	14
1.1	Basis of room tariff, Tariff fixation / calculating room tariff.		
1.2	Types of room tariff: Rack rate, discounted rates.		
1.3	Types of Meal Plan used in the hotel industry.		
1.4	Forms & Format/ Tariff Card/Brochure		
Unit-2	ROOM RESERVATION	10	16
2.1	Importance & Functions of Reservation sections		
2.2	Modes of reservations		
2.3	Channels & sources of reservations[Direct, Travel Agent, C.R.S Intercell agencies, GDS, Tour Operators, Airlines etc]		
2.4	Types of reservation[Tentative, confirmed, Guaranteed, etc]		
2.5	Systems of reservations [ non automatic, semi, fully automatic]		
2.6	Cancellations and Amendments		
2.7	Processing Individual & Group reservations		
2.8	Forms & Formats		
Unit-3	INFORMATION & BELL DESK OPERATION	08	16
3.1	Introduction of Bell desk, Equipments used in Bell desk.		
3.2	Functions of Bell desk [Scanty, Left Luggage procedure].		
3.3	Luggage handling, Paging, Mail and Message handling, Change of room etc		
3.4	Functions of information department		
3.5	Forms & Formats		
Unit-4	GUEST CYCLE & FRONT OFFICE SYSTEMS	06	14
4.1	Pre-arrival		
4.2	Arrival		
4.3	Stay		
4.4	Departure & Post Departure		
4.5	Front Office Systems : Non Automated / Semi -Automated / Fully Automated.		
Unit-5	REGISTRATION	07	10
5.1	Introduction to the Registration section.		
5.2	Steps of registration with or without reservation.		
5.3	Pre- registration activities.		
5.4	Processing VIP, Foreigners & group registration.		
<b>Total</b>		<b>36</b>	<b>70</b>

**Reference books:** Managing front office operations by M.Kasavana; Hotel F.O. Training manual by Suvradeep Gauranga Ghosh; Front Office Management by S.k Bhatnagar; Hotel front office management by James Bardi; Hotel Front Office- A Training Manual By- Sudhir Andrews; Front Operation & Administration, By- Dennis Foster; Front office procedures & Management, By- Peter Abbot

## Accommodation Operations-II, BHM-204

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
36	6	42	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge operations in Hotels Accommodation area and types of accommodation operations functions.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Hotel operations in respect to the Accommodation Operation area. The students undertaking this course should be able to understand following:

1. Role of Accommodation Operation in Hotels, The basic functions,
2. Cleaning cycle and process for rooms.
3. Different types of surfaces and cleaning process for the same,
4. Handlings lost and found process and maintain records and filling formats for operations.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Clean rooms, handling different surfaces and maintain records,
2. Handle Housekeeping basic procedures,
3. Prepare various reports.

		Lectures	Mrks
Unit-1	CLEANING ART	02	6
1.1	Principles of Cleaning		
1.2	Dirt & Dust		
Unit-2	CLEANING MODUS OPERANDI	12	20
2.1	Cleaning Equipments- Types, Operating Principles, Characteristics, storage, Maintenance.		
2.2	Cleaning Agents- Types, Operating Principles/applications, Characteristics, PH scale, and storage.		
Unit-3	DIFFERENT SURFACES	06	14
3.1	Metals, Glass, wood, Ceramic, Leather, Rubber, Stone.		
Unit-4	CLEANING OF GUEST ROOMS	10	20
4.1	Daily Cleaning of Room.		
4.2	Weekly Cleaning/ Spring Cleaning		
4.3	Evening Service/ Turndown Service		
4.4	Replenishment of guest supplies & amenities.		
4.5	Lost and Found Procedure		
Unit-5	RECORDS, REGISTERS, FORMS & FORMATS	06	10
5.1	Staff placement register, floor registers, guest special request register, Logbook, Memo book, Carpet shampoo register, baby sitting register, lost & found register, store indent book etc.		
5.2	Room occupancy report, guest room inspection form/checklist, housekeeping report, work order, room boys report.		
<b>Total</b>		<b>36</b>	<b>70</b>

REFERENCE BOOKS: Hotel Housekeeping Training Manual, By- Sudhir Andrews; Housekeeping Operation & Management, By- Malini Singh; Hotel Housekeeping Management & Operations, By- Sudhir Andrews; Hotel Housekeeping Operations & Management, By- G. Raghubalan & Smritee Raghubalan; The Professional Housekeeper, By- Madelim Schneider & Georgia Tucker

## Commodities BHM-205

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>36</b>	-	<b>36</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have basic knowledge of Local commodity market and should have basic idea about role of good quality commodity in food preparation and production.

**Learning Objective:** The teachers delivering lectures in this course should understand that students have a basic knowledge of Commodities and its role in food production. The students undertaking this course should be able to understand following:

1. Classification of commodities and its basic characteristics,
2. Usage of various commodities,
3. Types of Staples and its influence in dietary habits,
4. Types of pulses.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Usage of commodities according to its characteristics,
2. Planning diet as per staple influence,
3. Classify raw materials and demonstrate the role of clouring, flavoring and raising agents.

		Lecture	Marks
<b>UNIT 1</b>	<b>Introduction to commodities</b>	<b>4</b>	<b>6</b>
	Definition, classification / Various groups- Types, usage, storage and substitute.		
<b>UNIT 2.</b>	<b>Beverages</b>	<b>4</b>	<b>10</b>
	Tea, Coffee, Cocoa and Milk: definition, classification and functions.		
<b>UNIT 3.</b>	<b>Cheese</b>	<b>4</b>	<b>10</b>
	Types of cheese, purchasing and storing procedures of cheese, use of cheese.		
<b>UNIT 4.</b>	<b>Classification of Raw Materials</b>	<b>10</b>	<b>20</b>
	Fats and oils, raising agents, eggs, salts, liquids, sweetners, thickening agents, spices and condiments, flavoring and coloring agents		
<b>UNIT 5.</b>	<b>Staples</b>	<b>6</b>	<b>10</b>
	Cerels: Wheat and Rice, storage process. Millets: Barley, Maize, Oat, Semolina, Rye etc. storage of millets.		
<b>UNIT 6.</b>	<b>Pulses Introduction and Uses</b>	<b>6</b>	<b>10</b>
	Chickpeas, black eyed peas, flageolets, haricot beans, lentils, peas, moong beans, red kidney beans and soya beans		
<b>UNIT 7</b>	<b>Food Additives</b>	<b>2</b>	<b>4</b>
	Need for additives, Types of additives, Role of these additives (natural and synthetic) in modification of appearance in food preparation		
		<b>36</b>	<b>70</b>

**References:** Food Commodities- Bernard Davis 2<sup>nd</sup> edition, Butterworth-Heinemann Ltd,

**COMMUNICATION SKILLS – II BHM 206**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
36	-	36	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must understand the importance of communication as Hospitality Students. They should have knowledge of remedial English, and building communicative dialogues.

**Learning Objective:** The teachers delivering lectures in this course should understand that students have a basic knowledge English communication. The students undertaking this course should be able to understand following:

1. Role and meaning of communication, types of communication and its channels,
2. Basic writing skills,
3. Parts of speech, articles, prepositions and tenses
4. Dialogue writing, Story writing
5. Public speaking and interview skills

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Usage of proper English grammar in dialogue process,
2. Write formal and informal letters and write resume,
3. Deliver speech and handle interviews,

		Lectures	Mks
<b>UNIT 1</b>	<b>COMMUNICATION</b>	6	10
1.1	Definition of communication		
1.2	Types of communication		
1.3	Process of communication, Channels of communication		
<b>UNIT 2</b>	<b>WRITING SKILLS</b>	5	15
2.1	Letter writing - formal and informal		
2.2	Resume writing		
2.3	Report writing		
2.4	Note making and note taking	8	15
<b>UNIT 3</b>	<b>REMEDIAL ENGLISH</b>		
3.1	Parts of speech		
3.2	Articles and prepositions		
3.3	Tenses		
3.4	Short Story writing, Dialogue writing		
<b>UNIT 4</b>	<b>PUBLIC SPEAKING AND INTERVIEW SKILLS</b>	12	20
4.1	Writing a speech, preparing speech note		
4.2	Developing confidence and overcoming fear		
4.3	Delivering different types of speeches		
4.4	Appearance and dress ( grooming )		
4.5	Interview skills, Presentations skills, planning, preparation, practicing, presentation to different groups		
4.6	Qualities of a good speaker, presenter and listener		
<b>UNIT 5</b>	<b>IMPORTANCE OF COMMUNICATION IN HOSPITALITY SECTOR</b>	5	10
5.1	Importance of communication in hospitality sector, Hotel and restaurant English		
5.2	Interdepartmental communication		
5.3	Writing for Training Log Book and Report		
<b>Total</b>		<b>36</b>	<b>70</b>

## **FOOD PRODUCTION PRACTICAL – II (BHM 207)**

	<b>Topics</b>
<b>1</b>	Revision of Vegetable Cuts and Demonstration of Stock Making
<b>2</b>	Demonstration of Fish Cuts and Chicken Cuts, Their Storage techniques
<b>3</b>	Demonstration of Mother Sauces and their derivatives, and Storing techniques
<b>4</b>	Demonstration of Preparation of Consomme with classical garnishes
<b>5</b>	Preparation of traditional / classical Indian, English and Continental breakfast dishes
<b>6</b>	Preparation of Basic Continental Cookery: 3 Course Menus
	<ul style="list-style-type: none"><li>• Soups: Puree, Crème, Broth, Consomme, Cold, Veloute, Chowder and Bisque</li><li>• Appetizers: Classical Salads: Vinaigrette Based, Mayonnaise based dressing salads</li><li>• Application of different meat cuts using different cooking methods</li><li>• Desserts using different cooking methods</li></ul>
<b>7</b>	Preparation of Basic Breads: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls.

## **FOOD & BEVERAGE SERVICE Practical – II (BHM 208)**

	<b>Topics</b>
1.	Writing a Menu in French & its Equivalent in English
2.	Breakfast Table Lay-up.
3.	TDH & A la Carte Cover
4.	Restaurant Reservation System
5.	Receiving the guests
6.	Sequence of Service
7.	Taking an Order of Food & Making a KO T.
8.	Table Service
9.	Clearing, Crumbing, Presenting the bill
10.	Service of Cold & Hot - Non Alcoholic Beverages

### **FRONT OFFICE PRACTICAL-1 (FOP- 1) BHM 209**

	<b>Topics</b>
1	Basic Manners, Grooming & Hygiene Standards.  Welcoming, receiving, escorting of the guest
2	Front Office Communication – <b>Verbal</b> - Practicing Reception Dialogues, Handling Informative queries, Briefing Tariff card to Guest, Handing – Taking overs. <b>Non verbal</b> – Preparing Telephonic Transmittal slips, Preparing paging messages, Handling Guest messages. Preparing routine log books, Writing and recording complaints.
3	Preparation and study of countries: Capitals, currencies, airlines and flags chart
4	Telecommunication skills – telephonic situation handling
5	Practicing filling of Forms and formats
6	Identification of equipment, work structure and stationery
7	Basic manners and grooming standards required for Front Office operation

### **HOUSEKEEPING PRACTICAL – I (HKP –I) BHM 210**

	<b>Topics</b>
1	Familiarisation of Guest Room Layout
2	Identification of Guest Room Amenities , setup of room attendant trolley and preparing check list
3	Identification of cleaning equipment – Manual & mechanical
4	Cleaning of different surfaces
5	Practical involving following activities- Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing
6	Practical activities involving usage of cloths and their types, abrasives, polishes, chemical agents and commercially available products.

**SEMESTER -3**  
**FOOD PRODUCTION OPERATION – I -BHM 301 Syllabus**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
36	6	42	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of Kitchen Operations and should know basic preparations and methods of cooking.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Kitchen operations as pre-requisite. The students undertaking this course should be able to understand following:

1. Role of Indian spices and condiments,
2. Basic Indian gravies
3. Fundamentals of Regional cuisines
4. Tandoor handling and preparations
5. Regional popular dishes

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Cook dishes using traditional Indian cooking methods,
2. Handle Tandoor preparation and cooking,
3. Prepare Popular regional dishes,

		Lectures	Mks
<b>UNIT1</b>	<b>Indenting</b>	<b>3</b>	<b>5</b>
	Principles of Indenting for volume feeding		
	Portion size of various items for different types of menu		
	Standardizing recipes and modifying		
<b>UNIT2</b>	<b>Basics of Indian Cuisine</b>	<b>2</b>	<b>5</b>
	Introduction to Indian Cookery, Identification of various varieties of rice, cereals and pulses		
	Simple methods of preparations and ingredient combination ratios - Rice, Dals, Vegetables, Indian breads.		
<b>UNIT3</b>	<b>Indian Masalas</b>	<b>3</b>	<b>5</b>
	Blending of spices and concept of masalas		
	Different masalas used in Indian cookery - Dry & Wet masalas & their composition		
	Masalas used in Regional Cuisine		
	Special masala blends		
<b>UNIT4</b>	<b>Indian Curries</b>	<b>6</b>	<b>15</b>
	Concept & importance of curries and gravies		
	Types of Indian Curries and its combination.		
<b>UNIT5</b>	<b>Tandoor</b>		
	Understanding concept of Tandoor	<b>6</b>	<b>15</b>
	Tandoor Seasoning, tools used in tandoor		
	Marinades used in tandoor cooking		
	Tandoor Breads and roasts		
<b>UNIT6</b>	<b>Indian Regional Cooking</b>	<b>16</b>	<b>25</b>
	Brief study of following regional Cuisine- South Indian, Goa, Hyderabad, Bengal, Gujrat, Rajasthan, Awadh, Punjab, Kashmir & Uttarakhand		
	Understanding Dietary habits, role of staple food, traditional cooking methods, popular dishes and tools used.		
<b>Total</b>		<b>36</b>	<b>70</b>

**Reference Books :** Art of Indian Cookery, Rocky Mohan, Roli; Prasad - Cooking with Masters, J. Inder Singh Kalra, A Taste of India, Madhur Jaffrey, Pavillion;; Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, ; Zaika, SonyaAtal Sapru, HarperCollins; Punjabi Cuisine, Premjit Gill; Hyderabad Cuisine, Pratibha Karan, HarperCollins

## BHM KU 302- Food and Beverage Service-II

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>40</b>	<b>6</b>	<b>46</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have basic knowledge of F& B operations, types of service and role of F&B Staff.

**Learning Objective:** The students undertaking this course should be able to understand following:

1. Operations of In Room Dining
2. Standard F&B order taking, Service and Billing process
3. Classification and Knowledge of Alcoholic beverage.
4. Knowledge of Wines.
5. Knowledge of Beer, Aperitifs, Vermouths and Tobacco

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Plan IRD operations.
2. Explain the basics of wines.
3. Explain beer production and types of beer
4. Will be able to understand the role of Aperitifs and Vermouths.

SEMESTER-3		Lectures	Marks
<b>UNIT -1</b>	<b>In Room Dining Service</b>	<b>05</b>	<b>10</b>
1.1	Introduction, general principles and types		
1.2	Cycle of Service, scheduling and staffing Forms and Formats		
1.3	Order Taking, Suggestive Selling, breakfast cards		
1.4	Time management- lead time from order taking to clearance		
<b>UNIT-2</b>	<b>Alcoholic Beverages</b>	<b>24</b>	<b>30</b>
2.1	Definition & Classification of Alcoholic Beverages.		
2.2	Types of grapes used in wine production. Wine making - viticulture, vinification		
2.3	Vinification types- Still, Sparkling, Aromatized and Fortified. Classification of Wines.		
2.4	Wine controlling terms –France, Germany, Italy, Spain, Portugal.		
2.5	Wines region of France-Bordeaux, Burgundy, Loire, Rhone Alsace, Jura, Provence		
2.6	Wines of Italy, Spain, Germany, Portugal, Australia, South Africa, Chilly, California & India		
2.7	Storage of wines, glassware types, other equipments and tools associated to wines. Important brands of wine and Service of wines- Glassware used, temperature for service of wines.		
<b>UNIT-3</b>	<b>Beers</b>	<b>05</b>	<b>10</b>
3.1	Introductions to beer		
3.2	Brief introduction to Beer Production		
3.3	Types and Brands – Indian and International		
3.4	Other fermented and brewed beverages – Sake, Cider, Perry		
<b>UNIT-4</b>	<b>Aperitifs &amp; Vermouths</b>	<b>03</b>	<b>10</b>
4.1	Definition Types- Wine based & spirit based		
4.2	Usage and storage.		
<b>UNIT-5</b>	<b>Tobacco</b>	<b>03</b>	<b>10</b>
5.1	Types – Cigars & Cigarettes		
5.2	Cigar strengths and sizes Brands – Storage and service		
<b>Total</b>		<b>40</b>	<b>70</b>

### Front Office Operations-II, BHM-303

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
36	6	42	70	30	100

**Pre-requisite:** The students undergoing this course should have knowledge of Front Office operations and different packages.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Front Office activities in regards to check in & check out. The students undertaking this course should be able to understand following:

1. Computer application in Front Office Application
2. Check out Procedure
3. Control of Cash & Credit
4. Night Auditing
5. Check in Process
6. Front office & Guest Safety & security

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Should know Property management systems.
2. Procedure required in Guest check in & Check out.
3. Night audit Process.
4. Revenue Control.

		lectures	Mrks
<b>Unit-1</b>	<b>Computer application in Front Office Applications</b>	<b>06</b>	<b>12</b>
1.1	Importance of Computer in Front Office, what is PMS		
1.2	PMS application in Front Office (Reservation, Front Desk, Room, Cashier, Night Audit, set up, Reporting, Back office Module)		
1.3	Different PMS systems :- Amedus, IDS, Shawman, Fidelio		
<b>Unit-2</b>	<b>Check In Procedure</b>	<b>07</b>	<b>12</b>
2.1	Check in Procedure in different situations like :- guest having confirmed reservation, Walk –in Guest, Group/crew , Scanty Baggage Guest, International Travellers.		
2.2	Forms & Formats		
2.3	Check in Procedure in Fully automated hotels		
<b>Unit-3</b>	<b>Check out Procedure</b>	<b>06</b>	<b>12</b>
3.1	Departure activity at various desk :- Bell Desk, at lobby, Reception, Cashier		
3.2	Different Methods of Settlement :- Cash , Credit Card, Cheques, Travels cheques, Bill to company, Combined settlement method,		
3.3	Front Office Record		
3.4	Check out options :- On Desk Express Check out, Self Check out		
3.5	Forms & Formats		
<b>Unit-4</b>	<b>Control of Cash &amp; Credit</b>	<b>07</b>	<b>12</b>
4.1	Front office Accounting Cycle		
4.2	Credit control process in various cases :- guest pay by Credit Card, Travel agent voucher, Airlines, Scanty baggage, Credit control during stay, credit facility to companies, check in tour group.		
4.3	Problems may arise in credit control		
4.4	Process required in cash Control		
4.5	Handling Foreign Exchange		
<b>Unit-5</b>	<b>Night Auditing</b>	<b>07</b>	<b>12</b>
5.1	Importance of Night Auditing,		
5.2	Duties & Responsibility of Night Auditor		
5.3	Common Revenue Centers of a Hotel		
5.4	Basis steps involved in preparing Night Audit :- Complete posting, Reconcile room status discrepancies ,verify room rates, verify no-show reservations, Cash Deposit ,Clear & Back up the system ,Distribute report		
5.5	Vouchers/Folios/Ledgers/Allowances/Reports		
<b>Total</b>		<b>36</b>	<b>70</b>

### Accommodation Operations-II, BHM-304

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
37	6	43	70	30	100

**Pre-requisite:** The Students studying this course should have clear cut knowledge of the core functioning of housekeeping department.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Hotel operations in respect to the Accommodation Operation area. The students undertaking this course should be able to understand following:

1. Role of linen room, The basic functions,
2. Uniform room and process.
3. Different types of Laundry and wash cycle.
4. Flower arrangement and housekeeping in Institutions.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Handling linen room, Uniform importance and process,
2. Well verse with the laundry operations and procedure,
3. Prepare various flower arrangements.
4. Knowing housekeeping operations other than hotels.

		Lectures	Mrks
<b>UNIT-1</b>	<b>Linen Room</b>	09	15
1.1	Activities of linen room		
1.2	Layout and equipments in linen room		
1.3	Selection criteria for linen purchasing		
1.4	Calculating linen requirement		
1.5	Linen control measures, inventory handling and Discard		
<b>UNIT-2</b>	<b>Uniform and Sewing Room</b>	06	08
2.1	Advantages of providing uniform, Types of uniform		
2.2	Issue and exchange procedure		
2.3	Layout of uniform and sewing room		
2.4	Activities of sewing room and equipment used.		
<b>UNIT 3</b>	<b>Laundry</b>	10	25
3.1	OPL and Contract laundry		
3.2	Layout and machineries		
3.3	Laundry aids and their handling		
3.4	Flow process of OPL		
3.5	Wash cycle		
3.6	Dry cleaning and stain removal		
3.7	Valet Service		
<b>UNIT 4</b>	<b>Flower arrangement and Indoor plants</b>	07	15
4.1	Need and importance, Equipments & Tools required		
4.2	Care and conditioning of cut flowers		
4.3	Principal of design, Styles of flower arrangement		
4.4	Selection and care of indoor plants		
4.5	Procedure of layering the pot		
<b>UNIT 5</b>	<b>Housekeeping in Institution and facilities other than hotels</b>	05	07
5.1	Hospitals, Malls, Multiplex and Airlines		
	<b>TOTAL</b>	37	70

REFERENCE BOOKS: Hotel Housekeeping Training Manual, By- Sudhir Andrews; Housekeeping Operation & Management, By- Malini Singh; Hotel Housekeeping Management & Operations, By- Sudhir Andrews; Hotel Housekeeping Operations & Management, By- G. Raghubalan

**Hotel Accounts, BHM 305**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>40</b>	<b>6</b>	<b>46</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have the basic knowledge of business, business activities, business transactions, importance of maintaining the accounts and also having some mathematical skills.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that accounting is a very important method to record the business transactions and events not only to record but also as documentary evidence. The students undertaking this course should be able to understand following:

1. Meaning and role of accounting.
2. Primary, secondary and subsidiary books
3. Cash book and trial balance
4. Types of audits

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. What is the role of accounting in a business organization to maintain and providing business information to the users of accounting?
2. How to prepare and handling different types of accounts.
3. Advantages and limitations of trial balance
4. Definition, importance and characteristics of audit.

S.N.	Topic	Lecture	Marks
<b>Unit 1</b>	<b>Introduction to Accounting</b> Meaning and definition Types and Classification Principles of Accounting Introduction to Uniform System of account Contents of Income statement Contents of Financial statement Practical problems of Income statement and Financial statement	<b>08</b>	<b>12</b>
<b>Unit 2</b>	<b>Primary Books (Journal)</b> Meaning and definition Format of journal Rules of Debit and Credit Practical problems	<b>04</b>	<b>08</b>
<b>Unit 3</b>	<b>Secondary Books(Ledger) and Subsidiary Books</b> Meaning and Uses of Ledger Format and Posting Practical problems of ledger Needs and uses of subsidiary Books Classification of subsidiary Books Purchase Book; Sales Book; Purchase Return Book; Sales Return Book; Journal Proper & Practical Problems	<b>08</b>	<b>14</b>
<b>Unit 4</b>	<b>Cash Book</b> Meaning and Use Advantages Simple, Double and Triple column cash book Petty cash book Practical Problems	<b>06</b>	<b>10</b>
<b>Unit 5</b>	<b>Trial Balance</b> Meaning ; Advantages; Limitations & Practical problems	<b>04</b>	<b>06</b>
<b>Unit 6</b>	<b>Bank Reconciliation Statement</b> Meaning Reasons why pass book and cash book do not balance Practical problems	<b>04</b>	<b>08</b>
<b>Unit 7</b>	<b>Departmental Accounting</b> An introduction of departmental Accounting Allocation and apportionment Advantages and Drawback of allocation Basis of allocation Practical problems	<b>06</b>	<b>12</b>
	<b>Total</b>	<b>40</b>	<b>70</b>

## FOOD SCIENCE & NUTRITION - BHM 306 [Syllabus]

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
35	-	35	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of nutrition and its importance.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of nutrients and its requirement. The students undertaking this course should be able to understand following:

1. Requirement of nutrition for health
2. Nutrients in different food sources
3. Functions of food
4. Importance of balanced diet
5. Changes in nutrients after cooking

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Meal preparation with nutrients in proper amount
2. Importance of nutrition for health
3. Storage and preservation of food

		Lectures	Mks
<b>Unit 1</b>	Introduction : Food & its relation to health, Objectives in the study of nutrition	4	5
<b>Unit 2</b>	Major Nutrients : Their characteristics, functions, metabolism, food sources, deficiencies, Carbohydrates, Lipids, Proteins, Vitamins & Minerals	6	15
<b>Unit 3</b>	Classification of raw materials into food groups : Cereals, Pulses, Milk & milk products, milk borne disease and methods of preservation, Eggs, Meat varieties, preservatives, cooking poultry white and red meat, Fish, cooking, disease produced by fish, Fruit & Vegetables, Nuts & dried fruits. Sweetening agents, Spices & condiments, emulsions, colloids, flavour and browning.	6	15
<b>Unit 4</b>	Effect of Heat on Food: Effect of cooking on- Nutritive value of food, Pigments and texture. Method of retention of Nutrients.	6	10
<b>Unit 5</b>	Water : Definition, Dietary sources (visible, invisible), functions of water, role of water in maintaining health (water balance).	5	10
<b>Unit 6</b>	Balanced Diet / Menu planning: Definition, importance of balanced diet, RDA for various nutrients – age, gender, physiological state, planning of nutritionally balanced meals based upon the three food group system, factors affecting meal planning, critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning, calculation of nutritive value of dishes/ meals. Basics of In-valid cookery and therapeutic diets.	8	15
		<b>35</b>	<b>70</b>

### **Books for reference**

- Clinical dietetics & nutrition – F. P. Anita
- Food science chemistry & experimental foods – Dr. M Swaminathan
- Food & Nutrition – Dr. M. Swaminathan
- A text book of Bio chemistry – A. V. S. S. Rama Rao
- Catering Management an integrated approach Mohinseth, Surjeet Mulhan
- Food facts & principles – Manay & Shalakshara Swamy
- Food science – Sumathi Mudambi
- Fundamentals of food and nutrition, Mudambi & Rajgopal 4th edition 2001

### BHM 307- Food Production Practical-III

S.No	Topics
1	Revising Preparation of Basic – Vegetable, Fruit, Meat, Poultry and Fish cuts
2	Preparation of Basic egg dishes- Boiled, Poached, Fried, Baked
3	Basic Meat, Fish and Poultry preparations. Preparation & jointing of chicken, Filleting of Fish & Identification of meat cuts and preparation of dishes ( As per the knowledge shared in 2 <sup>nd</sup> Semester)
4	Preparation of Basic gravies and commonly used Indian masala's
5	Regional cookery of India- Karnataka, Tamilnadu, Kerala, Gujrathi, Lucknow, Awadh, Punjabi, Bengali, Hyderabadi, Kashmiri, Uttarakhand cuisines with proper accompaniments like chutney, Indian breads rice preparations etc, ( minimum 1 menu each)
6	Tandoor cooking- Breads, Kababs, Roast etc.
	<b>Note:</b> The Institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in consideration.

### BHM 308- Food and Beverage Service –III Practical

S.No	Topic
1	Understanding Room Service Amenities, Room Service equipments.
2	Room Service Tray & Trolley Lay-Up. Carrying Continental Tray
3	Functional Layouts for room service
4	Role play: Knocking & opening guest door, wishing the guest, placing tray, checking order, presenting bill, greeting at exit.
5	Order taking on telephone (standard phrases)
6	Set-up for In Rooms.
7	Procedure for handling fruit basket's (amenities) and actual practices of placing same with finger bowl, knife on B&B plate etc. in guest room.
8	Conducting Briefing/De-Briefing for F & B outlets.
9	Taking an Order & Service of Beer, Sake and Other Fermented & Brewed Beverages.
10	Taking an order & Service of –Sparkling, Aromatized, Fortified, Still

	Wines. Order of service (starting with wine approval from host, wrapping bottle with napkin etc.)
11	Opening different types of wine bottles. (Different types of cork screws)
12	Use of different glasses, holding & carrying glasses
13	Set up a table with Prepared Menu with wines.
14	Service of Cigars and Cigarettes.

**FRONT OFFICE PRACTICAL-1 (FOP- 1) BHM 309**

	<b><u>Topic</u></b>
1	Preparing & Filling up of Registration card during Check in, handling registration records.
2	Handling Check-In and Check-Out process
3	Filling various vouchers, folios, handling allowances and various reports
4	Familiarization with different forms & formats such as :- Expected arrival/ departure sheet, group/crew arrival sheet, C-Form, Bell boy errand card, Cashier report, cashier envelop, encashment certificate, Express C/out, High Balance Report, Incident Report
5	Front office cashiering practices and Night audit practice
6	Role play on Check out process for: FIT, GIT (group leader), handling cash/ credit card, foreign currency.
7	Basis phraseology used during check in, check out and handling situations.
8	Initial practice on PMS software

**ACCOMMODATION OPERATION PRACTICAL-II – BHM 310**

<b>S.No</b>	<b>Topics</b>
1.	Practicing 2 <sup>nd</sup> Semester Practical's
2.	Practicing different types of Flower arrangements (including 6 basic arrangements)
3.	Making floor plans, wall elevations and templates
4.	Creating model of a guest room / public area with interior decoration themes
5.	Stain removal of 10 common stains
6.	Guest Room Cleaning & handling Mini Bar
7.	Bed Making & Evening Turndown

**SEMESTER-V Theory**  
**BHM- 501- FOOD PRODUCTION OPERATIONS- II**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
40	6	46	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of Kitchen hierarchy, functional area of kitchen. They must have undergone a familiarization round to an operational Kitchen.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of Food Production operations so that they can be put to use in an efficient & effective way. The students

Unit	Topics	Lect	Mrks
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undertaking this course should be able to understand following:

1. Operational aspect of Volume feeding
2. Principles of indenting and recipe formulation
3. Special features of various International cuisines.
4. Familiarization with classical appetizers and garnishes
5. Parts of sandwiches, types of International breads and dessert

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Familiarization aspect with Volume feeding
2. Precaution while indenting in volume feeding
3. Familiarization with China, France, Italy, Spain, Mexico and Middle East cuisine.
4. International breads and Dessert.

<b>Unit 1</b>	<b>Volume Feeding</b>		
1.1	Basic principles of menu planning- recapitulation	<b>6</b>	<b>15</b>
1.2	Points to consider in menu planning for various volume feeding outlets		
1.3	Introduction to institutional and industrial catering		
1.4	Classification of institutional and industrial catering		
1.5	Menu planning with theme Parties		
1.6	Problem associated with off premise catering		
1.7	Concept of Centralized Production Unit		
<b>Unit 2</b>	<b>Recipe Formulation</b>	<b>4</b>	<b>8</b>
2.1	Principles of Indenting for volume feeding		
2.2	Portion size of various items for different types of volume feeding		
2.3	Modifying recipes for indenting for large scale catering		
<b>Unit 3</b>	<b>International Cuisine</b>	<b>14</b>	<b>20</b>
3.1	Geographic location, Historical background, Staple food with regional influences, Equipment & Specialties: China, France, Italy, Spain, Mexico and middle East.		
<b>Unit 4</b>	<b>Appetizers &amp; Garnishes</b>	<b>4</b>	<b>6</b>
4.1	Classification and examples of Appetizers		
4.2	Traditional Garnishes with examples		
<b>Unit 5</b>	<b>Sandwiches</b>	<b>4</b>	<b>6</b>
5.1	Parts of Sandwiches: Bread , Spread, Filling and Garnish with examples		
5.2	Types of Sandwiches		
<b>Unit 6</b>	<b>Bakery and Confectionary</b>	<b>8</b>	<b>15</b>
6.1	Introduction to International Breads and Dessert: France, Italy and Germany		
6.2	Cake making: Batter, foam and Chiffon types, Faults and remedies		
6.3	Types of Pastry: Choux, Short Crust, Puff, Hot Water and Danish Pastry		
		<b>40</b>	<b>70</b>

**References:** Quantity Food Production, Planning, and Management, 3rd Edition, by John B. Knight Baking – Martha Day, Professional Pastry Chef – Bo Friberg, John Wiley, Classical Recipes of the world –Smith, Henry, Larousse Gastronomique – Paul Hamlyn, Art of Indian Cookery, Rocky Mohan, Roli, Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn, The Complete Guide to the Art of Modern Cookery, Escoffier, Theory of Cookery, Dr.S.K.Singh & Pranshu, Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman, Professional cookery, Bali

### BHM-502-Food & Beverage Service

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>40</b>	<b>6</b>	<b>46</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have basic knowledge of Alcoholic Beverages and Food & Beverage Operations.

**Learning Objective:** The students undertaking this course should be able to understand following:

1. Different types of Spirits and their production.
2. Types and Production of Liqueurs
3. The basics of Bar planning.
4. The basics of cocktails and production.
5. The Knowledge of Gueridon Service.
6. Knowledge of Banquets department.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Plan a Bar setup, do basic Bar Misc-en-place.
2. Should be able to handle bar operations, service of liquor and cocktails
3. Perform Gueridon service.
4. Handle Banquet set ups and operations.

		Lectures	Marks
<b>UNIT -1</b>	<b>Spirits</b>	<b>20</b>	<b>30</b>
1.1	Introduction to distillation process		
1.2	Introduction to spirits (Whisky, Rum, Brandy, Vodka, Gin & Tequila) Production in brief		
1.3	Brands- Indian and International & Service Other alcoholic beverage – Absinthe, Ouza Aquavit, Silvovitz, Arrack, fenni, Grappa, Calvados etc		
1.4	Concept of proof and its types, Gay-Lussac percentage		

<b>UNIT-2</b>	<b>Liqueurs</b>	<b>02</b>	<b>5</b>
2.1	Types & Production		
2.2	Brands & Service		
<b>UNIT-3</b>	<b>Bar</b>	<b>04</b>	<b>5</b>
3.1	Introduction, Types & Layout, Bar displays.		
3.2	Equipments used License Requirements		
3.3	Staffing- Job description, Job specification		
3.4	Bar planning & Designing		
3.5	Bar menus		
<b>UNIT-4</b>	<b>Cocktails</b>	<b>04</b>	<b>10</b>
4.1	Introduction & History		
4.2	Types & preparation Classical cocktail, recipes and garnishes		
4.3	Costing, Innovative Cocktails & Mocktails		
4.4	Cocktail bar, Equipment, Garnishes, Decorative accessories		
4.5	Interaction with guest, Suggestive selling.		
<b>UNIT-5</b>	<b>Guerdion Service</b>	<b>02</b>	<b>5</b>
5.1	Introduction, History		
5.2	Staffing & Equipments used		
5.3	Ingredients used, Common preparation, Flambé dishes		
5.4	Carving, Salad making etc. Trolley service – Beverages, Starters, High-tea, Desserts etc		
<b>UNIT-6</b>	<b>Function Catering</b>	<b>08</b>	<b>15</b>
6.1	BANQUETS- Introduction, Types, Organization of Banquet department. Duties and responsibilities of the Banquet Manager. Booking procedures., Banquet menus, Buffets		
6.2	FORMAL & INFORMAL BANQUETS Reception, Cocktail parties (Standing & Sit down), Conventions Seminars, Exhibitions, Fashion Shows, Trade fairs, Wedding		
<b>Total</b>		<b>40</b>	<b>70</b>

**Reference Books:** Food & Beverage Service Training Manual-S. Andrews; Food & Beverage Service –Lillicrap & Cousins; Modern Restaurant Service –John Fuller; Professional Food & Beverage Service Management –Brian ; Food Service Operations – Peter Jones & Casse; Menu planning-J Kivela, Food & Beverage Management by John Cousins, David Foskett F&B Mgmt by Sudhir Andrews  
Restaurant Management by Robert Christie Mill Food & Beverage Service & Management by Bobby George & Sandeep Chaterjee

### Accommodation Operations-III, BHM-503

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
36	6	42	70	30	100

**Pre-requisite:** The Students studying this course should have clear cut knowledge of the core functioning of housekeeping department.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Hotel operations in respect to the Accommodation Operation area. The students undertaking this course should be able to understand following:

1. Role of linen room, The basic functions,
2. Uniform room and process.
3. Importance of interior decoration.
4. Furniture and its role in the hotel.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. SOP, inventory procedure,
2. Framing and following the budget
3. Handle job allocations,
4. Plan Interior decoration and refurbishing

		Lects	Mrks
UNIT-1	PLANNING AND ORGANIZING HOUSEKEEPING DEPARTMENT	12	22
1.1	Area inventory list		
1.2	Frequency schedule		
1.3	Performance standard and productivity standard		
1.4	Time and motion study		
1.5	SOP's		
1.6	Job allocation and work schedule		
1.7	Calculating staff and strength		
1.8	Duty roaster		
1.9	Team work and leadership		
1.10	Training		
1.11	Inventory level for non recycled items		
	Purchasing system, method of buying		
	Stock records issue and control		
UNIT-2	BUDGET	4	10
2.1	Introduction to budget		

2.2	Types of budget		
2.3	Budget process		
2.4	Controlling expenses		
2.5	Income statement		
UNIT 3	INTERIOR DECORATION	2	5
3.1	Purpose and importance		
3.2	Elements of design		
3.3	Principals of design		
UNIT 4	COLORS	3	5
4.1	Color wheel		
4.2	Classification of colors		
4.3	Color schemes		
UNIT 5	LIGHT	3	5
5.1	Classification		
5.2	Types of lighting		
5.3	Importance and applications		
UNIT 6	FLOOR AND WALL COVERING	3	8
6.1	Types and characteristics		
6.2	Selection criteria		
6.3	Care and maintenance		
UNIT 7	WINDOW AND WINDOW TREATMENT	3	5
7.1	Types of windows		
7.2	Stiff window treatments		
7.3	Soft window treatments		
7.4	Care and maintenance		
UNIT 8	FURNITURE, FITTINGS, SOFT FURNISHING AND ACCESSORIES	3	5
8.1	Types		
8.2	Selection, care, use and maintenance		
UNIT 9	NEW PROPERTY COUNTDOWN	3	5
9.1	Three months before the opening		
9.2	Two months before the opening		
9.3	Six weeks before the opening		
9.4	Four weeks before the opening		
9.5	One weeks before the opening		
	<b>TOTAL</b>	<b>36</b>	<b>70</b>

**REFERENCE BOOKS:** Hotel Housekeeping Training Manual, By- Sudhir Andrews; Housekeeping Operation & Management, By- Malini Singh; Hotel Housekeeping Management & Operations, By- Sudhir Andrews; Hotel Housekeeping Operations & Management, By- G. Raghubalan & Smritee Raghubalan; The Professional Housekeeper, By- Madelim Schneider & Georgia Tucker, Housekeeping operations and management by Margret Kappa

## FUNDAMENTALS OF MANAGEMENT, BHM504

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>36</b>	-	<b>36</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Prerequisites:** Students must have a basic understanding of what management is and the importance of management in an organization.

### Learning Objectives

Understanding the:

- Management functions, skills and role of a manager.
- Various management approaches.
- Importance of planning & decision making.
- Managerial control and need for control.
- Importance of organizational culture.

**Learning Outcome:** After having done this course the student should know the following:

1. Managerial functions in a Hotel
2. Various process of management
3. Managerial control in a Hotel
4. Importance of Motivation

	Topics	Lectures	Marks
<b>UNIT 1.</b>	<b>NATURE &amp; FUNCTIONS</b> <ol style="list-style-type: none"> <li>1. Importance of Management</li> <li>2. Definition of Management</li> <li>3. Management Functions</li> <li>4. Role of a Manager</li> <li>5. Management Skills</li> </ol>	4	10
<b>UNIT 2</b>	<b>DEVELOPMENT OF MANAGEMENT THOUGHT</b> <ol style="list-style-type: none"> <li>1. Early Classical Approaches</li> <li>2. Neo Classical Approaches</li> <li>3. Modern Approaches</li> </ol>	2	4
<b>UNIT 3</b>	<b>PLANNING &amp; DECISION MAKING</b> <ol style="list-style-type: none"> <li>1. Nature &amp; Importance of Planning</li> <li>2. Types of Plans</li> <li>3. Meaning of Decision</li> <li>4. Types of Decisions</li> <li>5. Steps in Rational Decision making</li> </ol>	6	12
<b>UNIT 4</b>	<b>ORGANISING</b> <ol style="list-style-type: none"> <li>1. Concept, nature, significance of organizing,</li> <li>2. Formal and informal organization,</li> <li>3. Organization chart of a 5 star hotel,</li> <li>4. Types of organization, functional ,</li> </ol>	6	12

	<ol style="list-style-type: none"> <li>5. Line and staff relationship,</li> <li>6. Delegation and Authority,</li> <li>7. Centralization and Decentralization.</li> <li>8. Recruitment – internal and external sources, Steps in the process of selection, recruitment Vs selection.</li> </ol>		
<b>UNIT 5</b>	<b>DIRECTING</b> <ol style="list-style-type: none"> <li>1. Meaning, nature, significance, characteristics of directing, chain of command, authority – responsibility-accountability relationship</li> <li>2. Elements of Direction – supervision, communication, training and development, leadership, motivation.</li> <li>3. Leadership – meaning, importance, theories and styles.</li> <li>4. Communication – meaning, significance, types, process and barriers to communication.</li> <li>5. Supervision – Meaning, nature and significance of supervision.</li> </ol>	6	10
<b>UNIT 6</b>	<b>MANAGERIAL CONTROL</b> <ol style="list-style-type: none"> <li>1. Meaning of Managerial Control</li> <li>2. Steps in Control Process</li> <li>3. Need for Control System</li> <li>4. Benefits of Control</li> <li>5. Control Techniques</li> </ol>	6	12
<b>UNIT 7</b>	<b>MOTIVATION</b> <ol style="list-style-type: none"> <li>1. Meaning, nature and importance of motivation, morale incentives,</li> <li>2. Motivation and productivity relationship,</li> <li>3. Types of motivation, theories of motivation – Herzberg’s hygiene-motivation (two factor) theory, Maslow’s theory of need hierarchy, Mc Gregory’s theory ‘X’ and theory ‘Y’.</li> </ol>	6	10
		<b>36</b>	<b>70</b>

**Reference Books:** Principles of Management by PC Tripathi & PN Reddy; Principles of Management by BS Moshal

**Travel and Tourism Operations- BHM 505**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
36	-	36	70	30	100

**Prerequisites:** Students must have a basic understanding of what Tourism is and the importance of it in a Hospitality organization.

**Learning Objectives**

**Understanding the:**

1. Tourism concept & Tourism Product.
2. Importance of tourism planning & development.
3. Tourism Marketing.
4. Importance of Tourism growth & Socio economic impacts.

**Learning Outcome:** After having done this course the student should know the perform following:

1. Tourism product development
2. Basic aspects of tourism marketing
3. Tourism Policies
4. Plan keeping in view the Socio economic impact of tourism

	Topics	Lectures	Marks
<b>UNIT 1</b>	<b>Concept of Tourism</b> <ol style="list-style-type: none"> <li>1. Origin and objectives of tourism</li> <li>2. Elements of tourism; Scope of tourism; Nature of tourism</li> <li>3. Travel motivations</li> <li>4. Job opportunities and employment generation</li> <li>5. Govt. revenue and foreign currency exchange</li> <li>6. Economic growth based on tourists statistics</li> <li>7. Economic benefit of tourism</li> </ol>	8	16
<b>UNIT 2</b>	<b>Tourism products and resources</b> <ol style="list-style-type: none"> <li>1. Architectural heritage of India</li> <li>2. Culture and iconography of India</li> <li>3. Classical and folk arts of India</li> <li>4. Fairs and festivals of India</li> <li>5. Natural and other tourism resources</li> </ol>	6	12
<b>UNIT 3</b>	<b>Tourism planning and development</b> <ol style="list-style-type: none"> <li>1. Steps of tourism planning</li> <li>2. Tourism policy of India</li> <li>3. Tourism in State and its policy</li> <li>4. Participation of public and private sector in planning</li> </ol>	6	12
<b>UNIT 4</b>	<b>Tour Operations</b> <ol style="list-style-type: none"> <li>1. Meaning &amp; Definition</li> <li>2. Types of Tour operator: Inbound, Outbound &amp; Domestic.</li> <li>3. Tour Packaging – definition, components of a tour package</li> <li>4. Types of Package Tour: Independent Tour, Inclusive Tour, Escorted Tour, Business Tour</li> <li>5. Guides &amp; escorts – Their role and function Qualities required to be a guide or escort.</li> </ol>	6	12
<b>UNIT 5</b>	<b>Itinerary Planning</b> <ol style="list-style-type: none"> <li>1. Steps to plan a Tour</li> <li>2. Planning Route map</li> <li>3. Transport booking – reservation</li> <li>4. Accommodation – Reservation &amp; Food facilities</li> <li>5. Local guide / escort</li> <li>6. Climate / seasonality</li> <li>7. Shopping &amp; cultural show</li> <li>8. Tour Costing</li> </ol>	4	06
<b>UNIT 5</b>	<b>Socio Economic impact of tourism</b> <ol style="list-style-type: none"> <li>1. International understanding and tourism</li> <li>2. National integration and tourism</li> <li>3. Protection of arts and folk arts</li> <li>4. Improvement of human relationships</li> <li>5. Infrastructure development</li> <li>6. Ecological destruction; Water pollution , Air pollution ,Noise Pollution</li> <li>7. Environmental hazards</li> <li>8. Anti social activities</li> </ol>	6	12
		<b>36</b>	<b>70</b>

**References:** Tourism Development – A.K. Bhatia; Dimensions of tourism – R.N. Kaul; Tourism Management – P.N. Seth; International Travel & Tourism- Jagmohan Negi; Tourism and travel management – Bishwal R. Gosh; Marketing research – G.C. Beri; Dimensions of tourism – R.N. Kaul

### Business Communication, BHM 506

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
36	-	36	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language in workplace. They must understand the importance of communication in hospitality sector. They should have knowledge of writing emails and usage of phraseology in the hospitality industry.

**Learning Objective:** The teachers delivering lectures in this course should understand that students have a basic knowledge English communication. The students undertaking this course should be able to understand following:

1. Role and meaning of communication, types of communication and its channels,
2. Writing for routine Business communication process.

3. Public speaking and interview skills
4. Office management

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Usage of proper English grammar in phraseology,
2. Write formal and informal letters, emails and write resume,
3. Deliver speech and handle interviews,

	<b>Topics</b>	<b>Lectures</b>	<b>Marks</b>
<b>UNIT 1</b>	<b>The communication process</b> Sender, receiver, message, channel, feedback Message conceived, message encoded, channel selected for communication, message perceived, message decoded, message understood and decoded, feedback	6	12
<b>UNIT 2</b>	<b>Office Management</b> Types of Correspondence, Role & Function of correspondence Facsimile. Filing Systems: types and importance. E mail writing: do's and don'ts	8	14
<b>UNIT 3</b>	<b>Organizational communication</b> Upward, downward, lateral, purpose, functions Written communications, Report, memos, circulars, notices, advertisements, press notes, writing appraisals Communicating with outside world: Business letters of different types, e-mail writing and manners Communicating within groups, nature, purpose, merits, demerits Role of wit and humor	8	16
<b>UNIT 4</b>	<b>Handling meetings</b> Types of meetings Structuring a meeting: writing agenda and minutes Conducting a meeting	6	12
<b>UNIT 5</b>	<b>Professional Writing</b> Synopsis writing Writing Business Plans Writing proposals Blog writing and web content writing	8	16
		<b>36</b>	<b>70</b>

References: Communication Skills – BV Pathak; Business Communication- Sinha; Business Communication- Dr. S.K.Singh

### Food Production Practical, BHM 507

<b>S.No</b>	<b>Topic</b>
1	Practice of a three course menu including appetizer, entrée and dessert with Traditional accompaniment of China, France, Italy, Spain, Mexico and Middle East cuisine.
2	Practice of working lunch menu including Traditional soups and sandwiches.
3	Preparation of traditional breads from France, Italy and Germany
4	Preparation of traditional dessert from France, Italy and German
5	Application of different types of pastry into bakery products
6	Preparations of various cake and sponges
	<b>Note:</b> The institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

### Food and Beverage Service Practical- IV BHM 508

S.No	Topic
1	Bar set up and operations, Understanding and observing Bar Layout
2	Preparing Bar menus
3	Service of Spirits & Liqueurs
4	Cocktail/ Mocktail Preparation, presentation and service
5	Taking Bar inventory and Practicing Bar stock maintenance
6	Interaction with guest and Suggestive selling
7	Practicing Flambé dishes
8	Practicing –Carving, Salad making etc
9	Practicing Trolley service – Beverages, Starters, High-tea, Desserts etc
10	Practicing banquet booking procedure
11	Preparing Function Prospectus
12	Setting up different buffets
13	Organising different banquet functions
14	Different conference set ups

### Accommodation Operation Practical- III

S.No	Topic
1	
2	Preparing Sample colour schemes
3	Planning Lighting schemes for Different set up
4	Caring and maintain floors
5	Window maintenance and treatment
6	Maintaining furniture and fixtures
7	Preparing purchasing SOP for room linen
8	Types of Inventories and their duration
9	Preparing duty rosters
10	Decoration according to the different event and themes.

## PERSONALITY DEVELOPMENT PRACTICAL- II (BHM 510)

S.No.	Topics
1.	Update on current affairs
2.	Self- introduction, Personal SWOT Analysis
3.	Presentation skills & seminar skills
4.	Practicing dialogues for customer handling at – Front Desk, Restaurant, Bar, Rooms
5.	Practicing dialogues for complaint handling
6.	Practicing dialogues for inter- departmental coordination.
7.	Conversation between colleagues, friends.
8.	Practicing routine dialogues with seniors and faculties
9.	Telephonic Conversation - Do's and Don'ts, Telephone Etiquettes, Practicing dialogues on phone
10.	Presentation skills
11.	Just a minute (JAM) sessions
12.	Extempore (Standard rules, Guidelines)
13.	Group Discussions (Standard rules, Guidelines)

## SEMESTER-VI ADVANCED FOOD PRODUCTION, BHM 601

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
40	5	45	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of kitchen layout and speaking English language. They must have undergone a familiarization round to an operational Kitchen.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of Food Production operations so that they can be put to use in an efficient & effective way. The students undertaking this course should be able to understand following:

1. Operational aspect of Larder Kitchen and Brigade
2. Charcutirie and its various application in culinary industry
3. Familiarization with Convenience Food and Fast Foods

- Application of icing and toppings, frozen dessert, chocolate , meringue and various cooking stages of sugar in Bakery & Confectionery.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

- Familiarization with day to day operation of larder kitchen.
- Charcuterie and its various application
- Convenience Food & Fast Foods
- Application of Icing & Toppings, Frozen Dessert, Chocolate, Meringue and sugar work.
- Cold platter and display

		<b>Lectures</b>	<b>Mks</b>
<b>Unit 1</b>	<b>Larder</b>	<b>09</b>	<b>10</b>
1.1	Introduction of Larder Work Definition and Layout of larder Importance of Larder Control and Leasing with other Departments Equipment found in the larder		
1.2	Larder Brigade		
1.3	Functions, Sections of the Larder, Duties & Responsibilities of Larder Chef		
<b>Unit 2</b>	<b>Charcuterie</b>	<b>15</b>	<b>20</b>
2.1	Introduction of Charcuterie Types of forcemeats, Preparation and Uses of forcemeats		
2.2	<b>Sausage:</b> Sausage – Types & Varieties, Casings – Types & Varieties, Fillings – Types & Varieties, Additives & Preservatives		
2.3	<b>Brines, Cures &amp; Marinades</b> Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades		
2.3	<b>Ham, Bacon &amp; Gammon</b> Cuts of ham, Bacon & Gammon Difference between Ham, Bacon & Gammon		
2.4	<b>Aspic &amp; Gelee</b> Definition of Aspic and jelly, their uses		<b>05</b>
2.5	<b>Pate, Terrine, Galantine, Quenelles, Parfaits, Roulades</b> Introduction to Quenelles, Parfaits and Roulades, Pate, Terrine, Galantine		
<b>Unit 3</b>	<b>Convenience Food &amp; Fast Foods</b>	<b>04</b>	<b>10</b>
3.1	Definition, Characteristics, Menu examples Equipment used, Differences Role of convenience foods in fast food operation, Advantages & Disadvantages of convenience Food, Labour & Cost saving aspects		
<b>Unit 4</b>	<b>Bakery &amp; Confectionery</b>	<b>10</b>	<b>15</b>
4.1	<b>Icings &amp; Toppings</b> Varieties of icing and uses of Icings		
4.2	<b>Frozen Desserts</b> Types and Classification of Frozen desserts Ice Creams- Definitions, Methods of preparation Additives and preservatives used in Ice - Creams manufacture		
4.3	<b>Chocolate</b> History, Manufacture & Processing of Chocolate, Types of Chocolate, Tempering of Chocolate, Cocoa butter, white Chocolate and its Application		
4.4	<b>MERINGUES</b> Introduction, Types and Uses of Meringues		
4.5	<b>Sugar</b> <b>Types and Various cooking stages</b>		
<b>Unit 5</b>	<b>Cold platter and displays</b> Fruit And vegetable carvings, Centre piece , Cold Platter, New trends plate and platter presentation	<b>2</b>	<b>5</b>
<b>Total</b>		<b>40</b>	<b>70</b>

**References:** The Larder Chef- M.J.Leto & W.h.K.Bode ,ButterWorth Heineman; Professional Chef – Art of Garde manger- Frederic H.Semerschmid; Classical Food Preparation & Presentation- W.H.K.Bode; The creative art of garnishes –Yvette Stachowiak; Garnishes, Lyn Rutherford; Professional Baking, Wayne Glasslen; Professional Chef by Arvind Saraswat, ELBS Publisher; On Cooking, Labensky

### Advanced Food & Beverage Service and Controls, BHM 602

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>40</b>	<b>5</b>	<b>45</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have basic knowledge of Food & Beverage Operations.

**Learning Objective:** The students undertaking this course should be able to understand following:

1. Factors for planning F& B operations
2. Basics of Managerial Operations
3. Objectives of F&B Controls and Inventory Controls
4. The different costs involved in F&B.
5. Calculation of Costs and Profits.
6. The Break Even Analysis of F&B operations
7. The Budgeting of F&B operations.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Planning F& B operations
2. Menu Engineering, Sales promotions
3. Perform F&B Controls and Inventory Controls
4. Classification and Types of costs involved in F&B.
5. Calculation of Costs and Profits.
6. The Break Even Analysis Graph

<b>BHM 602 SEMESTER-6</b>		<b>Lectures</b>	<b>Marks</b>
<b>UNIT -1</b>	<b>Planning &amp; operating various Food&amp; Beverage Outlets</b>	<b>10</b>	<b>20</b>
1.1	Physical layout of functional and ancillary areas. Factors to be considered while planning		
1.2	Calculating space requirements. Selection and planning of heavy duty and light equipments		
1.3	Quantities of crockery, cutlery and glassware required. Planning décor, furnishings -. Factors, Concept, Menu, Space, Lighting, Colors and Market		
<b>1.4</b>	Standard Operating procedures Staffing in a Restaurant – points to be considered- Duty Rota’s, Staff Training		
<b>1.5</b>	(Night Club, Disco, Bar, Restaurant & Theme Restaurant, Coffee Shop, Room Service, Banquet Hall)		
<b>UNIT-2</b>	<b>Managerial Operations</b>	<b>06</b>	<b>10</b>
2.1	Concept of Management		
2.2	Sales promotion-introduction, advertising, merchandising, public elations.		
2.3	Quality aspects of restaurants and catering outlet and performance measurement		
2.4	Menu Engineering & Menu Merchandising		
<b>UNIT-3</b>	<b>Understanding F&amp;B control</b>	<b>12</b>	<b>15</b>
3.1	Introduction and objectives of F&B Control, fundamentals of control		
3.2	Problems in F&B Control F&B Controls- Purchasing, Receiving, Storage and Issuing Controls		
3.3	F&B Sales Controls		
3.4	Prevention of frauds and pilferage		
<b>UNIT-4</b>	<b>Inventory Control</b>	<b>05</b>	<b>10</b>
4.1	Objective, Method, Levels and Technique		
4.2	Perpetual Inventory, Monthly Inventory, Pricing of Commodities		
4.3	Comparison of Physical and perpetual Inventory		
<b>UNIT-5</b>	<b>Cost Dynamics &amp; Budgetary Control</b>	<b>07</b>	<b>15</b>
5.1	Elements of cost, cost group		
5.2	Price, Cost and Sales Concept- Definition, Elements, Classification		
5.3	Volume/Profit Relationships ( Breakeven Analysis)		
5.4	Budgetary Control- Introduction, Objectives & types of Budget, Budgetary Control Process Importance		
<b>Total</b>		<b>40</b>	<b>70</b>

**Reference Books:** Food & Beverage Service Training Manual-S. Andrews; Food & Beverage Service –Lillicrap & Cousins; Modern Restaurant Service –John Fuller; Professional Food & Beverage Service Management –Brian ; Food Service Operations – Peter Jones & Casse;Menu planning-J Kivela, Food & Beverage Management by John Cousins, David Foskett F&B Mgmt by Sudhir Andrews  
Restaurant Management by Robert Christie Mill Food & Beverage Service & Management by Bobby George & Sandeep Chaterjee

### Room Division Management, BHM-603

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>36</b>	<b>5</b>	<b>41</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have undergone a familiarization round to an operational Hotels Front Office area.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Front office operations in the Hotel Industry. The students undertaking this course should be able to understand following:

1. The different types of operational Hotels,
2. Role of Front office in Hospitality,
3. Usage of various tools and equipments & routine front office operations,
4. Role of front office personals.
5. Basic functions of all front office sub-departments

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Check out and settlement procedure
2. Hotel front office accounting process
3. Operate Property Management Systems
4. Yield management Basics and forecasting
5. How to manage front office personnel
6. Handle Emergency situations (accident, illness, theft, fire, bomb)

UNIT NO.	TITLES	LECTURES	MARKS
<b>1</b>	<b>GUEST SAFETY &amp; SECURITY</b> Importance of Security systems Control over room keys Items kept in First aid box Handling situations like accident, illness, theft, fire, bomb Forms & Formats	<b>06</b>	<b>10</b>
<b>2</b>	<b>ACCOMMODATION MANAGEMENT ASPECTS</b> Tariff Decisions Cost and pricing – Hubbart formula Marginal or contribution pricing Market pricing Inclusive / non inclusive rates occupancy and revenue reports, Daily Front Office reports and statistics and its analysis Internal & External factors affecting pricing Pricing strategy adopted by hotels for [Room tariff, F & B Items, Functions, Packages]	<b>10</b>	<b>20</b>
<b>3</b>	<b>SALES TECHNIQUES</b> Various Sales Tools Role of Front Office Personnel in maximising occupancy Overbooking, Repeat guests, Return Reservations. Offering Alternatives and Suggestive Selling Internal / In-house sales promotion	<b>08</b>	<b>15</b>

	Direct sales – travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and selling letters		
<b>4</b>	<b>YIELD MANAGEMENT AND FORECASTING</b> Methods of measuring hotel performance/yield Elements and benefits of yield management Challenges in Yield management Yield management strategies Forecasting and various ratios Yield Management Prospects Statistical representations of reports	<b>08</b>	<b>15</b>
<b>5</b>	<b>MANAGING FRONT OFFICE PERSONNEL</b> Recruiting and Selecting Employees The Orientation Process Training Career Path for Front Office employees Professional Enrichment	<b>04</b>	<b>10</b>
	Total	<b>36</b>	<b>70</b>

**Reference books:** Managing front office operations by M.Kasavana; Hotel F.O. Training manual by SuvradeepGaurangaGhosh; Front Office Management by S.kBhatnagar; Hotel front office management by James Bardi; Hotel Front Office- Operations & Management By- Jata Shankar. R. Tewari; Hotel Front Office- A Training Mannual By- Sudhir Andrews; Front Operation & Administration, By- Dennis Foster; Front office procedures & Management, By- Peter Abbot

**Environmental Studies, BHM-604  
NEW SYLLABUS**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>32</b>	-	<b>32</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have an Idea of ecosystem and its constituents.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Ecosystem. The students undertaking this course should be able to understand following:

1. The different types waste & type of pollution
2. Role of recycling in Hospitality,
3. Energy management in operations.
6. Basic concept of Ecotels

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Planning for Ecotels

2. Managing Hotel waste effectively
3. Handle Emergency situations(incident, illness, theft, fire, bomb)

<b>UNIT1</b>	<b>Introduction and development of environmental message</b> Staff – Raise awareness build commitment, provide support, reward efforts, celebrate success Business partner’s coordination Guests participation Community – sponsorship, urban beautification, alternate energy sources	<b>4</b>	<b>5</b>
<b>UNIT2</b>	<b>Waste Management &amp; Conversion</b> Why manage waste Recycling Non-hazardous energy separation Waste conversion measures	<b>6</b>	<b>15</b>
<b>UNIT3</b>	<b>Energy Management</b> Introduction Energy efficiency action plan Assessing current performance Energy conservation measures Guidelines for major use areas Making decision about investments Evaluation of new technology	<b>6</b>	<b>15</b>
<b>UNIT4</b>	<b>Water</b> Water and the environment Improving water quality	<b>4</b>	<b>5</b>
<b>UNIT5</b>	<b>Air Pollution</b> Sources Effects Improving indoor air quality External air emissions Hotels and air pollution	<b>4</b>	<b>10</b>
<b>UNIT6</b>	<b>Noise Pollution</b> Introduction Problems of noise & program for tackling it	<b>2</b>	<b>5</b>
<b>UNIT7</b>	<b>Ecotels</b> Concept and meaning Needs and importance of ecotels Case studies India, abroad	<b>6</b>	<b>15</b>
		<b>32</b>	<b>70</b>

**Reference Books:** Environmental Management for Hotels - Butterworth & Heinemann  
**HUMAN RESOURCE MANAGEMENT –BHM 605**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>36</b>	<b>-</b>	<b>36</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Prerequisites:** Students must have a basic idea of what HR/ HRM is and what is its importance in an organization.

**Learning Objective**

- Introduction to HRM & HR Planning
- Development of HR
- Role & Importance of HR in Hospitality Industry

**Learning Outcome**

- Students should be able to understand:
- The difference between HR & HRM.
- HR Planning and the process of recruitment & selection.
- Various methods for development of HR.
- Relationship between HR & Hospitality.

	<b>Topics</b>	<b>Lctrs</b>	<b>Mrks</b>
<b>UNIT1</b>	<b>OVERVIEW OF HRM</b>	<b>08</b>	<b>14</b>

	1. Meaning & Definition 2. Functions of HRM 3. Emerging Role of HRM 4. Role of HR Executives 5. Challenges to HR Professionals 6. Organizational Structure & HRM		
<b>UNIT2</b>	<b>EMPLOYMENT OF HUMAN RESOURCE</b> 1. Human Resource Planning 2. Job Analysis & Design 3. Recruitment & Selection 4. Attracting & Retaining Talent	<b>08</b>	<b>14</b>
<b>UNIT3</b>	<b>MANAGEMENT &amp; DEVELOPMENT OF HUMAN RESOURCE</b> 1. Managing Careers 2. Performance Appraisal need and types 3. Training Need Analysis 4. Training & Development 5. Compensation Management	<b>08</b>	<b>14</b>
<b>UNIT4</b>	<b>INDUSTRIAL RELATIONS</b> 1. Industrial Relations 2. Grievance Handling 3. Disciplinary Action 4. Collective Bargaining	<b>06</b>	<b>10</b>
<b>UNIT5</b>	<b>HRM AND HOSPITALITY INDUSTRY</b> 1. Introduction to Hospitality Industry 2. Importance of HR in Hospitality Industry 3. Importance of Culture in International Hospitality Industry 4. Effects of Culture on Hospitality Industry 5. HR Issue in Hospitality Industry	<b>04</b>	<b>10</b>
<b>UNIT6</b>	<b>EMPLOYEE MOTIVATION</b> Principles of motivation Theories of motivation	<b>04</b>	<b>08</b>
		<b>36</b>	<b>70</b>

**Reference Books:** Personnel Management & Industrial Relations: Dr P C Shejwalkar & Mr S R Malegaonkar; Personnel Management: Mamoria; Pramod Verma: Personnel Management in Indian Organisations.; Edwin b. Flippo: Personnel Management, McGraw Hill.; Human Resource Management in the Hospitality Industry: Frank M /Mary L Monochello

#### **HOTEL INFORMATION SYSTEM –BHM 606**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>36</b>	-	<b>36</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Prerequisites:** Students must have a basic idea of Hotel operations and role of Information system

#### **Learning Objective**

- Introduction to MIS
- Basic Idea of HIS concept and its importance
- Role & Importance of automation in Hospitality Industry

#### **Learning Outcome**

After undertaking this course the students should be able to:

1. Apply the MIS concept in a Hotel
2. Operate the online available systems
3. Generate various informatory reports

	Topics	Lctrs	Mrks
<b>UNIT1</b>	<b>MANAGEMENT INFORMATION SYSTEM</b> 1.1 AN OVERVIEW Introduction to M.I.S. –Meaning and Role MIS 1.2 Objectives & Concept of MIS 1.3 Elements of MIS & characteristics of MIS 1.4 MIS Design & Functions 1.5 Role of Computers in MIS	<b>08</b>	<b>14</b>

<b>UNIT2</b>	<b>THE HIS CONCEPT</b> 2.1 HIS Terminology and software. 2.2 HIS Software Modules- Reservation, Guest A/C, Room Management, F&B Management, 2.3 General Management 2.4 POS & CAS (Cash Accounting System) 2.5 Touch Screen Terminals, Immediate character Reorganization (ICR) Terminals, POSD Printers	<b>10</b>	<b>18</b>
<b>UNIT3</b>	<b>COMPUTER BASED RESERVATION SYSTEM</b> 3.1 Global distribution system 3.2 Inter – sell agencies and central reservation (CRS) 3.3 Reservation through the internet	<b>04</b>	<b>10</b>
<b>UNIT4</b>	<b>ROLE OF PERSONAL COMPUTER IN OFFICE AUTOMATION</b> 4.1 Role of personal Computer In Office Automation 4.2 Introduction Information system activities -Word Processing, Electronic Spread sheets, Interactive Video, Electronic Communications System, 4.3 Internet , Office Support System, Management Implications of Office Automation	<b>08</b>	<b>14</b>
<b>UNIT5</b>	<b>GENERATING REPORTS AND STATEMENTS</b> 5.1 Preparing Reports: Daily Operation Report, Room Occupancy, Revenue analysis, 5.2 Hotel Statement of Income, Room Division Income Statement, Room Division Budget, 5.3 Reports, Operations Ratio and Ratio Standards, Discrepancy reports. 5.4 Merits & Demerits of Computerizing a Hotel.	<b>06</b>	<b>14</b>
		<b>36</b>	<b>70</b>

**References:** Management Information System: A Contemporary Perspective, by London K.C. and London JP, MacMillan.; Computer System in Hotel and Catering Industry by Bruce Graham; Computer System in Hotel and Catering Industry, by Braham B, Cassell, 1988; Management Information System, by Lucey T; D.P. Publications

### FOOD PRODUCTION PRACTICAL-V BHM-607

<b>S. No</b>	<b>Activity</b>
1	Misc-en- place for larder and handling equipments
2	Demonstration of preparation of forcemeat
3	Demonstration and practice sessions on vegetable and fruit carving
4	Demonstration and practice sessions on cold platter presentation
5	Practice of a three course menu including appetizer and entrée with application of charcutiere products : a) Quenelles, b) Parafaits c) Roulades, d) Pate, e) Terrine, f) Galantine
6	The dessert course with application of icing, chocolate work, and meringue
	<b>Note:</b> The institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

**BHM 608 Practical: Advance F&B services BHM**

<b>S. No</b>	<b>Activity</b>
1	Planning a layout for a coffee shop, specialty fine dine restaurant, take away, cafeteria and Practicing service of these areas
2	Different types of Restaurant set ups
3	Organizing theme parties & food festivals
4	Taking inventory of store & F&B Outlets
5	Calculating costs for cafeteria & F&B outlets
6	Designing a menu for a fine dine restaurant
7	Planning Sales Promotion for a restaurant
8	Practicing Menu Merchandising

**Room division Management practical –BHM 609**

<b>S.No.</b>	<b>Session</b>
1	Yield management calculations. Preparing statistical data based on actual calculations
2	Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet
3	Preparation of sales letters, brochure, tariff cards and other sales documents
4	Role play on Check in process for : guest having confirmed reservation, Walk –in Guest, Group/crew , Scanty Baggage Guest, International Travelers.
5	Handling various situations
6	Computer proficiencies in all hotel computer applications – actual computer lab hours for Property Management System Handling one PMS Software Generating Reports Handling computerized Night Audit Process
	<b>TOTAL</b>

**Personality Development Practical-III BHM610**

	Topics
1	Basic concept of Recruitment and Selection: intent and purpose, selection procedure, types of interviews
2	Preparing for interviews: self planning, writing resume, knowledge of company profiles, academic and professional knowledge review, update on current affairs and possible questions
3	Facing an interview panel: time- keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, Current affairs (Latest international and domestic news), General Knowledge, self- introduction, addressing panel, mental frame-work during interviews
4	Mock Interview participations and practicing group discussions
5	Presentation skills, seminar skills, addressing groups
6	Conducting / Participating - meeting, objective / agenda orientation, clarity of thought and its expression, pre-preparation, conduct during meeting and making minutes of the meeting
7	Team Building - Its importance and Relevance, Team building and leadership exercises

**Reference Books:** 1. Personal Management and Human Resources By: C.S.Venkata Ratanam and B.K.Srivastava Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi  
2. How to succeed at interviews By: Sudhir Andrews Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi  
3. How to get the job you want By: Arun Agarwal Published By: Vision Books, New Delhi  
4. Interviews for all competitive exams By:G.K.Puri Published By: Indian Institute of Management, Near Masjid Road, New Delhi

### Semester-7

#### Professional Elective Group

(Note: Students will have to opt any one subject from this group i.e. from BHM-701, BHM 702, BHM 703)

#### Food Production Management- BHM 701

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
36	6	42	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of western and Indian cuisine, kitchen layout and day to day operation of specialty and bulk operation along with speaking English language. They must have undergone a familiarization round of all culinary basics.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of Food Production operations so that they can be put to use in an efficient & effective way. The students undertaking this course should be able to understand following:

1. Operational aspect kitchen and store management.
2. Knowledge of purchase function
3. Receiving procedures of perishable and non perishable
4. Various record found in Purchase and store office
5. Quality Control Procedure

**Learning Outcome:** The students after having studied the course should be able to perform:

1. Kitchen and store management.
2. Purchase and receiving procedure and handle various record found in Stores and Kitchen
3. Quality control procedures in kitchen

## REFERENCE

1. Principle of Inventory & Material Management By Richard J Jersine, Publisher: Prentice Hall
2. Introduction to Material Management By J R Tony Arnold, Steve Chapman, Llyod M Clive, Publisher Prentice Hall
3. Purchasing Selection & Procurement for the Hospitality Industry, Fifth Edition By Andrew Edition Publisher : Wiley & Sons

	<b>Topics</b>	<b>Lctrs</b>	<b>Mrks</b>
<b>Unit 1</b>	<b>Kitchen Management</b>	<b>06</b>	<b>15</b>
1.1	Principles of planning for quantity food production with regard to: Space allocation, Equipments selection, Staffing		
1.2	Inventory management, System Catering		
<b>Chapter 2</b>	<b>Stores management</b>	<b>06</b>	<b>15</b>
2.1	Principles of storage, Types of stores, Guidelines for efficient storage		
2.2	Layout of Dry and cold room, Staff Hierarchy,		
2.3	Control procedures, EOQ, Re-order levels		
2.4	Duties and responsibility of a store manager		
<b>Chapter 3</b>	<b>Purchasing</b>	<b>06</b>	<b>10</b>
3.1	Aims and objectives of purchasing policy, central purchasing and identifying regular suppliers		
3.2	Job description of Purchase Manager		
3.3	Types of Purchases/ Methods employed		
<b>Chapter 4</b>	<b>Receiving</b>	<b>06</b>	<b>10</b>
4.1	Aims of Receiving and receiving procedure		
4.2	Jobs description of the Receiving Manager		
4.3	Equipment required for receiving		
4.4	Documents required while receiving (from hotel and from supplier)		
4.5	Use of Standards and Specifications while receiving		
<b>Chapter 5</b>	<b>Kitchen Records And Formats</b>	<b>04</b>	<b>05</b>
5.1	Different records, registers, vouchers, formats, tags and color-coding		
<b>Chapter 6</b>	<b>Quality Control Procedure</b>	<b>08</b>	<b>15</b>
6.1	Cost control, quality control, portion control, waste control and budgetary control		
<b>Total</b>		<b>36</b>	<b>70</b>

### Food & Beverage Management BHM-702

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>40</b>	<b>6</b>	<b>46</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have knowledge of Food & Beverage Operations and syllabus taught in previous semesters.

**Learning Objective:** The students undertaking this course will revise the F& B operations taught in previous and should be able to understand following:

1. The basic operation of F&B Outlets, services and role of different equipments.
2. The knowledge of Menu Management and it's constraints.
3. Calculation of Costs and Profits, The Break Even Point of F&B operations
4. The Budgeting of F&B operations and its role in successful F&B Management.
5. The F&B control system and its usage.
6. The different beverages and production.
7. The Banquet operation and its importance in Food Industry.

**Learning Outcome:** The students after having studied the course should be able to perform the following:

1. Operations of F& B outlets
2. Menu management
3. F&B costing and breakeven analysis
4. KOT control system
5. Banquet department's role

BHM 701 SEMESTER-7		Lectures	Marks
<b>UNIT -1</b>	<b>Basics of F&amp;B Operations</b>	<b>10</b>	<b>15</b>
1.1	Introduction to F&B Industry – Classification & Types		
1.2	Types of F&b Outlets, Types of Service methods, Mis en Scene & Place		
1.3	Restaurant Service cycle		
1.4	Types of Meal & its Accompaniments		

1.5	Menu- Types, Classical food & its accompaniments		
1.6	IRD Service cycle – Scripting , Do’s & Don’ts		
1.7	Classification Various Tools and Equipments, Usage of Equipment, Types, Sizes and usage of Furniture		
1.8	Linen, Napkins, Chinaware, Silverware, Glassware & Disposables		
<b>UNIT-2</b>	<b>Menu Management</b>	<b>4</b>	<b>5</b>
2.1	Menu Planning		
2.2	Menu designing		
2.3	Menu Engineering		
2.4	Menu Merchandising		
<b>UNIT-3</b>	<b>Cost Management &amp; Budgeting:</b>	<b>8</b>	<b>15</b>
3.1	Classification of Costs, Types of Costs		
3.2	Profit calculation		
3.3	Break Even Analysis		
3.4	Budgetary Control Process		
<b>UNIT-4</b>	<b>Control System</b>	<b>3</b>	<b>5</b>
4.1	KOT/Bill Control System		
4.2	Making bill, Editing, Void , Re-print, Managers role		
4.3	Cash handling equipment, Record keeping		
4.4	Importance of billing System		
<b>UNIT-5</b>	<b>Beverage Management</b>	<b>10</b>	<b>20</b>
5.1	Classification -Alcoholic & non Alcoholic		
5.2	Distillation Process – Types of spirits, brand name		
5.3	World of Wine-Types, Making Process, Laws		
5.4	Service of beverage- Style ,patter & equipment used		
5.6	Food and beverage combinations		
<b>UNIT-6</b>	<b>Banquet Management</b>	<b>5</b>	<b>10</b>
6.1	Role of banquet in F&B service department		
6.2	Banquet booking procedure- booking confirmation, Designing FP		
6.3	Different types of banquet setups		
<b>Total</b>		<b>40</b>	<b>70</b>

**Reference Books:** Food & Beverage Service Training Manual-S. Andrews; Food & Beverage Service –Lillicrap & Cousins; Modern Restaurant Service –John Fuller; Professional Food & Beverage Service Management –Brian ; Food Service Operations – Peter Jones & Casse;Menu planning-J Kivela, Food & Beverage Management by John Cousins, David Foskett F&B Mgmt by Sudhir Andrews  
 Restaurant Management by Robert Christie Mill Food & Beverage Service & Management by Bobby George & Sandeep Chaterjee

### Rooms Division Management BHM 703

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>40</b>	-	<b>40</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Learning Objectives:** This course focuses on the key principles of room's division management within the international hospitality industry. It provides learners with an insight into this dynamic hospitality sector and demonstrates to them the importance of this department as a major revenue generator with the lodging sector. It also gives the learner's the opportunity to develop their operational and management knowledge of this key functional department.

**Learning Outcome:** On successful completion of this module learners will be able to:

1. Identify the key functions of the Rooms Division department
2. Associate the role of the Rooms Division Manager with the management function of a hospitality provider in an effective manner
3. Explain the rooms division manager/front office manager's role as leader and decision maker
4. Discuss the importance of the Rooms Division department in the service provision within the hospitality context
5. Demonstrate the basic techniques of reservations, registration, room allocation and guest accounting
6. Examine the role of Revenue Management and its application within the Rooms Division department
7. Design standard operational procedures that can be utilised in the management of guest services
8. Identify and examine the various technology packages used in the management of the rooms division department
9. Explain the role of Rooms Division managers in managing human resources.

		Lectures	Marks
<b>UNIT -1</b>	<b>Front Office Operations</b>	<b>10</b>	<b>15</b>
1.1	The Guest Cycle, reservations, registration, legal issues, room assignment, check in procedures, key cards etc.		
1.2	Front Office Responsibilities		
1.3	Front Office accounting		

1.4	Check-out and settlement, the night audit, safety deposit		
1.5	The use of technology in the front office department – Property Management Systems, Reservation Technology Systems		
1.6	Selling from the Front Office		
<b>UNIT-2</b>	<b>Room Division/Front Office Management</b>	<b>4</b>	<b>5</b>
2.1	Planning and Evaluating Operations		
2.2	Revenue Management – Statistical Reporting; Room Rate Management		
2.3	Managing Human Resources		
2.4	Managing Guest Services		
2.5	Future trends and developments in the Rooms Division		
<b>UNIT-3</b>	<b>Safety &amp; Security in Rooms Division</b>	<b>6</b>	<b>10</b>
3.1	Work environment safety		
3.2	Hotel Security Aspects and Implementation		
3.3	Safety Awareness & Accident Prevention		
3.4	Case Studies		
<b>UNIT-4</b>	<b>Opening of new Properties</b>	<b>5</b>	<b>10</b>
4.1	Pre-Opening of Hotels		
4.2	New property operations		
4.3	Starting up Rooms Division		
4.4	Countdown to start Hotel and Case study		
<b>UNIT-5</b>	<b>Evaluation of Hotel Performances,</b>	<b>10</b>	<b>20</b>
5.1	Hotel Performance measurement		
5.2	Yield Managements, element of yield Management, measuring of yield management.		
5.3	Benefit strategies and prospects of yield Management		
5.4	Forecasting, data required for fore casting and benefit of forecasting		
<b>UNIT-6</b>	<b>Conservation of Recourses</b>	<b>5</b>	<b>10</b>
6.1	Conservation of water		
6.2	Conservation of electrical energy		
6.3	Conservation of manpower		
6.4	Housekeepers role in Environmental Management		
<b>Total</b>		<b>40</b>	<b>70</b>

**References:** Hotel Front Office Management and operation, Dukes Peter, 3rd edition Jowa Prown, 1970.

Professional Management of Housekeeping Operations – Thomas J.A., Jones, Ed.D.R.EH, John Wiley & Sons, Inc.

The professional housekeeper-Madelin Schneider, Georgina tucker, Mary Scoviak John Wiley & Sons, Inc

Housekeeping Operations Workbook, Macmillan Education Ltd. – Valerie Paul & Christine Jones.

Housekeeping Supervision Jane Fellows, Macdonald & Erans Ltd. London.

Housekeeping Management Margaret kappas, Aleha Nitschke, Education Institute, USA. Black Sam, Hotel Front Office Training Manual, Andrews S., Tata Publishing Company Limited 1982.

### CUSTOMER RELATIONSHIP MANAGEMENT BHM-704

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>38</b>	-	<b>38</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Learning Objective:**

After studying this course students will be able to-

- Understand Customer Relationship Management is to provide information for the students about practical approach to understand a comprehensive view of CRM and show them how to successfully implant an enterprise customer focused solution
- Describe CRM functionality but also gives detailed guidance of how to approach CRM in organization
- Acquire an excellent study into what defines today's best practices in the CRM industry
- Classify a CRM approach that is responsive, flexible and personalized to each customer
- Make use of E-Commerce in CRM.

**Learning Outcome:**

Students undergoing this course should be able :

1. Be a good customer relationship manager
2. Should practice customer retention strategies in operating areas
3. Should use customer information in ethical way for better practices.

	Topics	Lectures	Marks
<b>UNIT -1</b>	<b>Customer Relationship Management</b> Introduction to CRM Need, Meaning, Tools, Process, Customer marketing organizations, CRM Success factor	<b>8</b>	<b>15</b>
<b>UNIT-2</b>	<b>The Customer Service / Sales Profile</b> The Three Level of Service The Shape of Customer Service CRM Creating demand for Hospitality & Tourism	<b>6</b>	<b>10</b>
<b>UNIT-3</b>	<b>Choosing your CRM Strategy</b> CRM Strategy Starting Point The CRM Strategy Creation Identify Potential Strategies	<b>6</b>	<b>10</b>
<b>UNIT-4</b>	<b>Customer retention</b> Managing Customer Information	<b>8</b>	<b>15</b>

	Ethics and legalities of Data use Tools for capturing Customer Information Interaction between CRM Technology		
<b>UNIT-5</b>	<b>Relationship marketing</b> Introduction, approaches and growth CRM on Internet Choosing the Right niche Rules for the Success on the road to E-commerce	<b>8</b>	<b>15</b>
<b>UNIT-6</b>	<b>Case Study</b>	<b>2</b>	<b>5</b>
<b>Total</b>		<b>38</b>	<b>70</b>

#### References:

- CRM by Kristen Anderson & Carl Kerr, Tata McGraw Hills
- The CRM Hand-book by Jill Dyche, Pearson Education Singapore
- Management & Public Relation & Communication by Shailesh Sen Gupta, Vikas Publishing House, N.D.
- Consumer Behaviour by Dr. SL Gupta, Sultan Chand & Sons
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

#### **ENTREPRENEURSHIP DEVELOPMENT- BHM 705**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>38</b>	-	<b>38</b>	<b>70</b>	<b>30</b>	<b>100</b>

#### Learning Objectives

Upon successful completion of this course, students will be able to:

1. Explain the synergies among creativity, innovation, and entrepreneurship.
2. Describe the entrepreneurial perspective in the hospitality industry.
3. Evaluate the business environment and its importance to new business ventures.
4. Evaluate the legal requirements and processes necessary to start a new business.
5. Describe the marketing, financial, and human resource management structure of a small business.
6. Identify the importance of planning for growth and succession for a small business.
7. Describe the importance of strategic planning for a small business.
8. Prepare and present a business plan for a hospitality enterprise.

**Learning Outcome:** After completion of this course student should be able to:

1. Conceive idea for entrepreneurship
2. Develop an entrepreneurship proposal
3. Do the feasibility study
4. Utilize Govt. schemes and coordinate with funding agencies.

	Topics	Lctrs	Mrks
<b>UNIT -1</b>	<b>THE BASICS OF ENTREPRENEURSHIP</b> The Foundations of Entrepreneurship Inside the Entrepreneurial Mind: From Ideas to Reality Understanding new entrepreneurial concepts Role of Innovation and creativity	<b>8</b>	<b>10</b>
<b>UNIT-2</b>	<b>BUILDING THE BUSINESS PLAN: BEGINNING CONSIDERATIONS</b> Designing a Competitive Business Model and Building a Solid Strategic Plan. Conducting a Feasibility Analysis and Crafting a Winning Business Plan Present idea for a hospitality business Forms of Hospitality Business Ownership Franchising and its importance Legal requirements and processes necessary to start a new business. Buying an Existing Business	<b>10</b>	<b>20</b>
<b>UNIT-3</b>	<b>BUILDING THE BUSINESS PLAN: MARKETING AND FINANCIAL CONSIDERATIONS</b> Building a Powerful Marketing Plan E-Commerce and the Entrepreneur Pricing Strategies Creating a Successful Financial Plan Managing Cash Flow	<b>8</b>	<b>15</b>

<b>UNIT-4</b>	<b>PUTTING THE BUSINESS PLAN TO WORK: SOURCES OF FUNDS</b> Sources of Financing: Government promotional schemes for new entrepreneurship setups Choosing the Right Location and Layout Obtaining Technology Global Aspects of Entrepreneurship Planning and developing the Human Resources Support schemes- Government & Local state Govt. Level Role of District Industry centre Preparing DPR	<b>10</b>	<b>20</b>
<b>UNIT-5</b>	<b>Case Study</b>	<b>2</b>	<b>5</b>
<b>Total</b>		<b>38</b>	<b>70</b>

References: Innovation and Entrepreneurship: Drucker P, Entrepreneurship Management: Dr. A. Kaulgud, Entrepreneurship Development: Taneja S.

### ORGANISATIONAL BEHAVIOUR BHM 706

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>40</b>	-	<b>40</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have basic knowledge of individual & organizational behaviour. They must understand ways to improve the personality traits and also come out of stress.

**Learning Objective:** The teachers delivering lectures in this course should understand that students have a basic knowledge about having the right personality for any job and need for motivation. The students undertaking this course should be able to understand following:

1. Importance of organizational culture.
2. Importance of Human Behaviour in the Hotel industry
3. Obtaining basic knowledge of work area ethics and stress.

**Learning Outcome:** The student after studying the course should reflect back and use following:

1. Behavioral approaches during handling human resource
2. Resolving conflicts & handling stress.
3. Develop ethical work behaviour.

	<b>Topics</b>	<b>Hrs</b>	<b>Mks</b>
<b>Chapter 1</b>	<b>Introduction to Organisational Behaviour</b> 1.1 Definition of OB, relevance and its scope. 1.2 Relationship to other fields. 1.3 Objectives of OB. 1.4 Behavioural Approach to Management.	<b>06</b>	<b>10</b>
<b>Chapter 2</b>	<b>Organizational Design &amp; Culture</b> 2.1 Modern Organizational Design. 2.2 Delegation & Decentralization. 2.3 Organizational Culture – Definition & Characteristics. 2.4 Organizational Climate – Definition & Characteristics.	<b>08</b>	<b>10</b>
<b>Chapter 3</b>	<b>Human Behaviour</b> 3.1 Nature & Dimensions of Attitude. 3.2 Nature & Importance of Perception – Social Perception. 3.3 Personality – Meaning and Personality Traits & theories. 3.4 Group – Nature, Types, Group Dynamics, stages of group formation and Group Decision Making.	<b>07</b>	<b>10</b>
<b>Chapter 4</b>	<b>Motivation</b> 8.1 Meaning & Importance. 8.2 Techniques. 8.3 Theories of Motivation – Maslow & McGregors.	<b>05</b>	<b>10</b>

<b>Chapter 5</b>	<b>Conflict Management</b> 5.1 Traditional Vs Present Views 5.2 Reasons for Conflicts 5.3 Conflict management & Strategies to overcome conflict	<b>06</b>	<b>14</b>
<b>Chapter 6</b>	<b>Stress Management</b> 6.1. Concepts of Stress 6.2 Sources & Effects of Stress 6.3 Strategies to overcome individual & organizational stress.	<b>04</b>	<b>08</b>
<b>Chapter 7</b>	<b>Role of Ethics</b> <b>Ethics &amp; Ethical Behaviour</b> 7.1 The impact of ethics on "Bottom-Line" Outcomes 7.2 Sexual Harassment 7.3 Pay and promotion Discrimination 7.4 Employee Privacy Issues	<b>04</b>	<b>08</b>
	<b>Total</b>	<b>40</b>	<b>70</b>

**Reference Books:** Organizational Behaviour - Stephen Robins; Organizational Behaviour – Fred Luthans; Management of Organizational Behaviour – Paul Hersey & Kenneth H, Blanchard.

### TOTAL QUALITY MANAGEMENT BHM 707

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
<b>38</b>	<b>-</b>	<b>38</b>	<b>70</b>	<b>30</b>	<b>100</b>

**Pre-requisite:** The Students studying this course should have basic knowledge of importance of Quality within an organization. They must understand ways to improve the QUALITY within an organisation.

**Learning Objective:** The students undergoing this course should understand the following:

1. Role of Quality in Service Industry
2. Concepts of TQM
3. Organisational Culture and role of leadership
4. Problem solving tools and techniques in TQM
5. TQM standards

**Learning Outcome:** Students after undergoing this course should be able to develop plan aligned with TQM concepts and should be able to develop practices as per TQM standards.

	Detail	Hrs	Mks
<b>UNIT 1</b>	<b>Quality in Service Industry</b> Definitions, Concepts and models, Quality plans	<b>02</b>	<b>05</b>
<b>UNIT 2</b>	<b>Core Concepts of TQM</b> Internal Customer, Right First Time, Customer Focus, Continuous Improvement, Basics of Six Sigma	<b>06</b>	<b>15</b>
<b>UNIT 3</b>	<b>Organizational culture &amp; leadership for TQM</b> Commitment, Vision & Mission, Creating environment, Quality Circle, Flow group Concept	<b>04</b>	<b>10</b>
<b>UNIT 4</b>	<b>Problem solving Tools &amp; Techniques</b> Brain Storming, Pareto Analysis, Fishbone Diagram	<b>04</b>	<b>10</b>
<b>UNIT 5</b>	<b>Core values of Japanese Management</b> Group Orientation, Perfectionism, Innovation, Diligence <b>Kaizen &amp; Continuous Improvement</b> "5 S" Philosophy, Process Mapping & Improvement (5 W & 1 H)	<b>12</b>	<b>14</b>
<b>UNIT 7</b>	<b>Cost of Quality</b> Failure, Appraisal, Preventive Cost	<b>04</b>	<b>06</b>
<b>UNIT 8</b>	<b>Role of Communication in TQM</b> Language Concept, Effective Ways	<b>02</b>	<b>04</b>
<b>UNIT 9</b>	<b>Service Quality Standards</b> QMS – ISO 9001:2000 EMS – ISO 14001:1996 HACCP	<b>04</b>	<b>06</b>
	<b>Total</b>	<b>38</b>	<b>70</b>

**Reference Books:**

- 1.) "Managing Quality in Science Sector" – Mike Asher 1996 – Kogan Page Ltd.
- 2.) "The essence of Total Quality Management" – John Bank 1996 – Prentice Hall of India Pvt. Ltd. New Delhi.
- 3.) "Word of Kaizen" - A Total Quality Culture of Survival – Shyam Talawadekar – Published by Quality Management System, Thane
- 4.) "Quality is Free" – and "Quality is still Free" by Philip Crosby
- 5.) "The Eight Core Values of Japanese Businessmen" – Yasutaka Sai – Jaico Publishing House
- 6.) "TQM in Action" - John Pike & Richard Barheo – Clrpure & Hall

**BASIC FRENCH BHM 708**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
36	-	36	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge English Language and can develop English phrases.

**Learning Objectives:** The students taking this course should be able to understand the basics of French Language and should understand communicative phrases of French used in Hospitality operations,

	Detail	Hrs	Mks
<b>UNIT 1</b>	<b>INTRODUCTION TO FRENCH GRAMMAR</b> (i) The alphabets (ii) Use of Capital letter (iii) The accents in French (iv) Liason (v) The Vowels & consonant (vi) Elision	<b>08</b>	<b>15</b>
<b>UNIT 2</b>	<b>THE ARTICLES</b> (i) Le, La, Les; un, une, des and their usage with common nouns e.g. the table, the chair, a wall, a window etc. (ii) Counting Numbers Ordinal & Cardinal: 1-100; 1st-100 <sup>th</sup> . (iii) Common adjectives – e.g. Grand/Petit/Haut/Bas etc. (iv) Conjugation (Affirmative and Negative)–er ending regular verbs + the verbs être and avoir (present indicative tense). The verb 'aller'; boire; server, faire, prendre, finir, voir, lire, dire. (v) The days of the seasons, weeks & months of the year in French. (vi) Les professions (le médecin etc.); les noms de pays ( Angleterre, Allemande, Espagne, Inde, etc.)	<b>12</b>	<b>20</b>
<b>UNIT 3</b>	<b>VOCBULARY &amp; COMPREHENSION</b> (i) Dialogue: Ordering breakfast; translation of French menu terms. (ii) Common greetings and frequently used phrases (Short phrases). (iii) Learning complaint handling in French (iv) Writing short phrases. Comprehensive & translation 1. Between 2 persons 2. Meals (Le repas)	<b>08</b>	<b>15</b>
<b>UNIT 4</b>	<b>AU RECEPTION</b> Translation & comprehension - Front Office , reception –	<b>04</b>	<b>10</b>

	conversation, practicing various French terms.		
<b>UNIT 5</b>	<b>AU RESTAURANT</b> Basic Conversation, practicing basic French terms	<b>04</b>	<b>10</b>
	<b>Total</b>	<b>36</b>	<b>70</b>

**REFERENCES:**

- Cours de langue et de civilization francaise- G. Mauger  
 Parlez a l hotel – A.Talukdar  
 French for Hotel Management: Bhattacharya

**HOSPITALITY SALES MARKETING BHM-709**

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
36	-	36	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of sales & marketing. They must understand the importance and role of marketing in Hospitality sector.

**Learning Objective:** The teachers delivering lectures in this course should understand that students have a basic knowledge of sales and know about the increasing importance of marketing. The students undertaking this course should be able to understand following:

1. Role of sales & marketing in Hotel Operations,
2. Importance of effective marketing tools in the Hotel industry
3. Obtaining basic knowledge of changing market dynamics & consumer behavior.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Usage of marketing concepts in Hospitality sector.
2. Understand the difference between sales & marketing.
3. Becoming responsive towards changing trends of market.
4. Utilizing marketing tools effectively when needed.

	Topics	Hrs	Mks
<b>Chapter 1</b>	<b>Introduction to Marketing</b> 1.1 Definition of Marketing 1.2 Customer Orientation & Core Concept of Marketing 1.3 Marketing Management – Definition Philosophies and pillars of Marketing management 1.4 Introduction to 7 P's of Marketing mix 1.5 Factors effecting business environment & changing trends of market globally in hospitality industry.	<b>06</b>	<b>12</b>
<b>Chapter 2</b>	<b>Consumer Behaviour</b> 2.1 Concept of Consumer Behaviour 2.2 Consumer Behaviour model 2.3 Consumer decision making process 2.4 Factors affecting Consumer Behaviour – Cultural, Social, Personal, Psychological	<b>06</b>	<b>12</b>
<b>Chapter 3</b>	<b>Market Segmentation</b> 3.1 Definition & need for market segmentation 3.2 Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics	<b>04</b>	<b>08</b>
<b>Chapter 4</b>	<b>Hospitality Product</b> 4.1 Definition 4.2 Levels of Product, Hospitality products 4.3 Branding , types of branding	<b>06</b>	<b>12</b>

	4.4 New Product Development, Product Life Cycle 4.5 Product Differentiation		
<b>Chapter 5</b>	<b>Distribution</b> 5.1 Definition and importance of Distribution system 5.2 Channel levels of distributions 5.3 Intermediaries for Hospitality Industry [Travel Agents, Tour Wholesalers, Hotel representatives, National/ regional/ local/ tourist agencies, CRS, INTERNET based reservation systems] 5.4 Modern methods of distribution (Franchising, Alliances etc.) 5.5 Location of services	<b>06</b>	<b>12</b>
<b>Chapter 6</b>	<b>Promotion</b> 6.1 Definition and characteristics of promotion tools 6.2 5 M's of Advertising 6.3 Various Sales promotion tools used in hotels & their application 6.4 Publicity and public relation - Tools and opportunities in the Hotel Industry 6.5 Principles of personal selling 6.6 Direct Marketing - Telemarketing and internet	<b>08</b>	<b>12</b>
	<b>Total</b>	<b>36</b>	<b>70</b>

### Reference Books

1. Marketing for Hospitality & Tourism - Philip Kotler , Bowen & Makens Prentice- Hall Inc
2. Hotel Marketing -S.M.Jha -Himalaya publishing House – Mumbai
3. Hospitality Marketing -Neil Wearne - Hospitality Press Pvt Ltd. - Australia

## RESEARCH METHODOLOGY BHM-710

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
34	-	34	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of Research and its importance. They must understand the importance and role of research in Hospitality sector.

**Learning Objective:** The teachers delivering lectures in this course should understand that students have a basic knowledge of statistics and data collection. The students undertaking this course should be able to understand following:

1. Role of Research in Hotel Operations,
2. Importance of effective research and its tools,
3. Obtaining basic knowledge of research methods.
4. Sample collection and data collection.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Usage of Research tools Hospitality sector.
2. Develop research hypothesis
3. Undertake a research project and write a report with complete the data analysis.

UNIT	TOPIC	Lectures	Marks
01	<b>Understanding Research Methodology</b> Meaning & definition, scope and purpose of doing research, types of research, areas of research, applications of research, research process - identifying problem.	04	5
02	<b>PROJECT THEME</b> Identifying the theme of project, criteria for selecting the title of project, statement of research problem and research objective, rationale for conducting study.	05	15
03	<b>RESEARCH DESIGN AND DATA COLLECTION</b> Hypothesis - meaning and types, how to formulate a hypothesis, Research design - meaning, types of research design, primary research and secondary research, research approaches - observation, experiment, survey, census survey, sample survey, research instrument - questionnaire, interview, mechanical, questionnaire Vs schedule.	05	15
04	<b>SAMPLING PLAN</b> Meaning and types of sampling, probability sampling, non-probability sampling, sample design, sampling unit, sampling size, sampling media, sample selection process.	03	5
05	<b>FIELD WORK</b> Planning, organizing and supervising the field work.	03	5
06	<b>DATA ANALYSIS</b> Classification, Tabulation, Analysis and Interpretation of data, Role of computers in educational research.	04	5
07	<b>REPORT WRITING</b> Types of report, report format, executive summary, literature review, findings, conclusions and recommendations, referencing, bibliography.	10	20
		<b>34</b>	<b>70</b>

- References:** 1. Business Research Methods – Alan Bryman & Emma Bell, Oxford University Press.  
2. Research Methodology – C.R.Kothari

### FINANCIAL MANAGEMENT BHM-711

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
42	-	42	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of Accounting and its importance. They must understand the importance and role of Finance in Hospitality sector.

**Learning Objective:** The teachers delivering lectures in this course should understand that students have a basic knowledge of Financial Management. The students undertaking this course should be able to understand following:

1. Role of Accounting and Finance in Hotel Operations,
2. Importance of Financial Statements,
3. Obtaining basic knowledge of Ratio Analysis.
4. Financial sources, Capital flow.
5. Budgeting and its Importance

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Prepare and Use of Financial Statements in Hospitality sector.
2. Perform various ratio analysis
3. Prepare Budgets

Unit	Details	Lecture	Marks
01	<b>Financial Management</b> Meaning & Objective Concept & purpose Different approaches	04	05
02	<b>Financial Statements</b> Types of Financial Management systems- meaning & objective Financial analysis- tools for analysis Trends and common- size analysis Statement generation fundamentals	04	05
03	<b>Ratio Analysis</b> Meaning & Objective Classification – Profitability ratios, Financial ratios & Operational ratios (i) Fund flow and Cash flow statements (ii) Liquidity ratio's: a.i.1.Current Ratio a.i.2.Acid test ration (iii) Solvency Ratio's a.i.3.Debts – equity ratio a.i.4.Number times interest earned ratio a.i.5.Long term debt to Total Capitalisation ratio a.i.6.Fixed Charge Coverage ratio a.i.7.Operating cash flows to Total Liabilities ratio (iv) Activity Ratio's (v) Profitability Ratio's	10	15
04	<b>Capitalisation</b> Meaning, over & under capitilisation	02	05

05	<b>Sources of Finance</b> Short, Mid & Long term finances Role of commercial banks Financing Institutions Corporate Share capital & Corporate debt Different forms of Securities	06	10
06	<b>Working Capital</b> Concept, Source, Management of working capital	02	05
07	<b>Budgets</b> Meaning & Importance Types Steps in budgeting Pay back period, ARR, NPV & P.Index	04	10
08	<b>Depreciation Policies</b> Meaning, causes, Objectives, Determination	02	05
09	<b>Cost – volume – profit analysis</b> (i) Meaning (ii) Principles of measuring cost and benefits (iii) Break-even analysis (iv) Margin of safety (v) Problems	04	10
		<b>42</b>	<b>70</b>

**References:**

1. Hotel Accountancy & Finance- S.P Jain & K.L Narang First 1999 Kalyani Publishers B1/1292,Rajinder Nagar, Ludhiana
2. Hotel Accounting & Financial Control - Ozi D’Cunha Gleson Ozi D’Cunha – First-2002- Dickey Enterprises , Kandivali (W) Mumbai
3. Accountancy in the Hotel & catering Industry – Richard Kotas – Fourth –1981- International Textbook Company
4. Elements of Hotel Accountancy- G.S.Rawat & JMS Negi – Fifth Revised – 1994- Aman Publications, Daryaganj, New Delhi –2.

## FACILITY PLANING- BHM-712

Teaching Scheme/Week			Examination Scheme		
Theory Hrs	Tutorial Hrs	Total	Theory Mks	Sessional Mks	Total Mks
37	-	37	70	30	100

**Pre-requisite:** The Students studying this course should have basic knowledge of Operational areas of hotels and allied industry and its importance. They must understand the importance proper facility planning and management in Hospitality sector.

**Learning Objective:** The teachers delivering lectures in this course should understand that students have a basic knowledge of Facility planning and optimizing use of resources. The students undertaking this course should be able to understand following:

1. Role of Facility Planning in Hotel Operations,
2. Importance of Maintenance,
3. Obtaining basic knowledge of Project Management.
4. Prevention of Hazards.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Prepare Facility plan for Hospitality sector.
2. Plan effective maintenance of operational areas
3. Handle Hazards.

UNIT	Content	Lectures	Marks
01	<b>HOTEL DESIGN</b> <ol style="list-style-type: none"> <li>a. Design Consideration</li> <li>b. Attractive Appearance</li> <li>c. Efficient Plan</li> <li>d. Good Location</li> <li>e. Suitable material</li> <li>f. Good workmanship</li> <li>g. Sound financing</li> <li>h. Competent Management</li> </ol>	10	20
02	<b>STORES –LAYOUT AND DESIGN</b> <ol style="list-style-type: none"> <li>a. Stores layout and planning (dry, cold and bar)</li> <li>b. Various equipment of the stores</li> <li>c. Work flow in stores</li> </ol>	05	10
03	<b>CAR PARKING</b> Calculating of Car park area for different types of Hotel.	02	05
04	<b>PROJECT MANAGEMENT</b> <ol style="list-style-type: none"> <li>a. Introduction to Network analysis</li> <li>b. Basic rules and procedure for network analysis</li> <li>c. C.P.M and PERT</li> <li>d. Comparison of CPM &amp; PERT</li> <li>e. Classroom exercises</li> <li>f. Network crashing determining crash cost, normal cost</li> </ol>	08	15
05	<b>ENGINEERING &amp; MAINTENANCE</b> <ol style="list-style-type: none"> <li>a. Role &amp; Importance of maintenance</li> <li>b. Types of Maintenance- preventive maintenance, corrective maintenance, emergency maintenance, scheduled maintenance, condition based maintenance,</li> </ol>	12	20

	<p>contract maintenance, hotel engineering contract</p> <p><b>c.</b> Basics of HVAC system</p> <p><b>d.</b> Fire fighting –fire prevention and fire fighting system, classes of fire. Fire extinguishers – portable and stationary. Fire Safety and alarm systems.</p> <p><b>e.</b> Energy conservation – Necessity, energy conservation programme in hotels, Energy conservation in different areas of hotel, energy wastage in hotel, energy management</p>		
		<b>37</b>	<b>70</b>

**References:**

1. Service and Maintenance for Hotels and Residential Establishments – Rosemary Hurst, Heiman Landai
2. The Management of Maintenance and engineering systems in Hospitality Industry – Frank. G. Barsanik, John Wiley & Sons
3. Maintenance and Engineering for Lodging & Food Service Facilities – M. R. Frank D. Boronik
- 4 Managing Hospitality Engineering System – Michael. H. Redli and David. M. Stinky

### Professional Elective Practical

(Note- Students will undergo practical in the same subject which they have selected as Theory elective subject)

#### FOOD PRODUCTION MANAGEMENT PRACTICAL- BHM713

	Topics
1.	Menu development for 5 course Indian and International cuisine
2.	Preparing Standard recipes for developed menu's
3.	Indent preparation for menu's developed
4.	Food costing for developed menu's for 4 PAX and 100 PAX
5.	Practicing Food Holding techniques and Plate Presentations
6.	Practicing Buffet setup's as per theme
7.	Preparing Cold Platters and preparing charcutiere items
8.	Practicing Food Carvings
9.	Preparing Famous International breads
10.	Practicing cake decoration
11.	Practicing Sugar and Chocolate work

\*The institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

#### FOOD & BEVERAGE MANAGEMENT PRACTICAL- BHM714

	Topics
1.	Restaurant Etiquettes
2.	Practising Mis- En Scene & Mis en Place activities
3.	Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc. Care and Maintenance of various Tools, Equipments, Flatware's.
4.	Table Service
5.	Service of Spirits
6.	Service of Wine
7.	Service in Guest Room
8.	Planning menu for a Special Dinner
9.	Preparing Function prospectus
10.	Different types of buffet setup

#### ROOMS DIVISION MANAGEMENT PRACTICAL- BHM 715

	Topics
1.	Preparing SOP for Guest Arrival
2.	Handling complete Guest Departure Procedure
3.	Handling all type of Cleaning procedures
4.	Handling complaints
5.	Preparing operating budget for Room Division Operations
6.	Calculating staff requirement for Room Division operations
7.	Preparing Duty Rotas
8.	Practicing yield management aspects
9.	Field visit to an Ecotel to understand eco-friendly measures adopted in Hotels.
10.	Assignment on new concepts adopted in Hotels
11.	Practicing on software for Hotel Operations

## **PROJECT- I- BHM 716**

### **OBJECTIVE OF PROJECT**

The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry. Emphasis should be placed on project for selected professional elective subject area.

### **TYPE OF PROJECT**

The project may be one of the following type:

- a. Comprehensive case study of work process
- b. Inter-Organizational study
- c. Any other study related to Hospitality segment

### **PROJECT SUPERVISION**

Each project shall be guided by a supervisor duly appointed by the department/coordinator.

**PROJECT PROPOSAL (SYNOPSIS):** Project proposal/Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and purpose of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

### **PROJECT DOCUMENTATION**

#### **Content for the Project Work**

1. Cover Page
2. Title Page
3. Certificate
4. Acknowledgment
5. Synopsis
6. Index
7. Content framework:
  - Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms)
  - Research Methodology (Methods adopted for collecting Data)
  - Questionaries, Interview, Mails etc.
  - Data Analysis & Data Interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted)
  - Conclusions and Limitations
  - Suggestions
8. Annexures
9. Bibliography (List of Reference Books)
10. Questionnaire (Blank Format)

### **PROJECT SUBMISSION**

Final draft of the project should be submitted in the department duly certified by the concerned guide.

### **PROJECT PRESENTATION & EVALUATION**

Formal presentation and evaluation of the project before internal and external panel constituted by the University.

## **PROJECT- II- BHM 801 (Field Project Work)**

## **OBJECTIVE OF PROJECT**

The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with operational areas of hospitality industry. Emphasis should be placed on project for selected professional elective subject area.

## **TYPE OF PROJECT**

The project may be one of the following type:

- a. Comprehensive study of departmental process
- b. Inter-Organizational study
- c. Field study

## **PROJECT SUPERVISION**

Each project shall be guided by a supervisor duly appointed by the department/coordinator.

**PROJECT PROPOSAL (SYNOPSIS):** Project proposal/Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and purpose of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

## **PROJECT DOCUMENTATION**

Project report should be properly documented and will include, Executive summary, Research/Field work design & Methodology, Literature review, Data collection and Analysis, Conclusions and recommendations and Bibliography. **In case of field study or inter departmental operational study the chapter plan will be planned accordingly in consultation of Guide.**

## **PROJECT SUBMISSION**

Final draft of the project should be submitted in the department duly certified by the concerned guide.

## **PROJECT PRESENTATION & EVALUATION**

A formal presentation and evaluation shall be done for the project before internal and external panel constituted by the University.

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