

SCHEME OF EXAMINATION
BACHELOR OF HOTEL MANAGEMENT (BHM)
THREE YEAR PROGRAMME (SEMESTER SYSTEM)

2011

First Year

Note:

1. There will be 70 multiple choice questions (MCQ's) in the question paper consisting of one mark each. Students are required to attempt all the questions.

Internal assessment marks shall be given on the basis of marks secured by the candidate in the Descriptive Examination to be conducted by the respective study centre. Study centres are required to keep the record of the descriptive examination with them for inspection by the University. The marks of Internal Assessment must be submitted to the University before the termination of the University Examination in the concerned subjects. In the event of non receipt of the Internal Assessment Marks the theory marks secured by the candidate shall be proportionately enhanced

First Semester

Paper	Nomenclature	External	Internal/Practical	Total Marks
DEBHM- 101	Hospitality Management	70	30	100
DEBHM -102	Foundation Course in Management	70	30	100
DEBHM -103	Food and Beverage Service I	70	30	100
DEBHM -104	Food Production	70	30	100
DEBHM -105	Application of Computers	70	30	100
DEBHM -106	Workshop on Personality Development		100	100

Second Semester

Paper	Nomenclature	External	Internal/Practical	Total Marks
DEBHM- 201	Housekeeping	70	30	100
DEBHM -202	Front Office Operation I	70	30	100
DEBHM -203	Principles of Cookery	70	30	100
DEBHM -204	Food and Beverage Service II	70	30	100
DEBHM -205	Food Processing and Preservation Techniques		100	100
DEBHM -206	Workshop on Business Communication	100		100
DEBHM - 207	Environmental Studies		100	100

Important Note:

- * The Environmental studies is a qualifying paper for all UG Courses. Students are required to qualify the same, otherwise final result will not be declared and degree will not be awarded. Paper setting, conduct of examination and its evaluation will be done at the study centre itself.

BACHELOR OF HOTEL MANAGEMENT (BHM)

Semester-I

HOSPITALITY MANAGEMENT

PAPER CODE: DEBHM-101

External: 70

Internal: 30

Note:

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Course Contents:

Unit 1

Growth and Development of Hospitality Industry: Introduction (Hospitality and Tourism), The Growth of Hospitality Industry. Types of Hotel, Hotel Grading System, Changing Profiles of Hotel Industry. Growth and Development of Hospitality Industry in India, Servicing Inbound Tourists, State Tourism Department, Travel Related Products, Tourism and Indian Economy, Role of Ministry of Tourism (Government of India). Impact of Tourism on Indian Economy.

Unit 2

Development of Hotel and Tourism Business: What is Tourism? Definition of Tourism, Domestic Organization, State Offices of Tourism, The Economic Impact of Tourism, Promoters of Tourism, Eco Tourism, Cultures, Heritage and Tourism, Management in Tourism. Sustainable Eco-tourism Values and Principle Modes. Tourism Administration, Process of Marketing, Marketing Strategy, Advertising Effect Assessment, Contacts to People, Public Relations in Tourism.

Unit 3

The Departments of Hotel Organization and Operation: The Departments of Hotel Organization, Hotel Operation-Food and Beverage Division. The Culinary Art, Restaurant Business Development and Classification, Tourism and Hospitality, Planning for Regional Tourism, Events of Special Importance, Business of Hospitality.

Unit 4

Recreation and Leisure: Recreation, Leisure and Wellness, Voluntary Organization. Campus Recreation, Armed Forces and Employees Recreation. Recreation for Special Population. Tourism Trends, Historical Development of Tourism. Impact of Tourism. The Global Trends in Tourism, Enhancing Economics Opportunity, Protecting Natural and Cultural Heritage, Enhancing quality of Life in the Host Community.

Unit 5

Meetings, Conventions and Expositions: Meetings and Meetings Planners, Conventions Cost Exhibitions. Trends in Conventions Meetings and Exposition, Special Events and off Premise Catering, Key Players in the Industry, Event Management.

FOUNDATION COURSE IN MANAGEMENT**PAPER CODE: DEBHM-102****External: 70****Internal: 30****Note:**

1. There will be 70 multiple choice questions (MCQ's) in the question paper consisting of one mark each. Students are required to attempt all the questions.
2. Internal assessment marks shall be given on the basis of marks secured by the candidate in the Descriptive Examination to be conducted by the respective study centre. Study centres are required to keep the record of the descriptive examination with them for inspection by the University. The marks of Internal Assessment must be submitted to the University before the termination of the University Examination in the concerned subjects. In the event of non receipt of the Internal Assessment Marks, the theory marks secured by the candidate shall be proportionately enhanced.

UNIT 1

Definition, Functions, Process and Importance of Management Managerial Roles, Managerial Skills and Activities.

UNIT 2

Differences between Management and Administration Importance of Values and Ethics in Management.

UNIT 3

Evolution of Management Thought, Various Approaches to Management, Functions of Management.

UNIT 4

Nature and Purpose of Planning, Objectives, Types and Significance of Planning, Steps in Planning, Decision-Making.

UNIT 5

Nature and Purpose of Organizing, Organizing Principles, Span of Control, Line and Staff Relationship, Authority, Delegation and Decentralisation, Effective Organizing, Organizational Structures, Formal and Informal Organizations.

UNIT 6

Nature and Purpose of Staffing, Manpower Planning, Recruitment and Selection, Training and Development, Performance Appraisal.

UNIT 7

Directing: Effective Directing, Supervision, Motivation, Theories of Motivation, Job Satisfaction.

UNIT 8

Leadership: Concepts, Theories and Styles, Communication Process: Channels and Barriers, Effective Communication.

UNIT 9

Controlling: Elements of Managerial Control, Control Systems, Management Control Techniques, Effective Control Systems.

UNIT 10

Coordination: Concepts, Importance, Principles and Techniques of Coordination Concepts of Managerial Effectiveness.

FOOD AND BEVERAGE SERVICE – I

PAPER CODE: DEBHM-103

External: 70

Internal: 30

Note:

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Place of Catering in Hospitality Industry: Food Service Industry-Introduction, What is Catering Establishments?, Types of Food Service Operations, A Classification of Food and Beverage Operations, Some Other Types of Food Service Operations. Types of Catering Establishment, Scope in the Hospitality Industry.

Different Types of Services in Hotels: Types of Services in Hotels, Food and Beverage Service Methods, Relation of Catering Industries to Other Industries.

Staff Organisation in Restaurants and Kitchens: The Principle Staff of Different Types of Restaurants, Trends in Restaurant Operations, Duties and Responsibilities of Kitchen staff.

Food and Beverage Service Personnel in Hotel Industry: Attributes of Food and Beverage Service Personnel in Hotel Industry, Furniture and Equipments used in Restaurants, Lighting, Colour and Linen.

Food and Beverage Service Areas: Mise-en-place, Mise-en-scene, Food and Beverage Service Areas, Points to be Observed while Laying the Table, Points to be Observed while Waiting the Table, Don't Do this in a Restaurant, Taking Order on KOT and use of KOT.

FOOD PRODUCTION

PAPER CODE: DEBHM-104

External: 70

Internal: 30

Note:

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Introduction to Cookery: Definition, Culinary History, Food Production Management, Soups, Fish, Meat Cookery, Vegetables and Salads, Spices Used in Western and Indian Cookery, Weights and Volume Equivalent, Names of Ingredients in Several Indian languages.

Kitchen Organizations/Brigade: Kitchen - Organization, Sanitation and Safety Precautions in Kitchen, Equipment and Tools Used in Kitchen, Kitchen Equipment.

Garde Manger/Cold Kitchen: Functions and Importance, Use and care of Equipment and Utensils, Aspic, Chaudfroid, Galantine, Balotine, Terrines and Pates, Mousse and Mousseline.

Bakery and Patisseries: Yeast Goods Varieties, Cookies and Biscuits, Indian Confectionary.

Quantity Cooking: South Indian cuisine, Gujrat, Goan cuisine, Maharastrian cuisine, Bengali cuisine, Punjabi cuisine, Equipment used in Indian kitchen.

APPLICATION OF COMPUTERS

PAPER CODE: DEBHM-105

External: 70

Internal: 30

Note:

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Unit I

Computer Fundamental: Introduction, Evolution of Computer, Block Diagram of Computer, Functions of each Part, Organization of Computer, Characteristics of Computer, Various Fields of Computer, Classification of Computer, Introduction to Input and Output Devices, Monitor and its Types, Printer and Its, Types, Memory, Language, Data Representation

Unit II

Operating System: Introduction of Operating System, Function of Operating System, Types of Operating Systems, Booting Procedure, Basic System configuration, Important Terms, MS-Dos

Unit III

Microsoft Windows: Introduction, Unit Objectives, Overview of Different Versions of Windows, Basic Elements of Windows, Anatomy of an Application Window, Customising Windows, Working with Windows, Exploring Control Panel, Managing files and Folders, Overview of Windows Explorer, Windows Accessories

Unit IV

Computer Application in Business: Meaning and Classification of Market, Capabilities of Computer, Application of Information System (IS), Frontline Information and Database, Websites and Other Utility Softwares, Utility Softwares

Unit V

Communication and Networking: Networking Concepts, Communication Media, Networking Devices, Internet Services Provider, Digital Device in Mobile, Use of e-Mail, Browsers and browsing a Websites, Browsing of Websites, Searching Required Information on Internet using Search Engines.

WORKSHOP ON PERSONALITY DEVELOPMENT

PAPER CODE: DEBHM-106

External: 100

(a) Personality Enrichment

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good Conversation, Art of Intelligent Listening

(b) Stress Management

Meaning, purpose, techniques

(c) Personality Development Strategies

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business

(d) Interpersonal Skills

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place

(e) Group Discussion

Team behavior, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression

(f) Telephone conversation

Thumb rules, voice modulation, tone, do's & don'ts, manners and accent

(g) Basic concept of Recruitment and Selection

Intent and purpose, selection procedure, types of interviews

(h) Preparing for interviews

Self planning, writing winning resume, knowledge of company profiles, academics and professional knowledge review, update on current affairs and possible questions

(i) Facing an interview panel

Time – keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self – introduction, panel addressing, mental frame – work during interviews

(j) Presentation

Presentation skills, seminar skills role – plays

(k) Electronic Communication Techniques: E mail, Fax,

Travel & Hospitality Etiquettes: **Bus , Train, Flight, Hotel Manners**

Semester-II**HOUSEKEEPING****PAPER CODE: DEBHM-201****External: 70****Internal: 30****Note:**

1. There will be 70 multiple choice questions (MCQ's) in the question paper consisting of one mark each. Students are required to attempt all the questions.
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Unit 1

The Housekeeping Department: Introduction to Housekeeping Department, Meaning of Housekeeping in Hotel, Importance of Housekeeping Department, Responsibilities of Housekeeping Department, Layout of the Department, Departments that Housekeeping Coordinates with the Other Departments, What does a room mean to a guest?

Unit 2

Organization Structure and Qualities of Housekeeping Staff: Organization Structure, Personal Attributes of Housekeeping Staff, Pleasant Personality, Physical Fitness, Personal hygiene.

Unit 3

Types of Rooms, Registers and Files Maintained: Types of Rooms, Guest Room Status, Guest Floor Rules, Housekeeping Control Desk, Handling Telephone Calls, Paging Systems and Methods, Handling Difficult Situations, Handling Room Transfers.

Unit 4

Public Area Cleaning and Room Cleaning Procedures: Cleaning of Public areas, Briefing and Scheduling of Staff, The Maid Cart, Cleaning Procedure of a Room, The Procedure of Room Maintenance, Evening Service, Second Service, Weekly Cleaning Procedure, Preparing a Room Report, Practices and Procedure for Floor Linen Room, Storage Tips. Care and Storage of out of Service Furniture, Linen room, Some Storage Tips and Practices, Par Stock, Inventory Control, Stock Taking, Exchange of Linen and Uniforms, Exchange of Linen/Uniforms with Laundry, Housekeeping Supply Room.

Unit 5

Laundry Services and Other Housekeeping Practices and Glossary: Laundry Services, the Laundry Process, Stain Removal, Dry-Cleaning, other Housekeeping Practices, Lost and Found Procedure, Carpets, the Flower Arrangements in Hotel, Fire Prevention, Training Meaning and Work of Cleaning Agents types of Detergents.

FRONT OFFICE OPERATION I**PAPER CODE: DEBHM-202****External: 70****Internal: 30****Note:**

1. There will be 70 multiple choice questions (MCQ's) in the question paper consisting of one mark each. Students are required to attempt all the questions.
2. Internal assessment marks shall be given on the basis of marks secured by the candidate in the Descriptive Examination to be conducted by the respective study centre. Study centres are required to keep the record of the descriptive examination with them for inspection by the University. The marks of Internal Assessment must be submitted to the University before the termination of the University Examination in the concerned subjects. In the event of non receipt of the Internal Assessment Marks, the theory marks secured by the candidate shall be proportionately enhanced.

Introduction to Front Office Department: Evolution of Hotel Industry, Growth & Development of Hotel Industry, Classification of Hotel, Star System, Other Categories, Introduction & layout of Front Office Department, Different Sections of Front Office Department, Reservation, Reception, Information, Bell Desk, Cashier, Telephone, Business Center, GRE Desk, Importance of Front Office Department, Attributes of Front Office Staff, Coordination of Front Office with other departments, Housekeeping, Food and Beverage Service-Room Service, Maintenance, Stores, Sales.

The Guest Room, Tariffs and Plans: Categorizing the Guest Room, Types of Room, Room configurations, Room Designations, Room numbering, Room status Reconciliation, Tariff, Basis of charging, Tariff fixation, 24 hours basis/ number of night, Check out time day rate/discount, Meaning of Plan, European Plan, Continental Plan, Bermuda Plan, American Plan, Modern American Plan, Importance of communication system.

The Guest Cycle, Reservation and Registration System: Guest cycle, Reservation system, Sources and modes of reservation, Types of reservation, Computerized Reservation System, Reservation Record, Confirmation, Amendment and Cancellation, Group reservation, Registration System, Pre-registration Process, Guest Amenities, beginning the day at reception, Registration procedure, 'C' Form, Room Rack, Mail and key rack.

Luggage Handling, Complaints and Night Audit: Bell desk, Handling of Luggage, Left luggage handling, Complaints, Nature and Type, Handling of complaints, Follow-Up Procedures for Handling Complaints, Activities during guest stay, Wake call, Mail handling, Message handling, Room change procedure, Safe deposit facility, Night audit process, Purpose of night audit, Role of Night auditor.

Checkout and Bill Settlement: Guest checkout, The checkout procedures, Late checkout, Express checkout (ECO), Self checkout, Unpaid account balance, Method of settlement, Cash Mode, Credit Mode, Front Office Terminology.

PRINCIPLES OF COOKERY

PAPER CODE: DEBHM-203

External: 70

Internal: 30

Note:

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Introduction to Cookery: Aims and Objectives of Cooking, Raw Materials-Introduction. Classification and Use according to their Function Principles of food storage, Preparation of Ingredients. Mise-en-place, Methods of mixing, Texture fault and remedies. Effect of heat on food. Methods of cooking Temperature, Common culinary terms.

Kitchen Organization: Kitchen Organization. Sections of Kitchen, Kitchen Staff, Duties and Responsibilities of kitchen staff, Personal hygiene of kitchen staff, Working relationship. Self development, Co-ordination of kitchen staff with other departments, Sanitation and Safety precautions in Kitchen, Sanitation and Food Hygiene, Safety Precautions, Equipments and Tools used in Kitchen, Classification of equipments Weights/Sizes. Kitchen Equipments large Equipments, Mechanical Equipments, Small Equipments and Utensils.

Stock, Basic Sauces and Soups: Introduction of Stock, Classification of stock, Method of Preparation. Basic Sauces Introduction, Importance, Basic Sauces, Method of Preparation, Introduction of Soups, Services and Preparation of Sopups, Garnishes for Soups, Classification of Soups, International Soups.

Production Management: Production Management - Introduction, Kitchen Layout, Receiving and Preparation Area, Cooking Area, Wash up Area, Safety Precautions, Weight and Measures, Introduction to Larder, Functions and Importance Different Equipments and Larder Products, Galantine, Ballotine, Aspic, Chaudfroid.

Menu Planning: Introduction, functions of Menu, Parameters of quantity food menu Planning, Planning of menu for Quantity food Outlets, Canteen for Schools and Collages, Institutional Catering, Industrial Catering, Airlines, Railways, Seaways, other Services.

FOOD AND BEVERAGE SERVICE-II

PAPER CODE: DEBHM-204

External: 70

Internal: 30

Note:

1. There will be 70 multiple choice questions (MCQ's) in the question paper consisting of one mark each. Students are required to attempt all the questions.
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Menu knowledge and accompaniments: The Menu, Menu Knowledge, Menu, 13 course French classical menu General accompaniments and covers. Accompaniments and covers for cheese.

Types of Breakfast and afternoon tea: English Breakfast menu-consist of two-eith courses usually includes a cooked main course; Continental Breakfast Menu – consists of hot croissants/brioche or toasts with butter and preserves & tea or coffee as beverage. Brekfast service. Afternoon tea service. High Tea.

Non-alcoholic Beverages: Tea. Coffe. Other stillroom beverages. Non-alcoholic dispense bar beverages.

Introduction to Gueridon Service: Introduction, Gueridon service, Introduction to carving and jointing. Dishes involving work on the gueridon.

Supervisory Aspect of Food and Beverage Service: Introduction, Legal Considerations, Food and Beverage Revenue Control. Beverage Control, Performance Measures, Customer Relations, Staff Organisation and Training.

FOOD PROCESSING AND PRESERVATION TECHNIQUES

PAPER CODE: DEBHM-205

External: 70

Internal: 30

Note:

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Unit 1. Food Colour and Flavour: Cholorophyll, Carotenolds, Anthocyanins, Betalaines, Melanins, Natural Food Colourants, Artificial food, Colourants, Flavour, Sensory Perception of Flavour, Specific Flavour, Synthetic Flavours Flavour Retention during Food Processing, Natural Development in Foods.

Unit 2. Food Additives and Micro-Organisms Associated with Foods: Food Additives, Micro-organisms associated with food, importance of mold in foods.

Unit 3. Fermented Food and Food Chemicals: Food Fermentation, Microbial cultural used in food industry, Fermented Dairy products, Fermented Meat products, Fermented Vegetables products, Fermented Oriented Food products, Other fermented food, Fermented for flavour production, Micro-organism as food single cell protein, Food Chemical.

Unit 4. Food Borne Diseases: Food borne diseases, Food spoilage, Food fit for consumption, Deterioration of food, quality, Causes of food spoilage, Spoilage of various foods and food products.

Unit 5. Food Preservation: Food Preservation and Use of High Temperature, Food Preservation by Evaporation and Drying, Low Temperature Food Processing and Preservation, Food Preservation by Irradiation and Allied Operation in Food industry, Methods of Food Preservation. Aspects Removal, Anaerobic Conditions, Preservation by Use of High Temperature.

WORKSHOP ON BUSINESS COMMUNICATION

PAPER CODE: DEBHM-206

External: 100

UNIT-I

COMMUNICATION –TYPES & PROCESS

Introduction, definitions, Process of communication, Types of communication, upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Interpersonal communication - one way/ two way, Mediums of communication, Listening, Barriers to Communication

UNIT-II**WRITTEN COMMUNICATION**

Business report, business representation, formal letter. Drafting effective letter, formats, style of writing, Use of jargons. Handling meetings: Types of meetings, Structuring a meeting: agenda and minutes, Conducting a meeting.

UNIT-III**SPEECHES**

Drafting, a speech, presentation, Personal grooming, Paragraphs and creative writing, Extempore

UNIT – IV**GROUP PRESENTATION**

Realizing the difference between a team and a group. Audience orientation, group projects.

Planning a presentation - Mind Mapping, Theme, Subject, Handling question and feed back.

Practical's:

Remedial Grammar: Agreement of verb and subject; Nouns: singular or plural? Some special cases; The partitive use of *of*; Tenses: Simple and progressive (continuous) forms of the present tense, simple and progressive forms of the past tense, the progressive form of the perfect and tense with since; the courtesy words *please* and *thank you* ; Dates and The Time.

Listening On The Job: Definition, importance and types of listening, Listening barriers, Guidelines for effective listening.

Effective Speaking: Addressing a group, Essential qualities of a good speaker, Audience analysis, Defining the purpose of a speech, organizing the ideas and delivering the speech: Practice delivering the speech.

Suggested Topics : Like 1. Promotion of awareness among high school students towards career in hospitality Industry. 2 Effective Communication for successful career etc

Introduction to Group Discussion Techniques with Debate and Extempore, Employment Interview,

Dialogue Writing focusing situations in hospitality sector. Hotel Terminology.

Practical aspects like:

1. Practicing role-play
2. Organize group discussion on : how to succeed in an interview
3. Organize debate competition.

ENVIRONMENTAL STUDIES***PAPER CODE: DEBHM-207****Internal: 100**