

ORDINANCE AND COURSE CURRICULUM FOR

BHMCT

**(BACHELOR OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY)**

FOUR YEAR PROGRAMME

2015 Onwards



INSTITUTE OF HOTEL & TOURISM MANAGEMENT

MAHARSHI DAYANAND UNIVERSITY – ROHTAK

HARYANA INDIA 124001

<http://www.mdurohtak.ac.in>

e-mail: office.ihtm@mdurohtak.ac.in

ORDINANCE

FOUR YEAR

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

BACHELOR OF TOURISM & TRAVEL MANAGEMENT

1. 4-YEAR BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHMCT)
2. 4-YEAR BACHELOR OF TOURISM & TRAVEL MANAGEMENT (BTTM)

A. ADMISSION AND ELIGIBILITY

1. The duration of the Bachelor of Hotel Management & Catering Technology (BHMCT)/ Bachelor of Tourism & Travel Management (BTTM) shall be four academic years. Each year shall be divided into two semesters. Thus, the BHMCT/BTTM Programme shall comprise of eight semesters spread over four years. On the completion of all the eight semesters, the students will be awarded the Degree of Bachelor of Hotel Management & Catering Technology (BHMCT)/ Degree of Bachelor of Tourism & Travel Management (BTTM). **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.**

2. 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 45% marks (pass marks in case of SC/ST candidates) in aggregate from Board of School Education Haryana, Bhiwani or any other examination recognized by M.D University Rohtak as equivalent thereto.**
3. The first to eight semester examination shall be open to a regular student who:
 - a) bears a good moral character;
 - b) has been on the rolls of the Institute for the concerned semester;
 - c) has at least 75% attendance in the class during the concerned semester;
 - d) The candidate may be promoted to the next semester class automatically unless detained from examination on any genuine grounds.

B. EXAMINATION

4. Every candidate shall be examined in the subject(s) as laid down in the Scheme of Examinations/Syllabus prescribed by the Academic Council from time to time.
5. The external examiner(s) will set the question papers as per the criteria laid down in the Scheme of Examinations for the programme.
6. **The medium of instruction and examinations shall be English Only. However, for Bachelor of Tourism & Travel Management Programme it can be English/ Hindi.**
7. The last date of receipt of admission forms and fees shall be fixed by the Vice-Chancellor.
8. 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.
9. The Examinations for the odd semesters shall ordinarily be held in the month of December/January and for the even semesters in the month of May/June or on such dates as may be fixed by the Vice-Chancellor.

All Supplementary examinations will be held for re-appear/failed candidates along with regular semester examinations.

10. The Director/Principal of the Institute/College shall forward, a list of the eligible students who have satisfied the requirements of rules for appearing in the Examinations to the Controller of Examinations, as per the schedule of examinations of the University.
11.
 - a) As soon as possible, after the termination of the examinations, the Controller of Examinations shall publish a list of candidates who have passed the Semester Examinations.
 - b) Each successful candidate shall receive a copy of the Detailed Marks Card on having passed the Semester Examinations.
12. The list of successful candidates after the sixth semester examinations shall be arranged in three divisions on the basis of aggregate marks obtained in the first to sixth semester examinations (for the award of BHMCT/BTTM Degree) taken together and the division obtained by the candidate will be stated in his degree as under:
 - (a) Those who obtain 40% marks but less than 50% marks – THIRD DIVISION
 - (b) Those who obtain 50% marks but less than 60% marks – SECOND DIVISION
 - (c) Those who obtain 60% or more marks – FIRST DIVISION;
 - (d) Those who pass all the semesters examination (1st to 6th semester) at the first attempt obtaining 75% or more marks in the aggregate shall be declared to have passed with – DISTINCTION.

C. EVALUATION

- 13 a) The Director/Principal of the concerned Institute/College shall forward the Internal Assessment marks of the students, as per the scheme of examinations, wherever specified, to the Controller of Examinations as per the following criteria:
 - i) Seminar presentation, class participation and Attendance 10 marks
 - ii) Case analysis and presentation 05 marks
 - iii) Surprise test(s) 05 marks

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

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

b) Candidate(s) who has not obtained pass marks in the Internal Assessment in any paper(s) 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, corresponding to schedule given for supplementary examinations in Clause 9 and the Internal Assessment/Practical/Viva-voce given by the Committee shall be final.

c) A candidate who fails to obtain pass marks in training report shall be accorded opportunity to undergo training again and the same shall be assessed by an External Examiner.

d) A candidate who fails to obtain pass marks in viva-voce shall have to re-appear before the board of examiners as laid down in Clause 17, as per schedule specified for supplementary examinations in clause 9.

15. (a) Every student of BHMCT/BTTM shall be required to undergo a practical **training/ internship/ on the job training in an industrial** organization approved by the Institute for Twenty **weeks as prescribed in the syllabus**. The candidates shall be required to undergo training in the various areas of the organization concerned. The organization may assign a specific project to the candidate, which will be completed by him/her during the period of training. The work done by the candidate during the training period shall be submitted in the typed form two copies of **training report**. The last date for the receipt of training report in the office of the Controller of Examinations shall be one month after the date of completion of training.

(b) The evaluation of the Training Report shall be done by the external examine(s).

16. The Training Report will be submitted in the form specified as under:

a) The typing should be done on both sides of the paper (instead of single side printing)

- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing. But the References/Bibliography should be typed in single space.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

17 (a) The comprehensive viva-voce shall be conducted by a Board of Examiners to be appointed by the Vice-Chancellor on the recommendation of the Chairman, UG Board of Studies of the University, consisting of the following members:

- i) One Internal Faculty, nominated by the Director/Principal of the concerned Institute/College;
- ii) One External Examiners from the academic field; and
- iii) One Executive from reputed organizations.

(Two members shall form the quorum.)

(b) The marks obtained by the candidate in the viva-voce shall be taken into account when he appears in any future examiner under re-appear clause.

18. The practical exam(s) of the courses (wherever specified) shall be conducted by the following Board of Examiners, consisting of two members:

- a) One internal faculty member(to be appointed by the Director of the concerned Institute); and
- b) One external examiner (to be appointed by the Vice-Chancellor on the recommendations of the UG Board of Studies.)

19. The minimum percentage of marks to pass the examination in each semester shall be:

- a) 40% in each written papers and internal assessment/computer practical/workshop;
- b) 40% in Training Report and Viva-Voce/Comprehensive Viva-voce, separately;
- c) 40% in the total of each semester examination.

D. OTHER PROVISIONS

- 20. There will be no improvement facilities available to BHMCT/BTTM students. However, grace marks will be allowed as per University Rules.
- 21. A candidate admitted as a regular student in BHMCT/BTTM Programme would be eligible for transfer of his candidature to IHTM/ any affiliated institution/college of M D University running the above programme subject to availability of seats. However the migration can take place only in the beginning of II Year. No migration shall be applicable to candidates in First year and Final Year.
- 22. Lateral entry to II year of BHMCT/BTTM Programme shall be applicable for candidates who have completed One Year diploma in F&B Service/ Housekeeping/ Food Production/ Front office or any other One Year Diploma offered in Hotel & Tourism Mgmt by MDU. In case of candidates from other recognized University/ Board/ Institutions the provision of lateral entry to II year shall be applicable only if the candidate has completed one year diploma programme in Hotel/ Tourism Management or related field after 10+2; and seventy percent syllabus should match with First year of BHMCT/BTTM programme being offered by MDU. Ten percent of the total intake shall be available for lateral entry. i.e if the intake is of 60 then the lateral entries to II Year shall be 6 in addition to 60 admitted in first year.
- 23. About 2-3, Relevant Activity Based Learning Programmes like Theme Luncheons and others shall be organised in the Institute/ College each semester involving students to supplement their learning.
- 24. Any dispute arising on account of implementation of this ordinance shall be referred to a committee of three members to be appointed by the vice chancellor and its decision shall be final and binding on all. The procedure and rules for this Programme, implementation shall be a binding on the college/ institutes, which will be framed and approved by the University from time to time.
- 25. Nothing in this Ordinance shall deem to debar the University from amending the Ordinance and the same shall be applicable to all the students whether old or new.

26. Any other provision not contained in the above shall be governed by the rules and regulations framed by the University from time to time particularly in ref to common ordinance for Under Graduate Programmes of the University.

Course Structure

BHMCT – Bachelor of Hotel Management & Catering Technology (Four Years)

Paper Code	Subject	Periods			Evaluation Scheme						Practical	Total
		L	T	P	Internal Exam Ordinance Clause 13(a)				University Exam	Sub Total		
					TA	CA	CT	TOT			UE	ST
1st Semester												
15BHM101	F.P. Foundation – I	3	1	3	10	5	5	20	80	100	50	150
15BHM102	F&B S Foundation – I	3	1	3	10	5	5	20	80	100	50	150
15BHM103	Housekeeping – I	3	1	2	10	5	5	20	80	100	50	150
15BHM104	Front Office – I	3	1	2	10	5	5	20	80	100	50	150
15BHM105	Application of Computers	3	1	2	10	5	5	20	80	100	50	150
15BHM106	Personality Development	3		2	--	--	--	--	--	--	100	100
2nd Semester												
15BHM201	F.P. Foundation – II	3	1	3	10	5	5	20	80	100	50	150
15BHM202	F&B S Foundation – II	3	1	3	10	5	5	20	80	100	50	150
15BHM203	Housekeeping – II	3	1	2	10	5	5	20	80	100	50	150
15BHM204	Front Office – II	3	1	2	10	5	5	20	80	100	50	150
15BHM205	Foundation Course in Management	3	--	--	10	5	5	20	80	100	--	100
15BHM206	Business Communication	3	1	--	10	5	5	20	80	100	50	150

15BHM207	Environmental Sciences	Internal qualifying paper as per UGC guidelines											
11BHM208	Disaster Management	3	--	--	10	5	5	20	80	100	--	100	
3rd Semester Internship													
Paper Code	Subject	Training Report			Viva Voce			Total					
15BHM301	Training Report & Viva Voce	400	--	--	450	--	--	850	--	--	--	--	
15BHM301A	Food & Beverage Production	--	100	--	--	100	--	200	--	--	--	200	
15BHM301B	Food & Beverage Service	--	100	--	--	100	--	200	--	--	--	200	
15BHM301C	Housekeeping Operation	--	100	--	--	100	--	200	--	--	--	200	
15BHM301D	Front Office Operation	--	100	--	--	100	--	200	--	--	--	200	
15BHM301E	Presentation on IE & Log Book	--	--	--	--	50	--	50	--	--	--	50	
4th Semester													
15BHM401	F.P. Operation	3	1	3	10	5	5	20	80	100	50	150	
15BHM402	F&B S Operation	3	1	3	10	5	5	20	80	100	50	150	
15BHM403	Housekeeping Operation	3	1	2	10	5	5	20	80	100	50	150	
15BHM404	Front Office Operation	3	1	2	10	5	5	20	80	100	50	150	
15BHM405	Foreign Language French	3	1	--	10	5	5	20	80	100	50	150	
15BHM406	Accounting for Hospitality & Tourism	3	1	--	10	5	5	20	80	100	--	100	
5th Semester													
15BHM501	Food Production Management	3	1	3	10	5	5	20	80	100	50	150	
15BHM502	F&B S Management & Control	3	1	3	10	5	5	20	80	100	50	150	
15BHM503	Housekeeping Management	3	1	2	10	5	5	20	80	100	50	150	
15BHM504	Front Office Management	3	1	2	10	5	5	20	80	100	50	150	

15BHM505	Marketing for Hospitality & Tourism	3	1	--	10	5	5	20	80	100	--	100
15BHM506	Human Resource Management	3	1	--	10	5	5	20	80	100	--	100

6th Semester

Paper Code	Subject	Training Report		Viva Voce		Total	
15BHM601	Training Report & Viva Voce	400	--	450	--	850	--
15BHM601A	Food & Beverage Production	--	100	--	100	--	200
15BHM601B	Food & Beverage Service	--	100	--	100	--	200
15BHM601C	Housekeeping Operation	--	100	--	100	--	200
15BHM601D	Front Office Operation	--	100	--	100	--	200
15BHM601E	Presentation on IE & Log Book	--	--	--	50	--	50

7th Semester

		L	T	P	T A	C A	C T	TO T	UE	ST	P	T
15BHM701	Foreign Cuisines	3	1	3	10	5	5	20	80	100	100	200
15BHM702	Seminar										100	100
15BHM703	Research Methodology	3	1		10	5	5	20	80	100		100
15BHM704	Retail Management	3	1		10	5	5	20	80	100		100
15BHM705	Safety & Security Management	3	1		10	5	5	20	80	100	--	100
15BHM706	Meeting, Conferences & Exhibition Management	3	1								--	100

8th Semester

Paper Code	Subject	Report	Viva Voce	Total
------------	---------	--------	-----------	-------

There will be eight questions in all and candidates will have to attempt six questions. First question will be compulsory and of 20 Marks and shall contain 10 short answer type questions. These questions shall be spread over the whole syllabus. Rest seven questions shall be 12 marks each and will be set unit wise or in such a way that covers whole syllabus, where option of attempting any five among these 7 questions will be given. These questions shall judge both theoretical & applied knowledge of students. Case studies may also be given in the questions.

Sample Question Paper Format	
BHMCT/BTTM	Max Marks – 80
Time Allowed: 3 Hours	
<i>Note: Attempt any six questions, Question No -1 is compulsory</i>	
1. Short answer type questions (<i>Compulsory</i>)	(2*10=20 Marks)
2. Question 2	(12 - Marks)
3. Question 3	(12 - Marks)
4. Question 4 Subjective/ case study/ numerical/ other	(12 - Marks)
5. Question 5	(12 - Marks)
6. Question 6	(12 - Marks)
7. Question 7	(12 - Marks)
8. Question 8	(12 - Marks)

Program Specific Outcomes:

After completion of this 5 year integrated masters program in hotel management.

- PSO1 The learners/students shall be able to practice and exhibit the in depth industry integrated operational knowledge, technical skills regarding front office, housekeeping, F&B service and Food production in hospitality industry.
- PSO2 It provides the platform to the learners/students to become familiar with the practical aspects of the hospitality industry.
- PSO3 Present to them an avenue to move into range of hotels, resorts, banquets, hospitals airlines and catering.
- PSO4 Academia is also an option open to them as a career.
- PSO5 The program will give operational experience in industry through the way of industrial training.

BHM – 1st Semester

15 BHM 101 – FOOD PRODUCTION FOUNDATION – 1

Course Outcomes:

- CO1 Students will be able to understand the technicalities and beauty of cooking.
- CO2 The undergraduates will acquire skills to deal with different types of accidents and fire.
- CO3 The learners will be able to identify, classify and purchase good quality food ingredients.

CO4 The beginners will become capable in their selection of better quality raw material.

Semester – 1

External Marks: 80
Internal Marks: 20
External Practical: 50
7Time: 3 Hrs

Course Contents:

- Unit – 1** **Cooking:** - Introduction, Definition, and its importance.
Hygiene: introduction, importance and types.
Qualities of F & B production employees
- Unit – 2** **Handling kitchen accidents** e.g. burns cuts, fractures and Heart attack.
Fire: Introduction, Types and how to extinguish different types of fire.
- Unit – 3** **Ingredients used in cooking- I:** Cereals and Grains, Fruits and Vegetables, and Sweeteners⁷- Types, Purchasing and Storing considerations.
- Unit – 4** **Ingredients used in cooking- II:** Egg, Milk and Milk Products, Salt and Oil & Fat- Introduction, Types, Purchasing and Storing considerations.

Practical

1. Proper usage of a kitchen knife and hand tools
2. Understanding the usage of small equipments
3. Familiarization, identification of commonly used raw material
4. Basic hygiene practices to be observed in the Kitchen
05. First aid for cuts & burns

6 **EGG COOKERY**

Preparation of:

- (i) Hard & soft boiled eggs.
- (ii) Fried eggs.
- (iii) Poached eggs.
- (iv) Scrambled eggs.
- (v) Omelet's (Plain, Spanish, Stuffed)

7 **PREPARATION OF VEGETABLES**

- (i) Cuts of vegetables
Julienne
Jardiniere

Dices
Cubes
Macedoi

- ne
- Paysanne
- Shreddin
- g
- Concasse
- Mire-
- poix
- (ii) Blanching of Tomatoes and Capsicum.
- (iii) Cooking vegetables:
 - Boiling (potatoes, peas)
 - Frying (Aubergine, Potatoes)
 - Steaming (Cabbage)
 - Braising (Potatoes)
 - Braising (Onions, cabbage)

8 RICE & PULSES COOKING

- (i) Identification of types of rice varieties & pulses.
- (ii) Simple preparation of (a) Boiled rice (Draining & absorption) Method.
- (iii) Fired rice.
- (iv) Simple dal preparation
- (v) Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.

9 INDIAN BREAKFAST

- (i) Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura,

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S.C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef (4th Edition) By Le Rol A. Polsom
- The Professional Pastry Chef, Forth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

15 BHM 102- FOOD & BEVERAGE SERVICE FOUNDATION 1

Course Outcomes:

After completion of the course students will be expected to be able to:

- CO1 Develop general knowledge on the origins and development of food service in hotels, restaurants, and institutions. Distinguish between commercial and institutional food service facilities.
- CO2 Identify trends likely to affect food service in the coming years.
- CO3 Identify a variety of managerial, production, and service positions that are typical of the food service industry and describe the roles these positions play in providing food service.
- CO4 Identify and describe the four types of table service and at least two other food service categories

External Marks: 80
Internal Marks: 20
External Practical: 50
Time: 3 Hrs

Theory

Unit – 1 F & B Services: - Introduction, Importance, Functions, Sections Classification of catering establishment- commercial and non commercial

Unit – 2 Departmental Organization & Staffing – Organization Structure of F & B Services in different types of Hotels. Job Descriptions and job specifications of different F & B service positions, attributes of F & B personnel

Unit – 3 Food & Beverage Service equipments: Introduction, Classification and features.

Unit – 4 Food & Beverage Service Methods: Introduction, Classification and features.

Practical:

- Personal grooming
- Knowledge of equipments
- Knowledge of various food service methods
- F & B Service terminology
- Basic food service- Indian Breakfast, Egg preparation

Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management – Brian Varghes
- Food & beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw

- Hill. Food & Beverage Service Lillcrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi.

15 BHM 103- HOUSEKEEPING – I

Course outcomes:

After the completion of the course the students will be able to;

- CO1 Gain the knowledge about housekeeping meaning and importance in hotel.
- CO2 To acquire the skills about Housekeeping procedures in hotel and gain knowledge about lost and found procedure.
- CO3 Attain knowledge about hotel guest rooms and guest room features.
- CO4 Students able to understand the concepts of cleaning equipment's and agents used in hotel industry.

External Marks: 80
Internal Marks: 20
External Practical: 50

Theory

Unit – 1

Introduction: Meaning and definition Importance of Housekeeping, Responsibility of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department.

Unit – 2

Housekeeping Procedures: Briefing, Debriefing, Gate pass, indenting from stores, Inventory of Housekeeping Items, Housekeeping control desk, Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest queries, problem, request, General operations of control desk.

Unit – 3

The Hotel Guest Room: Layout of guest room (Type), Layout of corridor and floor pantry, Types of guest rooms, Guest Room Features – Housekeeping Perspective.

Unit – 4

Cleaning Science: Characteristics of a good cleaning agent, PH scale and cleaning agent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor

covering, Stain Removal.

Practical

- 01 Rooms layout and standard supplies. (Amenities)
- 2 Identification of cleaning equipments both manual and Mechanical, Use of different Brushes, brooms, mops, identification of cleaning agents.
- 03 Maids Trolley: Set Up, Stocking and usage.
- 04 Bed Making: - Identifying of linen; - Step by step procedure for making bed

Suggested Readings:

- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- House Craft – Valerie Paul
- House Keeping Management – Matt A. Casado; Wiley Publications
- Housekeeping and Front Office – Jones
- Housekeeping Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Managing Housekeeping custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales

- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications

15 BHM 104 – FRONT OFFICE – I

Course Outcomes:

On completion of this module students will be able to;

- CO1 Describe the history and structure of international travel and hospitality industry
- CO2 Appraise the positive and negative impacts of tourism.
- CO3 To analyze a range of 5 A's of Tourism.
- CO4 Discuss the development and distribution of hospitality products, Different departments in a hotel and their role.

External Marks: 80
Internal Marks: 20
External Practical: 50
Time: 3 Hrs

Theory:

Unit 1:

Tourism Industry: Introduction, 5A's of tourism, Hospitality Industry: Introduction, origin and its nature, Development and growth in India.(ITD, ITDC, Taj, Oberoi and Jaypee Hotels)

Unit 2:

Accommodation Industry, Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others

Unit 3:

Organization structure of hotels, various departments and sub-departments in a hotel, Their profile and activities.

Unit 4:

Front Office: Functions and its importance, Different sections of the front office department and their importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra-department coordination

(Practical)

- DO'S and Don'ts for new entrants/employees in the front office
- Personal grooming
- Knowledge of equipments
- Inter department and intra department co-ordination/ linkages
- Handling situations
- Front office terminology

Suggested Readings:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA

- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks
- Principal of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum
- Check in Check out – Jerome Vallen
- Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley Internatioanl

15 BHM105 APPLICATIONS OF COMPUTERS

Course Outcomes:

- CO1 Students will be able to understand the meaning and basic components of a computer system, define and distinguish Hardware and Software components of computer system,
- CO2 Explain and identify different computing machines during the evolution of computer system, gain knowledge about five generations of computer system,
- CO3 Explain the functions of a computer, identify and discuss the functional units of a computer system,
- CO4 Students will be able to identify the various input and output units and explain their purposes, understand the role of CPU and its components,

External Marks: 80
Internal Marks: 20
External Practical: 50
Time: 3 Hrs

Theory

Unit I

Introduction to Computers

Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotel.

Unit II

Introduction to Computer Hardware's

Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer,

Unit III

Introduction to Computers Software's

Types of Software, System Software, Application Software, Utility Software's, Use of MS-

Office: Basics of MS- Word. MS- Excel and MS- Power Point;

Unit IV

Introduction to Internet

Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines.

Practical:

To supplement above theoretical inputs.

Suggested Reading:

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Course, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Data Communications & Compute4r Network, Thomson Course, Bombay.
- Computers in Hotels – Concepts & Applications : Partho P Seal Oxford University Press

15 BHM 106 – PERSONALITY DEVELOPMENT

Course Outcomes:

After completion of this module, the learner shall able to:

- | | |
|-----|--|
| CO1 | Develop his/her personality for Hospitality & Tourism |
| CO2 | Learn Polishing manners to behave appropriately in social and professional circles |
| CO3 | Enhance the ability to handle casual and formal situations in terms of personal grooming, dining and entertaining etiquette. |
| CO4 | Developing and maintaining communication skills & interpersonal skills |

(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) Etiquettes & Manners

Social & Business Dinning Etiquettes, Social Travel Etiquettes-Bus, Car and flight

(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) Presentation

Presentation skills, seminars skills role – plays

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

Suggestion Readings:

- Personal management and Human Resources, by C.S.Venkata Ratanam and B.K. Srivastave, Published by Tata Mc Graw Hill Publishing Ltd, New Delhi.
- Human Behavior at Work, By: Keith Davis, Published By: Tata Mc Graw Hill Pub. Ltd, New Delhi. Im OK, You are OK, by: Thomas A. Harris, Published By: Pan Books, London and Sydney
- Pleasure of your Company, by: Ranjana Salgaocar, Published By: Pyramid Published Goa How to get the job you want, by: Arun Agarwal, Published By: Vision Books, New Delhi
- Get That Job, Rohit Anand & Sanjeev Bikhchandani, Harper Collins
- How to succeed at interviews, by: Sudhir Andrews, Published By: Tata Mc Graw Hill Pub. New Delhi.
- Interview for all competitive exams, G.K. Puri, Published by: I.I.M, Near Masjid Road, New Delhi. Introduction to Hospitality Industry – Bagri & Dahiy, Aman Publications New Delhi
- Interview in a nutshell, S.K. Sachdeva, Published by: Competition Review Pvt. Ltd. N

BHM – 2nd Semester

15 BHM 201- FOOD PRODUCTION FOUNDATION – II

Course Outcomes:

- | | |
|-----|--|
| CO1 | Students will acquaint themselves about different types of equipment, and fuel. |
| CO2 | The undergraduates will get of knowledge of various cooking methods. |
| CO3 | The pupils will be able to identify different sections of a professional kitchen and their organizational hierarchy. |
| CO4 | The learners will have thorough knowledge of Indian and French Cuisine. |

External Marks: 80
Internal Marks: 20
External Practical: 50
Time: 3 Hrs

Theory

- Unit – 1** **Equipments-** Introduction, Classifications, use and Selection criterion
Fuel- Introduction, Types, characteristics, advantages and disadvantages. LPG
And its commercial prospective. **Pre- Preparation techniques:** Introduction,
types and their detail.
- Unit – 2** **Cooking Methods – Introduction,** types and their detailed description (Moist
cooking methods).
- Unit – 3** **Hotel Kitchen:** Introduction and its sections.
Food Production Organizational Hierarchy: Introduction, duties and
responsibilities of staff.
- Unit – 4** **Cuisine:** Concept.
Indian Cuisine: Introduction, main ingredients used and special features.
French Cuisine: Introduction, main ingredients used and special features.

Practical

- Introduction of Fuels
- Knowledge of pre-preparation techniques
- Knowledge of various cooking methods
- Preparation of Indian dishes (Three course Indian menu for lunch & dinner,
lassi
,Jaljeera ,Aam Panna,
- Introduction of French Dishes(Soups,Salads,Sandwiches five of each)
- F & B production terminology

Suggested Readings:

- Art of Indian Cookery,
RockMohan, Roli Prased Cooking
with Masters, J. Inder Singh Kalra,
Allied
- Modern cookery (Vol- I) For Teaching & Trade, Philip E.
- Thangam, Orient Longman Larousse Grastonomique- Cookery
Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier

15 BHMCT 202- FOOD & BEVERAGE SERVICE FOUNDATION- II

Course Outcomes:

- CO1 Students will be able to describe menu, its types, cover set for each type of menu
and also will be able to plan a menu for various types of functions.
- CO2 Students will be able to understand the service and storage of various types of
beverages mainly non-alcoholic.
- CO3 Students will be able to understand breakfast and their service and cover setup.

CO4 Students will be able to understand the procedure of room service.

External Marks: 80
Internal Marks: 20
External Practical: 50
Time: 3 Hrs

Theory

- Unit – 1** **Menu:-** Introduction, Importance, and Types (detailed description of each type): A la Carte & TDH, Factors affecting menu item selection. French Classical Menu
- Unit – 2** **Non Alcoholic Beverages:** Classification & Services, Storage.
- Unit – 3** **Breakfast Service:** Introduction, types, features, table layouts and service. KOT
- Unit – 4** **Room Service:** Introduction, Organization, Cycle, Equipments, Types, Menu and various forms.

Practical:

- Various menu services, their table layouts and service sequences for:
 - o A La Carte and TDH
 - o Room Service
 - o Breakfast
- **BREAKFAST SERVICES PRACTICAL**
 - (i) Laying of Different type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
 - (ii) Laying a room service tray for bed tea and breakfast (Continental & English)
- **Room Service:-** Trolley Tray Breakfast set up and service for rooms.

Suggested Reading:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata MC Graw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service – Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management- Brian Varghese
- The Restaurant (Form Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi.

15 BHM 203 – HOUSEKEEPING – II

Course Outcomes:

After the completion of the course the students will be able to;

- CO1 Gain the knowledge of public area, pest control, Safeguarding Assets and cleaning procedure of these areas in hotel.
- CO2 To acquire the skills about guest room cleaning procedure in hotel and develop practical knowledge of system and procedures in housekeeping.
- CO3 To develop the competencies of a supervisor and how to deal with supervisory tasks in a hotel.
- CO4 Attain knowledge about various important sections of housekeeping like linen and uniform room.

External Marks: 80
Internal Marks: 20
External Practical: 50
Time: 3 Hrs

Theory

Unit – 1

Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

Unit – 2

Cleaning of Guest Rooms: Daily cleaning of (Occupied/ Departure vacant Under repair VIP rooms, Weekly cleaning /spring cleaning, Evening service, System & procedures involved. Forms and Formats, Guestroom cleaning – Replenishment of Guest supplies and amenities.

Unit – 3

Housekeeping Supervision: Importance of inspection, Check- list for inspection, Typical areas usually neglected where special attention is required, Self- supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff.

Unit – 4

Linen/ Uniform Tailor Room: Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions, Par stock: Factors affecting par stock, calculation of par stock, Discard Management, Linen Inventory system, Uniform designing: Importance, types, characteristics, selection, par stock.

Practical

S.No. Topic

- 1 (i) Layout of linen room and uniform room
(ii) Cleaning of Public Areas & Inspection of public areas (lobby, Restaurant, staircase, clock rooms, corridor, offices, Back areas)
- 2 Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and

soiled linen.

- 3 Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

Suggested Readings:

- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill
- Hotel Housekeeping – Operations & Management: G. Raghubalan, Oxford University Press
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes

15 BHM 204 - FRONT OFFICE – II

Course Outcomes:

- CO1 To handle guest arrival (Fit and groups) including registering the guests and rooming the guest functions.
- CO2 To handle to telephones at the reception- receive/ record messages
- CO3 To handle guest departure (fits and groups)
- CO4 Preparation and study of countries, capitals, currencies, airlines and flags chart

External
Marks:80

Internal Marks: 20
External
Practical:50 Time:
3 Hrs

Theory

Unit 1:

Organization structure of front office of different category of hotels, Qualities of Front office staff, Job description and specification of front office staff

Unit 2:

Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support

Devices, Telecommunications Equipments, Knowledge of rooms and plans, Basis of Room charging, Tariff fixation

Unit 3:

Front desk operations & functions during different stage of guest cycle. Role and functions of lobby manager, handling complaints

Unit 4:

Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups, procedure

Practical

- Skill to handle guest arrival (Fit and groups) including registering the guests and rooming the guest functions.
- Skills to handle to telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Identification of F.O. equipment
- Telephone handling at Reservations and Standard phrases.
- Role play:
At the porch, Guest driving in Doorman opening the door and saluting guest; Calling belloy
At the Front Desk: Guest arriving; greeting & offering welcome drink, Checking if there is a booking
- **FAMILIRISATION WITH RECORD BOOKS, LISTS & FORMS SUCH. AS:**
 - (I) Arrival/ departure register
 - (ii) Departure intimation
 - (iii) Arrival/ Departure list
 - (iv) No Show/ cancellation report
 - (v) VIP List
 - (vi) Fruits & Flowers requisition
 - (vii) Left luggage register
 - (viii) Bell boy movement control sheet
 - (ix) Scanty Baggage Register
 - (x) Arrival & Departure errands cards
 - (xi) Expected arrival/ departure list

Suggested Readings:

- Front Office Training manual – Sudhir Andrews. Publisher Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Font Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Dix & Chris barid.
- Front Office Operations Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out – Jerome Vallen

15 BHM 205 – FOUNDATION COURSE IN MANAGEMENT

Course Outcomes:

After the completion of the course students will be able to:

- CO1 Gain the knowledge regarding concept, functions and level of management and also will be able to learn the history and evolution of management thought.
- CO2 Apply the knowledge pertaining to planning, decision making process and forecasting.
- CO3 Acquire knowledge pertaining to organizing, delegation and its benefits and various forms of organizational structure.
- CO4 Apply the knowledge regarding motivating employees, communication with employees and leadership skills and styles.

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

Unit 1:

Concept and Nature of Management: Concept & Definitions, Features of Management, Management As Science, Art & Profession, Levels of Management, Nature of Management Process, Classification of Managerial Functions, Evolution of Management Thought Approaches To Management (Classical, Behavioural, Quantitative Contingency), Contribution of Leading Thinkers, Recent Trends In management Thought.

Unit 2:

Planning – Process and Types, Decision Making Process, Management By Objectives (MBO), Forecasting

Unit 3:

Organizing: Nature & Principles of Organization, Span of Management, Authority & Responsibility, Delegation and Decentralization, Forms of Organization Structure, Line & Staff Authority Relationships

Unit 4:

Motivation – Concept and concept and content theories, Communication – Process, Barriers and types, Leadership – concept, styles and skills, Coordination, Controlling: Nature & Process of Controlling

Suggested Readings:

- Chandra Bose/ Principles of Management & Administration, Prentice Hall of India
Essential of Management Koontz & Wrihrich Tata Mc Graw – Hill Publishing Co. Ltd.

- Essentials of Management – Chatterji Essentials of Management – Koontz & O’donnel
- Fundamentals of Management – J.S. Chandran Principles of management- P.N, Reddy Management – Stoner & Freeman
 - Management and Organization – M. Louis Allen Management Theory and Practice-Earnest Dale
 - Management Stoner, Freeman & Gilbert Prentice Hall of India Pct Ltd Management Tasks – Peter F Drucker Management Prcess – Davar R
 - Management Theory & Practice C.B. Gupta (CBG) Sultan Chand & Sons
 - Management Today: Principles and Practice – Burton, Jene, Tata Mc Graw Hill Publishing Co. Ltd.
 - Management: A global perspective, Weihrich, Henz and Koontz, Harold, New Delhi: Tata Mc Graw- Hill Publication Company, 1993.
 - Personnel Management & Industrial Relations – Verma & Agarwal Satya Raju/ Management – Text & Cases, Prentice Hall of India

15 BHM 206 – BUSINESS COMMUNICATION

Course Outcomes:

After completion of this module, the learner shall able to:

- | | |
|-----|--|
| CO1 | Develop his/her personality for Hospitality & Tourism |
| CO2 | Learn Polishing manners to behave appropriately in social and professional circles |
| CO3 | Enhance the ability to handle casual and formal situations in terms of personal grooming, dining and entertaining etiquette. |
| CO4 | Developing and maintaining communication skills & interpersonal skills |
| CO5 | Use techniques effectively on Telephone, Presentation and Electronic Communication. |

External Marks:
80

Internal Marks: 20

External Practical:

50 Time: 3 Hrs

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

UNIT – III

SPEECHES

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

UNIT – IV

RIGHT TO INFORMATION ACT

Introduction, Right to Information and obligations of Public Authorities, Central and State Information commissions- powers and functions, Writing an RTI Application, Submitting and R T I Application, Appeal and penalties.

Practicals:

To Supplement Above With emphasis prospective of CV and telephonic Interviews.

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 works *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/ Tourism Terminology

Practical aspects like:

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

Suggested Reading:

- Bhaskar, W.W.S., AND Prabhu, NS., “English Through Reading”, Publisher: Mc Millan, 1978
- Business Correspondence and Report Writing” –Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- Communications in Tourism & Hospitality – Lynn Van Der Wagen, Publisher: Hospitality Press
- Business Communication – K.K. Sinha
- Essentials of Business communication By Marey Ellen Guffey, Publisher: Thompson Press
- How to win Friends and Influence People By Dale Carnegie, Publisher: Pocket Books
- Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills
- Body Language By Allan Pease, Publisher Sheldon Press
- Business Correspondence and Report Writing”, Sharma, RC. And Mohan, K., Tata Mc Graw Hill, 1994 “Model Business Letters”, Gartside, L., Pitam, 1992
- Communications in Tourism & Hospitality, Lynn Van Oer Wagen, Hospitality Press

15 BHM 207 – ENVIRONMENTAL SCIENCES

Course Outcomes:

After the completion of the course the students will be able to:

- CO1 Critical Thinking: demonstrate critical thinking skills in relation to environmental affairs
- CO2 Communication: demonstrate knowledge and application of communication skills and the ability to write effectively in a variety of contexts.
- CO3 Interdisciplinary Synthesis: demonstrate an ability to integrate the many disciplines and fields that intersect with environmental concerns.
- CO4 Ecological Literacy: demonstrate an awareness, knowledge, and appreciation of the intrinsic values of ecological processes and communities.
- CO5 Sustainability: demonstrate an integrative approach to environmental issues with a focus on sustainability.

15 BHM 207 – ENVIRONMENTAL SCIENCES

UNIT-I

Environmental studies – Nature, scope and importance, need for public awareness; natural resources – renewable and non-renewable resources, use and over- exploitation/over-utilization of various resources and consequences; role of an individual in conservation of natural resources; equitable use of resources for sustainable lifestyles

UNIT-II

Ecosystems – concept, structure and function of an ecosystem; energy flow in the ecosystem; ecological succession; food chains, food webs and ecological pyramids; types of ecosystem – forest ecosystem, grassland ecosystem, desert ecosystem, aquatic ecosystems

Environmental Pollution – Definition, cause, effects and control measures of different types of pollutions – air pollution, water pollution, soil pollution, marine pollution, noise pollution, thermal pollution, nuclear hazards; solid waste management – causes, effects and control measures of urban and industrial wastes; role of an individual in prevention of pollution

UNIT-III

Social issues and the environment – Sustainable development, urban problems related to energy, water conservation, rain water harvesting, watershed management; resettlement and rehabilitation of people, its problems and concerns; climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust; Wasteland reclamation, consumerism and waste products

UNIT-IV

Environmental legislation – Environment Protection Act. Air (prevention and control of pollution) Act. Water (prevention and control of pollution) Act, Wildlife Protection Act, Forest Conservation Act

SUGGESTED READINGS:

- Rajagopalan R, Environmental Studies, Oxford University Press, New Delhi
- Kaushik Anubha, C.P. Kaushik, Perspective in Environmental Studies, New Age International (P) Ltd. Publishers
- Joseph Benny, Environmental Studies, Tata McGraw Hill Publishing Company Ltd., New Delhi Ubaroi, N.K., Environment Management, Excel Books, New Delhi

15 BHM 208- DISASTER MANAGEMENT (As per UGC Guidelines)

Course Outcomes:

- CO1 Students will be able to develop an understanding of the key concepts, definitions and key perspectives of all.
- CO2 Understand Hazards Emergency Management and Emergency/Disaster Management Cycle.
- CO3 Have a basic understanding for the history of Emergency Management
- CO4 Develop a basic understanding of Prevention, Mitigation, Preparedness, Response and Recovery. Students will be able to develop a basic understanding for the role of public and private partnerships.

Unit I. Introduction to Disasters:

Concepts and definitions (Disaster, Hazard, Vulnerability, Resilience, Risks)

Disasters: Classification, Causes, Impacts (including social, economic, political, environmental, health, psychosocial, etc.), Differential impacts- in terms of caste, class, gender, age, location, disability, Global trends in disasters, urban disasters, pandemics, complex emergencies,
Climate change

Unit II. Approaches to Disaster Risk reduction:

Disaster cycle - its analysis, Phases, Culture of safety, prevention, mitigation and preparedness community based DRR, Structural- non-structural measures, roles and responsibilities of-community, Panchayati Raj Institutions/Urban Local Bodies (PRIs/ULBs), states, Centre, and other stake-holders.

Unit III. Inter-relationship between Disasters and Development:

Factors affecting Vulnerabilities, differential impacts, impact of Development projects such as dams, embankments, changes in Land-use etc. Climate Change Adaptation. Relevance of

indigenous knowledge, appropriate technology and local resources

Unit IV. Disaster Risk Management in India

Hazard and Vulnerability profile of India, Components of Disaster Relief: Water, Food, Sanitation, Shelter, and Health, Waste Management Institutional arrangements (Mitigation, Response and Preparedness, DM Act and Policy, Other related policies, plans, programmes and legislation)

Suggested Reading list:

- Alexander David, Introduction in 'Confronting Catastrophe', Oxford University Press, 2000
- Andharia J. Vulnerability in Disaster Discourse, JTCDM, Tata Institute of Social Sciences Working Paper no. 8, 2008
- Blaikie, P, Cannon T, Davis I, Wisner B 1997. At Risk Natural Hazards, Peoples' Vulnerability and Disasters, Routledge.
- Coppola P Damon, 2007. Introduction to International Disaster Management,
- Carter, Nick 1991. Disaster Management: A Disaster Manager's Handbook. Asian Development Bank, Manila Philippines.
- Cuny, F. 1983. Development and Disasters, Oxford University Press.
- Document on World Summit on Sustainable Development 2002.

SEMESTER – III INDUSTRIAL EXPOSURE (SEMESTER – III)

Course Outcomes:

- | | |
|-----|--|
| CO1 | Students will build practical skills that can apply to describe the roles and functions of a leader in the hospitality industry. |
| CO2 | Students will understand the roles and functions of a manager in the hospitality industry. |
| CO3 | Students will be able to understand the need for career planning, application of production forecasting techniques and procedures and describe physical and perpetual inventory systems in hospitality industry. |
| CO4 | Students will be able to list and describe basic guest service quality, server-guest relationships, and ethics. |

Duration of Exposure: 20 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 120 working days (20 weeks x 06 days = 120 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45

days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results.

Once the student has been selected/ deputed for industrial exposure by the institute, he/she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel/ training unit to other of their own. The training in III semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure in both semesters.

Training Schedule:

III Semester

Housekeeping: 4 weeks; Front Office: 4 weeks; Food and Beverage Service: 4 weeks Food Production: 4 weeks; others (In the areas of Interest/ Project) 4 weeks
Total weeks: 20 weeks.

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, Project, Others as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) Should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (*Refer to What to Observe Sheets for more details.*)

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing. But the References/Bibliography should be typed in single space.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook.;

2. Appraisal;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure

WTO (What to Observe)

During your tenure as an Industrial Exposure, apart from carrying out the assigned jobs, You are suggested to make the following observations in your department

WHAT TO OBSERVE

Food & Beverage Service

BANQUETS

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.

11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/INROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

WHAT TO OBSERVE

F & B Production

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing

4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

WHAT TO OBSERVE

Front Office

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them

27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievance, requests etc
29. BELL DISK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. TRAVEL DESK: coordination, booking, transfers etc.

WHAT TO OBSERVE

Housekeeping

LINEN & UNIFORM

1. Learn to identify the linen/ uniform by category/ size even when in fold
2. Study the Pest Control procedure followed & learns how the linen/ uniform is preserved against mildew
3. Observe system & quantum of Linen Exchange with Laundry, Room, and Restaurants
4. Note the discard procedure & observe the percentage of discard
5. Observe procedure for exchange of uniforms and linen
6. Note procedure followed for uniform/ lines exchange after closing hours
7. Note arrangement of linen/ uniforms systematically in shelves/ hangers.
8. Understand the need & use of par stocks maintained.
9. Study total number and variety of items

ROOMS

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C , T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

THE CONTROL DESK

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments

4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

PUBLIC AREA

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

4th Semester

15 BHM 401 – FOOD PRODUCTION OPERATION

Course Outcomes:

- CO1 The students will increase their knowledge of Larder section of a hotel kitchen and minutes details of fish and poultry items.
- CO2 The learners will get information of about types, selection, nutritive value and cuts of lamb/mutton and beef.
- CO3 The pupils will be able to understand types and recipes of stocks, soups, and sauces.
- CO4 The undergraduates have a detailed knowledge of various regional cuisines of Indian namely Kashmiri, Awadhi, Punjabi and Gujarati.

External Marks: 80
Internal Marks: 20
External Practical: 50
Time: 3 Hrs

Unit – 1 Larder – Introduction and importance in hotel kitchens Equipments
Fish – Introduction, Types, Selection criterion, Nutritional value, and Cuts
Poultry – Introduction, Types, selection criterion, Nutritional value, and Cuts.

Unit – 2 Lamb/ Mutton – Introduction, Types, Selection criterion, Nutritional value, and Cuts
Beef/ Veal and Pork – Introduction, Types, Selection criterion, Nutritional value, and cuts

Unit – 3 Stock – Introduction, Classification, and their recipes
Soup – Introduction, Classification, and their recipes
Sauce – Introduction, Classification, and their recipes

Unit – 4 Regional Cuisine of India (Kashmiri, Awadhi, Punjabi, Gujarati and Rajasthani)

Practical

- Knowledge of Types, Selection criterion, and Cuts of Fish, Lamb/ Mutton, & poultry.
- Preparation of Stocks.
- Preparation of Soups.
- Preparation of Sauces.
- Regional cuisine of India One menu each in context of theory
- F & B production terminology

Books Recommend

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S.C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Larder Chef By M J Leto & W K H Bode Publisher: Buterworth – Heinemann
- Modern Cookery By Kinton & Cessarani
- Practical Cookery By Cookery By Kauffman & Cracknell
- Practical Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andre Hale Feinstein and John M. Stefanelli
- The Professional Chef (4th Edition) By Le Rol A. Palsom
- The Professional Pastry Chef, Forth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cooking By K Arora, Publisher: Frank Brothers
- Food Heritage of India- Vimal Patial
- Indian Recipes- Vincent Joeseeph
- Favourite Indian Desserts– Role Books

15 BHM 402 – FOOD & BEVERAGE SERVICE OPERATION

Course Outcomes:

- CO1 Students will have an understanding of beverage industry.
- CO2 Students can impart their skills to apply bar setup and bar operations.
- CO3 Students will be capable of Opening & closing of wines corks (Champagne, Red & White wines)
- CO4 Students will have knowledge of various national and international brands of alcoholic beverages.
- CO5 Students will learn about Tobacco: Types, Production, Brands & Service – Indian and International.

External Marks: 80
Internal Marks: 20
External Practical: 50

Theory

Unit – 1

Bar – Introduction, Importance, and Types, Organization Structure, Layout, Equipments used and BOT & Bar Menus.

Unit – 2

Alcoholic Beverages: Wines – Introduction process, storage and its service. Major Indian and International Brands., Wine glasses and equipment, Storage and service of wine

Unit – 3

Beers: Introduction, Ingredients Used, Production, Types and brands, Indian and International. Services, bottled, canned and draught beers. Other Fermented & Brewed Beverages: Sake, Cider, Perry, Alcohol Free Wines.

Unit – 4

Spirits: Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila), Spirits- Types, Production, Brands Indian and International & Service, Other Alcoholic Beverages- Liqueurs & Tobacco: Types, Production, Brands & Service – Indian and International.

Practical

1. Service of Alcoholic Beverages: Wines, Spirits.
2. Opening & closing of wines corks (Champagne, Red & White wines)
3. Service of Spirits & Liqueurs
4. Bar setup and operations
5. Cocktail Mocktail Preparation, presentation and service
6. Service of Cigars & cigarettes
7. Conduction Briefing/ De- Briefing for F & B outlets
8. Service of Beer, Snake and Other Fermented & Brewed Beverages
9. Service of Sparkling, Aromatized, Fortified, Still Wines.
10. Set up a table with Prepared Menu with wines

Book recommended

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service – Brown, Heppner & Deegan
- Menu Planning – Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Opertion)
- The Waiter Handbook By Gramh Brown, Publisher: Global Books & Subscription Services New Delhi

Course Outcomes:

- CO1 After the completion of the course the students will be able to;
- CO2 Gain the knowledge of Interior Decoration in Hotel Industry and attain the knowledge about elements and principles of design.
- CO3 To attain knowledge about color wheel and color schemes used in interior decoration.
- CO4 To acquire the knowledge about floor and wall covering. Students are able to understand the concept of flower arrangement in hotels.
- CO5 Attain knowledge about various important concepts of safety awareness and first aid in hotels.

External Marks: 80
Internal Marks: 20
External Practical: 50
Time: 3 Hrs

Theory

Unit- 1

Interior Decoration: Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture.

Unit – 2

Colors: Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance, Applications. Furniture Arrangements: Principles, Types of Joints, Selection.

Unit – 3

Floor & Wall Covering: Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. Windows, Curtains, and Blinds Soft Furnishings and Accessories: Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative, Flower Arrangement: Concept & Importance, Types & Shapes, Principles.

Unit – 4

Safety Awareness and First Aid: Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/ Staff/ Public areas/ Rooms/ Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration).

PRACTICAL

1. TEAM CLEANING {VAROPIS AREAS}
2. First Aid Familiarization basic medicines and bandaging, Covering cuts and wounds.
3. Flower arrangement
4. Special Decorations
5. How to do a guest room inspection:

- Use of check list.
- Making a maintenance order
- Follow up with control Desk

Book Recommended

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal
- House Keeping Management for Hostels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping management – Margaret M. Leappa & Aleta Netschke
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press
- In House Management by A.K Bhatiya
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes

15 BHM 404 - FRONT OFFICE OPERATIONS

Course Outcome:

- | | |
|-----|---|
| CO1 | Understand the requirements for dealing with Credit Card |
| CO2 | Night Audit, Understand the importance of Night Audit |
| CO3 | List the steps in Night Audit |
| CO4 | Front Office Accounting, Understand the importance of Account Maintenance |

External Marks: 80
Internal Marks: 20
External Practical: 50
Time: 3 Hrs

Theory

Unit 1:

Registration: concept, systems and its procedure, Registration form and C Form Bell Desk and concierge: functions; luggage, paging, message and left luggage handling procedure

Unit 2:

Guest Security: introduction and importance, handling emergency situations Key Control

Unit 3:

Guest check out procedures and systems, Cash and billing operations, manual and computer accounting, Foreign exchange handling

Unit 4:

Front Office Accounting: Ledger, Guest Leger, City Ledger, Cash paid out, Tips and advances
Front office Cashiering, Foreign currency awareness and handling procedures, The guest folio,
Tracing transactions – account allowance.

Practical

1 HANDS ON PRACTICAL OF MANUAL / COMPUTER APPLICATION ON SOFTWARE, STUDENTS SHOULD BE ABLE TO:

- (i) Register – in a reservation
- (ii) Register an arrival
- (iii) Amend a reservation
- (iv) Cancel a reservation
- (v) Post a charge
- (vi) Make a group reservation
- (vii) Make a folio
- (viii) Make a room change
- (ix) Show a departure/ checkout
- (x) Print a folio
- (xi) Print reports such as expected arrivals and departure for the day.

2 FAMILIRISATION WITH RECORD BOOKS, LISTS & FORMS SUCH AS:

- a) Arrival/ departure register
- b) Departure intimation
- c) Arrival/ Departure list
- d) No show/ cancellation report
- e) VIP List
- f) Fruits & Flowers requisition
- g) Left luggage register
- h) Bell boy movement control sheet
- g) Left luggage register
- h) Bell boy movement control sheet
- i) Scanty Baggage Register
- j) Arrival & Departure errands cards
- k) Expected arrival/ departure list

Books Recommended

- Front office operations by colin Dix & Chirs Baird Hotel front office management by James Bardi
- Management front office operations by Kasavana & Books Front office training manual by Sudhir Andrews
- Managerial accounting and hospitality accounting by Raymond S Schmidgall Managing computers in hospitality industry by Michael Kasavana and Cahell
- Principal of Hotel Front Office Operations, Sue Baker & Jeremy Huyton, Continuum

15 BHM 405 FOREIGN LANGUAGE FRENCH

Course Outcomes:

At the end of the course the students will be able to:

- CO1 To exchange greetings in French fluently
- CO2 To communicate effectively the grammatical correct basic sentences and also introduce themselves in French.
- CO3 To use numbers in French in day to day situations telling time, phone numbers etc.
- CO4 To frame negative and interrogative sentences and develop a data bank of French words

External Marks: 80
Internal Marks: 20
External Practical: 50 :
Time 3 Hrs

Unit-1

Vocabulary & written expression: Les accents, les salutations.

Grammar : Les pronoms sujets, les verbes être et avoir, les jours de la semaine.

Oral / Situation: to be given by concerned teacher.

Unit-2

Vocabulary & written expression : Se présenter, les nombres cardinaux, Les mois de l'année. **Grammar :** Les verbes du premier groupe, l'article indéfini.

Oral / Situation: Présentez-vous.

Unit-3

Vocabulary & written expression: Présenter quelqu' un, L'expression de temps. **Grammar:** Les verbes du deuxième groupe, l'article défini, Pluriel des noms

Oral / Situation: Présentez votre ami(e), votre famille.

Unit-4

Vocabulary & written expression: Demander l'identité d'un objet ou personne, les verbes aller et venir. **Grammar:** Négation, L'interrogation << Qu'est- ce que c'est?>> ; <<Qui est-ce?>>; Féminin et pluriel des adjectifs.

Oral / Situation: Décrivez votre personnalité et votre ville. Simple translation and Comprehension based on simple text.

(Practical)

- Role-playing of different situations

- Understanding questions
- Conversation
- Picture composition

Suggested Books:

- .Larousse compact Dictionary: French-English/ English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hôtel by A. Talukdar
- A Votre Service 1
- French for Hotel and Tourism Industry by S.Bhattacharya

15 BHM 406 - ACCOUNTING FOR HOSPITALITY & TOURISM

Course Outcomes:

After the completion of course the students will be able to.

- | | |
|-----|---|
| CO1 | Gain the knowledge about the basic terminology of accounting |
| CO2 | To understand about various books of accounts such as primary and secondary books |
| CO3 | To develop the skills of preparing and understanding final accounts and final reports |
| CO4 | To apply the Information Communication Technologies in Accounting |

15 BHM 406 – ACCOUNTING FOR HOSPITALITY & TOURISM

External Marks: 80

Internal Marks: 20

Theory

Unit – 1

Accounting Theory: Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.

Unit – 2

Account records: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.

Unit – 3

Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,

Unit – 4

Depreciation Reserves and Provisions – Meaning, basic Methods, Computer Application-

Preparation of Records and Financial Statements

Books Recommended:

- Hospitality Management Accounting, Michael M Coltman
- Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, First 1999 Kalyani Publisher, B 1/1292, Rajinder Nagar, Ludhiana
- Hotel Accounting Earnest B. Horwath & Luis Toth
- Uniform System of Accounts, Publisher: EIAH & LA, USA
- Hotel Accounting & Financial Control By Ozi A.D' Cunha & Gleson O. D' Cunha Publisher: Dicky,s Enterprize, Kandivali, Mumbai
- Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River NewJersey
- Accounting for Management, S K Bhattacharya, Vikas Publishing House
- Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
- Accounting in Hotel & Catering Industry – Richard Kotas- Four – 1981- International Textbook Company
- Comprehensive Accountancy, SA Siddiqui
- A complete Course in Accounting Volume – I, N.D. Kappor
- Double – Entry Book- Keeping, Rc. Chawla & C. Juneja
- Introduction to Accountancy, T.S. Grewal

5th Semester

15 BHM 501 – FOOD PRODUCTION MANAGEMENT

Course Outcomes:

- CO1 The learners will have knowledge about different types of cakes and pastry making methods, and ingredients used.
- CO2 The students will attain detailed information about regional cuisine of Goa, Bengal, Maharastra and Mughlai specialty.
- CO3 The undergraduates will be enlightened with the knowledge of popular International food from countries like Lebanon, Mexico, Italy, China and France.
- CO4 The pupils will have thorough knowledge of HACCP and other food quality methods and certifications.

External Marks: 80
Internal Marks: 20
External Practical: 50
Time: 3 Hrs

Theory

Unit – 1

Cake – Introduction, Ingredients, types and Methods of making

Pastry – Introduction, Ingredients, types and Methods of making

Unit – 2

Regional cuisine of India – Goan, Bengali, Maharashtraian, South Indian and Mughlai

Unit – 3

Introduction of International Cuisine – Lebanese, Mexican, Italian, Chinese & French

Unit – 4

Food Quality: Concept and introduction and types with details. (Special emphasis on BS EN ISO 9002: 1994)

HACCP: Introduction, Importance, Principles and their implementation.

Practical

- One menu from each cuisine in reference to theory
- Introduction of pre- preparation techniques.
- Introduction of various cooking methods.
- Introduction of preparation techniques of Cakes, pastries, Muffins
- Planning Kitchen for various types of hotels.
- Preparing Food and Beverage Cost Controlling forms.

Books Recommended

- Accompaniments & Garnishes from waiter: Communicate: Full J. Barrie & Jenkins
- Bakery & Confectionery By S.C Dubey, Publisher: Society of Indian Bakers
- Classical food preparation & presentation, WKH, Bode Classical Recipes of the World, Smith, He
- Cooking Essentials for the New Professional Chef
- Larder Chef By M J Leto & WKH Bode Publisher: Butterworth – Heinemann
- Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gisslen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Larder- Chef, MJ. Leto & WHK Bode, Butterworth Heinemann Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn
- The Professional Chef (4th Edition) by Le Rol A. Polson
- The Professional Pastry Chef, Fourth Edition by Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering by Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

15 BHM 502 – FOOD & BEVERAGE SERVICE MANAGEMENT AND CONTROL

Course Outcomes:

- CO1 Students will be able to describe the process of food and beverage management, principles and theories of management and display managerial skills;
- CO2 Students will be able to understand the concept of F&B cost and sales concept.

CO3 Students will be able to understand the controlling process of purchasing, receiving, storing, issuing and preparation of food and beverages for final provision.

CO4 Students will be able to exercise techniques to control the food and beverage cost in an organization.

External Marks: 80
Internal Marks: 20
External Practical: 50
Time: 3 Hrs

Theory

Unit – 1

Restaurant Planning: Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors- Concept, Menu, Space & Lighting, Colors and Market, Restaurant Design team. Restaurant Problems and Guest Situation Handling – (thumb rules)

Unit – 2

Buffet: Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function, Function Administration & Organization- Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off-Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, Afternoon & High Teas: Introduction, Menu, Cover & Service.

Unit – 3

F & B Control- Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F & B Control, Personnel Management in F & B Control. Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sale defined, Ways of expressing sales concepts. Cost Volume/ Profit Relationships (Break- even analysis).

Unit – 4

Budgetary Control: Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F & B Operations

1. Food & Beverage Control: Purchasing Control, Receiving Control, Storing and Issuing Control, Food Production Control, Food/ Bev Cost Control, Food/ Bev Sales Control, Standard Yield, Standard Portion Sizes, Standard Recipes
2. Menu Management: Introduction, Types of Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In-House Marketing, Tool.

Practical

1. Restaurant Set –ups of different types & services

2. Service of Afternoon & High teas
3. Buffet Lay –up, theme Buffets set up
4. Cocktail parties
5. Role Plays & Situation handling in Restaurant
6. Gueridon Service

Books Recommended

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
- Food & Beverage Management By: Bernard Davis & Stone
- Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Vargese
- Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
- Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
- Introduction F & B Service- Brown, Heppner & Deegan

15 BHM 503 – HOUSEKEEPING MANAGEMENT

Course Outcomes:

After the completion of the course the students will be able to;

- CO1 Gain the knowledge of housekeeping budget its process and importance in hotel.
- CO2 To attain knowledge about laundry and laundry equipment's in hotel.
- CO3 To acquire the knowledge about planning trends in housekeeping. Students are able to understand the concept of organizing housekeeping services in hotels.
- CO4 Attain knowledge about various important concepts of Special provisions for handicapped guests and situation handling for typical market segment in hotel.

External Marks:
80

Internal Marks: 20
External Practical:
50 Time: 3 Hrs

Theory

Unit – 1

Housekeeping Budgeting: Concept & Importance, The Budget Process, Operational and capital budget, Housekeeping Room cost, Housekeeping Expenses

Unit – 2

Laundry Management: In- house Laundry vis contract Laundry: merits & demerits, Layout, Laundry, Laundry Flow process, Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/ Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables), Stains and Stain removal, Laundry detergents.

Unit – 3

Planning Trends in Housekeeping: Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, Planning for the provision of Leisure facilities for the guest, Boutique hotel concept. Planning and Organizing in the House Keeping: Area Inventory list, Frequency schedules, Performance standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning duty roster.

Unit – 4

Special Provisions for Handicapped Guests: Guest room – added features and modifications, Public Areas: Wash – rooms, restaurants, main entrance etc. added features and modifications.

Situation Handling/ Service Design, for typical Market Segment (Safety, security & Comfort); Airlines crew guest rooms, single lady guests, Children, Typical house- keeping complaints, situations handling, Interdepartmental coordination specially with Room- service, Maintenance, Telephone, security and front desk.

Practical

1. Laundry equipment handling
2. Laundry operations
3. Handling different types of fabrics in manual & mechanical laundry
4. Special decorations
4. Stain Removal: Different types of stains to be removed by hand using different chemicals.

Books Recommended

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursula Jones
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya
- Key of House Keeping by Dr. Lal Commercial
- Housekeeping & Maintenance – Stanley Thornes
- Hotel Housekeeping Operations & Management – Reghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publishers: CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke

15 BHM 504 – FRONT OFFICE MANAGEMENT

Course Outcomes:

Upon successful completion of the course, the student knows

- CO1 knows hotel related legislation and its practical implementation
- CO2 knows how to use information technology in hotel customer service

CO3 is aware of the safety and security requirements from hotel front office point of view shows willingness to serve in a professional manner and understand that hospitality in one of the central values and success factors of the sector

External Marks: 80
Internal Marks: 20
External Practical: 50
Time: 3 Hrs

Theory

Unit – 1

Night Auditing: Introduction, Objective and job description of Night Auditor
Night Audit process
Preparing night audit reports

Unit – 2

Yield Management: Objective and benefits
Tools and strategies
Formulas for measuring yield

Unit – 3

Ownership Structure of Hotels: Introduction, Concept, Types, their features advantage and disadvantages Management Contract, Chains & Franchise/ Affiliated, Time Share

Unit – 4

Computers in Hotel and Knowledge of Property Management Systems as required by Hotels

Practical

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. Computer proficiency in all hotel computer applications – actual computer lab hours

Books Recommended

- Front office operations by Colin Dix & Chirs Baird
- Hotel Front Office Management by James Bardi
- Management front office operations by Kasavana & Books
- Front office training manual by Sudhir Andrews
- Managerial accounting and hospitality accounting by Raymond S Schmidgall
- Managing computers in hospitality industry by Michael Kasavana and Cahell

15 BHM 505-MARKETING FOR HOSPITALITY AND TOURISM

Course Outcomes:

After the completion of the course students will be able to:

- CO1 To understand what service marketing is and how the present marketing management philosophy evolved.
- CO2 Apply the knowledge regarding various environmental factors which affect the buying decisions of guests in Hospitality and Tourism Industry.
- CO3 Gain the knowledge about the various p's and major strategies and decisions regarding these p's of marketing in Hospitality and Tourism industry.
- CO4 Understand the various ways of communicating with the customers and also the role of socially responsible marketing communication in Hospitality and Tourism Industry.

External Marks; 80

Internal Marks: 20

Time: 3 Hrs

Unit I

Introduction to Marketing

Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process, Service Characteristic of Hospitality and Tourism Business

Unit II

Marketing Environment, Consumer Markets and Consumer Buyer Behavior

Micro and Macro Environment, Characteristics, Factors Affecting Consumer Behaviour, Buying Decision Behaviour, The Buyer Decision Process.

Unit III

Distribution Channels, Product Pricing and Services Strategy

Nature and Importance of Distribution System, Marketing Intermediaries, What is Product, Product Classification, Individual Product Decisions, Product Life Cycle, Approaches to hospitality service pricing.

Unit IV

Public Relations, Sales Promotions and Integrated Marketing Communication

The Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Marketing Communication, Advertising, Sales Promotion, Public Relations, The Public Relation Process, Personnel Selling, Direct Marketing.

Suggested Readings:

- Services Marketing – Ravishankar
- Services Marketing – Zeital Valerire – A and Mary Jo Baiter Publisher: Mc Graw Hill

Company

- Service Marketing - Wood ruffe Helen Publisher Macmillan
- Foundation and Practices Marketing of Services – Strategies for Success, Harsh V. Verma, Professional Manager’s Library, Global Business Press
- Marketing Management, Philip Kotler, Prentice – Hall of India, New Delhi
- Hospitality & Travel Marketing, Alastair M. Morrison
- Strategic Hotel and Motel Marketing – Hart & Troy
- Marketing for Hospitality Industry – Robert
- Marketing Management in South Asian Perspective, Kotler, Philip, Kevin Keller, A. Koshy and M.Jha,-Pearson Education, New Delhi
- Marketing – Kerin, Hartley, Berkowitz and Rudeliu, TMH, New Delhi
- Marketing: Concepts and Cases – Etzel, Micael J, TMH, New Delhi
- Tourism Marketing – Manjula Chaudhary, Oxford University Press

15 BHM 506 – HUMAN RESOURCE MANAGEMENT

Course Outcomes:

After the completion of the course students will be able to:

- CO1 Understand the role and importance of Human Resource Management in Hospitality and Tourism Industry-. They will also be able to recognize the challenges faced by HRM in Hospitality and Tourism Industry.
- CO2 Gain the knowledge about the selection and recruitment procedure used by companies in Industry and also understand the importance of induction, outplacement and welfare facilities provided by the employer to its employees.
- CO3 Acquire the knowledge regarding training and development methods and importance of transfers and promotion.
- CO4 To apply the knowledge pertaining to compensation and performance appraisal methods in the Industry.

15 BHM 506 – HUMAN RESOURCE MANAGEMENT

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

Theory

Unit – 1

Concept of HRM and HRD; role of HR practitioner; managing the HR function; scope of HRM, contemporary issues in HRM

Unit – 2

Job, role and competence analysis; human resource planning; recruitment and selection; induction; redundancy, outplacement and dismissal; maintenance and welfare activities – employee health and safety, fatigue and welfare activities

Unit – 3

Training and its methods; Executive development and its techniques
Career management; transfer and promotion

Unit – 4

Aims, components, factor influencing employee compensation; internal equity, external equity and individual worth; pay structure; incentive payments, performance appraisal; 360 degree feedback.

Book Recommended

- Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, Nirmal Singh
- Principal and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan Negi
- Human Resource Development Practice in Travel and Tourism – S.C. Bagri Human Resource Management in Hospitality – Malay Biswas

SEMISTER – VI

15 BHM (601-604) -INTERNSHIP/ INDUSTRIAL EXPOSURE - II

Course Outcomes:

After the completion of the course the students will be able to;

- | | |
|-----|---|
| CO1 | Gain the knowledge and developed competencies according to the requirement of the hotel industry. |
| CO2 | To acquire the skill to Improve performance of employees to enhance productivity and profit of the organization. |
| CO3 | To develop the knowledge about organizational long term goals i.e. vision, and quality objectives. |
| CO4 | Students are able to encourage innovative and creative ideas of employees for optimum use of materials in the hospitality industry during their job training. |

SEMISTER – VI

INTERNSHIP/ INDUSTRIAL EXPOSURE - II

Duration of Exposure: 20 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel. 10 days medical leave supported by a medical certificate Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 120 working days (20 weeks x 6 days = 120 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results.

Once the student has been selected/ deputed for industrial exposure by the institute, he/she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel/ training unit to other of their own. The training in VI semester *can be with operational training in reputed Fast Food Operations, Airlines, Resorts, and similar industry in accordance with course curriculum so as to enable a candidate sharpen his skills in his functional area of choice in trade & help him in placements. Prior written approval to be taken from the programme coordinator/ convenor/ H.O.D for Industrial exposure in both semesters*

Training Schedule:

VI Semester *the exposure shall be in various departments of a Hotel/ Hospitality Unit*

Academic Credits for training shall be based on following

Log books and attendance, Approvals, Report and presentation, Others as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a selected panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (*Refer to What to Observe Sheets for more details.*)

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook;
2. Appraisals;
3. A copy of the training certificate.
4. IT Report
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card

15BHM701 FOREIGN CUISINES (CHINESE & ITALIAN)

Course Outcomes:

- CO1 The students will acquire knowledge about Chinese cuisine, historical background, regions & regional cooking styles, staple food with regional.
- CO2 The learners will get detailed information about methods of cooking, equipment & utensils, ingredients & dishes in Chinese cuisine.
- CO3 The pupils will have knowledge about Italian cuisine, historical background, regions & regional cooking styles, staple food.
- CO4 The undergraduates will gain information about methods of cooking, equipment & utensils, ingredients & dishes in Italian cuisine.

External Marks: 80
Internal Marks: 20
External Practical: 100
Time: 3 Hrs

Course Contents:

- Unit – 1** **Cuisine of China- I:** - Introduction to Chinese Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences
- Unit – 2** **Cuisine of China-II:** Methods of cooking, Equipment & utensils, Ingredients & Dishes
- Unit – 3** **Cuisine of Italy - I:** - Introduction to Italian Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences
- Unit – 4** **Cuisine of Italy - II:** Methods of cooking, Equipment & utensils, Ingredients & Dishes

Practical

- • May be planned in accordance to theory (Suggested Menus include)
- MENU 01 Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork Hakka Noodles
- MENU 02 Hot & Sour soup, Beans Sichwan, Stir Fried Chicken & Peppers Chinese Fried Rice
- MENU 03 Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice,
- MENU 04 Wonton Soup, Spring Rolls, Stir Fried Preparations & Celery Chow Mein,
- MENU 05 Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noodles

Suggested Readings

- Nita Mehta – Italian Vegetarian Cookery, Snab Publishers.
- Alberto Capatti - Arts and Traditions of the Table: Perspectives on Culinary History, Columbia University Press
- Italian Cooking by Sanjeev Kapoor
- Ken Hom – Chinese Cookery, BBC Books

- Funchsia Dunlop - The Revolutionary Chinese Cookbook, Ebury Press
- Eileen Yin-Fei Lo – Mastering the Art of Chinese Cooking, Chronicle Books
- Su Huei Huang, Lai Yen-Jen – Chinese Cuisine, Wei-Chuan Publishing
- E N Anderson – The Food of China, Yale University Press
- Parvinder S Bali – International Cuisine & Food Production – Oxford University Press

**15 BHM 702- SEMINAR
SEMINAR/PRESENTATION SKILLS**

Course Outcome:

- | | |
|-----|--|
| CO1 | The students should be able to study on issues faced by various sub-sectors of the Hospitality Industry in front of the experts. |
| CO2 | Students will engage with works that are widely held to be significant in the field of study, while recognizing cultural diversity and the ever-changing nature of what is regarded as important. |
| CO3 | Students will be able to judge when to speak and how much to say, speak clearly and audibly in a manner appropriate to the subject and ask appropriate questions about Hospitality Industry in front of the experts. |
| CO4 | Students will demonstrate that they have paid close attention to what others say and can respond constructively. |

Max
marks:100

Seminar Category -I

Marks: 40

Seminar Category -II

Marks: 60

The objective of Seminars is to help the students in developing their communication skills and knowledge of Hospitality & Tourism, it may be two ways i.e 1) The students shall be required to participate & attend Two Seminars of Hotel & Tourism Management in this semester preferably one in Parent University and one in any of the Universities. This shall be having a weight age of 20 Marks each.

2) There shall be a student seminar where each student is expected to present a seminar on a topic approved by the Teacher In- charge (supervisor) of the seminars. The performance of the students will be evaluated on the basis of active participations and individual presentation. This shall be having a weight age of 60 Marks.

15 BHM 703 – RESEARCH METHODOLOGY

Course Outcome:

By the end of the module the student will be able to:

CO1	Apply a range of quantitative and / or qualitative research techniques to business and management problems / issues
CO2	Understand and apply research approaches, techniques and strategies in the appropriate manner for managerial decision making
CO3	Demonstrate knowledge and understanding of data analysis and interpretation in relation to the research process
CO4	Conceptualize the research process
CO5	Develop necessary critical thinking skills in order to evaluate different research approaches utilized in the service industries

15 BHM 703 – RESEARCH METHODOLOGY

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

Unit-1-Introduction to research methodology

Meaning, definition, characteristics and types of research, Methodology of research, formulation of research problem Research Design: Meaning, characteristics of research design, steps in research design.

Unit-2 Sampling Design and Data Collection

Meaning of sampling, aims in selection a sample, Types of sample design. Data collection – Meaning, types of data, methods of collecting primary data-observation, interview and questionnaire, Sources of secondary data.

Unit-3 Processing and Analysis of data

Editing, Coding, Classification and tabulation, Graphical presentation of Data-Bar-chart, pie-chart and curves Interpretation of Data meaning, methods of data analysis

Unit-4 Report Writing

Meaning, types and steps involved in writing report, layout of the research report, mechanics of writing a research report, challenges of a good writing

Suggested Readings

- *Kumar Ranjit: Research Methodology: A Step by Step Guide for Beginners*, Sage Publication, 2014.
- Kothari C.R. : *Research Methodology*, New Age International, 2011.
- Shajahan S. : *Research Methods for Management*, 2004.
- Mustafa A. : *Research Methodology*, 2010.
- Thanulingom N : *Research Methodology*, Himalaya Publishing
- C. Rajendar Kumar : *Research Methodology* , APH Publishing
- Gupta Hitesh and Gupta S. L. : *Research Methodology*, International Book House, 2011.
- J. R. Brent Ritchie, Charles R. Goeldner : *Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers*, Wiley Publishers

15 BHM-704 RETAIL MANAGEMENT

Course Outcomes:

At the end of the course students will be able to:

- CO1 Apply the knowledge gained regarding the concept, functions and scope of retail management in Hospitality Industry and also the challenges retail management face in the Hospitality Industry.
- CO2 Use the different retail models and theories and also implement the skills required in airport retailing and service retailing.
- CO3 Apply the knowledge in industry regarding different consumer behaviors, buying decision making and also the importance of market research and CRM in retail.
- CO4 Appraise the concept of retail HRM, the financial aspects of retail and the use of supply chain management in retail sector.

External Marks: 80

Internal Marks:

20 Time: 3
hours

Unit-1

Retailing- Concept, functions of a retailer, Relationship between retail and Marketing, Retail as a career. Retail in India- Evolution, changes in the retail sector, Challenges to retail development in India.

Unit-2

Retail Models and Theories of Retail Development- Theories of retail development, concept of life cycle in retails, Business models in retails, Airport Retailing, Services retailing.

Unit-3

Understanding the Retail Consumer and Servicing - Need for Studying Consumer Behaviour, The Customer Decision-Making process , Market Research- A Tool for Understanding Retail Markets & Consumers, Concept of Customer Service, Importance of Service in Retail, C R M in Retail.

Unit-4

Retail store operations; servicing the retail customers; retail human resource management; financial aspects of retail management; retail information system; supply chain management in retailing

Suggested Reading:

- Pradhan, Swapna; Retailing Management; Tata McGraw Hill; New Delhi

‘BHMCT – SYLLABUS, IHTM-MDU-Rohtak (2015 Onwards)

45

- Bajaj, Chetan, Tuli, Rajnish and Srivastava, Nidhi; Retail Management ;Oxford University Press; New Delhi
- Berman, Barry & Evans, Joel R.;Retail Management – A Strategic approach; Pearson Education/Prentice Hall of India; New Delhi
- Levy, Michael & Weitz , Barton A.; Retailing Management; Tata McGraw Hill; New Delhi
- Newman, Andrew J & Cullen, Peter; Retailing -- Environment and Operations; Thomson

Asia Pvt. Ltd.; New Delhi

- Dunne, Patrick m.; Lusch, Robert F & Griffith, David A.; Retailing; Thomson Asia Pvt. Ltd; New Delhi
- Lamba, A.J.; The Art of Retailing; Tata McGraw Hill; New Delhi

15BHM705 SAFETY & SECURITY MANAGEMENT

Course Outcomes:

- CO1 The students gain the knowledge about various security systems in Hotel Industry.
- CO2 The students gain the knowledge about First Aid procedure and various emergency handling procedures in hotel industry.
- CO3 The students gain the knowledge about various Safety Security Process of risk Management and standards for Risk Management
- CO4 The students gain the knowledge about various Safety & Security in Rooms Division, Work environment safety, Job Safety Analysis, Safety Awareness & Accident Prevention in hotel industry.

Max. Marks: 100

External Marks: 80

Internal Marks: 20

Unit-I

Hotel Security: concept, importance, Type, Organization structure, Application of security in Hotels, scope and trends.

Unit-II

First Aid, The First Aid box, Handling Burns & scalds, bleeding, fainting, fractures, heart-attack, sprain, and shock. Handling Emergency procedures: Fire, Bomb threat, Theft, Death, Terrorism, and Natural Calamity.

Unit-III

Risk Management & Safety Security Process of risk Management and standards for Risk Management. Emergency Response plan, Occupation Safety and Health Act

Unit-IV

Safety & Security in Rooms Division, Work environment safety, Job Safety Analysis, Safety Awareness & Accident Prevention, Case Studies

Suggested Reading:

- Darrell Clifton; Hospitality Security: Managing Security in Today's Hotel, Lodging, Entertainment, And Tourism Environment; CRC Press, Taylor & Francis Group.
- Yoel Mansfield & Abrahann Pizam; Tourism, Security, Security and safety from theory to practice: Elsevier Publication.
- Colin Michael Hall, Dallen J. Timothy, David Timothy Duval: Safety and Security in Tourism: Relationships, Management and Marketing: Haworth Hospitality Press,2003
- David M. Stipanuk & Raymond C. Ellis, Jr.; Security and loss Prevention Management; American Hotel & Lodging Association Institutes.

15BHM-706 MEETING, CONFERENCES & EXHIBITION MANAGEMENT

Course Outcomes:

Students will be able to

- CO1 Explain the economic and social impacts generated by MICE industry
- CO2 Make discussions regarding the project phases, and strategies used for each of the phases
- CO3 Analyze and manage the risks of MICE
- CO4 Identify the project stakeholders and build a “politically correct” action plan to satisfy the stakeholders

External Marks: 80

Internal Marks: 20

TIME:3 Hrs

UNIT -I

CONCEPT OF MICE. Introduction of meetings, incentives, conference/conventions, and exhibitions. Components of the MICE market. Nature of MICE markets and demand for facilities. The impact of MICE on local and national communities.

UNIT -II

BUSINESS MEETING: Meaning, Types, Major attributes of Meeting Planner, Various Meeting setups. Organizing Business Meeting.

UNIT -III

CONFERENCE MANAGEMENT: Definition of Conference and the component of conference market. Demand for conference facilities, Role of travel agency in the Management of Conference. Benefits of conventions facilities. Management of Conference at Site.

UNIT- IV

TRADE SHOWS AND EXHIBITIONS: Principle, Purpose, Types of shows and Exhibitions, benefits, major participants, Organization and membership, Inter-related venues.

Suggested Reading:

- Larissa J. Schultz,- Event Planning Basics: Meetings, Conferences, Convention, Exhibitions and Special Events
- Johnny Allen, William O'Toole, Robert Harris, Ian McDonnell - Festival and Special Event Management 5th Edition, Wiley Publishers
- William O'Toole, Phyllis Mikolaitis - Corporate Event Project Management, Wiley Publishers

BHM – 8th Semester

15BHM801 ON THE JOB TRAINING IN ANY OF THE HOTEL/HOSPITALITY OPERATIONAL AREAS

Course Outcomes:

After the completion of the course the students will be able to;

- CO1 Gain the knowledge and developed competencies according to the requirement of the hotel industry.
- CO2 To acquire the skill to Improve performance of employees to enhance productivity and profit of the organization.
- CO3 To develop the knowledge about organizational long term goals i.e. vision, and quality objectives.
- CO4 Students are able to encourage innovative and creative ideas of employees for optimum use of materials in the hospitality industry during their job training.

15BHM802 PRESENTATION ON IE & LOG

Course Outcomes:

- CO1 It provides all types of information during the training program.
- CO2 It gives the attendance of the trainees during their training program.
- CO3 Log book shows the performance of students as trainees in the hotels.
- CO4 It gives a details look of the concern department in which the students did their training.

15BHM803 PROJECT REPORT & VIVA VOCE

Course Outcomes:

- CO1 Students will demonstrate broad knowledge of and proficiency in the core functional and support areas of hospitality business.
- CO2 Students will demonstrate specific competence in a variety of operational aspects within the hospitality industry.
- CO3 Students will demonstrate effective written and oral communication skills.
- CO4 Students will incorporate an understanding of ethical, social, and legal issues in reaching business-related decisions.
- CO5 Students will creatively and critically apply their knowledge and technological skills in identifying and solving problems.

SEMISTER – VIII

ON THE JOB TRAINING

Duration of Exposure: 20 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hostel. 10 days medical leave supported by a medical certificate Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 120 working days (20 weeks x 6 days = 120 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results.

Once the student has been selected/ deputed for industrial exposure by the institute, he/she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel/ training unit to other of their own. The on the job training in VIII semester *can be with operational training in reputed Fast Food Operations, Airlines, Resorts, and similar industry in accordance with course curriculum so as to enable a candidate sharpen his skills in his functional area of choice in trade & help him in placements. Prior written approval to be taken from the programme coordinator/ convenor/ H.O.D for Industrial exposure in all semesters*

Training Schedule:

VIII Semester *the exposure shall be in one or More Departments based of choice of functional specialization of a candidate & A Project need to be completed at the place of exposure after prior approval from faculty coordinator/ HOD*

Academic Credits for training shall be based on following

Log books and attendance, Approvals, Report and presentation, Project, Others as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report on the department of their choice in VIII Semester, on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a selected panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (*Refer to What to Observe Sheets for more details.*)

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook;
2. Appraisals;

3. A copy of the training certificate.
4. IT Report on the department of his/her choice.
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.
8. Project Report

Project Report

Project Report:- As you know the diverse nature of tourism & hospitality industry & its long-term implications on the economy, society, culture & environment. It is mandatory to do some project work so as to sharpen your research skills, develop a practical understanding of the Hospitality system, attain some field experience etc.

Students are required to prepare a project report on a topic of their choice approved from Faculty from Institute/ Training Manager/Head of that Department (F.O/ F&Bs/ F.P/ A.Op) Computer Typed {Times New Roman} compiled & Hard bound copy (Two print Copies) and One soft copy in C.D.

The Project report should include:-

- The First page should include Name of The Hotel, Project undertaken, your roll Number & Name.
- Certificate by Candidate of genuine work.
- Acknowledgement.
- Certificate of approval.
- Introduction to the topic.
- Problem Definition
 - Need of study
 - Problem Definition
 - Research objective
 - List of Information
- Research Methodology
- Research design
- Source of data
- Instrumentation of data collection, Sampling Design
- Analysis, Findings & Interpretation.
- Suggestions & Recommendations.
- Conclusion or Silent Findings
- Limitation
- Bibliography
- Annexure

Selecting A Topic:-

Selecting a topic is the first issue. About the only thing you will be sure of should be that do you want to write on a subject that directly relates to Hotels or is associated with tourism. A lot of thinking & creativity is required at planning stage.

The purpose of project for you is to-

- Learn about various hospitality issues.

- Learn how to evaluate the potential. .

Sample themes of Research are:-

Accommodation Management-

- “Technology in Hotel Accommodation Services:- A case study of Hotel- ABC.”

Various topics can be selected suggested themes are-

- Surveying of Guest Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System
- Segmentation of Guest staying in unit.
- Profiling of Tourists/ Guests
- Comparative analysis of Tariff Strategies.
- Linkages amongst various constituents of Hospitality industry
- HRD- Policies of Unit/ Chain
- Cost Control in Housekeeping/ Kitchen
- Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. You are free to select a topic of your choice with due consultation with the faculty member & from Operational Head of that area of the Unit you are undergoing you training.