

16MHM 21D1
Hotel Law

Course Outcomes

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

- CO1 Gain the advanced knowledge of structure and operations of aviation industry at national and global level
- CO2 To acquire the advanced skills of e-ticketing and fare calculation.
- CO3 To enhance the advanced competencies of the students regarding travel documentation and formalities
- CO4 To acquire the advanced skills for operating Global Distribution Systems like Galelio and Amadeus.

Unit- I Indian Contract Act

Definition, Essential Elements, types.
Offer, Acceptance, Consideration.
Difference between Void, Voidable, Unenforceable contracts.
Hospitality contracts
Significance of Contract Act in Hotel Industry.

Unit-II Hotel Licenses & Regulations

Introduction, importance and types.
General hotel Operating Licenses, food and beverage operations, personnel department and other departments.
Procedure for Obtaining Licenses, their Renewal, Suspension & Termination.

Unit-III Food & Liquor Legislation

Prevention of Food Adulteration Act- Definition, objectives, importance and Authorities under the Act.
Food safety and standard act, 2006-Introduction, objectives, importance and Authorities under this act.
Liquor Licenses- Types and Procedure for acquiring liquor licenses.
Quality Standards: ISI & Agmarc

Unit-IV Important Acts:

Consumer Protection Act
Environment Protection Act
Hospitality law
Duties of hotelier towards guests

Suggested Readings:

- Hotel law by Amitabh Devendra, Oxford University Press.
- Hotel & Tourism Law – Jagmohan Negi
- Hotels Laws – AHL&A
- Hotel Laws – Jyotsana

- Food & Beverage Law – Jagmohan Negi

Note:

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16MHM 21D12

Management Principles in Hospitality Industry

Course Outcomes:

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

- CO1 Apply the knowledge of skills, roles and responsibilities of managers in Hospitality and tourism Industry.
- CO2 Gain the knowledge about decision making process, communication types and barriers and the various motivation theories.
- CO3 Apply the knowledge of managing various conflicts and change which is indispensable in any industry.
- CO4 Understand the leadership types, theories, groups and their applicability in Hospitality and Tourism Industry.

UNIT-1

ROLE OF A MANAGER

Roles and Responsibilities of a Professional Manager ,Managerial Levels and Skills required in Hospitality Industry, Business ethics , Corporate Social Responsibility – Legal, Ethical, economic and Philanthropic Dimensions in Hospitality Industry.

UNIT-2

DECISION MAKING AND DIRECTING

Types of Decisions and Decision Making Process used in Hotels ,Management by Objectives (MBO) , Managerial Communication – Types , process and Barriers in Hotels , Motivation – Concept and Theories Delegation and coordination .

UNIT 3

ORGANIZATIONAL CLIMATE AND CHANGE

Reasons for conflicts in Hotels and its management strategies ,Change – Resistance to change and managing change in Hotels.

Unit 4

BEHAVIOURAL DYNAMICS

Analyzing Interpersonal Relations, Leadership – Concept, Content Theories, Styles of Leadership in Hospitality Industry , Group Dynamics in Hotels – Types of groups, Reasons for formation of groups, and group cohesiveness.

Suggested Readings:

- Harold Koontz & Heinz Weirich: Management, McGraw Hill, Tokyo
- Stonier & Wankel : Management, Prentice Hall India Ltd., New Delhi
- Richard M.Hodgets : Management, Academic Press, New York
- Hampton: Management, McGraw Hill, Tokyo
- Peter F.Drucker : Practice of Management, Pan Books, London

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16MHM 22DA1
Specialized Food & Beverage Services

Course Outcomes

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

- CO1 To gain the operational knowledge of various breakfast Types, layout, cover, Accompaniments and services.
- CO2 To acquire the skill to perform duties in Banquet and Buffet system in hotel industry.
- CO3 To acquire the skill to handle a Bar Operation.
- CO4 To apply the practical knowledge in Beverage cost control system in Indian Hotel Industry.

Unit-1

BREAKFAST: - Continental, English, American and Indian, Introduction, Types, layout, cover, Accompaniments and services; Latest trends in breakfast

Unit-2

Banquet management:

Introduction, types, organizational structure, layout. Banquet booking procedure. Staff and space required for different kinds of banquet functions. Banquet menu. Banquet forms and formats.

Buffet – introduction, types, equipments and buffet presentation techniques. Current trends in banquet and buffet operations

Unit-3

Advance Bar Layout & Design –

Types of Bar , Design of Bar, Major Bar Equipments, Bar Accessories, Consumable Supplies
Glassware – commonly used, Storage & Handling of Glassware
Cocktails and Mocktails; Emerging trends in bar operations

Unit-4

Beverage control

Introduction, Procedure, techniques and importance of beverage control, Purpose and standards of Beverage control: purchasing, receiving, storing and issuing. BOT. Inventory control. New trends in bar and beverage control operations.

Practical

- Service and cover set up for different breakfast service.
- Banquet set up for different occasions.
- Introduction to buffet equipments
- Buffet set up, Buffet presentations, Bar setup and operations
- Cocktail - Preparation, presentation and service
- Mocktail- Preparation, presentation and service
- Conducting Briefing/De-Briefing for bar and beverage staff
- Service of beverages

- Set up a table with Prepared Menu with Wines

.Books Recommended

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- ‘BHM – SYLLABUS, IHTM-MDU-Rohtak (2012 Onwards) 36
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw 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

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16MHM22DA2

Theme Event

Course Outcomes

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

- CO1 Organize a theme event successfully.
- CO2 Learn all the steps from planning to making a blue print.
- CO3 Undertake market analysis, comparison of prices, bargaining, purchasing, catering, décor, cultural and financial aspects.

16MHM 22DB1

Specialized Housekeeping Management

16MHM 22DB1

Specialized Housekeeping Management

Course Outcomes:

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

- CO1 Gain the knowledge about Environment friendly hotels and importance these practices in hotel.

CO2 To acquire the skills about Interior Decoration in hotel and gain knowledge about Flower arrangement in hotels.

CO3 Attain knowledge about Safety and Security potential hazards in Housekeeping.

CO4 Students able to understand the Changing Trends in Housekeeping

Unit 1 Environment Friendly Housekeeping

Ecotels and their certifications; Energy conservation; Water conservation and waste management; Eco- friendly practices adopted by hotels.

Unit 2 Interior Decoration

Renovation, Refurbishing, Redecoration and Regeneration; Flower arrangement-Types, basics, equipments and common flower arrangement in hotels.

Unit 3 Safety and Security

Potential hazards in Housekeeping; Crime prevention; Dealing with emergencies; Ergonomics in hotel housekeeping.

Unit 4 Changing Trends in Housekeeping

Outsourcing; Training and Motivation; Eco- friendly products; New scientific techniques; I.T. savvy housekeeping.

Suggested Readings:

- House Keeping Management - Matt A. Casado; Wiley Publications
- 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
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert 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, Publisher: Butterworth- Heinemann
- The Professional Housekeeper – Tucker Schneider, ; Wiley Publications

16MHM22DB2

FIELD/INDUSTRY VISIT

Course Outcomes

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|-----|---|
| CO1 | It helps students gain firsthand information regarding functioning of the industry |
| CO2 | Helps them to see their future place in working world. |
| CO3 | This will also serve as a relation building process between Institute and Industry. |
| CO4 | Helps to understand the do's and don'ts of the Industrial Practice. |

17MHM 23C1

Food Production –II

Course Outcomes

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|-----|--|
| CO1 | The students will increase their knowledge of types and recipes of stocks, soups and sauces. |
| CO2 | The learners will get minute details of fish, poultry, pork, lamb/mutton and beef items. |
| CO3 | The pupils will be able to understand bakery section of a hotel kitchen and fundamentals of cake making i.e. methods and faults. |
| CO4 | The postgraduates will get to know about different types of pastry making methods, faults, and cuisine of India and France. |

Unit- 1

Stocks, Soups and Sauces – Introduction, classification, important considerations and recipes.

Unit- 2

Fish, Poultry, lamb/Mutton, Beef and Pork- Introduction, cuts, selection points.

Unit- 3

Bakery- Introduction, and importance of baking ingredients.

Cake – Cake making methods, Cake Faults- reason for faults

Unit – 4

Pastry – Pastry making methods, Pastry Faults- reason for faults

Indian Cuisine: Introduction, ingredients used, unique features and famous dishes.

French Cuisine: Introduction, main ingredients used, special features and famous dishes.

Practical:

- F&B production terminology
- Knowledge of preparation techniques.
- Knowledge of various cooking methods

- Knowledge of Types, Selection criterion, Nutritional value, and Cuts of Fish, Lamb/Mutton, Pork, and Beef/Veal.
- Preparation of Stocks.
- Preparation of Soups.
- Preparation of Sauces.
- Knowledge of preparation techniques of Cakes.
- Knowledge of preparation techniques of pastries.

Suggested Reading:

- Theory of Cookery by Krishna Arora
- Modern Cookery (Vol. I) by Philip E. Thangam
- Larousse Gastronomie by Paul Hamlyn
- The Book of Ingredients by Jane Grigson
- The professional Chef by Le Rol A. Polson
- Professional Cooking by Wayne Gisslen
- The complete guide to the art of modern cookery by Escoffier
- Professional cooking by Wayne Glasslen

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17MHM 23DA1
Specialized Front Office Management

Course Outcome:

- CO1 Understand the importance of Up selling
- CO2 Categorize Guests in broad categories
- CO3 Understand the requirement for different types of guests
- CO4 To identify various processes deployed through 'front office systems', To maximize guest comforts, Selling Techniques

- Unit-I Planning and Evaluating Operations Front office operations**
Management Functions, Establishing room rates,
Forecasting room availability- Forecasting data, forecast formula, forecasting forms
Budgeting for operations-Forecasting room revenue, estimating expenses.
Refining budget plan
Evaluating front office operations
- Unit-II Total Quality Management**
Quality- Meaning, Guests' Perception, Total Quality Management
Practices in Total Quality Management – Japanese 5 S Practices, Quality control
Circles, Kaizen, Benchmarking, Advantages of Total Quality Management
- Unit-III Front office Management System**
Property Management System, Selection of Front office Management System
Rooms Management and Guest Accounting Applications, Software- Fidelio,
Opera
- Unit-IV Front office and the Law**
Overview of legal obligations, duties and standards of care, front office contracts.
Legal concerns: guest safety, guest privacy, guest removal, guest property, guest
non payment, illness and death in guestrooms.

Practical:

- Standard PMS Exercises a.
- Creating a Profile of a guest 16 Hrs
- Creating a reservation record
- . Creating a registration record
- Shortcut keys e. Manual Posting of vouchers
- Billing
- Report Generation

Suggested Reading:

- Professional Front Office, Sue Baker, Pearson publications
- Hotel Front Office, Tewari, Oxford Publications

- Front office: procedures, social skills, yield and management, Abbott, Peter and Lewry, Sue, New Delhi: Butterworth- Heinemann.
Bhatnagar S, K., Front Office Management, Frank Brothers & Co.
- Bardi James, Front Office Operations
- Front office, Elsevier publications
- Principles of hotel front office operations, Baker Sue, Huyton Jeremy, Bradley Pam, London and New York: Continuum, 2000.

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17MHM 23DA2
Advanced Culinary Skills

Course Outcomes

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|-----|---|
| CO1 | Students will be able to understand the basic cooking techniques of Italian cuisine. |
| CO2 | The postgraduates will acquire skills to be proficient in the cuisine of China. |
| CO3 | The learners will be able to understand the minute elements of use of sugar and chocolate in modern hotel kitchens. |
| CO4 | The pupils will be able to appreciate different types of breads and cold meat cuts with the ingredients, basic principles involved. |

Unit – 1

Italian Cuisine

Introduction, History, Ingredients, Principles and Features & Regional Dishes.

Unit – 2

Chinese cuisine

Introduction, History, Ingredients, Principles and Features & Regional Dishes.

Unit - 3

Sugar

Introduction, Types, Cooking of Sugar, Basic Principles involved, Sugar products,

Chocolate Confectionary

Introduction, History, Types, Basic Principles involved, & Chocolate products,

Unit – 4

Breads: Ingredients, Basic principles, Faults, Breads of the following countries -France, Germany, Italy, & Britain

Cold cuts: Terrines, pates, galantines, ballotines, mousses, & quenelles, - types, preparation, methods of preparations, examples, charcutiere, sausages, types, preparation, storage, problems.

Practicals

- There will be hands on practical training for students to prepare and learn intricacy of various regional dishes from Italy and China.
- Students will learn to identify various types of sugars, its cooking stages, and learn to make different types of sugar products.
- Identification of different chocolates and to produce different chocolate products.
- Preparation of different types of breads from above mentioned countries.
- Learn about different types of cold meats.

Suggested Readings:

- Theory of Cookery, Krishna Arora, Frank Bros. & Co.
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I & II) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cesarani
- Theory of Catering By Kinton & Cesarani
- Professional Chef: The Art of Fine Cooking by Arvind Saraswat

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