

JAMIA HAMDARD

**DEPARTMENT OF HOTEL MANAGEMENT
& CATERING TECHNOLOGY**

**CBCS ENABLED SYLLABUS
BACHELOR OF HOTEL MANAGEMENT**



SYLLABUS FOR BACHELOR OF HOTEL MANAGEMENT

Choice Based Credit System (CBCS)

Approval Date: 18th Feb 2021

(3rd Board of studies)



DEPARTMENT OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

JAMIA HAMDARD

Deemed to be University

Accredited in 'A' Grade by NAAC

Declared to be designated as Institute of Eminence (IoE) by MHRD, GOI

New Delhi 110 062

www.jamiahamdard.edu

**PROGRAMME NAME: SYLLABUS FOR BACHELOR OF
HOTEL MANAGEMENT**

PROGRAMME CODE: 347

**ACADEMIC SESSION OF INTERODUCTION OF THE
PROGRAMME: (2021-2022)**

SCHOOL NAME: SMBS

**DEPARTMENT NAME: DEPARTMENT OF HOTEL
MANAGEMENT & CATERING TECHNOLOGY**

**APPROVAL DATE OF THE BOARD OF STUDIES
(B.O.S)
MEETING FOR THE PRESENT SYLLABUS
18th FEB 2021(3rd BOARD OF STUDIES)**

**APPROVAL DATE AND NUMBER SOF
ACADEMIC COUNCIL OF
MEETING FOR THE PRESENT SYLLABUS
155 (15TH MARCH 2021)**

DEPARTMENT OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

Vision Statement (Department/Centre Level):

- To become one of the leading hospitality institutions in India and abroad in terms of quality of teaching and research, hospitality skills development, operational exposure & managerial competence in the field of hospitality.

Mission Statements (3 to 4) (Department/Centre Level):

- **MS1:** To prepare highly motivated hospitality and industry oriented professional which they will support to achieve their career fast growth in hospitality industry.
- **MS 2:** To develop people skills, through activities, such as presentation and project work, and by giving our students the training and encouragement to build their social expertise.
- **MS 3:** To develop collaboration with industry, other Universities/Institute to exchange latest practices and new research findings with faculties and students.
- **MS 4:** To express industry requirements through the provision of hospitality skills development, operational exposure, managerial competence and a strategic outlook.
- **MS 5:** To develop entrepreneurship skills in the students so that they can become problem solver and innovative developer and contribute to the society by providing employment to others.

PROGRAM EDUCATIONAL OBJECTIVES (PEOs)

Upon the completion of Academic Programme (Bachelor of Hotel Management)

PEO1: Hospitality Graduates will have the ability to adapt, contribute and innovate new technologies and systems in the key domains of Computer Science and Engineering.

PEO2: Hospitality Graduates will have the ability to adapt, contribute and innovate new technologies and systems in the key domains of Computer Science and Engineering.

PEO3: Hospitality Graduates will be able to perform in technical/managerial roles ranging from design, development, problem solving to production support in software industries and R&D sectors.

PEO4: Hospitality Graduates will have the ability to explore research areas and produce outstanding contribution in various areas of Systems Engineering.

Mapping Program Educational Objectives (PEOs)

with Mission Statements (MS)

	MS-1	MS-2	MS-3	MS-4	MS-5
PEO-1	3	2	2	1	1
PEO-2	2	1	3	3	3
PEO-3	1	2	2	3	3
PEO-4	2	3	2	2	2

'3' in the box for 'high-level' mapping, 2 for 'Medium-level' mapping, 1 for 'Low-level' mapping

Program Outcomes

On successful completion of the Program, the graduates of BHM Program will be able to

[PO1] **Knowledge:** Apply the knowledge of hotel, hospitality and tourism, and an core area specialization to the solution of complex hotel management problems.

[PO2] **Problem analysis:** Identify, formulate, research literature, and analyses complex hospitality problems reaching substantiated conclusions using principles of management

[PO3] **Solve Hospitality Issues:** Use research-based knowledge and research methods including design of experiments, analysis and interpretation of data, and synthesis of the information to provide valid conclusions.

[PO4] **Societal Relationship:** Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal, and cultural issues and the consequent responsibilities relevant to the professional engineering practice.

[PO5] **Environment and Sustainability:** Understand the impact of the hotel, hospitality and tourism in societal and environmental contexts, and demonstrate the knowledge of need for sustainable development.

[PO6] **Ethics & Value :** Apply ethical principles and commit to professional ethics and responsibilities and norms of the engineering practice.

[PO7] **Individual and Team Work :** Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.

[PO08] **Soft Skill :** Communicate effectively on hospitality activities with the professional community and with society at large. Some of them are, being able to comprehend and effective reports and design documentation, make effective presentations, and give and receive clear instructions.

[PO09] **Managing New Project and Finance :** Demonstrate knowledge and understanding of the hospitality and management principles and apply these to one's own work, as a member and leader in a team, to manage projects and in multidisciplinary environments.

[PO10] **Lifelong learning :** Recognise the need for, and have the preparation and ability to engage in independent and lifelong learning in the broadest context of technological change.

Program Specific Outcomes:

On successful completion of the Program, the graduates of BHM Program will be able to:

[PSO1] Understand and demonstrate the core technical, analytical, and conceptual skills appropriate for hospitality.

[PSO2] Understand the concepts and application of managerial, financial, computer and technical skills that are needed to be successful within the hospitality industry.

[PSO5] Demonstrate an ability to manage the professional preparation, presentation, and service of quality food.

with Program Educational Objectives (PEOs)

	PEO-1	PEO-2	PEO-3	PEO-4
PO-1	3	3	2	2
PO-2	3	3	1	2
PO-3	3	2	2	2
PO-4	2	3	2	3
PO-5	3	2	2	3
PO-6	2	3	3	1
PO-7	2	3	3	2
PO-8	2	3	2	3
PO-9	1	2	3	2
PO-10	2	2	1	2
PSO-1	3	2	3	2
PSO-2	2	3	2	2
PSO-3	3	2	3	2

Mapping of Program Specific Outcomes (PSOs) where applicable.

'3' in the box for 'high-level' mapping, 2 for 'Medium-level' mapping, 1 for 'Low-level' mapping.

**ADMISSION & EXAMINATION
BYE-LAWS
AND
SYLLABUS
FOR
BACHELOR OF HOTEL MANAGEMENT (BHM)**

4 Years

2021-25



**Department of Hotel Management and Catering Technology
School of Management & Business Studies**

JAMIA HAMDARD
Hamdard Nagar, New Delhi-11006

- 1) **Programme:** Bachelor of Hotel Management (BHM)
- 2) **Duration:** 04 Years, each year having 02 semesters. It is a full-time programme.
- 3) **Medium of Instruction and Examinations:** English
- 4) **Eligibility for Admission:**

A candidate seeking admission to the programme must have:

- Passed 10+2 examination or equivalent in any discipline from recognized Board /Institution with at least 50% marks.
- The admission to the BHM program will be on the basis of merit of the qualifying examination and /or interview to be conducted by Jamia Hamdard.
- For Admission against the NRI /Industry sponsored seats admissions will be on the basis of merit of the qualifying examination and/or interview to be conducted by Jamia Hamdard.

5) **Course Structure:** The Course work shall be divided into two parts per year as given below:

Odd Semesters:	July to December
Even Semesters:	January to May

During an academic year, a candidate shall be enrolled only for one Course of study and shall not appear at any other examination of this or any other University.

The semester-wise Course outline, total marks allocated to each Course, internal assessment and semester examinations marks for all specialization are listed in Annexure as syllabus. Detailed Course content of the syllabus shall be prescribed by the Board of Studies (BOS) and shall be reviewed periodically with approval from School Board, School of Management and Business Studies (SMBS)

The BOS and School Board, SMBS depending on circumstances prevailing in the market, may change any paper and increase or decrease the number of optional papers

NOTE: Depending on circumstances prevailing in the market, the University reserves the right to change any paper/update the syllabus and to increase or decrease the number of optional papers. The Course shall adhere to regulators rules and regulations of UGC.

6) Attendance:

- a) All students must attend every lecture delivered. However, to account for the late joining or other such contingencies, the attendance requirement for appearing in the semester examinations shall be a minimum of 75% of the total classes actually held.
- b) In order to maintain the attendance record of a Course, a roll call will be taken by the subject teacher in every scheduled lecture.
- c) Attendance on account of participation in the prescribed functions of NCC, NSS, Inter-University sports, educational tours/field work assigned by the university to students shall be credited to the aggregate, provided the attendance record, duly counter signed by the officer in-charge, is sent to the Head of Department within two weeks' time after the function/activity.
- d) The subject teacher will consolidate the attendance record for the lectures/Practical for each student. The statements of attendance of students shall be displayed on the Department's Notice Board by the teacher concerned at the beginning of the following month and consolidated attendance before the conclusion of each semester as given in the University Calendar. A copy of the same shall be sent to the Head of Department for record. Notices displayed on the Notice Board shall be deemed to be a proper notification, and no individual notice shall be sent to students.
- e) If a student is found to be continuously absent from the classes without information for a period of 30 days, the teacher in charge shall report it to the Head of Department, who will inform the Registrar through the Dean. Registrar will issue a notice to such student, as to why his/ her admission should not be cancelled. The Registrar will take a decision on cancellation of admission within 30 days of issue of the notice. A copy of the order shall be communicated to the student.
- f) A student with less than 75% attendance of the lectures in each Course shall be detained from appearing in the semester examination of that Course. The Dean of SMBS concerned may consider application for the condonation of shortage of attendance up to 5% on account of sickness or any other extra ordinary circumstances, provided the medical certificate duly certified by registered Medical Practitioner, had been submitted within 7 days of the recovery from the illness.
- g) A student detained on account of attendance will be re-admitted to the same class in the next academic year on payment of current fees except Enrolment and identity card fees.

7) Scheme of Examination

- Each paper shall carry 100 marks otherwise decide by the number of credits of particular subject. Over all 75 marks shall be for semester examination and 25 marks for internal assessment.

8) Internal Assessment

- Internal assessment for 25 marks in respect of theory papers will be based on written tests, case discussions, assignments, quizzes, marks for presentations, viva-voice etc. The breakup is as follows: 10 marks for Sectional (two sessional of each 5 marks each).5 for class participation (attendance), 10 for assignments/presentations.
- Similarly, practical papers should adhere to the total hours of training, on –job training and Industry visits as marked in the BHM.
 - The evaluation shall be done by the subject teacher and marks will be notified.
 - There shall be two to three written tests in each Course in a semester. The test will be conducted as per the academic calendar. Individual faculty member to announce the date for tests or conduct them as per academic calendar.
 - Internal assessment for 05 marks shall be done by the subject teacher based on the class room performance of the student including class attendance and class participation.
 - The teacher concerned shall maintain records of marks of various components of evaluation for each student and the same will be notified at the end of the semester.
 - The internal assessment marks shall be submitted by Head of the Department to the Assistant Registrar, Examinations at the end of the semester.
 - A candidate who has to reappear (as an ex-student) in the semester examination of a Course will retain the marks of internal assessment.
 - A student who will be required to seek re-admission, for whatever reason, will have to appear for internal assessment and tests afresh.
 - The evaluation shall be done by the subject teacher and marks will be notified.

***overall participation in other programs of the university will carry suitable weight in internal assessment.**

9) Semester Examination:

- a) The Semester examinations shall be held at the end of each semester as notified in the academic calendar. There shall be supplementary examination followed by result declaration of main examination. Candidates shall appear in the examination of their un-cleared papers of the supplementary examination in the next semester examination of the same paper along with other students of junior batch. Thus, the un-cleared papers of Semester - I shall be cleared in Semester- III, Semester –V, Semester –VII and those of Semester - II in Semester- IV. Semester – VI, Semester- VIII. Semester-III and any backlog of Semester-I in Semester- V, Semester-IV, and Semester –VII and any backlog of semester II in Semester-VI and Semester-VIII. Likewise, the examination of un-cleared papers of semester VII and VIII would be taken up by the student next year along with the junior batch.
- b) Supplementary Examination will be held within one month of declaration of results Students may be allowed to seek re-evaluation of his/her answer book by submitting a written application, along with necessary fee, within one week of declaration of results.
- c) Upon written request, the answer books of students can be shown to them within one week after declaration of its result. For this, a fee of Rs. 2,000/- per paper will have to be paid in advance or otherwise mentioned by Controller of Examination. Students will also be allowed to compare his/her marks with the highest scorer for which a fee of Rs. 4,000/- will have to be paid.
- d) The duration of semester examinations of each theory paper will be 3 hours.
- e) The duration of practical examination will be 4 hours.
- f) The question papers shall be set by either an external or an internal examiner duly appointed by the Superintendent of Examinations.
- g) The papers set by the examiners shall be moderated by a panel of moderators constituted by the Superintendent of Examinations at the time of approving the panel of examiners.
- h) A student has to undergo 22 weeks Industrial Training & On the Job Training after completion of Semester-II and Semester -VII respectively. The presentation and the report of Industrial Training will carry 1000 marks.
- i) Every candidate shall have to undertake Research Project in the Seventh semester. The subject of research project shall be approved on the recommendations of the supervisor(s). The Research project will carry 200 marks.
- j) A student shall be required to maintain record of periodic progress of the project. He/she should be in constant touch with his/her supervisor. There would be continuous appraisal of the project which will carry 100 marks as part of internal assessment (presentation) and 100 marks for external assessment (project report)

- k) The minimum pass marks shall be 40 percent in each Theory, Practical, Research Project report, Industrial Training report and Viva voce examination.

10. Promotion Criteria

- A student shall be promoted to the next semester if he/she passes in at latest 40% of total number of subjects in each semester.
- Other rules of promotion criteria will be followed the University norms.
- After declaration of the supplementary examination of semester –VIII results, if a student has any paper un cleared of any semester, he /she will have to reappear in these papers in concerned semester (odd with odd and Even with even semester exam in next academic year as an ex-student along with the next batch and or any supplementary examination conducted by the SMBS.

11. Grade Pattern

- The grade awarded to a student in any particular programme of study will be based on her/his performance in internal assessment and final examinations.
- The letter grades and their equivalent numerical points are given below:

Letter Grade	Grade point	Description Performance	% of Marks
O	10	Outstanding	90-100
A+	9	Excellent	80-89
A	8	Very Good	70-79
B+	7	Good	65-69
B	6	Above Average	55-64
C	5	Average	50-54
P	4	Pass	40-49
F	0	Fail	0-39
Ab	0	Absent	0

- The cut-off grade or percentage of marks required to pass in a Course and also the CGPA required to qualify for a degree will be as per the cut-off indicated above, or, for the programs of study governed by the rules and regulations by UGC.
- Note:** For non-credit or qualifying papers, ‘Satisfactory’ or ‘Unsatisfactory’ will be indicated instead of the letter grade and this will not be counted for the computation of SGPA/CGPA.

12. Computation of Grade Point Average

- Computation of the Semester Grade Point Average (SGPA) and Cumulative Grade Average (CGPA): $SGPA (S_i) = \frac{\sum (C_i \times G_i)}{\sum C_i}$; where C_i is the number of credits of the i th Course and G_i , the grade point scored in the i th Course. $CGPA = \frac{\sum (C_i \times S_i)}{\sum C_i}$; where S_i is the SGPA of the i th semester and C_i , the total number of credits in that semester.
- **Note:** The SGPA and CGPA shall be rounded off to a 2 decimal point and reported in the transcript or grade card.

13. Classification of Successful Candidates

- The result of successful candidates who fulfil the criteria for the award of degree shall be classified at the end of the last semester on the basis of her/his final CGPA in the absolute grading system. The classification will be as follows:
 - a) He /she will be awarded `First Division with Distinction `if his or her final CGPA is 7.5 and above and up to 10.
 - b) He /she will be awarded `First Division `if his or her final CGPA is 6 and above and less than 7.5.
 - c) He /she will be awarded `Second Division `if his or her final CGPA is 5 and above and less than 6.
 - d) He /she will be awarded `Third Division `if his or her final CGPA is 4 and above and less than 5.

14. Span Period

- A student must complete all the requirements of BHM degree within in a period of Six years from his /her admission.

15. Credit system

- Credits are a value allocated Course unit to describe the student workload required to complete them. They reflect the quantity of work each Course requires in relation to total quantity of work required to complete a full semester /year of academic study at the institution. lectures, practical work, seminars, private work in the laboratory, library or at home and examination or other assessment activities.

Annexure A

IMPLEMENTATION OF UGC CBCS PROGRAMME STRUCTURE FOR BHM

Course:

The university offers 04 years undergraduate programme **Bachelor of Hotel Management (BHM)** under choice-based credit system (CBCS) as per guidelines of UGC. The Programme structure comprises four types of Courses to be offered:

- 1. Discipline Specific Core Courses (DSC)**
- 2. Discipline Specific Elective Courses (DSE)**
- 3. Skill Enhancement Course (SEC)**
- 4. Ability Enhancement Compulsory Course (AECC)**

1. Discipline Specific Core Courses (DSC)

BHM101: Foundation Course in Food Production-I
BHM102: Foundation Course in Food & Beverage Service-I
BHM103: Foundation Course in Front Office
BHM104: Foundation Course in Accommodation Operation
BHM121: Foundation Course in Food Production-I(Practical)
BHM122: Foundation Course in Food & Beverage Service-I(Practical)
BHM123: Foundation Course in Front Office (Practical)
BHM124: Foundation Course in Accommodation Operation (Practical)
BHM201: Foundation Course in Food Production-II
BHM202: Foundation Course in Food & Beverage Service-II
BHM203: Front Office Operation-I
BHM204: Accommodation Operation-I
BHM221: Foundation Course in Food Production-II(Practical)
BHM222: Foundation Course in Food & Beverage Service-II (Practical)
BHM223: Front Office Operation-I (Practical)
BHM224: Accommodation Operation-I (Practical)
BHM301: Food Production Industry Exposure -I
BHM302: Food & Beverage Industry Exposure -I
BHM303: Front Office Industry Exposure -I
BHM304: Accommodation Operation Industry Exposure -I
BHM401: Food Production Operation-I
BHM402: Food & Beverage Service Operation-I
BHM403: Front Office Operation -II
BHM404: Accommodation Operation-II

BHM421: Food Production Operation-I (Practical)
BHM422: Food & Beverage Service Operation -I (Practical)
BHM423: Front Office Operation-II (Practical)
BHM424: Accommodation Operation-II(Practical)
BHM501: Food Production Operation-II
BHM502: Food & Beverage Service Operation-II
BHM503: Front Office Management-I
BHM504: Accommodation Management-I
BHM521: Food Production Operation-II (Practical)
BHM522: Food & Beverage Service Operation -II (Practical)
BHM523: Front Office Management-I(Practical)
BHM524: Accommodation Management-I(Practical)
BHM601: Food Production Management-I
BHM602: Food & Beverage Management-I
BHM603: Front Office Management-II
BHM604: Accommodation Management-II
BHM621: Food Production Management-I (Practical)
BHM622: Food & Beverage Management-I (Practical)
BHM623: Front Office Management-II (Practical)
BHM624: Accommodation Management-II (Practical)
BHM701: Food Production Management-II
BHM702: Food & Beverage Management-II
BHM703: Food & Beverage Management & Control
BHM704: Travel & Tourism
BHM721: Food Production Management-II (Practical)
BHM722: Food & Beverage Management -II (Practical)
BHM730: Research Project

2. Discipline Specific Elective Courses (DSE)

(Semester wise paper details are mentioned with paper code)

BHM406: Hotel Engineering
BHM407: Food Science & Nutrition
BHM505: Principles of Management
BHM506: Financial Management
BHM507: Hospitality Marketing
BHM508: Facility Management
BHM605: Human Resource Management
BHM606: Research Methodology for Hotel Management
BHM607: Hotel Law
BHM608: Hotel Economics
BHM705: Hospitality CRM
BHM706: Strategic Hospitality Management
BHM707: Hotel Security

BHM708: Entrepreneurship Management
BHM-OJT-801: Food Production Management Industry Exposure
BHM-OJT-802: Food & Beverage Management Industry Exposure
BHM-OJT-803: Front Office Management Industry Exposure
BHM-OJT-804: Accommodation Management Industry Exposure
BHM-OJT-805: Hospitality Service Areas Industry Exposure

3. Skill Enhancement Course (SEC)

BHM105: Applications of Computer in Hospitality Industry
BHM125: Applications of Computer in Hospitality Industry (Practical)
BHM206: Accounting Skills for Hotel Industry
BHM305: Personality Skills for Hospitality -Learning from Industry
BHM705: Personality Development

4. Ability Enhancement Compulsory Course (AECC)

BHM106: English
BHM205: Environmental Studies
BHM405: Communication Skill

SEMESTER-I

CODE	TYPE	NOMENCLATURE	LECTURE / TUTORIAL	PRACTICAL (Hours /week)	TOTAL CREDITS	INTERNAL MARKS	EXTERNAL MARKS	TOTAL
BHM 101	DSC	FOUNDATION COURSE IN FOOD PRODUCTION-I	2	0	2	25	75	100
BHM 102	DSC	FOUNDATION COURSE IN FOOD& BEVERAGE SERVICE -I	2	0	2	25	75	100
BHM 103	DSC	FOUNDATION COURSE IN FRONTOFFICE OPERATION	2	0	2	25	75	100
BHM 104	DSC	FOUNDATION COURSE IN ACCOMMODATION OPERATION	2	0	2	25	75	100
BHM 105	SEC	APPLICATIONS OFCOMPUTER IN HOSPITLAITY INDUSTRY	2	0	2	25	75	100
BHM 106	AECC	ENGLISH	2	0	2	25	75	100
BHM 121	DSC	FOUNDATION COURSE IN FOOD PRODUCTION-I	0	4	2	25	75	100
BHM 122	DSE	FOUNDATION COURSE IN FOOD& BEVERAGE OPERATION	0	4	2	25	75	100
BHM 123	DSE	FOUNDATION COURSE IN FRONT OFFICE OPERATIO N	0	4	2	25	75	100
BHM 124	DSE	FOUNDATION COURSE IN ACCOMMODATI ON OPERATION	0	4	2	25	75	100
BHM 125	SEC	APPLICATIONS OFCOMPUTER IN HOSPITLAITY INDUSTRY	0	4	2	25	75	100
TOTAL			12	20	22			1100

SEMESTER-II

CO DE	TYPE	NOMENCLATURE	LECTU RE / TUTOR IAL	PRACTIC AL (Hours /week)	TOTA L CRED ITS	INTER NAL MARK S	EXTR NAL MARK S	TOTAL
BH M2 01	DSC	FOUNDATION COURSE IN FOOD PRODUCTION-II	2	0	2	25	75	100
BH M2 02	DSC	FOUNDATION COURSE IN FOOD & BEVERAGESERVICE -II	2	0	2	25	75	100
BH M2 03	DSC	FRONT OFFICE OPERATION- I	2	0	2	25	75	100
BH M2 04	DSC	ACCOMMODATI ONOPERATION-I	2	0	2	25	75	100
BH M2 05	AE CC	ENVIRONMENT ALSCIENCE	2	0	2	25	75	100
BH M2 06	SEC	ACCOUNTING SKILLSFOR HOTEL	2	0	2	25	75	100
BH M2 21	DSC	FOUNDATION COURSE IN FOOD PRODUCTION- II	0	4	2	25	75	100
BH M2 22	DSC	FOUNDATION COURSE IN FOOD & BEVERAGESERVICE -II	0	4	2	25	75	100
BH M2 23	DSC	FRONT OFFICE OPERATION- I	0	4	2	25	75	100
BH M2 24	DSC	ACCOMMODATI ONOPERATION-I	0	4	2	25	75	100
TOTAL			12	16	20			1000

SEMESTER-III

CODE	TYPE	NOMENCLATURE	LECTURE / TUTORIAL	PRACTICAL (Hours /week)	TOTAL CREDITS	INTERNAL MARKS	EXTERNAL MARKS	TOTAL
BHM 301	DSC	FOOD PRODUCTION INDUSTRY EXPOSURE	5 WEEKS		4		200	200
BHM 302	DSC	FOOD & BEVERAGE SERVICE INDUSTRY EXPOSURE	5 WEEKS		4		200	200
BHM 303	DSC	FRONT OFFICE OPERATION INDUSTRY EXPOSURE	4 WEEKS		4		200	200
BHM 304	DSC	ACCOMMODATION OPERATION INDUSTRY EXPOSURE	4 WEEKS		4		200	200
BHM 305	SEC	PERSONALITY SKILLSFOR HOSPITALITY - LEARNING FROM INDUSTRY	4 WEEKS		4		200	200
TOTAL			22 WEEKS		20			1000

BHM-IV

CODE	TYPE	NOMENCLATURE	LECTURE / TUTORIAL	PRACTICAL (Hours /week)	TOTAL CREDITS	INTERNAL MARKS	EXTRN AL MARKS	TOTAL
BHM4 01	DSC	FOOD PRODUCTION OPERATION -I	3	0	3	25	75	100
BHM4 02	DSC	FOOD & BEVERAGE SERVICE OPERATION-I	2	0	2	25	75	100
BHM4 03	DSC	FRONT OFFICE OPERATION- II	2	0	2	25	75	100
BHM4 04	DSC	ACCOMMODATION OPERATION-II	2	0	2	25	75	100
BHM4 05	AE CC	COMMUNICATION SKILL-I	2	0	2	25	75	100
	DSE	(Select Any One Subject Form Discipline Specific elective Course)	3	0	3	25	75	100
BHM4 21	DSC	FOOD PRODUCTION OPERATION –I Practical	0	4	2	25	75	100
BHM4 22	DSC	FOOD & BEVERAGE SERVICE OPERATION-I Practical	0	4	2	25	75	100
BHM4 23	DSC	FRONT OFFICE OPERATION-II Practical	0	4	2	25	75	100
BHM4 24	DSC	ACCOMMODATION OPERATION-II Practical	0	4	2	25	75	100
TOTAL			14	16	22			1000

BHM-V

CODE	TYPE	NOMENCLATURE	LECTUR E / TUTORI AL	PRACTIC AL (Hours /week)	TOTAL CREDIT S	INTERNA L MARKS	EXTRN AL MARKS	TOTA L
BHM5 01	DSC	FOOD PRODUCTION OPERATION -II	2	0	2	25	75	100
BHM5 02	DSC	FOOD & BEVERAGE SERVICE OPERATION-II	2	0	2	25	75	100
BHM5 03	DSC	FRONT OFFICE MANAGEMENT -I	2	0	2	25	75	100
BHM5 04	DSC	ACCOMMODATION OPERATION-I	2	0	2	25	75	100
	DSE	(Select Any Two Subjects Form Discipline Specificelective Course)	2x2=12	0	4	25x2	75x2	200
BHM5 21	DSC	FOOD PRODUCTION OPERATION – II Practical	0	4	2	25	75	100
BHM5 22	DSC	FOOD & BEVERAGE SERVICE OPERATION-II Practical	0	4	2	25	75	100
BHM5 23	DSC	FRONT OFFICE MANAGEMEN T-I Practical	0	4	2	25	75	100
BHM5 24	DSC	ACCOMMODATI ON MANAGEMENT-I Practical	0	4	2	25	75	100
TOTAL			12	16	20			1000

BHM-VI

COD E	TYP E	NOMENCLATURE	LECTU RE / TUTOR IAL	PRACTIC AL (Hours /week)	TOTA L CRED ITS	INTER NAL MARKS	EXTR NAL MARK S	TOTAL
BHM6 01	DSC	FOOD PRODUCTION MANAGEMENT -I	2	0	2	25	75	100
BHM6 02	DSC	FOOD & BEVERAGE SERVICE MANAGEMENT -I	2	0	2	25	75	100
BHM6 03	DSC	FRONT OFFICE OPERATION-II	2	0	2	25	75	100
BHM6 04	DSC	ACCOMMODATION OPERATION-II	2	0	2	25	75	100
	DSE	(Select Any Two Subjects Form Discipline Specific elective Course)	2 x2=4	0	4	25x2	75x2	200
BHM6 21	DSC	FOOD PRODUCTION MANAGEMENT – I Practical	2	0	2	25	75	100
BHM6 22	DSC	FOOD & BEVERAGE SERVICE MANAGEMENT-I Practical	0	4	2	25	75	100
BHM6 23	DSC	FRONT OFFICE MANAGEMENT-II Practical	0	4	2	25	75	100
BHM6 24	DSC	ACCOMMODATION MANAGEMENT-II Practical	0	4	2	25	75	100
TOTAL			12	16	20			1000

BHM-VII

COD E	TYPE	NOMENCLATURE	LECTU RE / TUTOR IAL	PRACTIC AL (Hours /week)	TOT AL CRE DITS	INTER NAL MARK S	EXTR NAL MARK S	TOTAL
BHM7 01	DSC	FOOD PRODUCTION MANAGEMENT- II	2	0	2	25	75	100
BHM7 02	DSC	FOOD & BEVERAGE SERVICE MANAGEMET N-II	2	0	2	25	75	100
BHM7 03	DSC	TRAVEL & TOURISM	2	0	2	25	75	100
BHM7 04	DSC	FOOD & BEVERAGE MANAGEMENT & CONTROL	2	0	2	25	75	100
	DSE	(Select any two subjects from Discipline Specific Elective Course)	2x2	0	4	25x2	75x2	200
BHM7 21	DSC	FOUNDATION COURSE IN FOOD PRODUCTION- II	0	4	2	25	75	100
BHM7 22	DSC	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE -II	0	4	2	25	75	100
BHM7 30	DSC	RSEARCH PROJECT	0	0	4	100	100	200
TOTAL			12	08	20			1000

BHM-VIII

CODE	TYPE	ON THE JOB TRAINING (OJT) IN ANY ON DEPARTMENT			
BHM80 1	DSE	FOOD PRODUCTION MANAGEMENT INDUSTRY EXPOSURE	22 WEEKS	20	1000
BHM80 2	DSE	FOOD & BEVERAGE MANAGEMENT INDUSTRY EXPOSURE			
BHM80 3	DSE	FRONT OFFICE MANAGEMENT INDUSTRY EXPOSURE			
BHM80 4	DSE	ACCOMMODATION MANAGEMENT EXPOSURE			
BHM80 5	DSE	HOSPITALITY SERVICE AREAS INDUSTRY EXPOSURE			
		TRAINING REPORT			400
		PERFORMANCE APPRAISAL			200
		LOG BOOK			200
		VIVA VOCE			100
		PRESENTATION ON TRAINING REPORT			100
TOTAL			22	20	1000

SYLLABUS

SEMESTER -1

Course Code: BHM101.

Title of the Course: FOUNDATION COURSE IN FOOD PRODUCTION-I

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Understand the culinary history and different International cuisine

CO2: Know the about cooking, cooking method and its aims and objectives

CO3: Memories the hierarchy of the department

CO4: differentiate different cooking method

CO5: Know classification of vegetables, Sauce and stock.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping

Detailed Syllabus:

Couse Code: BHM101.

Title of the Course: FOUNDATION COURSE IN FOOD PRODUCTION-I

Hours-30

Unit-1

CULINARY HISTORY

- Culinary history-Development of the culinary art from the middle ages to modern cookery,
- Indian regional cuisine, International cuisine, French, Italian, Chinese. And their basic Characteristics

Unit-2

INTRODUCTION TO COOKERY

- Levels of skills and experiences
- Attitudes and behavior in the kitchen
- Personal hygiene
- Uniforms & protective clothing
- Safety procedure in handling equipment

Unit-3

HIERARCHY AREA OF DEPARTMENT AND KITCHEN

- Classical Brigade
- Modern staffing in various category hotels
- Roles of executive chef
- Duties and responsibilities of various chefs
- Co-operation with other departments

Unit-4

CULINARY TERMS

- List of culinary (common and basic) terms
- Explanation with examples
- Western and Indian Culinary terms

Unit-5

AIMS & OBJECTS OF COOKING FOOD

- Aims and objectives of cooking food
- Various textures
- Various consistencies
- Techniques used in pre-preparation
- Techniques used in preparation
- Principles of a balanced and a healthy diet

Unit-6

METHODS OF COOKING FOOD

- Roasting
- Grilling
- Frying
- Baking
- Broiling
- Poaching
- Boiling
- stewing
- Principles of each of the above
- Care and precautions to betaken
- Selection of food for each type of cooking

Unit-7

VEGETABLE AND FRUIT COOKERY

- Introduction – classification of vegetables
- Pigments and color changes
- Effects of heat on vegetables
- Cuts of vegetables
- Classification of fruits
- Uses of fruit in cookery
- Salads and salad dressings

Unit-8

STOCKS

- Definition of stock
- Types of stock
- Preparation of stock
- Recipes
- Storage of stocks
- Uses of stocks
- Care and precautions

Unit-9

SAUCES

- Classification of sauces
- Recipes for mother sauces
- Storage & precautions

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- 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: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brok

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Couse Code: BHM- 102.

Title of the Course: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE -I

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours

Course Outcome:

After studying the course, the student is expected to:

CO1: familiarize the food service Industry in India and worldwide

CO2: Recognize the layout and identify the equipment used in F&B service

CO3: Familiarize themselves with the organizational structure of f &B service

CO4: know different outlets of food & beverage service

CO5: Distinguish different ancillary section of F&B service

CO6: **classify different beverages and familiar with nonalcoholic beverage** Mapping of Course Outcomes (C

Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PO1 2	PS O1	PS O2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2
CO6	3	2	3	1	2								2		1

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed Syllabus :

Couse Code: BHM- 102.

Title of the Course: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE -I

HOURS -30

UNIT-1

THE HOTEL & CATERING INDUSTRY

- Introduction to the Hotel Industry and Growth of the hotel Industry in India
- Types of F&B operations
- Classification of Commercial, Residential/Non-residential
- Philanthropic/ Welfare Catering -Industrial/Institutional/Transport

UNIT-2

DEPARTMENTAL ORGANISATIONS & STAFFING

- Organisation of F&B department of hotel
- Principal staff of various types of F&B operations
- French terms related to F&B staff
- Duties & responsibilities of F&B staff
- Attributes of a waiter
- Inter-departmental relationships

UNIT-3

FOOD SERVICE AREAS (F & B OUTLETS)

- Specialty Restaurants
- Coffee Shop
- Cafeteria
- Fast Food (Quick Service Restaurants)
- Banquets
- Bar
- Discotheque
- Pub
- IRD

UNIT-4

ANCILLIARY DEPARTMENTS

- Still Room/Pantry
- Silver Room/ Plate Room/Store
- Linen room
- Kitchen stewarding/Scullery
- Hot Plate

UNIT-5

F & B SERVICE EQUIPMENT

- Cutlery
- Crockery
- Glassware
- Flatware
- Hollowware
- All Other Equipment Used in F&B Service
- French Term Related with Equipment

UNIT-6

NON-ALCOHOLIC BEVERAGES

- Classification (Nourishing, Stimulating and Refreshing beverages)
- Tea (Origin, Manufacture, Types & Brands)
- Coffee (Origin, Manufacture, Types & Brands)
- Juices and Soft Drinks
- Cocoa & Malted Beverages (Origin & Manufacture)

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 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 Operation)

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations

Couse Code: BHM103.

Title of the Course: FOUNDATION COURSE IN FRONT OFFICE OPERATION

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Develop good understanding of Hospitality Industry, its evolution and growth.

CO2: Recognize the layout and identify the equipment used in front office department

CO3: Familiarize themselves with the organizational structure of front office department.

CO4: Differentiate between different types of guests coming in the hotel.

CO5: Distinguish between various types of rooms.

CO6: Explain the role of front office department in the hotel

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed Syllabus:

Couse Code: BHM103.

Title of the Course: FOUNDATION COURSE IN FOOD PRODUCTION-I

Hours30

UNIT-I

Introduction to Hospitality Industry

- The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotels worldwide.
- Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership)
- Organizational chart of hotels (Large, Medium, Small)

UNIT-II

Front Office Department

- Sections and layout of Front Office department
- Co-ordination of front office with other departments of the hotel
- Equipment's used a the Front desk(Manual and Automated)

UNIT-III

Front Office Organization

- Organizational chart of front office department (small, medium and large hotels)
- Duties and responsibilities of various staff- Reception, Reservation, Bell- captain, Bell-boys, GRE, Front Office Manager, Lobby Manager.
- Essential attributes of front office personnel
- Rules of the house-for guests &staff

UNIT-IV

Guest Types

- FIT, VIP, Business Travelers, GIT, Special Interest Tours, Domestic, and International.

UNIT-V

Room Types

- Types of rooms, concept of Executive/ Club floors
- Food / Meal plans.
- Types of room rates. (Rack, FIT, crew, group, corporate, weekend etc.)

UNIT-VI

Role of Front Office

- Key control and key handling procedures
- Rules of the house (for guest and staff)
- Blacklist
- Bell Desk and Concierge-role & functions performed
- Role of lobby manager
- Hospitality Desk, role & functions
- Valet service

Suggested Reading:

- Front Office Management by Mr. Sihal Nagar
- Front Office Management by Bardi, John Willy and Sons
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrew, Tata McGraw Hill

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM104.

Title of the Course: FOUNDATION COURSE IN ACCOMODATION OPERATION

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Be able to understand the concepts of Housekeeping department and its importance in the hospitality Industry.

CO2: Be able to understand the hierarchical chart of the Housekeeping Department of small, medium and large hotel.

CO3: Be able to have a basic understanding of duties and responsibilities of the housekeeping staff and their job description, responsibilities and the various personality traits required from them.

CO4: Be able to understand the various layouts of the guestrooms of the hotel with requires cleaning by the housekeeping department, including the various amenities placed in the guest room and the layout of the housekeeping department.

CO5: Be able to understand the interdepartmental relationship maintained by the housekeeping department with the various other department of the hotel.

CO6: To be able to understand the classification of the different cleaning agents and their selection criteria, uses, care and storage.

CO7: To be able to understand the different cleaning equipment used in the housekeeping department which can be classified in to Manual and Mechanical.

CO8: To be able to understand the cleaning and maintenance of different surfaces such as Metals, Glass,

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PS O1	PSO 2	PSO 3
CO1	3	2	2	1	2	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	2		2
CO6	3	2									1		2
CO7	3	2	2	3							2		3
CO8	3	2		3							1		2

Detailed Syllabus:

Couse Code: BHM104.

Title of the Course: FOUNDATION COURSE IN FOOD PRODUCTION-I

Hours-30

UNIT-I

ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT

- Organization chart of small hotels
- Organization chart of medium hotels
- Organization chart of large hotels

UNIT-II

DUTIES AND RESPONSIBILITIES OF HOUSEKEEPING STAFF

- Job description and job satisfaction
- Identifying housekeeping responsibilities
- Duties and responsibilities of housekeeping staff
- Personal traits of housekeeping staffs

UNIT-III

LAYOUT IN HOUSEKEEPING DEPARTMENT

- Layout of housekeeping department
- Layout of current rooms
- Guest room amenities

UNIT-IV

INTERDEPARTMENTAL RELATIONSHIP

- With front Office
- With Maintenance department
- With Security department
- With Store department
- With Account department
- With other departments

UNIT-V

CLEANING AGENTS

- General criteria for selection
- Classification
- Use, care and storage
- Use of Eco-friendly products in housekeeping

UNIT-VI

CLEANING EQUIPMENTS AND CARE OF CLEANING EQUIPMENT

- Manual cleaning Equipment
- Mechanical cleaning equipment
- Care of cleaning equipment

UNIT-VII

CLEANING DIFFERENT SURFACES

- Metals
- Glass
- Leather
- Plastics
- Ceramics
- Wood
- Other floor and wall finishes

Suggested Reading:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM105.

Title of the Course: APPLICATION OF COMPUTERS IN HOSPITALITY INDUSTRY

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: learn generation and history of computer

CO2: understand information concepts and data processing

CO3: Familiarize with computer system, hardware and operating system

CO4: Differentiate different networks and its configuration

CO5: role of internet and different services

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping

Detailed syllabus:

Couse Code:BHM105.

Title of the Course: APPLICATION OF COMPUTERS IN HOSPITALITY INDUSTRY

Hours-30

UNIT-I

COMPUTER FUNDAMENTALS – THEORY

- History of Computer
- Generation of Computer
- Types of Computer
- Computer Organization

UNIT-II

INFORMATION CONCEPTS AND DATA PROCESSING

- Definitions
- Need, Quality and Value of Information
- Data Processing Concepts

UNIT-III

ELEMENTS OF A COMPUTER SYSTEM

- Definitions
- Characteristics of Computers
- Classification of Computers
- Advantages and Limitations
- Booting
- BIOS
- Memory Architecture

UNIT-IV

HARDWARE FEATURES AND CONCEPT – THEORY

- Components of a Computer
- Primary and Secondary Storage Concepts
- Data Input and Output Devices
- Other Computer peripheral

UNIT-V

NETWORKS – THEORY

- Network Topology • Bus • Star • Ring
- Network Applications.
- Types of Network • LAN • MAN • WAN

UNIT-VI

Network Configuration Hardware

- Server
- Nodes E. Channel
- Fibre optic
- Twisted • Co-axial F. Hubs G. Network Interface Card
- Arcnet
- Ethernet H. Network Software
- Novel
- Windows NT

UNIT-VII

INTERNET

- History
- Role of Modem
- Services -emailing /Chatting /surfing /blog
- Search Engine /browser /Domain
- Broadband, concepts of web upload and download

Suggested Readings

- Basic Computers by IBM
- DOEAC 'O' Level Information Technology by V.K. Jain
- Insider Internet Marketing by Jim Daniels
- The Birth of Internet Marketing & Communication by Don Stan Boch

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations

Course Code: BHM106.

Title of the Course: ENGLISH

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Know major basic grammatical categories

CO2: Improve pronunciation and speaking skills

CO3: learn writing skills and its uses in hospitality industry

CO4: draft different of letters and its uses.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PS O1	PSO 2	PSO 3
CO1	3	2	2	1	2	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	1		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping

Detailed Syllabus:
Course Code: BHM106.

Title of the Course: ENGLISH

Hours-30

UNIT-I

Major basic grammatical categories

- Notion of correctness and attitude to error correction
- Importance of listening skills
- Problems of listening to unfamiliar dialects

UNIT-II

Aspects of pronunciation and fluency in speaking

- Intelligibility in speaking
- Introduction to reading skills
- Introducing different types of texts – narrative, descriptive, extrapolative

UNIT-III

Introduction to writing skills

- Aspects of cohesion and coherence
- Expanding a given sentence without affecting the structure

UNIT-IV

Reorganizing jumbled sentences into a coherent paragraph

- Drafting different types of letters (personal notes, notices, complaints, appreciation, conveying sympathies etc)

Suggested Reading

- Acevedo and Gower M (1999) Reading and Writing Skills. London, Longman
- Deuter, M et.al. (2015). Oxford Advanced Learner's Dictionary of English (Ninth Edition). New Delhi, OUP
- Eastwood, John (2008). Oxford Practice Grammar. Oxford, OUP
- Hadefield, Chris and J Hadefield (2008). Reading Games. London, Longman
- Hedge, T (2005). Writing. Oxford, OUP
- Jolly, David (1984). Writing Tasks: Students' Book. Cambridge, CUP
- Klippel and Swan (1984). Keep Talking. Oxford, OUP

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations

Course Code: BHM121

Title of the Course:

FOUNDATION COURSE IN FOOD PRODUCTION-I

L-T-P: 0-0-4

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Understand the culinary history and different International cuisine

CO2: Know the about cooking, cooking method and its aims and objectives

CO3: Memories the hierarchy of the department

CO4: differentiate different cooking method

CO5: Know classification of vegetables, Sauce and stock.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed Syllabus:

Couse Code: BHM121.

Title of the Course: FOUNDATION COURSE IN FOOD PRODUCTION-I

Hours-60

UNIT-I

Equipment's

- Identification, Description, Uses & handling
- Hygiene - Kitchen etiquettes, Practices & knife handling
- Safety and security in kitchen

UNIT-II

Vegetables

- Classification
- Cuts - julienne, jardinière, macedoine, brunoised, paysanne, mignonette, dices, cubes, shred, mirepoix
- Preparation of salad dressings

UNIT-III

Basic Cooking methods and pre-preparations

- Blanching of Tomatoes and Capsicum
- Preparation of concasse
- Boiling (potatoes, Beans, Cauli flower, etc.)
- Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.
- Braising - Onions, Leeks, Cabbage
- Starch cooking (Rice, Pasta, Potatoes)

UNIT-IV

Stocks

- Types of stocks (White and Brown stock)
- Fish stock
- Emergency stock
- Fungi stock

UNIT-V

Sauces - Basic mother sauces

- Béchamel
- Espagnole
- Veloute
- Hollandaise
- Mayonnaise
- Tomato

UNIT-VI

Simple Salads & Soups

- Coleslaw,
- Potato salad,
- Beet root salad,
- Green salad,
- Fruit salad,
- Consommé

UNIT-VII

Simple Egg preparations

- Scotch egg,
- Assorted omelettes,
- Oeuf Florentine
- Oeuf Benedict
- Oeuf Farci
- Oeuf Portuguese

UNIT-VIII

Simple potato preparations

- Baked potatoes
- Mashed potatoes
- French fries
- Roasted potatoes
- Boiled potatoes
- Lyonnaise potatoes
- Allumettes

UNIT-IX

Bread Making

- Demonstration & Preparation of Simple and enriched bread recipes
- Bread Loaf (White and Brown)
- Bread Rolls (Various shapes)
- French Bread

Assessment methods and weightage

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations.

Course Code: BHM122.

Title of the Course: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE -I

L-T-P: 0-0-4

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: familiarize the food service Industry in India and worldwide

CO2: Recognize the layout and identify the equipment used in F&B service

CO3: Familiarize themselves with the organizational structure of f &B service

CO4: know different outlets of food & beverage service

CO5: Distinguish different ancillary section of F&B service

CO6: classify different beverages and familiar with nonalcoholic beverage

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	2		2
CO6	3	2	3	1	2						2		1

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping

Detailed Syllabus:

Couse Code:BHM122.

Title of the Course: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE -I

Hours-60

UNIT-I

Food Service areas

- Induction & Profile of the areas
- Ancillary F&B Service areas – Induction & Profile of the areas
- Familiarization of F&B Service equipment
- Care & Maintenance of F&B Service equipment
- Cleaning / polishing of EPNS items by:
 - Plate Powder method
 - Polivit method
 - Silver Dip method
 - Burnishing Machine

UNIT-II

Basic Technical Skills

- Holding Service Spoon &Fork
- Carrying a Tray /Salver
- Laying a Table Cloth
- Changing a Table Cloth during service
- Table Laying for Fours Course Meal (Continental, Indian, Chinese)
- Rules to be observed while laying table
- Stacking Sideboard
- Service of Water
- Napkin Folds
- Changing dirty ashtray
- Cleaning & polishing glassware

UNIT-III

Preparation and Services

- Tea Service
- Coffee Service
- Mocktails- Preparation &Service
- Service of Juices, Soft drinks, Mineral water, Tonic water
- Cocoa & Malted Beverages Service

Assessment methods and weightage

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations.

Couse Code:BHM123.

Title of the Course :FOUNDATION COURSE IN FRONT OFFICE OPERATION

L-T-P: 0-0-4

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Develop good understanding of Hospitality Industry, its evolution and growth.

CO2: Recognize the layout and identify the equipment used in front office department

CO3: Familiarize themselves with the organizational structure of front office department.

CO4: Differentiate between different types of guests coming in the hotel.

CO5: Distinguish between various types of rooms.

CO6: Explain the role of front office department in the hotel

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level mapping.

Course Outcome:

After studying the Course, the student is expected to:

CO1: Develop good understanding of Hospitality Industry, its evolution and growth.

CO2: Recognize the layout and identify the equipment used in front office department

CO3: Familiarize themselves with the organizational structure of front office department.

CO4: Differentiate between different types of guests coming in the hotel.

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Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PO1 2	PS O 1	PS O2	PSO3
CO 1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO 2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO 3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO 4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO 5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping

Detailed Syllabus:

Couse Code:BHM123.

Title of the Course: FOUNDATION COURSE IN FRONT OFFICE OPERATION

Hours-60

UNIT-I

Welcoming & Escorting the Guest

Telephone Handling

Appraisal of Front Office equipment and furniture (rack, counter, bell desk

Filling up of various Performa

Field Visit: Tariff Structure

Assessment methods and weightage

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations.

Couse Code: BHM124.

Title of the Course: FOUNDATION COURSE IN FRONT OFFICE OPERATION

L-T-P: 0-0-4

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Hours-60

Course Outcome:

After studying the Course, the student is expected to:

CO1: Apply the concept of various guest room layouts and the guest room supplies ad its placements.

CO2: Learn the classification of Cleaning Equipment their uses and their care and maintenance.

CO3.Implement various procedures of cleaning different surfaces.

CO4: Learn Dusting of various areas.

Detailed Syllabus:

Course Code: BHM124.

Title of the Course FOUNDATION COURSE IN FRONT OFFICE OPERATION

Hours-30

UNIT-1

Room Layout and Standard Supplies

UNIT-II

Cleaning Equipment

UNIT-III

Cleaning of different surfaces

- Metals
- Wood
- Glass

UNIT-IV

Dusting of various areas

UNIT-V

Floor cleaning

Assessment methods and weightage

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment
And 75 marks will be for Semester Examinations

Couse Code:BHM125.

Title of the Course: APPLICATION OF COMPUTERS IN HOSPITALITY INDUSTRY

L-T-P: 0-0-4

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: learn generation and history of computer

CO2: understand information concepts and data processing

CO3: Familiarize with computer system, hardware and operating system

CO4: Differentiate different networks and its configuration

CO5: role of internet and different services.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping

Detailed Syllabus:

Couse Code:BHM125.

Title of the Course: APPLICATION OF COMPUTERS IN HOSPITALITY INDUSTRY

Hours-60

UNIT-I

BASIC WINDOWS OPERATIONS

- Creating Folders
- Creating Shortcuts
- Notepad
- Calculator
- Taskbar
- Copying and Moving Files/Folders
- Renaming Files/Folders
- Deleting Files/Folders
- Windows Explorer
- Quick Menus
- Control Pane

UNIT-II

MS WORD 2010

- **CREATING A DOCUMENT**
- Entering Text
- Saving the Document
- Editing a Document already saved to Disk
- Find and Replace Operations
- Password Protection
- Printing the Document

UNIT-III

FORMATTING A DOCUMENT

- Justifying Paragraphs
- Changing Paragraph Indents
- Setting Tabs and Margins
- Formatting Pages and Documents
- Using Bullets and Numbering
- Headers and Footers
- Page Orientation

UNIT-IV

SPECIAL EFFECTS

- Print Special Effects
- Bold, Underline, Superscripts, Subscript
- Changing Fonts
- Changing Case

UNIT-V

CUT, COPY AND PASTE OPERATION

- Marking Blocks
- Copying and Pasting a Block
- Cutting and Pasting a Block

UNIT-VI

USING MS-WORD TOOLS

- Spelling and Grammar
- Mail Merge
- Printing Envelops and Labels

UNIT-VII

TABLES

- Create
- Delete
- Format
- **GRAPHICS**
- Inserting Clip arts
- Symbols(Border/Shading)
- WordArt
- Inserting Picture from File

UNIT-VIII

PRINT OPTIONS

- Previewing the Document
- Printing a whole Document
- Printing a Specific Page
- Printing a selected set
- Printing Several Documents
- Printing More than one Copies

UNIT-IX

MS-EXCEL 2010

- **HOW TO USE EXCEL**
- Starting Excel
- Parts of the Excel Screen
- Parts of the Worksheet
- Navigating in a Worksheet
- Getting to know mouse pointer shapes

UNIT-X

CREATING A SPREADSHEET

- Starting a new worksheet
- Entering the three different types of data in a worksheet
- Creating simple formulas
- Formatting data for decimal points
- Editing data in a worksheet
- Using AutoFill
- Blocking data
- Saving a worksheet
- Exiting excel

UNIT-XI

MAKING THE WORKSHEET LOOK PRETTY

Selecting cells to format

Trimming tables with

Auto Format

Formatting cells for:

- Currency
- Comma
- Percent
- Decimal
- Date

Changing columns width

and row height

Aligning

text

- Top to bottom
- Text wrap

UNIT-XII

GOING THROUGH CHANGES

- Opening workbook files for editing
- Undoing the mistakes
- Moving and copying with drag and drop
- Copying formulas
- Moving and Copying with Cut, Copy and Paste
- Deleting cell entries
- Deleting columns and rows from worksheet
- Inserting columns and rows in a worksheet
- Spell checking the worksheet

UNIT-XIII

PRINTING THE WORKSHEET

- Previewing pages before printing
- Printing from the Standard tool bar
- Printing a part of a worksheet
- Changing the orientation of the printing
- Printing the whole worksheet in a single pages
- Adding a header and footer to a report

- Inserting page breaks in a report
- Printing the formulas in the worksheet

UNIT-XIV

ADDITIONAL FEATURES OF A WORKSHEET

- Splitting worksheet window into two four panes
- Freezing columns and rows on-screen for worksheet title
- Attaching comments to cells
- Finding and replacing data in the worksheet
- Protecting a worksheet
- Function commands

UNIT-V

MAINTAINING MULTIPLE WORKSHEET

- MOVING FROM SHEET IN AWORKSHEET
- ADDING MORE SHEETS TO AWORKBOOK
- DELETING SHEETS FROM AWORKBOOK
- NAMING SHEET TABS OTHER THAN SHEET 1, SHEET 2 AND SOON
- COPYING OR MOVING SHEETS FROM ONE WORKSHEET TOANOTHER

UNIT-VI

CREATING GRAPHICS/CHARTS

- Using Chart wizard
- Changing the Chart with the Chart Toolbar
- Formatting the chart' saxes
- Adding a text box to a chart
- Changing the orientation of a 3-Dchart
- Using drawing tools to add graphics to chart and worksheet
- Printing a chart with printing the rest of the worksheet data

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations

SEMESTER -2

Course Code: BHM201.

Title of the Course: FOUNDATION COURSE IN FOOD PRODUCTION-II

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Familiarize the organization structure and layout of kitchen

CO2: Know uses of kitchen equipment's

CO3: understand the preparation of soup, sauces and breakfast dishes

CO4: learn meat & fish cookery and rice and pulses

CO5: Know the uses of commodities.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PS O1	PS O2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed Syllabus:

Couse Code:BHM201.

Title of the Course: FOUNDATIONCOURSE IN FOOD PRODUCTION-II

Hours-30

Unit -I

KITCHEN ORGANIZATION AND LAYOUT

- Layout of receiving areas.
- Layout of service and wash up.
- Butchery and vegetable mis- en -place area.
 - Cold kitchen, hot kitchen, grade manger, bakery and confectionery
- The classical and new kitchen brigade, duties and responsibilities and job description of the kitchen personnel.

Unit -II

Kitchen Equipment

- Types of the kitchen equipment
- Different types of special equipment
- Heat generating
- Refrigeration
- Storage tables, hand tools
- Uses,
- Maintenance,
- Criteria for selection.

Unit -III

Breakfast

- International and Indian menus,
- Preparations of traditional / classical items,
- 'Power breakfast' & 'Brunch' concept

Unit -IV

SOUPS

- Basic recipes other than consommé with menu examples
- Broths
- Bouillon
- Puree
- Cream
- Veloute
- Chowder
- Bisque etc.
- Garnishes and accompaniments
- International soups

Unit -V

SAUCES & GRAVIES

- Difference between sauce and gravy

- Derivatives of mother sauces
- Contemporary & Proprietary

Unit -VI

MEAT COOKERY

- Introduction to meat cookery Cuts of beef/veal
- Cuts of lamb/mutton
- Cuts of pork
- Variety meats
- Poultry

Unit -VII

FISH COOKERY

- Introduction to fish cookery
- Classification of fish with examples
- Cuts of fish with menu examples
- Selection of fish and shellfish
- Cooking of fish (effects of heat)

Unit -VIII

RICE, CEREALS & PULSES

- Introduction
- Classification and identification
- Cooking of rice, cereals and pulses
- Varieties of rice and other cereals

Unit -IX

COMMODITIES

Shortenings (Fats & Oils)

- Role of Shortenings
- Varieties of Shortenings
- Advantages and Disadvantages of using various Shortenings
 - Fats & Oil – Types, varieties

Unit -X

Raising Agents

- Classification of Raising Agents
- Role of Raising Agents
Actions and Reactions

Unit-XI

Sugar

- Importance of Sugar
- Types of Sugar
- Cooking of Sugar –various

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- 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: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brok

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Couse Code:BHM202.

Title of the Course: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE -II

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: understand about menu, its origin and French classical menu

CO2: learn different types of service methods

CO3: Familiarize about sales control procedures

CO4: know about alcoholic beverage

CO5: learn about beer , its production and famous brands

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	2		2
CO6	3	2	3	1	2						2		1

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed Syllabus:

Couse Code:BHM202.

Title of the Course: FOUNDATION COURSE INFOOD & BEVERAGE SERVICE -II

Hours-30

UNIT-I

MENU and MENU PLANNING:

- **Origin of Menu**
- **Objectives of Menu Planning**
- **Types of Menu**
- **Courses of French Classical Menu**
- **Sequence**
- **Examples from each Course**
- **Cover of each Course**
- **Accompaniments**
- **French Names of dishes**
- **Types of Meals**
- **Early Morning Tea**
- **Breakfast (English, American Continental, Indian)**
- **Brunch**
- **Lunch**
- **Afternoon/High Tea**
- **Dinner**
- **Supper**

UNIT-II

PREPARATION FOR SERVICE

- Organizing Mis-en-Scene
- Organizing Mis- en-Place

UNIT-III

TYPES OF FOOD SERVICE

- Silver service
- Pre-plated service
- Cafeteria service
- Room service
- Buffet service
- Gueridon service
- Lounge service

UNIT-IV

SALE CONTROL SYSTEM

- KOT/Bill Control System (Manual)
- Triplicate Checking System
- Duplicate Checking System
- Single Order Sheet
- Quick Service Menu & Customer Bill
- Making bill
- Cash handling equipment
- Record keeping (Restaurant Cashier)

UNIT-V

ALCOHOLIC BEVERAGE

- Introduction and definition
- Production of Alcohol
- Fermentation process
- Distillation process
- Classification with examples

UNIT-VII

BEER

- Introduction & Definition
- Production of Beer
- Storage
- Types of Beer
- Brand Names (National & International)

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 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 Operation)

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM203.

Title of the Course: FRONT OFFICE OPERATION - I

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Develop good understanding of travel documents and basic information required by the traveler.

CO2: Compare between the various tariffs offered by the front office department.

CO3: Apply the shortcut keys and use of various modules of the PMS.

CO4: Manage the activities performed at various stages of guest cycle.

CO5: Examine the role and types of reservation in the front office department.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2
CO6	3	2	3	1	2								2		1

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping

Detailed Syllabus:

Couse Code: BHM203.

Title of the Course: FRONT OFFICE OPERATION – I

Hours-30

UNIT-I

Basic Information (Travel & Tourism)

- Role of a Travel Agent
- Passport (concept and types)
- Visa (concept and types)
- Rules regarding customs, foreign exchange, Foreign Exchange Management Act

UNIT-II

Tariffs

- Need for Brochures & Tariff Cards
- Types of Brochures, Designing of Brochures
- Basis of charging tariffs (24 hrs., 12 hrs., day rate)

UNIT-III

Basics of Property Management Systems

- Types
- Application
- Advantages

UNIT-IV

The Guest Cycle

- Importance of guest cycle
- Various stages
- Sectional staff in contact with the guests during each stage

UNIT-V

Reservation

- Modes and sources of reservation.
- Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)
- Computerized system (CRS, Instant reservations)
- Types of reservation (guaranteed, confirmed, groups, FIT)
- Procedure for amendments, cancellation and over booking.

Suggested Reading:

- Front Office Management by Mr. Sbalh Nagar
- Front Office Management by Bardi, John Willy and Sons
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrew, Tata McGraw Hill

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM204.

Title of the Course: ACCOMMODATION OPERATION - I

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Learning Outcomes

: After completion of this Course, the student will be able to

- CO: 1 Utilize the concept of principles of cleaning in cleaning of front of the areas and back of the house.
- CO-2. Discuss the categorization of beds & mattress and their care and maintenance.
- CO-3. Explain various procedures of cleaning guestrooms carried out of daily, weekly and periodic basis.
- CO-4. Outline significance of housekeeping control desk.
- CO-5. Identify the keeping of various records and registers maintained at housekeeping department.
- CO-6 Discuss the concept of supervision and the inspection checklist.
- CO-7. Illustrate the types of keys and their controlling procedure.
- CO-8. Learners can explain the procedure of lost and found and its importance.
- CO-9. Explain the Importance of Pest Control in an Organization and Common Pests found in Hotels.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	2		2
CO6	3	2	3	1	2						2		1

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping

Detailed Syllabus:

Course Code: BHM204.

Title of the Course: ACCOMMODATION OPERATION - I

Hours-30

UNIT-I

CLEANING AN ORGANIZATION

- Principles of cleaning
- Guest room cleaning
- Cleaning front of the house
- Cleaning back of the house

UNIT-II

TYPES OF BEDS AND MATTERSESSESS

CLEANING OF GUEST ROOMS

- Daily cleaning of room
- Weekly cleaning/spring cleaning
- Evening service
- Systems and procedure involved
- Guest room cleaning - Replenishment of guest supplies and amenities

UNIT-III

HOUSEKEEPING CONTROL DESK

- Importance
- Responsibilities
- Briefing
- Debriefing
- Handling telephone
 - Handling software

UNIT-IV

ROUTINE SYSTEMS AND RECORS OF HOUSEKEEPING DEPARTMENT

Staff placement register

- Room occupancy report
- Guest room inspection form
- Checklist
- Floor register
- Work order
- Log book
- Room boys' report/ Maid report
- Guest special requisite register

UNIT-V

HOUSEKEEPING SUPERVISION

- Importance of Inspection
- Checklist of Inspection
- Typical Areas neglected where special attention is required

UNIT-VI

KEY AND Key CONTROL

- Types of Keys
- Electronic Key Card
- Key Control

UNIT-VII

LOST & FOUND

- Importance of Lost and Found
- Lost and Found Procedure
- Lost and Found Register

UNIT-VIII

PEST CONTROL

- Importance of Pest Control in an Organization
- Common Pests found in Hotels
- Preventive & Control Measures

Suggested Reading:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Couse Code:BHM205.

Title of the Course: ENVIRONMENTAL SCIENCE

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Learning Outcomes

: After completion of this Course, the student will be able to

- CO: 1 learn importance and scope of environmental studies.
- CO:2 Understand natural resources and associated problem
- CO3- know the structure of ecosystem and energy flow
- CO4: Learn diversity and its conservation
- CO5: Understand social issues and the environment
- CO6 : Learn human population and the environment

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	2		2
CO6	3	2	3	1	2						2		1

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping

Detailed Syllabus:

Course Code: BHM205.

Title of the Course ENVIRONMENTAL SCIENCE

Hours-30

UNIT-I

The Multidisciplinary nature of environmental studies

Definition, Scope and Importance

Need for public awareness

Natural Resources

- Natural Resources and associated Problems
 - a) Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people.
 - b) Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems.
 - c) Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies.
 - d) Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.
 - e) Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources. Case studies.
 - f) Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification.
- Role of an individual in conservation of natural resources.
- Equitable use of resources for sustainable lifestyles

UNIT-II

Ecosystem

Concept of an ecosystem. IV

- Structure and function of an ecosystem.
 - Producers, consumers and decomposers.
 - Energy flow in the ecosystem.
 - Ecological succession.
 - Food chains, food webs and ecological pyramids.
- Introduction, types, characteristic features, structure and function of the following ecosystem: -
 - a. Forest ecosystem
 - b. Grassland ecosystem
 - c. Desert ecosystem
 - d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

UNIT-III

Biodiversity and its conservation

- Introduction – Definition: genetic, species and ecosystem diversity. • Biogeographical classification of India
- Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values
 - Biodiversity at global, National and local levels.
 - India as a mega-diversity nation V
 - Hot-spots of biodiversity.
 - Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts.
 - Endangered and endemic species of India
- Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity.

UNIT-IV

Environmental Pollution

Definition • Cause, effects and control measures of:- a. Air pollution b. Water pollution c. Soil pollution d. Marine pollution e. Noise pollution f. Thermal pollution g. Nuclear hazards • Solid waste Management : Causes, effects and control measures of urban and industrial wastes. • Role of an individual in prevention of pollution. • Pollution case studies. • Disaster management: floods, earthquake, cyclone and landslides.

UNIT-V

Social Issues and the Environment

- From Unsustainable to Sustainable development • Urban problems related to energy • Water conservation, rain water harvesting, watershed management • Resettlement and rehabilitation of people; its problems and concerns. Case Studies • Environmental ethics : Issues and possible solutions. • Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case Studies. • Wasteland reclamation. • Consumerism and waste products. • Environment Protection Act. • Air (Prevention and Control of Pollution) Act. • Water (Prevention and control of Pollution) Act • Wildlife Protection Act • Forest Conservation Act • Issues involved in enforcement of environmental legislation. • Public awareness.

Unit VI

Human Population and the Environment

Population growth, variation among nations. • Population explosion – Family Welfare Programme. VII • Environment and human health. • Human Rights. • Value Education. • HIV/AIDS. • Women and Child Welfare. • Role of Information Technology in Environment and human health. • Case Studies.

Suggested Reading:

- Agarwal, K.C. 2001 Environmental Biology, Nidi Publ. Ltd. Bikaner.
- Bharucha Erach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmedabad – 380013, India
- Brunner R.C., 1989, Hazardous Waste Incineration, McGraw Hill Inc. 480p
- Clark R.S., Marine Pollution, Clanderson Press Oxford (TB)
- Cunningham, W.P. Cooper, T.H. Gorhani, E & Hepworth, M.T. 2001, Environmental Encyclopedia, Jaico Publ. House, Mumabai, 1196p
- De A.K., Environmental Chemistry, Wiley Eastern Ltd.
- Down to Earth, Centre for Science and Environment (R)
- Gleick, H.P. 1993. Water in crisis, Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute Oxford Univ. Press. 473p
- Hawkins R.E., Encyclopedia of Indian Natural History, Bombay Natural History Society, Bombay (R)

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Couse Code:BHM206.

Title of the Course: Accounting Skills for Hospitality

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Learning Outcomes:

After completion of this Course, the student will be able to

- CO: 1 know basic business transaction and accounting principles.
- CO-2. Learn different account records and subsidiary books
- CO-3. Understand basic financial statements and Trial Balance
- CO-4. Learn different methods of presenting final accounts
- CO-5 know depreciation and its provisions
- CO-6 **Learn computer application and its uses in financial statements.**

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2
CO6	3	2	3	1	2								2		1

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping

Detailed Syllabus :

Couse Code:BHM206.

Title of the Course: Accounting Skills for Hospitality

Hours-30

UNIT-I

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

UNIT-II

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

UNIT-III

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

UNIT-IV

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, Kalyani Publisher Ludhiana
- Hotel Accounting Earnest B. Horwath & Luis Toth
- Hotel Accounting & Financial Control By Ozi A.D' Cunha & Gleson O. D' Cunha Publisher: Dicky,s Enterprize
- Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River NewJersey

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations

Course Code: BHM221.

Title of the Course: Foundation Course in Food Production –II (Practical)

L-T-P: 0-0-4

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: learn to prepare different egg preparation

CO2: Know different types of menu.

CO3: understand the preparation of soup, sauces and breakfast dishes

CO4: learn meat & fish cookery and rice and pulses

CO5: prepare different bakery preparations

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed Syllabus:

Couse Code:BHM221.

Title of the Course Foundation Course in Food Production –II (Practical)

Hours-60

UNIT-I

Egg cookery - Preparation of variety of egg dishes

- Boiled (Soft &Hard)
- Fried (Sunny side up, Single fried, Bull's Eye, Double fried)
- Poaches
- Scrambled
- Omelets (Plain, Stuffed, Spanish)
 - En cocotte (eggs Benedict)

Identification, Selection and processing of Meat, Fish and poultry.
Slaughtering and dressing

UNIT-II

Meat

- Identification of various cuts, Carcass demonstration
- Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steak sand Escalope
- Fish-Identification &Classification
- Cuts and Folds offish

UNIT-III

Preparation of menu

- Salads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot)International soups
- Chicken, Mutton and Fish Preparations- Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb,Beef.
- Simple potato preparations- Basic potato dishes
- Vegetable preparations- Basic vegetable dishes
- Indian cookery-Rice dishes, Breads, Main Course, Basic Vegetables, Paneer Preparations

UNIT-IV

SIMPLE COOKIES

- Demonstration and Preparation of simple cookies like
 - Nan Khatai
 - Golden Goodies
 - Melting moments
 - Swiss tart
 - Tri colour biscuits
 - Chocolate chip
 - Cookies
 - Chocolate Cream Fingers
 - Bachelor Buttons.

UNIT-V

COLD SWEET

Honeycomb mould, Butterscotch sponge, Coffee mousse, Lemon sponge, Trifle, Blancmange, Chocolate mousse, Lemon soufflé

HOT SWEET

Bread & butter pudding, Caramel custard, Albert pudding, Christmas pudding

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations

Course Code: BHM222.

Title of the Course: Foundation Course in Food & Beverage Service –II (Practical)

L-T-P: 0-0-4

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Understand table set up

CO2: Know the about tray and trolley set up.

CO3: learn different procedures for service of a meal

CO4: know handling guest complaints

CO5: Know special service of special dishes and service of beer.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed Syllabus:

Course Code: BHM222.

Title of the Course: Foundation Course in Food & Beverage Service –II (Practical)

Hours-60

UNIT-I

TABLE EXHIBITS/ LAYOUTS & SERVICE

- A La Carte Cover
- Table d' Hotel Cover
- English Breakfast Cover
- American Breakfast Cover
- Continental Breakfast Cover
- Indian Breakfast Cover
- Afternoon Tea Cover/High Tea Cover

UNIT-II

TRAY/TROLLEY SET-UP & SERVICE

- Room Service Tray Setup
 - Room Service Trolley Setup

UNIT-III

PROCEDURE FOR SERVICE OF A MEAL

- Taking Guest Reservations
- Receiving & Seating of Guests
- Order taking & Recording
- Order processing (passing orders to the kitchen)
- Sequence of service
- Presentation & Encashing the Bill
- Presenting & collecting Guest comment cards
- Bidding Farewell to Guests

UNIT-IV

Social Skills

- Handling Guest Complaints
- Telephone manners
- Dining & Service etiquettes

UNIT-V

Special Food Service - (Cover, Accompaniments & Service)

- Classical Hors d' oeuvre:
- Oysters, Caviar, Smoked Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus
- Cheese
- Dessert (Fresh Fruit & Nuts)

UNIT-VI

French For Restaurant

- Restaurant Vocabulary (English & French)
- French Classical Menu Planning
- French for Receiving, Greeting & Seating Guests
- French related to taking order & description of dishes

UNIT-VII

Service of Beer

- Service of Bottled & canned Beers
- Service of Draught Beers

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations

Course Code: BHM223.

Title of the Course: Front Office Operation-I (Practical)

L-T-P: 0-0-4

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Understand the room procedures.

CO2: Know about arrival procedures and luggage handling.

CO3: learn different message and mail handling

CO4: understand forms and formats.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mappin

Detailed syllabus:

Couse Code:BHM223.

Title of the Course: Front Office Operation-I (Practical)

Hours-60

UNIT-I

- Room Reservation

UNIT-II

- Arrival procedure - Group, FIT

UNIT-III

- Luggage handling - left luggage, Group, FIT

UNIT-IV

- Message and Mail handling, Paging

UNIT-V

- Forms & Formats

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations

Course Code: BHM224.

Title of the Course: Accommodation Operation-I (Practical)

L-T-P: 0-0-4

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: . Demonstrate manual and mechanical cleaning equipment and identify their Different parts of equipment, Function of cleaning equipment and Care and maintenance.

CO2. Identify the classification of cleaning agents and its function.

CO3. Perform various procedures of cleaning different surfaces.

CO4. Perform the concept of Bed making.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level mapping.

Detailed Syllabus:

Couse Code:BHM224.

Title of the Course: Accommodation Operation-I (Practical)

Hours-60

UNIT-I

FAMILIARIZATION WITH MANUAL AND MECHANICAL CLEANING EQUIPMENT

- Identification of manual and mechanical cleaning equipment
- Different parts of equipment
- Function of cleaning equipment
- Care and maintenance

UNIT-II

FAMILIARIZATION OF CLEANING AGENTS ACCORDING TO ITS CLASSIFICATION AND ITS FUNCTION

CLEANING DIFFERENT SURFACES

- Glass
- Floor
- Walls

Bed Making

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations

SEMISTER – III

INDUSTRIAL EXPOSURE

Duration of Exposure: 22 weeks

Training Schedule:

Code	Type	NOMENCLATURE	DURATION
BHM301	DSC	Food Production Industry Exposure	05 WEEKS
BHM302	DSC	Food & Beverage Industry Exposure	05 WEEKS
BHM303	DSC	Front Office Industry Exposure	04 WEEKS
BHM304	DSC	Accommodation operation industry exposure	04 WEEKS
BHM305	DSC	Personality skills for Hospitality -Learning form Industry	04 WEEKS

Academic Credits for training shall be based on following

- Log books and attendance, Appraisals, Report and presentation, as applicable.
- All trainees must ensure that the log books and appraisals are signed by the departmental/sectionalheads 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.
- 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.
- 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.

The learners are suggested to make the following observations in the departments of internship:

Course Code: BHM301:

Title of the Course: Food Production Operations Industry Exposure

WHAT TO OBSERVE

Food Production

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marination's 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

Couse Code:BHM302: .

Title of the Course: Food and Beverage Service Operations Industry Exposure

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

Couse Code:BHM303:

Title of the Course: Front Office Operations Industry Exposure -I

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.

Couse Code:BHM304:

Title of the Course: Personality Skills for Hospitality – Learning from Industry

WHAT TO OBSERVE

(a) Personality Enrichment

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

(b) Etiquettes & Manners

Social & Business Dinning Etiquettes, Social &Travel Etiquettes

(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 Behaviour, 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

SEMESTER -IV

Course Code: BHM401.

Title of the Course: FOOD PRODUCTION OPERATION-I

L-T-P: 3-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours

Course Outcome:

After studying the Course, the student is expected to:

CO1: Understand the culinary history and different Indian cuisine

CO2: Know the about mass cooking method and its equipment's

CO3: familiarize with Indian Masala and its uses in Indian cuisine

CO4: learn volume feeding, Mobile catering, Industrial Catering

CO5: Understand menu planning for mass cooking

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

DETAILED SYLLABUS

Course Code: BHM401.

Title of the Course: FOOD PRODUCTION OPERATION-I

Hours-45

Unit-1

QUANTITY FOOD PRODUCTION

Equipment

- Equipment required for mass/volume feeding
- Heat and cold generating equipment
- Care and maintenance of this equipment
- Modern developments in equipment manufacture

Unit-2

Menu planning

- Basic principles of menu planning –recapitulation
- Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units
- Planning menus for school/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway
- Nutritional factors for the above

Unit-3

Indenting

- Principles of Indenting for volume feeding
- Portion sizes of various items for different types of volume feeding
- Modifying recipes for indenting for large scale catering
- Practical difficulties while indenting for volume feeding

Unit-4

Planning

Principles of planning for quantity food production with regard to

- Space allocation
- Equipment selection
- Staffing

Unit-5

VOLUME FEEDING

Institutional and Industrial Catering

- Types of Institutional & Industrial Catering
- Problems associated with this type of catering
- Scope for development and growth

Unit-6

Hospital Catering

- Highlights of Hospital Catering for patients, staff, visitors
- Diet menus and nutritional requirements

Unit-7

Off Premises Catering

- Reasons for growth and development
- Menu Planning and Theme Parties
- Concept of a Central Production Unit
- Problems associated with off-premises catering

Unit-8

Mobile Catering

- Characteristics of Rail, Airline (Flight Kitchens) and Sea Catering
- Branches of Mobile Catering

Unit-9

Cuts of Meat & Meat Cookery

- Cuts of beef, pork, lamb, chicken SPS
- Menus examples
- Methods of cooking each cut Cold cuts,
- Ham, bacon, common types of ham, preparation menu examples, Selection, storage points

Unit-10

BASIC INDIAN COOKERY

History of Indian Cookery

- Characteristic Regional Differences Religious influences

Unit-11

Condiments & Spices

- Introduction to Indian Spices
- Spices used in Indian cookery
- Role of spices in Indian cookery
- Indian equivalent of spices (names)

Unit-12

Masalas

Blending of spices

Different masalas used in Indian cookery

- Wet masalas
- Dry masalas

Varieties of masalas available in regional areas Special masala blends

Unit-13

Special Equipment used in Indian cooking and cooking method

REGIONAL INDIAN CUISINE

- Introduction to Regional Indian Cuisine
 - Heritage of Indian Cuisine
 - Factors that affect eating habits in different parts of the country
 - Cuisine and its highlights of different states/regions/communities
- to be discussed under:
- Geographic location
 - Historical background
 - Seasonal availability
 - Special equipment

- Staple diets
- Specialty cuisine for festivals and special occasions
- **STATES**
 - Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal
- **COMMUNITIES**
 - Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri
- **DISCUSSIONS**
- Indian Breads, Indian Sweets, Indian Snacks

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- 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: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brok

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM402.

Title of the Course: FOOD & BEVERAGE OPERATION-I

L-T-P: 3-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours

Course Outcome:

After studying the Course, the student is expected to:

CO1: Understand the wine history and its preparation methods

CO2: Know the different type of spirit and its services

CO3: Understand distillation process and preparation methods of different spirit

CO4: Discuss different types of liqueurs and its services

CO5: Familiarize with famous cocktails and its preparation

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

DETAILED SYLLABUS Course Code: BHM402.

Title of the Course: FOOD & BEVERAGE OPERATION-I

L-T-P: 2-0-0

Hours-30

Unit-1

WINES

- Definition &History
- Classification with examples
 - Table/Still/Natural
 - Sparkling
 - Fortified
 - Aromatized
- Production of each classification
- Old World wines (Principal wine regions, wine laws,
-

Unit-2

grape varieties, production and brand names)

- France
- Germany
- Italy
- Spain
- Portugal
- Food & Wine Harmony
- Storage of wines
- Wine terminology (English &French)

Unit-3

Spirits-

- Introduction &Definition
- Production of Spirit
 - Pot-still method
 - Patent still method
- Production of
 - Whisky
 - Rum
 - Gin
 - Brandy
 - Vodka
 - Tequilla
- Different Proof Spirits
 - American Proof
 - British Proof (Sikes scale)
- Gay Lussac (OIML Scale)

Unit-4
LIQUEURS

- Definition & History
- Production of Liqueurs
- Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel)
- Popular Liqueurs (Name, colour, predominant flavor & country of origin)

Unit-5
COCKTAILS

- Types
- Methods
- Classical Cocktails

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 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 Operation)

Course Code: BHM403.

Title of the Course: FRONT OFFICE OPERATIONS-II

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Develop good understanding of activities at pre arrival stage.

CO2: To measure the role of front office staff during the guest arrival stage.

CO3: To perform the role of front office at various activities held during the guest stay.

CO4: To calculate the guest bill during check out and perform other tasks.

CO5: To manage the phase of post departure.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping

DETAILED SYLLABUS

Couse Code: BHM403.

Title of the Course: FRONT OFFICE OPERATIONS-II

Hours-30

Unit-1

Pre-Arrival Procedures

- Pre arrival activities-Preparing an arrival list etc
- Procedure for VIP arrival.
- Procedure for group arrival(special arrangements, meal coupons, etc)

Unit-2

Guest Arrival

- Types of registration.(Register, Loose Leaf, Registration Cards)
- Receiving guests.
- Arrival procedure for various categories of guests (Foreigners along with C- forms, FITs- walk in , with confirmed reservation)
- Notification of guest arrival.
- Welcome slip, Welcome call
- Criteria for taking advance.(Walk-ins, Scanty Baggage etc)
- Dealing with overbooking situation, walking a guest

Unit-3

Guest Stay

- Rooming a guest (introduction to the hotel facilities, orientation of the room)
- Procedure for room change
- Safe deposit procedure.
- Guest History card
- Guest Services, Guest Relations
- Dealing with emergencies: medical, theft, fire, bomb threat, robbery, terrorist attacks etc

Unit-4

Guest Departure

- Departure notification
- Task performed at bell desk, cashier reception.
- Role of the front desk cashier
- Express checkouts,
- Late check outs and charges.

Unit-5
Methods of Payment

- Credits card handling
- Traveler cheques, Personal checks
- Handling cash - Indian, Foreign currency
- Other methods of payment (Travel agent, agent, Bill to Company)
- Unpaid account balances

Suggested Reading:

- Front Office Management by Mr. Sbhal Nagar
- Front Office Management by Bardi, John Willy and Sons
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrew, Tata McGraw Hill

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM404.

Title of the Course :ACCOMMODATION OPERATIONS-III

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours

Course Outcome:

After studying the Course, the student is expected to:

CO1: Discuss the concept of Linen room and calculation & purchase of linen, stocktaking procedures, recycling of discarded linen, the concept of line hire.

CO2: Analyze the concept of uniform room & its layout, the issuing and exchange procedure of the uniforms.

CO3. Explain the importance of sewing rooms and its activities.

CO4. Discuss the theory of laundry and its classification and layout & stages of wash cycle, the concept of dry cleaning.

Co5:. Discuss the types of modern equipment

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

DETAILED SYLLABUS

Couse Code: BHM404.

Title of the Course: ACCOMMODATION OPERATIONS-III

Hours-30

Unit-1

LINEN ROOM

- Activities of the linen room
- Layout and equipment in the linen room
- Selection criteria for various linen items and fabrics suitable for this purpose
- Purchase of linen
- Calculation of linen requirements
- Linen control – procedure and records
- Stocktaking- procedures and records
- Recycling of discarded linen
- Linen Hire

Unit-2

UNIFORMS

- Advantages of providing uniforms to staff
- Issuing and exchange of uniforms, type of uniforms
- Selection and designing of uniforms
- Layout of Uniform room

Unit-3 SEWING

ROOM

- Activities and areas to be provided
- Equipment provided

Unti-4

LAUNDRY

- Commercial and On-site Laundry
- Flow process of Industrial laundering-OPL
- Stages in the Wash Cycle
- Laundry Equipment and Machines
- Layout of the Laundry
- Laundry Agents
- Dry Cleaning
- Guest Laundry/ Valet Service
- Stain removal

Unit-5

MODERN EQUIPMENTS

Suggested Reading:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Couse Code: BHM405.

Title of the Course: HOTEL ENGINEERING (DSE)

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Learn maintenance department, types of maintenance used in hotel

CO2: Know the about electrical system, water management system in hotel

CO3: Understand firefighting system and its uses in different situation

CO4: Learn types of pollution

CO5: Know about audio video equipment and its application

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM405.

Title of the Course: HOTEL ENGINEERING (DSE)

Hours-30

UNIT-I

Maintenance

- Preventive and breakdown maintenance, comparisons
- Roll & importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel

UNIT-II

Organization

- Organization chart of hotel and maintenance department, different theories of organization.

UNIT-III

Fuels used in catering Industry

- Types of fuel used in catering industry, calorific value; comparative study of different fuels
- Calculation of amount of fuel required and cost

UNIT-IV

Safety

- Accident, accident prevention, causes of accident.

UNIT-V

Electricity

- Fundamentals of electricity
- Insulators, conductors, current, potential difference, resistance, energy concepts
- Electric wiring and lighting system.

UNIT-VI

Waste Disposals

- Solid & liquid waste, salvage & sewage
- Disposal of solid waste, sewage treatment.

UNIT-VII

Refrigeration & Air-conditioning

- Basic principles
- Latent heat, boiling point and its dependence on pressure
- Vapor compressor system of refrigeration and refrigerants.
- Air –conditioning basic principles, types and application

UNIT-VIII

Pollution Control

- Pollution related to hotel industry
- Water pollution
- Air pollution
- Noise pollution
- Legal requirements.

UNIT-IX

Fire Prevention and Firefighting system

- Classes of Fire
- Fire extinguisher for different fire
- Structural protections

Legal requirements

UNIT-X

Audio Visual Equipment's:

- Various audio-visual equipment
- Care and cleaning of equipment

Sensor

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations

Course Code: BHM406.

Title of the Course: FOOD SCIENCE & NUTRITION (DSE)

L-T-P: 3-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain different nutrients used in Food.

CO2: Discuss different sources and benefits of protein, vitamin and minerals.

CO3: Understand about balance diets and factors affecting the diet

CO4: learn scope of Food Science in Hotel Industry

CO5: Familiarize about new trends in Food Industry.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level mapping.

Detailed Syllabus :
Couse Code:BHM406.

Title of the Course: FOOD SCIENCE & NUTRITION (DSE

Hours-45

UNIT-I

BASIC ASPECTS

- Definition in terms of Health, Nutrition and Nutrients; Importance of Food and Nutrients
- Definition and scope of food science

UNIT-II

CARBOHYDRATES.

- Introduction and Classification.
- Effect of Energy and factors affecting Energy.
- Sources of Carbohydrate.
- Effect of Cooking on Carbohydrate.
- Health issues with Carbohydrate → Underweight and Obesity.

UNIT-III

LIPIDS.

- Introduction and Classification.
- Dietary sources and Functions.
- Effect of Cooking on Lipids Auto oxidation, Hydrogenation, Winterization and Smoking points. Cholesterol

UNIT-IV

PROTEINS

- Introduction and Classification.
- Dietary Sources and Function.
- Effect of cooking on Proteins –Denaturation,
- Emulsification, Foam ability, Coagulation.

UNIT-V

VITAMINS, MINERALS AND WATER

- Definition and Classification of Vitamins (A, D, E, K, B and c).
- Dietary Sources and Function of Vitamins.
- Definition and Classification of Minerals (Iron, calcium, Sodium, Iodine, Fluorine)
- Dietary Sources and Functions of Minerals.
- Definition, Sources, Function.

UNIT-VI

BALANCED DIET AND EVALUATION OF FOOD

- Definition and Importance.
- Factors affecting Balance Diet - (Age, Gender, Physiological state)
- Menu planning & its factors.
- Introduction of Evaluation of food - (objective & subjective)

UNIT-VII

NEWER TRENDS IN FOOD SERVICE INDUSTRY.

- Emulsion- Definition and Types.
- Flavors – Definition and Types.
- Browning – Definition, Types, Prevention.
- Food Labeling.

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching. learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations

Course Code: BHM421.

Title of the Course: FOOD PRODUCTION OPERATION-I (PRACTICAL)

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Understand the culinary history and preparation of regional cuisines

CO2: Know the about cooking process and importance of each cuisines

CO3: Memories the species of each cuisines

CO4: differentiate among each regional cuisine

CO5: Know the famous dishes from each cuisines

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM421.

Title of the Course: FOOD PRODUCTION OPERATION-I (PRACTICAL)

Hours-60

Unit-1

This semester needs to formulate 15 set of menus from the following cuisines.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations

Course Code: BHM422.

Title of the Course: FOOD & BEVERAGE OPERATION-I (PRACTICAL)

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Understand the wine history and its service methods

CO2: Know the different type of spirit and its services

CO3: Understand distillation process and preparation methods of different spirit

CO4: Discuss service of different liqueurs

CO5: Familiarize with famous cocktails and its preparation

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
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CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

**Couse Code:BHM422.
OPERATION-I (PRACTICAL)**

Title of the Course: FOOD & BEVERAGE

Hours-60

UNIT-I

Service of Old-World Wines

- Reading wine bottle label
- Service of Red Wine
- Service of White/Rose Wine
- Service of Sparkling Wines
- Service of Fortified Wines
- Service of Aromatized Wines
- Service of Cider, Perry & Sake

UNIT-II

Service of Spirits

- Service styles – neat/on-the-rocks/with appropriate mixers
- Service of Whisky
- Service of Vodka
- Service of Rum
- Service of Gin
- Service of Brandy
- Service of Tequila

UNIT-III

Service of Liqueurs

- Service styles – neat/on-the-rocks/with cream
- Service from the Bar
- Service from Liqueur Trolley

Service of Cocktails

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations

Course Code: BHM423.

Title of the Course: FRONT OFFICE OPERATIONS II (Practical)

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Develop good understanding of activities at pre arrival stage.

CO2: To measure the role of front office staff during the guest arrival stage.

CO3: To perform the role of front office at various activities held during the guest stay.

CO4: To calculate the guest bill during check out and perform other tasks.

CO5: To manage the phase of post departure.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM423.

Title of the Course: FRONT OFFICE OPERATIONS II (Practical)

Hours-60

UNIT-I

Handling room keys(issuing, receiving, missing keys, computerized key cards)

Preparing & filling up of Registration card.

Role play for check-in of different types of guests-FIT, walk-in, VIP, Groups

Role play of check-in of foreigners using C-form

Operating PMS for registration

Rooming a guest, dealing with change of room request.

Role play on situation handling like emergencies, walking a guest, dealing with overbooking situations.

Role play of check out procedure

Using different methods of payment to settle bills.

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations

Course Code: BHM424.

Title of the Course: ACCOMMODATION OPERATIONS II (Practical)

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

Learning Outcomes:

After completion of this Course, the student will be able to

CO1. Understand the concept of layout of different category of rooms.

CO2. Discuss the placements of guest room amenities in the guest room.

CO3. Explain the procedure of setting up of Maid's cart trolley.

CO4. Outline significance of Laundry, its types and stain removal procedures.

CO5. Discuss the concept of servicing of different category of rooms.

CO6. Illustrate the servicing of bathroom.

CO7. Illustrate the designing of uniforms and their selection process.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2
CO6	4	5	6			2	1	3					2	3	
CO7	3	2	4	5				2							

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Course Code: BHM424.

Title of the Course: ACCOMMODATION OPERATIONS II (Practical)

Hours-60

UNIT-I

SAMPLE LAYOUT OF GUEST ROOMS

- Single room
- Double room
- Twin room
- Suite

UNIT-II

PLACEMENT AND POSITIONING OF STANDARD GUEST ROOM SUPPLIES FOR DIFFERENT TYPES OF ROOMS.

UNIT-III

MAID'S TROLLEY

- contents
- Setting up trolley

UNIT-IV

LAUNDRY

- Commercial and On-site Laundry
- Flow process of Industrial laundering-OPL
- Stages in the Wash Cycle
- Laundry Equipment and Machines
- Layout of the Laundry
- Laundry Agents
- Dry Cleaning
- Guest Laundry/ Valet Service

- Stain removal

UNIT-V

SERVICING GUEST ROOM

- Occupied room
- Checked room
- Vacant room
- Turndown services

UNIT-VI

SERVICING OF A BATHROOM

UNIT-VII

SELECTION AND DESIGNING OF UNIFORMS

CO1: Understand the culinary history and different International cuisine

CO2: Know the about cooking, cooking method and its aims and objectives

CO3: Memories the hierarchy of the department

CO4: differentiate different cooking method

CO5: Know classification of vegetables, Sauce and stock.

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations

SEMESTER - V

Course Code: BHM.501

**Title of the Course: Food & Beverage Service operations-II
(L=Lecture hours, T=Tutorial hours, P=Practical hours)**

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the role of storage in the kitchen operations.

CO2: Conduct various practical on Different types of Pastry

CO3: about the importance of ingredient in bread making, principles of bread making.

CO4: about the food presentation styles, principles of food styling.

CO5: Describe the oriental cuisine, equipments, methods of cooking in oriental cuisine.

CO6: Analyze the importance of specialty foods like caviar, kobe beef, oysters, etc in the kitchen operations.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

DETAILED SYLLABUS

Couse Code:BHM.501

Title of the Course: Food & Beverage Service operations-II

Hours-30

Unit-1

Stores

- Principles of storage,
- Types of stores
- Layout of Dry and cold room
- Staff Hierarchy,
- Guidelines for efficient storage
- Control procedures
- Inventory Procedures
- EOQ
- Re-order levels
- Bin Cards
- Form and formats
- Function of a store Manager.

Unit-2

PASTRY

- **Short crust**
- **Laminated**
- **Choux**
- **Hot water/Rough puff**
 - Recipes and methods of preparation
 - Differences
 - Uses of each pastry
 - Care to be taken while preparing pastry
 - Role of each ingredient
 - Temperature of baking pastry
- **Flour**
 - Structure of wheat
 - Types of Wheat
 - Types of Flour
 - Processing of Wheat –Flour
 - Uses of Flour in Food Production
 - Cooking of Flour(Starch)
- **PASTRYCREAMS**
 - Basic pastry creams
 - Uses in confectionery
 - Preparation and care in production10

Unit-3

SIMPLE BREADS

- Principles of bread making
- Simple yeast breads
- Role of each ingredient in bread making
- Baking temperature and its importance

Unit-4

Food presentation principles

- Basic presentations
- Modern Perspectives
- Use of technology
- Contemporary plates
- Unconventional garnishes
- Role & uses of garnishes

Unit-5

Food Styling

- Food photography & problems therein
- Use of non-edible components
- Role of dimension

Unit-6

ORIENTAL CUISINE

- Introduction to South East Asia foods, Chinese, Thai, Vietnam etc.
- Historical background
- Regional cooking styles
- Methods of cooking
- Equipment & utensils

Unit-7

Specialty fine foods

- Caviar
- Oysters
- Pate de foie gras
- Salmon
- Ahi tuna
- Kobe beef
- New Zealand Lamb
- Sushi
- Exotic vegetables
- Exotic fruits

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- 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: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brok

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM502.

**Title of the Course: Food & Beverage Service operations-II
(L=Lecture hours, T=Tutorial hours, P=Practical hours)**

Course Outcome:

After studying the course, the student is expected to:

CO1: Explain the role of storage in the kitchen operations.

CO2: Conduct various practical on Different types of Pastry

CO3: Write about the importance of ingredient in bread making, principles of bread making.

CO4: Write about the food presentation styles, principles of food styling.

CO5: Describe the oriental cuisine, equipments, methods of cooking in oriental cuisine.

CO6: Analyze the importance of specialty foods like caviar, kobe beef, oysters, etc in the kitchen operations.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

Write '3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM502.

Title of the Course: Food & Beverage Service operations-II

Hours-30

UNIT-I

NEW WORLD WINES

(PRINCIPAL WINE REGIONS, WINE LAWS, GRAPE VARIETIES, PRODUCTION AND BRAND NAMES)

- USA
- Australia
- India
- Chile
- South Africa
- Algeria
- New Zealand

UNIT-II

APERITIFS

- Introduction and Definition
- Types of Aperitifs
- Vermouth (Definition, Types & Brand names.
- Bitters (Definition, Types & Brand names

UNIT-III

DISPENSE BAR

- Introduction and definition
- Bar layout – physical layout of bar
- Bar stock – alcohol & non-alcoholic beverages
- Bar equipment

UNIT-IV

TOBACCO

- History
- Processing for cigarettes, pipe tobacco & cigars
- Cigarettes – Types and Brand names
- Pipe Tobacco – Types and Brand names
- Cigars – shapes, sizes, colors and Brand names
- Care and Storage of cigarettes & cigars

Suggested Reading:

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

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM503.

Title of the Course: FRONT OFFICE MANAGEMENT –I

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Identify the wines from various parts of the world.

CO2: Describe the service of aperitifs and types of aperitifs.

CO3: Examine the role of dispense bar, bar equipments and its uses.

CO4: Understand the processing of cigarettes, pipe tobacco and cigars.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

**Couse Code:BHM503.
MANAGEMENT –I**

Title of the Course: FRONT OFFICE

Hours-30

UNIT-I

Front Office Security Functions

- Lobby layout, types of lobbies
- Role of Front Office in Hotel Security
- Latest security measures used in hotels at the time of check-in: use of metal detectors, baggage checks, X-ray machines, bollards, collapsible gates etc
- Key Control from security point of view-handling Grandmaster & Master key, lost & found, guest & staff movement & access control, ELS (electronic key cards) damaged keys

UNIT-II

Front Office Computer Operation

- Application of Property Management System in generating reports & use in- Reservations, Registration, Cashiering, Night Audit & Telephones.

UNIT-III

Front Office Accounting & Credit Control

- Accounting fundamentals
- Foreign currency awareness & handling procedures
- Cash sheet
- Hotel credit management & credit control
- Credit control-meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/credit card users
- Control measures at the time of reservation, check-in, during stay, check-out, after departure
- Prevention of Skippers-on arrival/during stay/on departure day

UNIT-IV

Night Audit

- Night audit functions & process
- Operating model-non-automated, semi-automated
- Verifying & Summarizing postings
- Transcripts-completion

UNIT-V

Guest Complaint Handling/Problem solving

- Process, thumb rules
- Common complaints & their types
- Role of emotions in situation handling

Suggested Reading:

- Front Office Management by Mr. Sbalh Nagar
- Front Office Management by Bardi, John Willy and Sons
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrew, Tata McGraw Hill

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Couse Code:BHM504.

Title of the Course; ACCOMMODATION

MANAGEMENT –I

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: To identify the role of front office in providing safety and security to the guest.

CO2: To apply the knowledge related to the modules of PMS.

CO3: Develop a good understanding of front office accounting.

CO4: Relate the role of night auditor and explain the duties & responsibilities.

CO5: Perform the role play and handle guest complaints.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM504.

Title of the Course: ACCOMMODATION MANAGEMENT –I

Hours-30

UNIT-I

Front Office Security Functions

- Lobby layout, types of lobbies
- Role of Front Office in Hotel Security
- Latest security measures used in hotels at the time of check-in: use of metal detectors, baggage checks, X-ray machines, bollards, collapsible gates etc
- Key Control from security point of view-handling Grandmaster & Master key, lost & found, guest & staff movement & access control, ELS (electronic key cards) damaged keys

UNIT-II

Front Office Computer Operation

- Application of Property Management System in generating reports & use in- Reservations, Registration, Cashiering, Night Audit & Telephones.

UNIT-III

Front Office Accounting & Credit Control

- Accounting fundamentals
- Foreign currency awareness & handling procedures
- Cash sheet
- Hotel credit management & credit control
- Credit control-meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/credit card users
- Control measures at the time of reservation, check-in, during stay, check-out, after departure
- Prevention of Skippers-on arrival/during stay/on departure day

UNIT-IV

Night Audit

- Night audit functions & process
- Operating model-non-automated, semi-automated
- Verifying & Summarizing postings
- Transcripts-completion

UNIT-V

Guest Complaint Handling/Problem solving

- Process, thumb rules
- Common complaints & their types
- Role of emotions in situation handling

Suggested Reading:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM505.

Title of the Course: PRINCIPLES OF MANAGEMENT (DSE)

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Understand the culinary history and different International cuisine

CO2: Know the about cooking, cooking method and its aims and objectives

CO3: Memories the hierarchy of the department

CO4: differentiate different cooking method

CO5: Know classification of vegetables, Sauce and stock.

Course Outcome:

After studying the Course, the student is expected to:

CO1: Understand the culinary history and different International cuisine

CO2: Know the about cooking, cooking method and its aims and objectives

CO3: Memories the hierarchy of the department

CO4: differentiate different cooking method

CO5: Know classification of vegetables, Sauce and stock.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level

'mapping

Detailed syllabus:

Couse Code:BHM505.

Title of the Course: PRINCIPLES OF MANAGEMENT (DSE)

Hours-30

UNIT-I

INTRODUCTION

- Concept and Nature of Management: Concept &Definitions,
- Features of Management, Management as Science, Art & Profession, Levels of Management, Scope of Management,
- Nature of Management Process,
- Classification of Managerial Functions, Evolution of Management Thought,
- Approaches to Management (Classical, Behavioral, Quantitative Contingency), Contribution Of Leading Thinkers,
- Orientation to management thought process.
- Role of Manager- Professional Manager and his tasks, Managerial skills,
- Managerial Ethics and Organization Culture, Recent Trends in Management Thought.

UNIT-II

PLANNING & ORGANISING

- Overview of functions of management;
- Concepts of POSDCORB,
- Planning and Management Process, Mission- Objective- Goals, Urgent and Important Paradigms,
- Planning process in Detail, Types and Levels of Plans
- Problems solving and decision making,
- Time Management.
- Planning and Decision Making - Nature, Process and Types of Planning,
- Management By Objectives (MBO), Nature & Principles Of Organization, Organizing and Organizing Structure,
- Forms Of Organization Structure Line & Staff, Organization Chart, Principles of Organization;
- Scalar Principle, Departmentation; Unity and Command,
- Span of Control, Centralization and Decentralization,
- Authority and Responsibility, Delegation

UNIT-III

CONTROLLING & DIRECTING

- Basic concepts of control- Definition, Process and Techniques.
- Directing: Nature & Scope of Directing,
- Motivation and Morale,
- Communication,
- Leadership, Concept, Theories of Leadership, styles, Successful versus effective leadership styles in travel trade and hospitality organizations, Coordination

UNIT-IV

ORGANISATION BEHAVIOUR

- Concept, Foundation of Organization Behaviour,
- Theoretical framework for Organisation Behaviour,
- Contemporary challenges to Organisation Behaviour in 21st Century. Perception: Concept, perceptual selectivity, managerial implications of perception.
- Motivation: Definition, Importance,
- Motives: Characteristics, Classification of motives – Primary & Secondary motives.
- Theories of Motivation – Maslow Theory of need hierarchy –
- Herzberg's theory.

UNIT-V

GROUP DYNAMICS

- Types of Groups,
- Reason for the formation of group, Group cohesiveness, group conflicts, team building,
- Individual differences: Causes of individual differences.
- Interpersonal Skill - Transactional analysis, Life Positions, Johari Window.

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations

Course Code: BHM506.

Title of the Course: Financial Management (DSE)

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the role of management

CO2: Describe the functions of management, planning and organizing process, time management

CO3: Elaborate the concepts of control, leadership, theories on leadership, motivation and morale.

CO4: Analyze the role of organization behavior

CO5: Describe the role of group dynamics.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Course Code: BHM506.

Title of the Course: Financial Management (DSE)

Hours-30

UNIT-I

Nature of Financial Management:

- Introduction; finance functions;
- Goals of financial management; risk & return tradeoff;
- Organization of finance functions.
- Time value of Money - Reasons for time value of money; future value of a single amount; future value of an annuity; present value of a single amount; present value of an annuity; multi period compounding.

UNIT-II

Basics of Capital Budgeting:

- Nature of investment decisions
- Importance of investment decisions
- Investment evaluation criteria
- Capital budgeting techniques – NPV, IRR, Payback and accounting rate of return.

UNIT-III

Cost of Capital:

- Meaning and significance of the cost of capital
- Concept of cost of capital
- Opportunity cost
- Component cost of capital: - debt, equity, preference capital, and retained earnings; weighted average cost of capital.
- Meaning of capital structure
- Factors influencing capital structure

UNIT-IV

Analysis of financial statement

- Meaning of ratios
- Types of ratios-how to calculate it
- Meaning and uses of fund flow statement-
- Preparation of Problems in fund flow statement, Cash flow

UNIT-V

Working Capital Management:

- Concepts of working capital- need for working capital; determinants of working capital; computation of working capital
- An elementary knowledge of components of working capital management cash management, receivables management and inventory management.
- Dividend Policy Decisions: Introduction; meaning of dividend; aspects of dividend policy;
- Practical considerations in dividend policy; forms of dividends

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations

Course Code: BHM507.

Title of the Course: HOSPITALITY MARKETING (DSE)

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Understand the culinary history and different International cuisine

CO2: Know the about cooking, cooking method and its aims and objectives

CO3: Memories the hierarchy of the department

CO4: differentiate different cooking method

CO5: Know classification of vegetables, Sauce and stock.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Course Code: BHM507.

Title of the Course: HOSPITALITY MARKETING (DSE)

Hours-60

UNIT-I

Understanding Marketing Management

The production concepts,
The product concept,
The selling concept,
The marketing concept (Relationship marketing, Social marketing),

UNIT-II

Understanding Consumer Behavior

The factors influencing consumer behavior.
The stages in buying process

UNIT-III

Product Management

Classification of products,
New Product development,
Product mix decisions
Product Life Cycle

UNIT-IV

Marketing Process

Market Environment
Marketing Mix
Segmentation, Targeting Positioning

UNIT-V

Pricing Strategies

Steps adopted in selecting the right price.

Various pricing strategies

UNIT-VI

Managing Channels

Channel functions,

Types of Marketing Channels

Selecting channel partners,

Conflict and cooperation in channel members,

Sales force management.

UNIT-VII

Managing the Integrated Communication

What is communication?

Advertising management,

Managing sales promotions,

Role of public relations and publicity,

Direct marketing and personnel selling,

Role of internet marketing,

Emerging communication trends.

Teaching-Learning

The learners will achieve the above-listed course learning learning by doing case study, group task, learning through experiential learning, reflective learning, open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which And 75 marks will be for Semester Examinations.

Course Code: BHM508.

Title of the Course: FACILITY MANAGEMENT (DSE)

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the various marketing concepts such as Product concept, sales concept, societal concept, etc.

CO2: Define the role of consumer process and the new product development

CO3: Explain the strategies adopted for the pricing and managing channel distribution

CO4: Describe the use of Integrated Marketing communication.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Course Code: BHM508.

Title of the Course: FACILITY MANAGEMENT (DSE)

Hours-30

UNIT-I

Maintenance Department

- Importance of maintenance dept. in hotel industry
- Organization of maintenance dept. in 3/4/5 Star Hotel.
- Duties and responsibilities of engineering dept
- Types of maintenance
 - Preventive maintenance
 - Breakdown maintenance
 - Predictive maintenance
 - Contract maintenance

Unit-2

Water, Sanitation and Waste treatment

- Water purification methods
- Methods of water softening (Ion exchange, Zeolite process)
- Cold and hot water distribution system
- Various plumbing fixtures
- Types of sanitary traps and their applications
- Types of water closets and flushing
- Classification of solid waste
- Garbage collection and disposal system
- Swimming pool maintenance

Unit-3

Electrical Systems

- AC and DC system.
- Single and three phase system
- Types of Electrical safety devices
 - Fuses
 - Earthing
 - Circuit breakers
- Methods of lightning
- Calculation of electricity bill

Unit-4

Safety and Security systems in hotel

- Classification of fire, symbols
- Methods and types of fire extinguishers
- Fire detector (heat and smoke)

Unit-5

Energy Management

- Importance of energy conservation
- Use of solar energy for various activities
- Energy conservation program for
 - Front office
 - Kitchen
 - F and B
 - Housekeeping
 - Laundry and Sanitation
 - Guestrooms

Unit-6

Fuels

- Definition and Classification of fuel
- Properties of fuel
- Selection of fuel–
- Types of fuel
 - Solid fuels
 - Liquid fuels
 - Gaseous fuels

Unit-7

Heating, ventilation, refrigeration and air conditioning

- Heating system
- Heat insulation
- Types of ventilation
- Definitions –heat, temp, specific heat, sensible heat, latent heat, relative humidity, dry bulb temp, wet bulb temp ,tons of refrigeration
- Refrigerant-types, properties of good refrigerants
- Refrigeration cycles
- Factors affecting human comfort
- Types of ac systems-unitary and centralized
- Window AC
- Walk in freezer and cold storage

Unit-8

Designing of facilities

- Designing of building and civil infrastructure – Roof, Exterior Walls, Elevator Shafts and Land scaping
- Designing of parking areas – Standard Parking Space allotment, Layout Considerations
- Designing of Lodging Facilities – Designing of Guest Room, Suites, Lobbies, Recreational facilities
- Designing of Food and Beverage area –Concept of Designing Food and Beverage Production and Service Areas

Teaching-Learning

The learners will achieve the above-listed course learning outcomes learning by doing case study, group task, learning through discussion experiential learning, reflective learning, open-ended questions by the questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks And 75 marks will be for Semester Examinations.

Course Code: BHM521

Title of the Course: FOOD PRODUCTION OPERATION -II (PRACTICAL)

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the goals and risk related finance function

CO2: Describe the importance of capital budgeting

CO3: Memorize the concept of cost of capital, capital structure and factors influencing capital structure

CO4: Describe the types of ratios and problems related to it.

CO5: Explain the working capital and its computation. Different forms of dividends and dividend policy.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code: BHM521

Title of the Course: FOOD PRODUCTION OPERATION -II (PRACTICAL)

Hours-60

UNIT-I

TWO REGIONAL CUISINE

- Institutes/Universities may opt for any cuisine preferably cuisine from their own state

Unit-2

PASTRY

- **Demonstration and Preparation of dishes using varieties of Pastry**
 - Short Crust – Jam tarts, Turnovers
 - Laminated – Palmiers, Khara Biscuits, Danish Pastry, CreamHorns
 - Choux Paste – Eclairs, Profiteroles
- **Basic Pastry making & their Derivatives**
 - Short Crust Pastry
 - Laminated pastries – Puff, Flaky
 - Chouxpastry
 - Hot water crust Pastry
 - Suet Pastry, etc
- **Fillings used in Pastry**
 - Pastry Cream & its varieties
 - Ganache
 - Mousse & Mousseline
- - Cream Chantilly

Unit-3

CHINESE CUISINE

- **MENU01**
 - Prawn Ball
 - Soup Fried
 - Wonton Sweet & Sour
 - Pork Hakka Noodles
- **MENU02**
 - Hot & Sour soup
 - Beans Sichuan
 - Stir Fried Chicken & Peppers
 - Chinese Fried Rice
- **MENU03**
 - Sweet Corn Soup
 - Shao Mai
 - Tung-Po Mutton
 - Yangchow Fried Rice
- **MENU04**
 - Wonton Soup
 - Spring Rolls
 - Stir Fried Beef & Celery

- Chow Mein
- **MENU05**
- Prawns in Garlic Sauce
- Fish Szechwan
- Hot & Sour Cabbage
- **Steamed Noddles**

Unit-4

CAKES

Demonstration & Preparation of Simple and enriched Cakes

- Sponge, Genoise, Fatless, Swissroll
- Fruit Cake
- RichCakes
- Dundee
- Madeira

Unit-5

HOT / COLD DESSERTS

- Caramel Custard
- Bread and Butter Pudding
- Queen of Pudding
- Soufflé – Lemon /Pineapple
- Mousse (Chocolate Coffee)
- Bavaroise
- Diplomat Pudding
- Apricot Pudding
- Steamed Pudding - Albert Pudding, Cabinet Pudding

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for Semester Examinations and 75 marks will be for Semester Examinations.

Course Code: BHM522.

Title of the Course: FOOD & BEVERAGE OPERATION-II (PRACTICAL)

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Perform the practical on the cuisine form the student domicile

CO2: Prepare the various pastries

CO3: Perform the practical on the given menu

CO4: Prepare the recipe of various cakes

CO5: Prepare the hot and cold dessert in the kitchen.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM522.

**Title of the Course: FOOD & BEVERAGE OPERATION-II
(PRACTICAL)**

Hours-60

UNIT-I

Service of New World Wines

- Service of Red Wine
- Service of White/Rose Wine
- Service of Sparkling Wines
- Service of Fortified Wines
- Service of Aromatized Wines

Unit-2

Service of Aperitifs

- Service of Bitters
- Service of Vermouths

Unrt-3

Dispense Bar

- Function /Operation
- Storage of Alcoholic Beverage
- Service from Dispense Bar

Unit-4

Cigar

- Cigar Service Storage of Cigar Presentation of Cigar Cutting of Cigar Lighting of Cigar

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM523.

Title of the Course: FRONT OFFICE MANAGEMENT-I (PRACTICAL)

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Service of various new world wines like Red wine, White wine, Sparkling wines

CO2: Service of aperitifs, Bitters and vermouth

CO3: Service from dispense bar

CO4: Service of Cigar

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:**Course Code: BHM523.****Title of the Course: FRONT OFFICE MANAGEMENT-I (PRACTICAL)****Hours-60****Unit-1**

Identification of lobby layout & different types of lobbies

Preparation of Guest Folio-filling up, accounting & totaling guest folios.

Handling of keys-situations related to loss of keys.

Awareness of exchange rates of commonly accepted foreign currency

Preparing & filling of forms of traveler's cheques, cash sheet

Express check out, late check out, Handling guest complaints

Operating PMS

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment
And 75 marks will be for Semester Examinations.

Couse Code:BHM524.

Title of the Course: ACCOMMODATION MANAGEMENT-I (PRACTICAL)

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Identify the various types of lobbies and draw the lobby layout

CO2: Fill the guest folio and complete the guest bill procedure

CO3: Perform the role play on the situation of handling keys

CO4: Perform the foreign exchange procedure

CO5: Perform the Travellers cheque acceptance procedure and procedure of cash sheet

CO6: Prepare express check out and late check out procedure, handle various guests complaints at front desk.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level'mapping.

Detailed syllabus:

Course Code: BHM524.

Title of the Course: ACCOMMODATION MANAGEMENT-I (PRACTICAL)

Hours-60

UNIT-I

LAUNDRY MACHINERY AND EQUIPMENTS

Unit-2

STAIN REMOVAL

Unit-3

REPORTING MAINTENANCE AND FOLLOW UPS

Unit-4

HANDLING HOUSEKEEPING SOFTWARES
(ANYONE NORMALLY USED IN HOSPITALITY INDUSTRY)

Unit-5

HORTICULTURE

- Basic gardening plans
- Tools and Equipment
- Landscape Designing
- How to make a bonsai

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment
And 75 marks will be for Semester Examinations.

SEMESTER -VI

Course Code: BHM601.

Title of the Course : FOOD PRODUCTION MANAGEMENT –

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Perform the practical tasks on laundry machinery and operate the laundry equipments

CO2: Perform the stain removal practical

CO3: Explain the role of reporting and maintenance in housekeeping and importance of follow up.

CO4: Handle housekeeping software

CO5: Analyze the role of horticulture, bonsai and landscape designing.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:**BHM601.**

Title of the Course :**FOOD PRODUCTION MANAGEMENT –I**

Hours-**30**

UNIT-I

LARDER

- **LAYOUT &EQUIPMENT**
 - Introduction of Larder Work
 - Definition
 - Equipment found in the larder
 - Layout of a typical larder with equipment and various sections
- **TERMS & LARDERCONTROL**
 - Common terms used in the Larder and Larder control
 - Essentials of Larder Control
 - Importance of Larder Control
 - Devising Larder Control Systems
 - Leasing with other Departments
 - Yield Testing
- **DUTIES AND RESPONSIBILITIES OF THE LARDERCHEF**
 - Functions of the Larder
 - Hierarchy of Larder Staff
 - Sections of the Larder
 - Duties & Responsibilities of larder Chef

Unti-2

CHARCUTIERIE

- **SAUSAGE**
 - Introduction to charcutierie
 - Sausage – Types &Varieties
 - Casings – Types &Varieties
 - Fillings – Types &Varieties
 - Additives & Preservatives

- **FORCEMEATS**
 - Types of forcemeats
 - Preparation of forcemeats
 - Uses of forcemeats
- **BRINES, CURES &MARINADES**
 - Types of Brines
 - Preparation of Brines
 - Methods of Curing
 - Types of Marinades
 - Uses of Marinades
 - Difference between Brines, Cures &Marinades
- **HAM, BACON &GAMMON**
 - Cuts of Ham, Bacon &Gammon. Differences between Ham, Bacon &Gammon
 - Processing of Ham &Bacon

- Green Bacon
- Uses of different cuts
- **GALANTINES**
- Making of galantines
- Types of Galantine
- Ballotines
- **PATES**
- Types of Pate
- Pate de foie gras
- Making of Pate
- Commercial pate and Pate Maison
- Truffle – sources, Cultivation and uses and Types of truffle.
- **MOUSE & MOUSSELINE**
- Types of mousse
- Preparation of mousse
- Preparation of mousseline
- Difference between mousse and mousseline
- **CHAUDFROID**
- Meaning of Chaudfroid
- Making of chaudfroid & Precautions
- Types of chaudfroid
- Uses of chaudfroid
- **ASPIC & GELEE**
- Definition of Aspic and Gelee
- Difference between the two
- Making of Aspic and Gelee
- Uses of Aspic and Gelee
- **QUENELLES, PARFAITS, ROULADES**
- Preparation of Quenelles, Parfaits and Roulades
- **APPETIZERS & GARNISHES**
- Classification of Appetizers
- Examples of Appetizers
- Historic importance of culinary Garnishes
- Explanation of different Garnishes

Unit-3

INTERNATIONAL CUISINE

- Geographic location
- Historical background
- Staple food with regional Influences
- Specialties and Recipes

Unit-4

FRENCH

- Culinary French
- Classical recipes (recettes classique)
- Historical Background of Classical Garnishes
- Offals/Game
- Larder terminology and vocabulary

Unit-5
SANDWICHES

- Parts of Sandwiches Types of Bread
- Types of filling –classification
- Spreads and Garnishes
- Types of Sandwiches
- Making of Sandwiches
- Storing of Sandwiches

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- 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: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brok

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM602.**Title of the Course FOOD & BEVERAGE MANAGEMENT – I****L-T-P: 2-0-0****(L=Lecture hours, T=Tutorial hours, P=Practical hours)****Course Outcome:**

After studying the Course, the student is expected to:

CO1: Work in the larder department and duties and responsibilities of larder control.

CO2: Explain the Charcuterie, forcemeats, Ham & Bacon & Gammon, Galantines & Pates, Mousse & Mousseline, Chaudfroid, Aspic & Gelee

CO3: Preparation of Quenelles, Parfraits, Roulades, Appetizers and Garnishes

CO4: on the International cuisine. Regional influence with historical background.

CO5: Prepare and explain the French cuisine

CO6: Prepare various sandwiches

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
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CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM602.

Title of the Course FOOD & BEVERAGE MANAGEMENT –1

Hours-30

UNIT-I

PLANNING & OPERATING VARIOUS F&B OUTLET

- Physical layout of functional and ancillary areas
- Objective of a good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Menu planning
- Constraints of menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.
- Suppliers & manufacturers
- Approximate cost
- Planning Décor, furnishing fixture etc.

Unit-2

FUNCTION CATERING

BANQUETS

- History
- Types
- Organization of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus

Unit-3

BANQUET PROTOCOL

- Space Area requirement
- Table plans/arrangement
- Misc-en-place
- Service
- Toast & Toast procedures

Unit-4

INFORMAL BANQUET

- Reception
- Cocktail parties
- Convention
- Seminar
- Exhibition Fashion shows
- Trade Fair
- Wedding
- Outdoor catering

Unit-5

FUNCTION CATERING BUFFETS

- Introduction
- Factors to plan buffets
- Area requirement
- Planning and organization
- Sequence of food
- Menu planning
- Types of Buffet
- Display
- Sit down
- Fork, Finger, Cold Buffet
- Breakfast Buffets
- Equipment
- Supplies
- Checklist

Unit-6

GUERIDON SERVICE

- History of Gueridon
- Definition
- General consideration of operations
- Advantages & Disadvantages
- Types of trolleys
- Factor to create impulse, Buying – Trolley, open kitchen
- Gueridon equipment
- Gueridon ingredients

Unit-7

KITCHEN STEWARDING

- Importance
- Opportunities in kitchen stewarding
- Record maintaining
- Machine used for cleaning and polishing
- Inventory

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 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 Operation)

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM603.

Title of the Course: FRONT OFFICE MANAGEMENT –

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the planning and operation of food & beverage outlets.

CO2: Identify the various types of formal and informal banquets.

CO3: Justify the catering of buffet and the organization of various types.

CO4: **Perform the gueridon service.**

CO5: Explain the duties & responsibilities of kitchen stewarding.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Course Code: BHM603.

Title of the Course: FRONT OFFICE MANAGEMENT –II

Hours-30

UNIT-I

Sales & Marketing Department

Role of Sales & Marketing Department in hotels Co-ordination with Front Office, Concept of MICE destinations

Unit-2

Hotel Sales

Selling concept

Selling techniques (up selling, cross-selling) Sales call, closing the call

Internal/in-house sales promotion, merchandising

Direct sales-travel agents, tour operators, hotel booking agencies,

internet, tourist information counter at airports, direct mail etc

Unit-3

Accommodations Management Aspects Effective use of SOP's in front office department. Establishing standards, monitoring performance, Tariff decisions Cost & pricing-Hubbart formula, Rule of the Thumb Marginal/Contribution pricing Occupancy & Revenue reports Equipment-management & maintenance.

Unit-4

Yield Management Introduction & Concept Differential Rates Booking

Horizons Forecasting Bookings-monthly & weekly forecasts

Maximizing yield

Concept & usage of revenue management Concept of ARR & Rev Par

Unit-5

Personnel Management

Calculating Staff Requirement, Duty Rotas

Selection & Requirement of employees – Attributes for staff at various levels of hierarchy

Time & Motion study, work study & work measurements

Unit-6

Financial Management & cost control Budgets:

Types – fixed, flexible, zero base Preparation of Budget

Revenue Budget for Front Office

Measures to reduce operating cost & labour cost

Suggested Reading:

- Front Office Management by Mr. Sihal Nagar
- Front Office Management by Bardi, John Willy and Sons
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrew, Tata McGraw Hill

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM604.

Title of the Course: ACCOMMODATION MANAGEMENT –

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: To identify the role of sales and marketing with front office. Also, clear understanding of MICE concept.

CO2: To distinguish between various selling concept.

CO3: Understand the several concept of accommodation aspects.

CO4: Develop a good understanding of Personnel management in the hotel.

CO5: Analyze the role of budget and its types in the daily operation activity of front office.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM604.

Title of the Course: ACCOMMODATION MANAGEMENT –II

Hours-30

UNIT-I

INTERIOR DECORATION

Elements of Design

Color and its role in decor- Types of Color Schemes

Windows and Window Treatments

Lightening and Lightening Fixtures Floor Finishes Carpets

Furniture and Fittings Accessories

Unit-2

LAYOUT OF GUESTROOMS

Sizes of Rooms, Sizes of Furniture, Furniture

Arrangements Special layout provision for

Physically Challenged Guests Principle of Design

Refurbishing and Redecoration

Unit-3

WASTE MANAGEMENT

3R's of waste management Garbage segregation Disposal

Composting Energy Generation

Unit-4

ECO-FRIENDLY PRACTICES

Housekeeping role in a green property Guest

Supplies

Cleaning Agents

System of certifying Ecotel

NEW PROPERTY COUNTDOWN

Suggested Reading:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM605.

Title of the Course : HUMAN RESOURCE MANAGEMENT (DSE)

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the role of elements of design and its application in the interior decoration.

CO2: List the sizes of guest rooms and sizes of furniture, concept of refurbishing and redecoration.

CO3: Examine the role of waste management in the hotels

CO4: Identify the eco friendly practices in hotels and the latest trends adopted by the hotels.

CO5: Recall the concept of new property countdown.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM605.

Title of the Course :HUMAN RESOURCE MANAGEMENT (DSE)

Hours-30

UNIT-I

FOUNDATIONS OF HRM

Human Resource Management- definition- importance of HRM in service industries- Functions of HRM- Objectives of HRM, Role of HR practitioner;
Managing the HR function
Contribution of HR function to organizational success; Evaluating HR functions.

Unit-2

HR POLICIES

Man power planning- process of man power planning-
Job analysis-process of Job analysis-job description-job specification-
Job Design- job enlargement- Job Enrichments.
Role and
competence
analysis; Human
resource
planning;
Recruitment and selection- Selection process- Sources of recruitment-
internal, external-
Techniques of recruitment- direct, indirect- Selection procedure-
Selection test- Placement and Induction,
Redundancy, outplacement and dismissal;
Maintenance and welfare activities - employee health and safety,
fatigue and welfare activities.

Unit-3

HUMAN RESOURCE DEVELOPMENT

Learning and
development;
personal
development
planning;
Training and Development- Concepts- Training Methods-
Distinction between Training and Development-
Organizational development- self developments-On the job training-
evaluation of training effectiveness;
Management
development;
Career
management;
HR approaches to improving competencies

Unit-4

PERFORMANCE APPRAISAL

Concepts- Methods- Barriers of effective appraisal,
Job Evaluation – Methods of job evaluation- job evaluation in
hospitality industry – Incentives in Hospitality Industry.
Promotions, demotions,
transfers, separation,
Absenteeism & turnover.

Unit-5

EMPLOYEE COMPENSATION

Aims, components, Factor influencing employee compensation;
Internal equity, external equity and individual worth;
Pay structure; incentive payments; employee benefits and services. Job
Compensation: wage & salary administration,
Incentive plans & fringe benefits, variable compensation individual &
group

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through class
learning by doing case study, group task, learning through discussion among the
experiential learning, reflective learning, open-ended questions by the teacher and
questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for in
And 75 marks will be for Semester Examinations.

Course Code: BHM606.

Title of the Course : Research Methodology for Hotel Management

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the role of Human Resource Management in the hospitality industry

CO2: Answer the various HR policies in Hotels, Recruitment & Selection, Sources of recruitment

CO3: Memorise the Activities performed by Learning & development and training methods.

CO4: Answer about the promotions and demotions, importance of job evaluation

CO5: Explain the factors influencing the employee compensation, methods of pay structure.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3
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CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Course Code: BHM606.

Title of the Course : Research Methodology for Hotel Management

Hours-30

UNIT-I

- **INTRODUCTION TO RESEARCH METHODOLOGY**
 - Meaning and objectives of Research,
 - Types of Research, Research Approaches, Significance of Research, Managerial decision making,
 - Research & Managerial Effectiveness, Research methods v/s Methodology. Research Process, Criteria of Good Research, Problem faced by Researches,
 - Techniques Involved in defining a problem, Research in Tourism and Hospitality.
- **RESEARCH DESIGN**
 - Meaning and Need for Research Design,
 - Features and important concepts relating to research design, Different Research design,
 - Important Experimental Designs
- **SAMPLE DESIGN**
 - Censure and sample survey,
 - Implication of Sample design, Steps in sampling design,
 - Criteria for selecting a sampling procedure,
 - Characteristics of a good sample design, Different types of Sample design, Measurement Scales, Important scaling Techniques
- **METHODS OF DATA COLLECTION & DATA ANALYSIS**
 - Collection of Primary Data,
 - Collection through Questionnaire and schedule collection of secondary data,
 - Difference in Questionnaire and schedule, Different methods to collect secondary data.
 - Analysis of Data- Preparing data for Analysis, Examining Relationship and Trends using Statistics, Selecting appropriate Statistical Technique, Tabulation of Data, Analysis of Data- Techniques for Data Analysis
- **REPORT WRITING AND PRESENTATION**
 - Research Proposal: Report Presentation Techniques, Analysis of Qualitative Data, Managerial Relevance
 - Report writing: Types of report; planning report writing; research report format; documentation- footnotes and bibliography; writing and typing a report.

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations.

Course Code: BHM607.

Title of the Course : Hotel Law (DSE)

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: about the aims and objectives of research methodology

CO2: Explain the research design process and other concepts of research design.

CO3: Explain the sample design concept and sampling procedure

CO4: Discuss the various data collection methods and application of statistical tools.

CO5: the good report of the research and effective presentation.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
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CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM607.

Title of the Course : Hotel Law (DSE)

Hours-30

Unit-1

Introduction & Legal sources.

- Evolution of law.
- Classification of law. Law of contract

Unit-2

Definition and Introduction.

- Essentials of contract.
- Time and place of performance.
- Break of contract.
- Contract of Bailment.
- Contract of Pledge. Hotel Laws

•Introduction and classification of Hotels and other Establishment-norms.

- Licensing Acts

Unit-3

Food Adulteration act

- Adulteration,
- Misbranding,
- Inspectors, Food Analysts

Unit-4

Pollution Control Act, 1981

(Air Pollution, Water Pollution, Prevention &Control Act, 1986)

- Agencies to protect and prevent pollution.
- Shops and Establishment Act
- Liquor Legislations and orders.

Unit-5

Employment Laws.

- Industrial Disputes Act.
- Payment of wages Act.
- Trade Union Act.
- Contract Labour Act.
- Factories Act, 1948.
- Workmen's Compensation Act, 1923.

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations.

Course Code: BHM608.

Title of the Course : Hotel Economics (DSE)

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the classification of law

CO2: Describe the concepts of contract, break of contract

CO3: Complete and detailed information of various licensing acts.

CO4: Explain the food adulteration act and food analysis

CO5: Explain the contents of Pollution Act, 1981.

CO6: Relate with the concept of employment laws and various related law

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM608.

Title of the Course : Hotel Economics (DSE)

Hours-30

Unit-30

DEMAND

- Meaning of Demand
- Law of Demand
- Extension and contraction of Demand
- Increase and decrease in Demand
- Survey of Buyers intention

Unit-2

ELASTICITY OF DEMAND

- Meaning of income elasticity of Demand
- Cross elasticity of Demand
- Price elasticity of Demand

Unit-3

PRODUCTION FUNCTION

- Managerial use of production functions
- Law of variable proportions

Unit-4

COST OF PRODUCTION

- Cost concepts- TFC-TVC, TC-AC and MC factors influencing cost of production, opportunity cost, cost and output relation

Unit-5

SUPPLY

- Meaning – Law of supply
- Determinants of Law of Supply
- Elasticity of Law of Supply

Unit-6

REVENUE ANALYSIS

- Average revenue
- Marginal revenue
- Total revenue

Unit-7

PRICING POLICY

- General considerations involved in formulating pricing policy
- Objectives of Price policy pricing
- Going rate policy
- Pricing for a rate of return

Unit-8

PRICING METHODS

- Cost plus or full cost

Teaching-Learning

The learners will achieve above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations.

Couse Code:BHM621.

Title of the Course : FOOD PRODUCTION MANAGEMENT-I (PRACTICAL)

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the concept of demand and the law of demand.

CO2: Discuss the role of elasticity of demand and cross elasticity

CO3: Explain the managerial use of production function

CO4: Analyze the importance of cost concepts of production.

CO5: Describe the law of supply and its determinants

CO6: Evaluate the revenue analysis and other concepts of total revenue, marginal revenue and average revenue.

CO7: Describe the objectives of price policy and how to formulate the pricing policy.

CO8: Explain the various pricing methods.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM621.

Title of the Course : FOOD PRODUCTION MANAGEMENT-I (PRACTICAL)

Hours-60

Unit-1

Three Course menus to be formulated featuring International Cuisines

- FRENCH
- INDIAN CLASSICAL (KABAS, BIRYANIS, DUMETC)
- ITALY,GERMANY,SPAIN,GREECE,MEXICAN, MEDITERANIAN ANDLEBANES

Unit-2

FRENCH MENU01

**Consommé CarmenDarne DeSaumon Grille Saucepaloise
Pommes Fondant PetitsPoisALaFlamande French Bread**

TarteTartin

MENU02

**BisqueD'écrevisseEscalopeDeVeauviennoisePommes Batailles
CourgeProvencaleEpinardsauGratin**

MENU03

**CrèmeDu Barry PouletSautéChasseurPommes Loretta Haricots
Verts**

SaladedeBetterave Brioche BabaauRhum

MENU04

**VelouteDameBlancheCoteDePorc Charcuterie Pommes DeTerreA
LaCrèmeCarottesGlaceAuGingembreSaladeVerte**

Harlequin BreadChocolateCream Puffs

MENU05

CabbageChowderPouletALaRex

Pommes Marguises Ratatouille SaladeDeCarottéesEtCéleris

Clover Leaf Bread SavarinDesFruits

MENU06

BarquettesAssortisStroganoffDeBœuf Pommes Persilles

SaladeDeChou-Cru Garlic Rolls CrêpeSuzette

MENU07

DuchesseNantuaPouletMarylandCroquettePotatoesSaladeNiçoise

Brown Bread PâteDes Pommes

MENU08

Kromeskies

FiletDe Sols Walweska Pommes

LyonnaiseFunghiMariratiBreadSticks

SouffleMilanaise

MENU09

Vol-Au-VentDeVolailleEtJambonHomardThermidorSalade

Waldorf

ViennaRollsMousseAuChocolat

MENU10

CrabeEnCoquilleQuicheLorraineSaladedeViande Pommes

ParisienneFoccacia

Unit-3

INTERNATIONAL SPAIN

**Gazpacho Pollo En Pepitoria Paella Fritata De Patata Pastel
De Mazaana**

ITALY

**Minestrone Ravioli Arabeata Fettocine Carbonara Pollo Alla
Cacciatore**

Medanzane Parmigiane Grissini Tiramisu

GERMANY

Linsensuppe Sauerbaaten Spatzale German Potato Salad

Pumpernickl r Apfel Strudel U.K.

Scotch Broth

**Roast Beef Yorkshire Pudding Glazed Carrots & Turnips Roast Potato
Yorkshire**

Curd Tart Crusty Bread GREECE

**Soupe Avogolemeno Moussaka A La Greque Dolmas Tzaziki Baklava
Harlequin Bread**

INDIAN CLASSICAL (KABAS, BIRYANIS, DUM ETC)

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment
And 75 marks will be for Semester Examinations.

Course Code: BHM622.

Title of the Course : FOOD & BEVERAGE MANAGEMENT-I –I (PRACTICAL)

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Perform various dishes of international cuisine.

CO2: Prepare the French classical menu

CO3: Perform the Spanish menu

CO4: Prepare the German menu.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM622.

Title of the Course : FOOD & BEVERAGE MANAGEMENT-I –I (PRACTICAL)

Hours-60

Unit-1

Planning & Operating Food & Beverage Outlets

- Developing Hypothetical Business Model of Food & Beverage Outlets
- Case study of Food & Beverage outlets - Hotels & Restaurants

Unit-2

Function Catering – Banquets

- Planning & organizing Formal & Informal Banquets
- Planning & organizing Outdoor caterings

Unit-3

Function Catering – Buffets

- Planning & organizing various types of Buffet

Unit-4

Gueridon Service

- Organizing Mis-en-place for Gueridon Service
- Preparation of Following Dishes
 - Crepesuzette
 - Banana auRhum
 - Peach Flambe
 - Rum Omelette
 - Steak Diane
 - Pepper Steak

Unit-5

Kitchen Stewarding

- Using & operating Machines
- Exercise – physical inventory

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM623

Title of the Course : FRONT OFFICE MANAGEMENT –II (PRACTICAL)

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the planning and operation of food & beverage outlets.

CO2: Identify the various types of formal and informal banquets.

CO3: Justify the catering of buffet and the organization of various types.

CO4: Perform the gueridon service.

CO5: Explain the duties & responsibilities of kitchen stewarding.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
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CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM623

Title of the Course : FRONT OFFICE MANAGEMENT –II (PRACTICAL)

Hours-60

Unit-1

Preparation of SOPs for guest arrival, departure, complaint handling

Yield Management calculations, preparing statistical data based on actual calculations

Role play & problem handling

Preparation of sales letters, brochure, tariff cards & other sales documents Assignment on GDS

Calculation of staff requirement & making of duty rotas for front office department of small, large & medium sized hotels with different levels of occupancy

Preparation of operating budget for front office

Computer proficiency in all hotel computer applications-actual computer lab Hours. Preparation of SOP's for guest arrival, departure, complaint handling

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations.

Course Code: BHM624.

Title of the Course : ACCOMMODATION MANAGEMENT –II (PRACTICAL)

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: To identify the role of sales and marketing with front office. Also, clear understanding of MICE concept.

CO2: To distinguish between various selling concept.

CO3: Understand the several concept of accommodation aspects.

CO4: Develop a good understanding of Personnel management in the hotel.

CO5: Analyze the role of budget and its types in the daily operation activity of front office.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM624.

Title of the Course : ACCOMMDATION MANAGEMENT –II (PRACTICAL)

Hours-60

Unit-1

First aid

- Kit and its content
- Importance of first aid in housekeeping department
- Dealing with emergency situations

Unit--2

Team cleaning

Conception and designing of guest room including making floor plans, wall elevations and finally creating 3d models of guestroom/public area
Special decorations

Unit-3

Devising training modules and sop's

SEMESTER -VII

Course Code: BHM701.

Title of the Course : FOOD PRODUCTION MANAGEMENT -II

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Perform the first aid on different medical emergency situations.

CO2: Conduct the team cleaning in various areas.

CO3: Design the guest room models and public areas.

CO4: Perform special decorations for various areas.

CO5: Formulate the SOP's and other training modules.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM701.

Title of the Course : FOOD PRODUCTION MANAGEMENT -II

Hours-30

Unit-1

Facility/ kitchen planning

- Layout and design
- Equipment and manufacturers
- Installation
- Configuration
- Operating sections
- Support services
- Technical specialties
- Kitchen safety
- Kitchen services
- Project and live layouts
- Site visits

Unit-2

Patisserie

- History, Production/ Manufacturing of Chocolate/Cocoa
- Introduction to cocoa
- History of Cocoa, Cocoa bean producing countries
- Process of cocoa bean
- Processing of chocolate
- Types of Chocolate
- Varieties – Dark, milk, white
- Couverture – Tempering of chocolate
- Drinking chocolate, Compound Chocolate
- Ganache, truffle , Chocolate Garnishes
- Chocolate desserts
- Molded / filled chocolates
- Frozen Desserts
- Types & classification
- Ice cream & sorbets
- Commercial manufacture, “Homemade” ice cream
- Icings, Toppings & Garnishes

Unit-3

New Concepts

- Slow food movement
- Molecular Gastronomy
- Genetically Modified Foods
- Organic Foods
- Vegan cuisine

Unit-4

Food safety & hygiene

- HACCP Principles
- HACCP Specialisation
- HACCP Certification

Unit-5

Menu Planning/ Engineering

- Types of menus
- Menu terminology
- Menu layout
- Market trends & Importance
- Menu Composition
- Menu; Costing & Pricing

Unit-6

Specialty Catering

- Airlines Catering
- Cruise
- Industrial Catering

Unit-7

Bakery Science

- Ingredients used in bakery
- Role of each (flour, fat, liquid, leavening, miscellaneous)
- Raising agents
- Common faults in bread & cakes
- Pastry & cookies/biscuits
- Bakery terminology

Unit-8

BREAD VARIETIES

- International Bread Varieties
- Breakfast Rolls
- Dinner Roll varieties
- Quick Breads

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- 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: Le Rol A. Polsom

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

\Course Code:BHM702.

Title of the Course : FOOD & BEVERAGE SERVICE MANAGEMENT –II

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Identify the importance of layout of kitchen. Good understanding of Kitchen designing

CO2: Explain the concept of patisserie concept and examine the types of chocolate and other frozen desserts.

CO3: Recall the various concepts of molecular gastronomy, organic foods and vegan cuisine.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM702.

Title of the Course : FOOD & BEVERAGE SERVICE MANAGEMENT –II

Hours-30

Unit-1

FOOD & BEVERAGE STAFFORGANISATION

- **Categories of staff**
- **Hierarchy**
- **Job description and specification**
- **Duty roaster**

Unit-2

MANAGING FOOD & BEVERAGEOUTLET

- Supervisory skills
- Developing efficiency
- Standard Operating Procedure

Unit-3

BAR OPERATIONS

- Types of Bar
 - Cocktail
 - Dispense
- Area of Bar
 - Front Bar
 - Back Bar
 - Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- Bar Stock
- Bar Control
- Bar Staffing
- Opening and closing duties

Unit-4

COCKTAILS & MIXED DRINKS

- Definition and History
- Classification
 - Recipe, Preparation and Service of Popular Cocktails- Martini Dry & Sweet, Manhattan – Dry & Sweet, Dubonnet, Roy-Roy, Bronx, White Lady, Pink Lady, Side Car, Bacardi, Alexandra, John Collins, Tom Collins, Gin FIZZ, Pimm’s Cup – no. 1,2,3,4,5, Flips, Noggs, Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver, Tequilla Sunrise, Gin-Sling, Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, B&B, Black Russian, Margarita, Gimlet – Dry & Sweet, Cuba Libra , Whisky Sour, Blue Lagoon, Harvey Wall Banger,Bombay Cocktail

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 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 Operation)

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Couse Code:BHM703

Title of the Course : Travel & Tourism

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Examine the organizational structure of Food and Beverage Department.

CO2: Explain the management of various food and beverage outlets.

CO3: Recall the operations and types of the Bar outlet.

CO4: Describe the classification and recipe of cocktails and mixed drinks.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Course Code: BHM703

Title of the Course : Travel & Tourism

Hours-30

Unit-1

Introduction to Tourism Industry

- Types and components
- Famous tourist destinations of India and abroad
- Tourism Action plan and Policies

Unit-2

MUSEUMS

- Concept and classification.
- (National Museum, New Delhi; Bharat Kala Bhawan, Varanasi; Archaeological Museum, Sarnath ,etc.),
- Heritage Hotels and its classification.

Unit-3

CULTURE

- Culture- concept, meaning & definition
- Elements of culture - Discourses on culture in 19th and 20th Century (*an overview*)–
- Layers of culture - Manifestations of culture–
- Civilization - concept, meaning & definition, Characteristics of civilization - difference between culture and civilization–
Cultural diversity - Dimensions of cultural diversity

Unit-4

HERITAGE

- Meaning and concept.
- Criteria for selection as heritage sites, monuments and zone by UNESCO (WHC).
- Types of heritage property.
 - World famous heritage sites and monument in India and abroad.

Unit-5

CROSS-CULTURAL MANAGEMENT

- Introduction,
- issues and themes, key theorists,
 - The nature and meaning of culture from different theoretical perspectives, Management issues in a cross-cultural context - including motivation and leadership;
- HRM and the management of an international workforce; multi-cultural team

Suggested Reading:

- Front Office Management by Mr. Sbalh Nagar
- Front Office Management by Bardi, John Willy and Sons
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrew, Tata McGraw Hill

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Couse Code:BHM704.

Title of the Course : FOOD & BEVERAGE MANAGEMENT & CONTROLS

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: To develop a good understanding of tourism industry and various forms of tourism.

CO2: To identify the role of museums in the tourism industry in revenue generation.

CO3: To analyze the importance of culture and differentiate between culture and civilization.

CO4: To Identify the importance of heritage in the tourism industry.

CO5: Analyze the role of cross culture in the organization. Managing the cross-cultural environment within the organizations.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM704.

Title of the Course : FOOD & BEVERAGE MANAGEMENT & CONTROLS

Hours-30

Unit-1

COST DYNAMICS

- Introduction to cost control and elements of Cost
- Classification of Cost
 - Objectives and advantages of Cost Control

Unit-2

SALES CONCEPTS

- Various Sales Concept
 - Uses of Sales Concept

Unit-3

CONTROL CYCLE FOR FOOD

- Purchasing Control
- Types of Food Purchase
- Quality Purchasing
- Food Quality Factors for Different Commodities
- Definition of Yield
- Tests to Arrive at Standard Yield
- Definition of Standard Purchase Specification
- Advantages of Standard Yield and Standard Purchase Specification
- Purchasing Procedure
- Different Methods of Food Purchasing
- Methods of Purchasing in Hotels
- Purchase Order Forms
- Ordering Cost
 - Carrying Cost

Unit-4

RECEIVING CONTROL

- Aims of Receiving
- Job Description of Receiving Clerk/Personnel
- Equipment Required for Receiving
- Documents by the Supplier (including format)
- Delivery Notes
- Bills/Invoices
- Credits Notes
- Statements
- Records Maintained in the Receiving Department
- Goods Received Book
- Daily Receiving Report
- Meat Tags
- Receiving Procedure
- Blind Receiving
- Assessing the Performance and Efficiency of Receiving Department
- Potential frauds in Receiving
- Hygiene in receiving areas and it's relative importance

Unit-5

STORING & ISSUING CONTROL

- Storing Control
- Aims of Store Control
- Job Description of Food Store Room Clerk/Personnel
- Storing Control
- Conditions of Facilities and Equipment
- Arrangements of Food
- Location of Storage Facilities
- Security
- Stock Control
- Two Types of Foods Received – Direct Stores(Perishables/Non-Perishables)
- Stock Records Maintained Bin Cards (Stock Record Cards/Books)
- Issuing Control
- Requisitions
- Transfer Notes
- Perpetual Inventory Method
- Monthly Inventory/Stock Taking
- Pricing of Commodities
- Stock Taking and Comparison of Actual Physical Inventory and Book Value
- Stock Levels
 - Practical Problems

Unit-6

PRODUCTION CONTROL

- Aims and Objectives
- Forecasting
- Fixing of Standards
 - -Definition of Standards (Quality and Quantity)
 - -Standard Recipe (Definition, Objectives and Various Tests)
 - -Standard Portion Size (Definition, Objectives and Equipment used)
 - -Standard Portion Cost (Objectives and Cost Cards)
- Computation of Staff Meals

Unit-7

INVENTORY CONTROL

- Importance
- Objective
- Method
- Levels and Technique
- Perpetual Inventory
- Monthly Inventory
- Pricing of Commodities
- Comparison of Physical and Perpetual Inventory

Unit-8

BEVERAGE CONTROL

- Purchasing
- Receiving
- Storing Issuing
- Production Control
- Standard Recipe
- Standard Portion Size
- Bar Frauds
- Books Maintained
- Beverage Control

Unit-9

SALES CONTROL

- Procedure of Cash Control
- Machine System
- ECR
- NCR
- Preset Machines
- POS
- Reports
- Thefts
- Cash Handling

Unit-10

BUDGETARY CONTROL

- Define Budget
- Define Budgetary Control
- Objectives
- Frame Work
- Key Factors
- Types of Budget
- Budgetary Control

Unit-11

VARIANCE ANALYSIS

- Standard Cost
- Standard Costing
- Cost Variances
- Material Variances
- Labor Variances
- Overhead Variance
- Fixed Overhead Variance
- Sales Variance
- Profit Variance

Unit-12

MENU MERCHANDISING

- Menu Control
- Menu Structure
- Planning
- Pricing of Menus
- Types of Menus
- Menu as Marketing Tool
- Layout
- Constrains of Menu Planning

Suggested Reading:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM705.

Title of the Course : PERSONALITY DEVELOPMENT

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the concept of cost dynamics.

CO2: Describe about the various sales concept.

CO3: Memories the hierarchy of t

CO4: differentiate different cooking method

CO5: Know classification of vegetables, Sauce and stock.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM705.

Title of the Course : PERSONALITY DEVELOPMENT

Hours-30

Unit-1

Personality

- Definition
- Elements
- Determinants

Unit-2

Personal Grooming

- Personal Hygiene
- Social Effectiveness
- Business Etiquettes (Power Dressing)

Unit-3

Body Language

- Non-Verbal Communication
- Types of Body Language
- Functions of Body Language
- Role of Body Language
- Proxemics

Unit-4

Art of Good Communication

- Verbal & Non-Verbal Communication
- Difference between Oral and Written Communication
- 7'Cs of Effective Communication
- Importance of Effective Communication

Unit-5

Team Behavior

- Types of Teams15
- Team Roles and Behavior
- **Group Discussion**
- Do's and Don't

Unit-6

Interview Preparation

- Introduction
- Resume Writing
- Dress Code
- Mock-Interview
- How to be Successful in an Interview

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM706

Title of the Course : HOSPITALITY CRM (DSE)

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Recall the definition and elements of Personality and Personal Grooming

CO2: Examine the role of body language and art of good communication

CO3: Explain the role of team behavior

CO4: Perform at the Interview for the placement.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3
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CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM706

Title of the Course : HOSPITALITY CRM (DSE)

Hours-30

Unit-1

Customer Relationship Management

Fundamentals-Theoretical perspectives of relationship, Evolution of relationship marketing, Stages of relationship, Issues of relationship, Purpose of relationship marketing, Approach towards marketing: A paradigm shift, Historical Perspectives, CRM Definitions, Emergence of CRM practice: CRM cycle, Stakeholders in CRM, Significance of CRM, Types of CRM, Success Factors in CRM, CRM Comprehension, CRM.

Unit-2

Customer Satisfaction:

Meaning, Definition, Significance of Customer Satisfaction, Components of Customer Satisfaction, Customer Satisfaction Models, Rationale of Customer Satisfaction, Measuring Customer Satisfaction, Customer satisfaction and marketing program evaluation, Customer Satisfaction Practices, Cases of Customer Satisfaction

Unit-3

Service Quality:

Concept of Quality, Meaning and Definition of Service Quality, Factors influencing customer expectation and perception, Types of Service Quality, Service Quality Dimensions, Service Quality Gaps, Measuring Service Quality, Service Quality measurement Scales

Unit-4

Customer Relationship Management:

Technology Dimensions -E-CRM in Business, CRM: A changing Perspective, Features of e-CRM, Advantages of e-CRM, Technologies of e-CRM, Voice Portals, Web Phones, BOTs, Virtual Customer Representative, Customer Relationship Portals, Functional Components of CRM, Database Management: Database Construction, Data Warehousing, architecture, Data Mining. Characteristics, Data Mining tools and techniques, Meaning, Significance, Advantages, Call Center, Multimedia Contact Center, Important CRM softwares

Unit-5

Customer Relationship Management:

Emerging Perspectives: Employee- Organisation Relationship, Employee-Customer Linkage, Factors effecting employee's customer oriented behavior, Essentials of building employee relationship, Employee customer orientation, Service Failure, Service Recovery Management, Service Recovery Paradox, Customer Life time value, customer profitability, customer recall management, customer experience management, Rural CRM, , customer relationship management practices in retail industry, hospitality industry, banking industry, telecom industry, aviation industry

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM707.

Title of the Course : STRATEGIC MANAGEMENT (DSE)

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Analyze the theoretical perspective of Customer Relationship Management

CO2: Recall about the meaning and definition of the Customer satisfaction

CO3: Describe the concept the customer Service Quality

CO4: Discuss about the technological dimensions of customer relationship management

CO5: Explain the emerging perspectives of Customer relationship management.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
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CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Course Code: BHM707.

Title of the Course : STRATEGIC MANAGEMENT (DSE)

Hours-30

Unit-1

Introduction, Strategic Management, Business Policy, Corporate Strategy, Basic Concept of Strategic Management, Mission, Vision, Objectives, Impact of globalization, Basic Model of Strategic Management, Strategic Decision Making,). UNIT V (8 Sessions)

Unit-2

Impact of Internet and E-Commerce, Role of Strategic Management in Marketing, Finance, HR and Global Competitiveness. Environmental Scanning, Industry Analysis, Competitive Intelligence ETOP Study, OCP, SAP Scanning

Unit-3

Corporate Analysis, Resource based approach, Value-Chain Approach, Scanning Functional Resources, Strategic Budget and Audit. SWOT Analysis, TOWS Matrix, Various Corporate Strategies: Growth/ Expansion, Diversification, Stability, Retrenchment & Combination Strategy.

Unit-4

Process of Strategic Planning, Stages of corporate development, Corporate Restructuring, Mergers & Acquisitions, Strategic Alliances, Portfolio Analysis, Corporate Parenting, Functional Strategy, BCG Model, GE 9 Cell, Porters Model: 5 Force and Porters Diamond Model, Strategic Choice

Unit-5

Strategy Implementation through structure, through Human Resource Management: through values and ethics. Mc Kinsey's 7S Model, Organization Life Cycle, Management and Control, Activity based Costing, Strategic Information System. Case Study related to the Entire syllabus

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Couse Code:BHM708

Title of the Course : HOTEL SECURITY (DSE)

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Outline the role of strategic management in hotel industry.

CO2: Understand the role of Internet and Ecommerce in strategic management.

CO3: Examine the role of corporate analysis and various corporate strategies.

CO4: Describe the process of strategic planning.

CO5: Recall the implementation of the strategy through structure

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mappin

Detailed syllabus:
Couse Code:BHM708
Title of the Course : HOTEL SECURITY (DSE)
Hours-30

Unit-1

Crisis Management

- Fire.
- Bomb Threat.
- Terrorist Threat.
- Death of a Guest / Staff in the Hotel.
- Riots & Civil Disturbances.
- Blackout.
- Elevator Emergency.
- Leakages & Flooding.
- Earthquakes & Tremors.
- Tsunami.
- Hostage Crisis.
- Swimming Pool Emergency.
- Beach Rescue Emergency.
- First Aid & Medical Emergencies.
- Evacuation.
- Communication.

Criteria for Crisis Team Selection.

Unit-2

General Hotel Security.

- Time Office Duties.
- Key Control.
- Accidents (Vehicles)
- In – room Safe box.
- Other Duties.
- Lost & Found.
- Scrap Disposal.
- Guest Complaints.
- Main Porch Duties.
- Guest Floor Duties.
- Guest / Staff Injury & Sickness.
- Construction & Renovations.

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment And 75 marks will be for Semester Examinations.

Course Code: BHM709

Title of the Course : ENTREPRENEURSHIP MANAGEMENT (DSE)

L-T-P: 2-0-0

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the role security in hotels.

CO2: Discuss the general activities of the security department in hotels.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM709

Title of the Course : ENTREPRENEURSHIP MANAGEMENT (DSE)

Hours-30

Unit-1

Concept of Entrepreneurship

- Entrepreneurship Meaning
- Types of Entrepreneurship
- Qualities of an Entrepreneur
- Classification of Entrepreneurs
- Factors influencing Entrepreneurship
- Functions of Entrepreneurs
- The Start-up Process
- Project Identification
- Selection of the Project
- Project Formulation Evaluation
- Feasibility Analysis

Unit-2

Entrepreneurial Development

- Agencies
- Commercial Banks
- District Industries Centre
- National Small Industries Corporation
- Small Industries Development Organisation
- Small Industries Service Institute
- All India Financial Institutions
- IDBI
- IFCI
- ICICI

- Project Management
- Business Idea Generation Technique
- Identification of Business Opportunities
- Feasibility Study
- Marketing Finance
- Technology and Legal Formalities
- Preparation of Project Report
- Tools of Appraisal

Unit-3

Entrepreneurial Development Programmes (EDP)

- Role, Relevance and Achievements
- Role of Government in organizing EDPs

Unit-4

Economic Development and Entrepreneurial Growth

- Role of Entrepreneur in Economic Growth
- Strategic Approaches in the changing Economic Scenario for Small Scale
- Entrepreneurs
- Networking, Niche Play, Geographic Concentration, Franchising /Dealership
- Development of Women Entrepreneurship

Unit-5

Incentives and Subsidies

- Subsidies Services
- Subsidy for Market Transport
- Seed Capital Assistance
- Taxation benefit to SSI
 - Role of Entrepreneur in Export Promotion and Import Substitution

Unit-6

Books Recommended:

- Gupta And Srinivasan, Entrepreneurial Development
- Gordon And Natarajan, Entrepreneurship Development

Teaching-Learning

The learners will achieve the above-listed course learning outcomes through classroom teaching, learning by doing case study, group task, learning through discussion among the peer group, experiential learning, reflective learning, open-ended questions by the teacher and Open-ended questions from students

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations.

Course Code: BHM721.

Title of the Course : ADVANCE FOOD PRODUCTION -II - PRACTICAL

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Explain the role of the entrepreneurship management

CO2: Explain the start up process of any business.

CO3: Discuss the role of funding and its process from various institutions.

CO4: Recall the role of the government role in the development Programme conducted for the entrepreneur

CO5: Explain the growth of entrepreneur in the economic world.

CO5: Examine the role of incentives and subsidies.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Detailed syllabus:

Couse Code:BHM721.

Title of the Course : ADVANCE FOOD PRODUCTION -II – PRACTICAL

Hours-60

Unit-1

- **Advanced Indian cuisine**
 - Elaborate menus featuring various specialty regional cuisines
 - Food festivals/theme dinners
 - Special menus: religious, festival food
 - Influences and themes
 - Buffet presentations (using above points plan 15 buffets for 100pax)

Unit-2

Food presentation

- Modern plate presentation using contemporary menus
- Molecular gastronomy introduction
- **Bread Varieties**
 - International Bread Varieties
 - Breakfast Rolls
 - Dinner Roll varieties
 - Quick Breads
 - At least 20 variety in total

Unit-3

Dessert

- Ice creams and sorbets
- Other frozen desserts
- Mousses, soufflés, bombes, bavarois etc.
- **Fillings used in Pastry**
 - Pastry Cream& Its varieties
 - Ganache
 - Mousse& Mousseline
 - Cream Chantily
- **Icings And Toppings**
 - Varieties of icings
 - Uses of Icings
 - Difference between icings & toppings
 - Recipes

Unit-4

Dessert Syrups, Sauces & Glaze

- Varieties of syrups
- Dessert Sauces & usage
- Types of Glazes used in pastry
- **Confectionery**
 - FLOUR CONFECTIONS&SUGAR CONFECTIONS
 - Cookies & Biscuits
 - Petits Fours
 - Tea Cakes
 - Candies& Toffees

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations.

Course Code: BHM722

Title of the Course : ADVANCE FOOD & BEVERAGE SERVICE-II

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Examine the Advanced Indian cuisine and its serving style.

CO2: Relate the food presentation styles for various dishes.

CO3: Recall the various bread varieties and their recipes

CO4: Explain about the desserts and accompaniments.

CO5: Explain the detailed information about the confectionary and icings and pastry.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level' mapping, 2 for 'Medium-level' mapping, 1 for 'Low'-level mapping.

Detailed syllabus:

Course Code: BHM722

Title of the Course : ADVANCE FOOD & BEVERAGE SERVICE-II

Hours-60

Unit-1

F&B Staff Organization Class Room Exercise (Case Study method) Developing Organization Structure of various Food & Beverage Outlets Determination of Staff requirements in all categories

Making Duty Roster

Preparing Job Description & Specification

Unit-2 Supervisory Skills

Conducting Briefing & Debriefing

- Restaurant, Bar, Banquets & Special events Drafting

Standard Operating Systems (SOPs) for various F & B Outlets

Supervising Food & Beverage operations

Preparing Restaurant Log

Unit-3

Bar Operations

Designing & Setting the bar

Preparation & Service of Cocktail & Mixed Drinks

Assessment methods and weightages

The assessment will comprise of 100 marks, out of which 25 marks will be for internal assessment and 75 marks will be for Semester Examinations.

Course Code: BHM723.

Title of the Course : RESEARCH PROJECT

L-T-P: 0-0-2

(L=Lecture hours, T=Tutorial hours, P=Practical hours)

Course Outcome:

After studying the Course, the student is expected to:

CO1: Assess the role of the organization of the Food and Beverage Service Department.

CO2: Explain the supervisory skills of the F&B service department.

CO3: **Relate with the working of F&B service department.**

CO4: Discuss the operations of the Bar section and the detailed knowledge about the drinks served in the Bar.

Mapping of Course Outcomes (COs) with Program Outcomes (POs) and Program Specific Outcomes (PSOs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PS O1	PSO 2	PSO3
CO1	3	2	2	1	2	-	-	-	-	-	-	-	2		2
CO2	3	2	3	-	2	-	-	-	-	-	-	-	2		2
CO3	3	2	3	2	2	-	-	-	-	-	-	-	2		2
CO4	3	3	2	-	2	-	-	-	-	-	-	-	1		2
CO5	3	3	3	2	2	-	-	-	-	-	-	-	2		2

'3' in the box for 'High-level 'mapping, 2 for 'Medium-level 'mapping, 1 for 'Low'-level 'mapping.

Course Objective:

The purpose of research is to seek answers to problems through the application of scientific methodology, which guarantees that the information is reliable and unbiased. This information is utilized to make conclusions and recommend solution. Some elementary factors need to be kept in mind while preparing a research and deciding the topic, these could be based on its relevance, feasibility, coverage, accuracy and research, objectivity and ethics.

To deal with surging information data regarding the various aspects of tourism industry, one should have a working efficiency with research and statistical techniques. The techniques may be applied in collecting, organizing, analyzing and interpreting data for decision-making. These may also be applied for formulating and testing research hypothesis. The Course has been designed to equip the students with latest and necessary field techniques and to build a necessary statistical acumen among them. Students will master the skill for-

- Writing different types of research proposals and reports
- Constructing the relevant tools of research
-
- Conduct a research project using appropriate qualitative and quantitative techniques
- Do presentation with the help of tutorial aid
- Evaluate a research report.

The research topic should be assigned by the deputed subject faculty in the beginning of semester & should be approved by PL & HOI. Continuous monitoring and guidance should be provided to student at all the steps.

At the term end, the research project will be presented before a panel and evaluated by examiners (As nominated by HOI). The evaluation should be based on presentation, viva, report content & format & conclusion.

Examination Scheme:

Internal Assessment:

Abstract:	20
Draft:	25
Research Orientation:	20
Reading:	15
Viva & Presentation	20

External Evaluation:

Objective:	05
Issue Profile:	20
Comprehensiveness	20
Relevance:	20
Presentation:	15
Viva:	20

Text & References:

Text:

- Applied General Statistics by Crovton and Crowder
- Behavioural Process in Organizations by Pareek, U.Rao. T.V. Pestonjee D.M
- Professional Hotel Management by J.M. Negi, S Chand & Co, New Delhi

References:

- Towards Appropriate Tourism– The case of Developing Countries by Peter long Frankfurt
- Method of Social Research – New York; The Free Press
- How to Complete Your Research Work Successfully by Judith Bell; UBS Publisher, Delhi

- How to Research and a Thesis in Hospitality & Tourism by James M. Paynter, John Wiley & Sons, New York, USA.
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Methodology & Techniques of Social Research by Wilkinson & Bhandarkar
- Methods in Social Research by Gode WJ & Hatt PK
- Scientific Social Surveys & Research by Poulina Young & CF Schmid
- Evaluation Information: A Guide for users of Social Scienc by Lescard, Kartzer Jeffery
- Understanding & Conducting Research Application Education & Behavioural Sciences- 2nd Edition.

SEMESTER - VIII

BHM801: ON THE JOB TRAINING (OJT)

Total credits: 20

Duration of Exposure: 22 weeks

Training Schedule: Select any one department

Code	Type	NOMENCLATURE	DURATION
BHM-OJT-801	DSE	Food Production Management Industry Exposure	22 WEEKS
BHM-OJT-802	DSE	Food & Beverage Management Industry Exposure	
BHM-OJT-803	DSE	Front Office Management Industry Exposure	
BHM-OJT-804	DSE	Accommodation Management industry exposure	
BHM-OJT-805	DSE	Hospitality Service Areas Industry Exposure	

Academic Credits for training shall be based on following

- Log books and attendance, Appraisals, Report and presentation, 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 any one department on completion of training in that respective department.
- 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*)

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.
- 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 on-the-job training to the faculty coordinator at the institute:

1. Logbook.;
2. Appraisal;
3. A copy of the training certificate.
4. OJT Report of Departments.
5. Power Point presentation on a CD, based on the training report.

6. Attendance sheet.

7. Leave card.

WHAT TO OBSERVE

Points that will be Common for all students of VIII semester in each discipline

1. Standard operation/ Operating Procedure
2. Who is Who- Key people in the Core Group
3. Hierarchy Chart
4. Key Personnel
5. Job Description
6. Employee Recruitment/Retaining/ Welfare Policies (Break-Timings)
Duty hours, Weekly off
7. Working Condition
8. Situation handling procedures
9. Certifications from various Institutions like Licensing/ NoC etc.
10. Operation Timings
11. Duty Roaster
12. Communication Channels
13. Uniform codes
14. Forms & Formats
15. Record Keeping & Systems

WHAT TO OBSERVE DSE: BHM-OJT-801-Food Production Management:

1. Source of Manpower
2. Area/Layout of kitchen
3. Indenting/Receiving/Storing Procedure
4. Standard formats/Certificate required for Institution
5. Various equipment (Small/Large) required for dept.
6. Types of Menu/Cuisine
7. Procurement of Raw Material.
8. Standard Recipes
9. Preparation Technologies
10. Waste Management
11. Type of Cooking method
12. Standard serving /preparation timing
13. Various practices followed during peak/lean Timing/hours

14. Signature dishes

WHAT TO OBSERVE DSE: BHM-OJT-802- Food Service Management:

1. Technology used by Management
2. Management Techniques
3. Inventory/Issuing/Receiving System
4. Billing/ Ordering Procedure
5. Types of Meal & Timing
6. Responsibility of staff
7. Procurements Techniques
8. Cover/ Person that are accommodated during meal hours
9. Structure of Institution
10. Cleaning / Maintenance procedure
11. Timing of operation
12. Standard Service Timing
13. Waste Management
14. Type of Equipment used/Specification
15. Inventory system / Procedure
16. Reservation Procedure
17. Specialty of Outlet

WHAT TO OBSERVE DSE: BHM-OJT-803-Front Office Management:

1. Total No. of Rooms and facilities
2. Tariff structure/Rack Rates/Discounts
3. Reservation Types/Mode
4. Reservation Procedure
5. Reservation Sources
6. Reception/Receiving Procedure
7. Co-ordination/ intra department relationship
8. Various check-in procedure
9. Standard phrase of Common
10. Policies/Procedure for
 - a) No show
 - b) Scanty Baggage
 - c) Single lady
 - d) VIP

- e) Groups/ lay over
- 11. Various Reports
- 12. Coordination with House-Keeping / F&B/ Production Team/Dept.
- 13. Billing/Financial policies
- 14. Foreign guest handling
- 15. Various sub-units/departments
- 16. Emergency handling procedure
- 17. Guest/Staff Communication Channels
- 18. Local information/
- 19. Post. Departure formalities

WHAT TO OBSERVE DSE: BHM-OJT-804- Accommodation Management:

- 1. Total No's of Rooms/Area provided for accommodation
- A. Star Category
- 2. Reservation Procedure
- 3. Operation Timing
- 4. Cleaning Schedule (Daily/weekly/Spring)
- 5. Services/facilities provided by Management
- 6. Staff Structure/Shift Timing
- 7. Co-ordination between the staff/dept.
- 8. Discount
- 9. Billing procedure
- 10. Staff structure
- 11. Various formats used by departments
- 12. Facilities/ amenities provided in Room

WHAT TO OBSERVE DSE: BHM-OJT-805: Hospitality Service Areas

- 1. Hotel/ Business Communications
- 2. Email & Web Applications
- 3. Software Operations
- 4. Professional Presentations
- 5. Annual Reports
- 6. Appraisals
- 7. Inter Office Communications
- 8. Intra Office Communications

9. Formal Telephonic Conversations

10. Interacting with Customers/ Seniors/ Colleagues/ Juniors

11. Writing & Presentations of Reports