

**CURRICULUM FOR  
UNDERGRADUATE PROGRAMME  
IN  
BACHELOR OF HOTEL MANAGEMENT  
(BHM)**



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

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<b>Name of the Course: FOUNDATION COURSE IN FOOD PRODUCTION-I</b>		
<b>Course code: BHM- 101</b>		<b>Semester: I</b>
<b>Duration: 30 hrs.</b>		<b>Maximum Marks :100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory :2hrs/week		Internal Marks: 25
Credit: 2		End Semester Exam: 75 Marks
<b>S. No</b>	<b>CONTENTS</b>	<b>HOURS</b>
1.	<b>CULINARY HISTORY</b> <ul style="list-style-type: none"> <li>• Culinary history-Development of the culinary art from the middle ages to modern cookery,</li> <li>• Indian regional cuisine, International cuisine, French, Italian, Chinese. And their basic Characteristics</li> </ul>	<b>02</b>
2.	<b>INTRODUCTION TO COOKERY</b> <ul style="list-style-type: none"> <li>• Levels of skills and experiences</li> <li>• Attitudes and behavior in the kitchen</li> <li>• Personal hygiene</li> <li>• Uniforms &amp; protective clothing</li> <li>• Safety procedure in handling equipment</li> </ul>	<b>02</b>
3.	<b>HIERARCHY AREA OF DEPARTMENT AND KITCHEN</b> <ul style="list-style-type: none"> <li>• Classical Brigade</li> <li>• Modern staffing in various category hotels</li> <li>• Roles of executive chef</li> <li>• Duties and responsibilities of various chefs</li> <li>• Co-operation with other departments</li> </ul>	<b>02</b>
4	<b>CULINARY TERMS</b> <ul style="list-style-type: none"> <li>• List of culinary (common and basic) terms</li> <li>• Explanation with examples</li> <li>• Western and Indian Culinary terms</li> </ul>	<b>02</b>
5.	<b>AIMS &amp; OBJECTS OF COOKING FOOD</b> <ul style="list-style-type: none"> <li>• Aims and objectives of cooking food</li> <li>• Various textures</li> <li>• Various consistencies</li> <li>• Techniques used in pre-preparation</li> <li>• Techniques used in preparation</li> <li>• Principles of a balanced and a healthy diet</li> </ul>	<b>02</b>
6	<b>METHODS OF COOKING FOOD</b> <ul style="list-style-type: none"> <li>• Roasting</li> <li>• Grilling</li> <li>• Frying</li> <li>• Baking</li> <li>• Broiling</li> <li>• Poaching</li> </ul>	<b>04</b>

	<ul style="list-style-type: none"> <li>• Boiling</li> <li>• stewing</li> <li>• Principles of each of the above</li> <li>• Care and precautions to betaken</li> <li>• Selection of food for each type of cooking</li> </ul>	
7	<b>VEGETABLE AND FRUIT COOKERY</b> <ul style="list-style-type: none"> <li>• Introduction – classification of vegetables</li> <li>• Pigments and color changes</li> <li>• Effects of heat on vegetables</li> <li>• Cuts of vegetables</li> <li>• Classification of fruits</li> <li>• Uses of fruit in cookery</li> <li>• Salads and salad dressings</li> </ul>	<b>04</b>
8	<b>STOCKS</b> <ul style="list-style-type: none"> <li>• Definition of stock</li> <li>• Types of stock</li> <li>• Preparation of stock</li> <li>• Recipes</li> <li>• Storage of stocks</li> <li>• Uses of stocks</li> <li>• Care and precautions</li> </ul>	<b>02</b>
9	<b>SAUCES</b> <ul style="list-style-type: none"> <li>• Classification of sauces</li> <li>• Recipes for mother sauces</li> <li>• Storage &amp;precautions</li> </ul>	<b>02</b>

### 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

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

<b>Course code: BHM- 102</b>		<b>Semester: I</b>	
<b>Duration: 30 hrs.</b>		<b>Maximum Marks :100</b>	
<b>Teaching Scheme</b>		<b>Examination Scheme</b>	
Theory :2hrs/week		Internal Marks:	25
Credit: 2		End Semester Exam:	75 Marks
<b>S. No</b>	<b>CONTENTS</b>	<b>HOURS</b>	
1.	<b>THE HOTEL &amp; CATERING INDUSTRY</b> <ul style="list-style-type: none"> <li>• Introduction to the Hotel Industry and Growth of the hotel Industry in India</li> <li>• Types of F&amp;B operations</li> <li>• Classification of Commercial, Residential/Non-residential</li> <li>• Philanthropic/ Welfare Catering -Industrial/Institutional/Transport</li> </ul>	<b>4</b>	
2.	<b>DEPARTMENTAL ORGANISATIONS &amp; STAFFING</b> <ul style="list-style-type: none"> <li>• Organisation of F&amp;B department of hotel</li> <li>• Principal staff of various types of F&amp;B operations</li> <li>• French terms related to F&amp;B staff</li> <li>• Duties &amp; responsibilities of F&amp;B staff</li> <li>• Attributes of a waiter</li> <li>• Inter-departmental relationships</li> </ul>	<b>4</b>	
3.	<b>FOOD SERVICE AREAS (F &amp; B OUTLETS)</b> <ul style="list-style-type: none"> <li>• Specialty Restaurants</li> <li>• Coffee Shop</li> <li>• Cafeteria</li> <li>• Fast Food (Quick Service Restaurants)</li> <li>• Banquets</li> <li>• Bar</li> <li>• Discotheque</li> <li>• Pub</li> <li>• IRD</li> </ul>	<b>6</b>	
4	<b>ANCILLIARY DEPARTMENTS</b> <ul style="list-style-type: none"> <li>• Still Room/Pantry</li> <li>• Silver Room/ Plate Room/Store</li> <li>• Linen room</li> <li>• Kitchen stewarding/Scullery</li> <li>• Hot Plate</li> </ul>	<b>6</b>	

5.	<b>F &amp; B SERVICE EQUIPMENT</b> <ul style="list-style-type: none"> <li>• Cutlery</li> <li>• Crockery</li> <li>• Glassware</li> <li>• Flatware</li> <li>• Hollowware</li> <li>• All Other Equipment Used in F&amp;B Service</li> <li>• French Term Related with Equipment</li> </ul>	4
6	<b>NON-ALCOHOLIC BEVERAGES</b> <ul style="list-style-type: none"> <li>• Classification (Nourishing, Stimulating and Refreshing beverages)</li> <li>• Tea (Origin, Manufacture, Types &amp; Brands)</li> <li>• Coffee (Origin, Manufacture, Types &amp; Brands)</li> <li>• Juices and Soft Drinks</li> <li>• Cocoa &amp; Malted Beverages (Origin &amp; Manufacture)</li> </ul>	6
<b>TOTAL</b>		<b>30</b>

**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)

<b>Name of the Course: FOUNDATION COURSE IN FRONT OFFICE OPERATION</b>		
<b>Course code: BHM103</b>	<b>Semester: I</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks: 25	
Credits: 2	End Semester Exam: 75 Marks	
<b>S.No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1.	<b>Introduction to Hospitality Industry</b> <ul style="list-style-type: none"> <li>• The term 'Hotel', evolution &amp; development of hospitality industry and tourism, famous hotels worldwide.</li> <li>• Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership)</li> <li>• Organizational chart of hotels (Large, Medium, Small)</li> </ul>	04
2	<b>Front Office Department</b> <ul style="list-style-type: none"> <li>• Sections and layout of Front Office department</li> <li>• Co-ordination of front office with other departments of the hotel</li> <li>• Equipment's used a the Front desk(Manual and Automated)</li> </ul>	04
3.	<b>Front Office Organization</b> <ul style="list-style-type: none"> <li>• Organizational chart of front office department (small, medium and large hotels)</li> <li>• Duties and responsibilities of various staff-Reception, Reservation, Bell- captain, Bell-boys, GRE, Front Office Manager, Lobby Manager.</li> <li>• Essential attributes of front office personnel</li> <li>• Rules of the house-for guests &amp;staff</li> </ul>	06
4.	<b>Guest Types</b> <ul style="list-style-type: none"> <li>• FIT, VIP, Business Travelers, GIT, Special Interest Tours, Domestic, International.</li> </ul>	06
5.	<b>Room Types</b> <ul style="list-style-type: none"> <li>• Types of rooms, concept of Executive/ Club floors</li> <li>• Food / Meal plans.</li> <li>• Types of room rates. (Rack, FIT, crew, group, corporate, weekend etc.)</li> </ul>	06

6.	<b>Role of Front Office</b> <ul style="list-style-type: none"> <li>• Key control and key handling procedures</li> <li>• Rules of the house (for guest and staff)</li> <li>• Blacklist</li> <li>• Bell Desk and Concierge-role &amp; functions performed</li> <li>• Role of lobby manager</li> <li>• Hospitality Desk, role &amp;functions</li> <li>• Valet service</li> </ul>	<b>04</b>
	<b>Total</b>	<b>30</b>

**Suggested Reading:**

- Front Office Management by Mr. Sbbhal 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.

<b>Name of the Course: FOUNDATION COURSE IN ACCOMODATION OPERATION</b>		
<b>Course code: BHM - 104</b>	<b>Semester: I</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No</b>	<b>CONTENTS</b>	<b>HOURS</b>
1.	<b>HOUSEKEEPING AND ITS ROLE IN HOSPITALITY OPERATION</b>	<b>2</b>
2	<b>ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT</b> <ul style="list-style-type: none"> <li>• Organization chart of small hotels</li> <li>• Organization chart of medium hotels</li> <li>• Organization chart of large hotels</li> </ul>	<b>4</b>
3	<b>DUTIES AND RESPONSIBILITIES OF HOUSEKEEPING STAFF</b> <ul style="list-style-type: none"> <li>• Job description and job satisfaction</li> <li>• Identifying housekeeping responsibilities</li> <li>• Duties and responsibilities of housekeeping staff</li> <li>• Personal traits of housekeeping staffs</li> </ul>	<b>4</b>
4.	<b>LAYOUT IN HOUSEKEEPING DEPARTMENT</b> <ul style="list-style-type: none"> <li>• Layout of housekeeping department</li> <li>• Layout of current rooms</li> <li>• Guest room amenities</li> </ul>	<b>2</b>
5.	<b>INTERDEPARTMENTAL RELATIONSHIP</b> <ul style="list-style-type: none"> <li>• With front Office</li> <li>• With Maintenance department</li> <li>• With Security department</li> <li>• With Store department</li> <li>• With Account department</li> <li>• With other departments</li> </ul>	<b>2</b>
6.	<b>CLEANING AGENTS</b> <ul style="list-style-type: none"> <li>• General criteria for selection</li> <li>• Classification</li> <li>• Use, care and storage</li> <li>• Use of Eco-friendly products in housekeeping</li> </ul>	<b>6</b>



7.	<b>CLEANING EQUIPMENTS AND CARE OF CLEANING EQUIPMENT</b> <ul style="list-style-type: none"> <li>• Manual cleaning Equipment</li> <li>• Mechanical cleaning equipment</li> <li>• Care of cleaning equipment</li> </ul>	6
8.	<b>CLEANING DIFFERENT SURFACES</b> <ul style="list-style-type: none"> <li>• Metals</li> <li>• Glass</li> <li>• Leather</li> <li>• Plastics</li> <li>• Ceramics</li> <li>• Wood</li> <li>• Other floor and wall finishes</li> </ul>	4
	<b>Total</b>	<b>30</b>

**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

<b>Name of the Course: APPLICATION OF COMPUTERS IN HOSPITALITY INDUSTRY</b>		
<b>Course code: BHM 105</b>		<b>Semester: I</b>
<b>Duration: 30 hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory/Practical: 2 hrs.		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>COMPUTER FUNDAMENTALS – THEORY</b> <ul style="list-style-type: none"> <li>• History of Computer</li> <li>• Generation of Computer</li> <li>• Types of Computer</li> <li>• Computer Organization</li> </ul>	4
2	<b>INFORMATION CONCEPTS AND DATA PROCESSING</b> <ul style="list-style-type: none"> <li>• Definitions</li> <li>• Need, Quality and Value of Information</li> <li>• Data Processing Concepts</li> </ul>	4
3	<b>ELEMENTS OF A COMPUTER SYSTEM</b> <ul style="list-style-type: none"> <li>• Definitions</li> <li>• Characteristics of Computers</li> <li>• Classification of Computers</li> <li>• Advantages and Limitations</li> <li>• Booting</li> <li>• BIOS</li> <li>• Memory Architecture</li> </ul>	4
4	<b>HARDWARE FEATURES AND CONCEPT – THEORY</b> <ul style="list-style-type: none"> <li>• Components of a Computer</li> <li>• Primary and Secondary Storage Concepts</li> <li>• Data Input and Output Devices</li> <li>• Other Computer peripheral</li> </ul>	4
5	<b>OPERATING SYSTEMS/ENVIRONMENTS</b> <ul style="list-style-type: none"> <li>• Types of Operating System</li> <li>• Characteristics of Operating System</li> <li>• Deference between CUI and GUI Operating System</li> </ul>	6

S. No.	CONTENTS	HOURS
6	<p><b>NETWORKS – THEORY</b></p> <ul style="list-style-type: none"> <li>• Network Topology • Bus • Star • Ring</li> <li>• Network Applications.</li> <li>• Types of Network • LAN • MAN • WAN</li> </ul> <p><b>Network Configuration Hardware</b></p> <ul style="list-style-type: none"> <li>• Server</li> <li>• Nodes E. Channel</li> <li>• Fibre optic</li> <li>• Twisted • Co-axial F. Hubs G. Network Interface Card</li> <li>• Arcnet</li> <li>• Ethernet H. Network Software</li> <li>• Novel</li> <li>• Windows NT</li> </ul>	6
7	<p><b>INTERNET</b></p> <ul style="list-style-type: none"> <li>• History</li> <li>• Role of Modem</li> <li>• Services -emailing /Chatting /surfing /blog</li> <li>• Search Engine /browser /Domain</li> <li>• Broadband, concepts of web upload and download</li> </ul>	2
	<b>TOTAL</b>	<b>30</b>

**Suggested Reading:**

- Basic Computers by IBM
- DOEAC ‘O’ Level *Information Technology* by V.K. Jain BPB Publications
- Insider Internet Marketing by Jim Deniels
- The Birth of Internet Marketing & Communication by Don Stan Boch

<b>Name of the Course: ENGLISH</b>		
<b>Course code: BHM106</b>	<b>Semester: I</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No</b>	<b>CONTENTS</b>	<b>HOURS</b>
1.	<b>Major basic grammatical categories</b> <ul style="list-style-type: none"> <li>• Notion of correctness and attitude to error correction</li> <li>• Importance of listening skills</li> <li>• Problems of listening to unfamiliar dialects</li> </ul>	6
2	<b>Aspects of pronunciation and fluency in speaking</b> <ul style="list-style-type: none"> <li>• Intelligibility in speaking</li> <li>• Introduction to reading skills</li> <li>• Introducing different types of texts – narrative, descriptive, extrapolative</li> </ul>	6
3.	<b>Introduction to writing skills</b> <ul style="list-style-type: none"> <li>• Aspects of cohesion and coherence</li> <li>• Expanding a given sentence without affecting the structure</li> </ul>	10
4.	<b>Reorganizing jumbled sentences into a coherent paragraph</b> <ul style="list-style-type: none"> <li>• Drafting different types of letters (personal notes, notices, complaints, appreciation, conveying sympathies etc</li> </ul>	8
	<b>Total</b>	<b>30</b>

### 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
- Hadeheld, Chris and J Hadeheld (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

<b>Name of the Course: FOUNDATION COURSE IN FOOD PRODUCTION (Practical)</b>		
<b>Course code: BHM- 121</b>	<b>Semester: I</b>	
<b>Duration: 60 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Practical: 4 hrs.	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S.NO.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1.	<b>Equipment's</b> <ul style="list-style-type: none"> <li>• Identification, Description, Uses &amp; handling</li> <li>• Hygiene - Kitchen etiquettes, Practices &amp; knife handling</li> <li>• Safety and security in kitchen</li> </ul>	<b>4</b>
2.	<b>Vegetables</b> <ul style="list-style-type: none"> <li>• Classification</li> <li>• Cuts - julienne, jardinière, macedoine, brunoise, paysanne, mignonette, dices, cubes, shred, mirepoix</li> <li>• Preparation of salad dressings</li> </ul>	<b>4</b>
3.	<b>Basic Cooking methods and pre-preparations</b> <ul style="list-style-type: none"> <li>• Blanching of Tomatoes and Capsicum</li> <li>• Preparation of concasse</li> <li>• Boiling (potatoes, Beans, Cauli flower, etc.)</li> <li>• Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc.</li> <li>• Braising - Onions, Leeks, Cabbage</li> <li>• Starch cooking (Rice, Pasta, Potatoes)</li> </ul>	<b>8</b>
4	<b>Stocks</b> <ul style="list-style-type: none"> <li>• Types of stocks (White and Brown stock)</li> <li>• Fish stock</li> <li>• Emergency stock</li> <li>• Fungi stock</li> </ul>	<b>8</b>
5.	<b>Sauces - Basic mother sauces</b> <ul style="list-style-type: none"> <li>• Béchamel</li> <li>• Espagnole</li> <li>• Veloute</li> <li>• Hollandaise</li> <li>• Mayonnaise</li> <li>• Tomato</li> </ul>	<b>8</b>

6.	<b>Simple Salads &amp; Soups</b> <ul style="list-style-type: none"> <li>• Coleslaw,</li> <li>• Potato salad,</li> <li>• Beet root salad,</li> <li>• Green salad,</li> <li>• Fruit salad,</li> <li>• Consommé</li> </ul>	<b>8</b>
7.	<b>Simple Egg preparations</b> <ul style="list-style-type: none"> <li>• Scotch egg,</li> <li>• Assorted omelettes,</li> <li>• Oeuf Florentine</li> <li>• Oeuf Benedict</li> <li>• Oeuf Farci</li> <li>• Oeuf Portugese</li> </ul>	<b>4</b>
8.	<b>Simple potato preparations</b> <ul style="list-style-type: none"> <li>• Baked potatoes</li> <li>• Mashed potatoes</li> <li>• French fries</li> <li>• Roasted potatoes</li> <li>• Boiled potatoes</li> <li>• Lyonnaise potatoes</li> <li>• Allumettes</li> </ul>	<b>8</b>
9.	<b>Bread Making</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched bread recipes</li> <li>• Bread Loaf (White and Brown)</li> <li>• Bread Rolls (Various shapes)</li> <li>• French Bread</li> </ul>	<b>8</b>
	<b>TOTAL</b>	<b>60</b>

<b>Name of the Course: FOUNDATION COURSE IN FOOD &amp; BEVERAGE SERVICE –I (Practical)</b>		
<b>Course code: BHM - 122</b>	<b>Semester: I</b>	
<b>Duration: 60 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Practical: 4 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1.	<b>Food Service areas</b> <ul style="list-style-type: none"> <li>• Induction &amp; Profile of the areas</li> <li>• Ancillary F&amp;B Service areas – Induction &amp; Profile of the areas</li> <li>• Familiarization of F&amp;B Service equipment</li> <li>• Care &amp; Maintenance of F&amp;B Service equipment</li> <li>• Cleaning / polishing of EPNS items by: <ul style="list-style-type: none"> <li>○ Plate Powder method</li> <li>○ Polivit method</li> <li>○ Silver Dip method</li> <li>○ Burnishing Machine</li> </ul> </li> </ul>	<b>16</b>
2.	<b>Basic Technical Skills</b> <ul style="list-style-type: none"> <li>• Holding Service Spoon &amp; Fork</li> <li>• Carrying a Tray /Salver</li> <li>• Laying a Table Cloth</li> <li>• Changing a Table Cloth during service</li> <li>• Table Laying for Fours Course Meal (Continental, Indian, Chinese)</li> <li>• Rules to be observed while laying table</li> <li>• Stacking Sideboard</li> <li>• Service of Water</li> <li>• Napkin Folds</li> <li>• Changing dirty ashtray</li> <li>• Cleaning &amp; polishing glassware</li> </ul>	<b>32</b>
3	<b>Preparation and Services</b> <ul style="list-style-type: none"> <li>• Tea Service</li> <li>• Coffee Service</li> <li>• Mocktails- Preparation &amp; Service</li> <li>• Service of Juices, Soft drinks, Mineral water, Tonic water</li> <li>• Cocoa &amp; Malted Beverages Service</li> </ul>	<b>12</b>
	<b>Total</b>	<b>60</b>

<b>Name of the Course: FOUNDATION COURSE IN FRONT OFFICE OPERATION (Practical)</b>		
<b>Course code: BHM - 123</b>		<b>Semester: I</b>
<b>Duration: 60 hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1.	Welcoming & Escorting the Guest	12
2.	Telephone Handling	12
3	Appraisal of Front Office equipment and furniture (rack, counter, bell desk	12
4	Filling up of various Performa	12
5 .	Field Visit: Tariff Structure	12
<b>Total</b>		<b>60</b>



<b>Name of the Course: FOUNDATION COURSE IN ACCOMMODATION OPERATION (Practical)</b>		
<b>Course code: BHM - 124</b>		<b>Semester: I</b>
<b>Duration: 60 hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	Room Layout and Standard Supplies	12
2	Cleaning Equipment	12
3	Cleaning of different surfaces <ul style="list-style-type: none"> <li>• Metals</li> <li>• Wood</li> <li>• Glass</li> </ul>	12
4	Dusting of various areas	12
5	Floor cleaning	12
<b>Total</b>		<b>60</b>

<b>Name of the Course: APPLICATIONS OF COMPUTERS IN HOSPITALITY INDUSTRY (Practical)</b>		
<b>Course code: BHM 125</b>	<b>Semester: I</b>	
<b>Duration: 60 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Practical: 4 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>BASIC WINDOWSOOPERATIONS</b> <ul style="list-style-type: none"> <li>• Creating Folders</li> <li>• Creating Shortcuts</li> <li>• Notepad</li> <li>• Calculator</li> <li>• Taskbar</li> <li>• Copying and Moving Files/Folders</li> <li>• Renaming Files/Folders</li> <li>• Deleting Files/Folders</li> <li>• Windows Explorer</li> <li>• Quick Menus</li> <li>• Control Panel</li> </ul>	<b>08</b>
2	<b>MS WORD 2010</b> <ul style="list-style-type: none"> <li>➤ <b>CREATING ADOCUMENT</b> <ul style="list-style-type: none"> <li>• Entering Text</li> <li>• Saving the Document</li> <li>• Editing a Document already saved to Disk</li> <li>• Find and Replace Operations</li> <li>• Password Protection</li> <li>• Printing the Document</li> </ul> </li> </ul>	<b>04</b>
3	<b>FORMATTING A DOCUMENT</b> <ul style="list-style-type: none"> <li>• Justifying Paragraphs</li> <li>• Changing Paragraph Indents</li> <li>• Setting Tabs and Margins</li> <li>• Formatting Pages and Documents</li> <li>• Using Bullets and Numbering</li> <li>• Headers and Footers</li> <li>• Page Orientation</li> </ul>	<b>8</b>

4	<b>SPECIAL EFFECTS</b> <ul style="list-style-type: none"> <li>• Print Special Effects</li> <li>• Bold, Underline, Superscripts, Subscript</li> <li>• Changing Fonts</li> <li>• Changing Case</li> </ul>	4
5	<b>CUT, COPY AND PASTE OPERATION</b> <ul style="list-style-type: none"> <li>• Marking Blocks</li> <li>• Copying and Pasting a Block</li> <li>• Cutting and Pasting a Block</li> </ul>	4
6	<b>USING MS-WORD TOOLS</b> <ul style="list-style-type: none"> <li>• Spelling and Grammar</li> <li>• Mail Merge</li> <li>• Printing Envelops and Labels</li> </ul>	4
7	<b>TABLES</b> <ul style="list-style-type: none"> <li>• Create</li> <li>• Delete</li> <li>• Format</li> <li>• GRAPHICS</li> <li>• Inserting Clip arts</li> <li>• Symbols(Border/Shading)</li> <li>• WordArt</li> <li>• Inserting Picture from File</li> </ul>	4
8	<b>PRINT OPTIONS</b> <ul style="list-style-type: none"> <li>• Previewing the Document</li> <li>• Printing a whole Document</li> <li>• Printing a Specific Page</li> <li>• Printing a selected set</li> <li>• Printing Several Documents</li> <li>• Printing More than one Copies</li> </ul>	2
9	<b>MS-EXCEL 2010</b> <b>&gt; HOW TO USE EXCEL</b> <ul style="list-style-type: none"> <li>• Starting Excel</li> <li>• Parts of the Excel Screen</li> <li>• Parts of the Worksheet</li> <li>• Navigating in a Worksheet</li> <li>• Getting to know mouse pointer shapes</li> </ul>	4
10	<b>CREATING A SPREADSHEET</b> <ul style="list-style-type: none"> <li>• Starting a new worksheet</li> <li>• Entering the three different types of data in a worksheet</li> <li>• Creating simple formulas</li> <li>• Formatting data for decimal points</li> </ul>	2

	<ul style="list-style-type: none"> <li>• Editing data in a worksheet</li> <li>• Using AutoFill</li> <li>• Blocking data</li> <li>• Saving a worksheet</li> <li>• Exiting excel</li> </ul>	
11	<p><b>MAKING THE WORKSHEET LOOK PRETTY</b></p> <p>Selecting cells to format Trimming tables with Auto Format Formatting cells for:</p> <ul style="list-style-type: none"> <li>• Currency</li> <li>• Comma</li> <li>• Percent</li> <li>• Decimal</li> <li>• Date</li> </ul> <p>Changing columns width and row height Aligning text</p> <ul style="list-style-type: none"> <li>• Top to bottom</li> <li>• Text wrap</li> </ul>	4
12	<p><b>GOING THROUGH CHANGES</b></p> <ul style="list-style-type: none"> <li>• Opening workbook files for editing</li> <li>• Undoing the mistakes</li> <li>• Moving and copying with drag and drop</li> <li>• Copying formulas</li> <li>• Moving and Copying with Cut, Copy and Paste</li> <li>• Deleting cell entries</li> <li>• Deleting columns and rows from worksheet</li> <li>• Inserting columns and rows in a worksheet</li> <li>• Spell checking the worksheet</li> </ul>	4
13	<p><b>PRINTING THE WORKSHEET</b></p> <ul style="list-style-type: none"> <li>• Previewing pages before printing</li> <li>• Printing from the Standard tool bar</li> <li>• Printing a part of a worksheet</li> <li>• Changing the orientation of the printing</li> <li>• Printing the whole worksheet in a single pages</li> <li>• Adding a header and footer to a report</li> <li>• Inserting page breaks in a report</li> <li>• Printing the formulas in the worksheet</li> </ul>	4
14	<p><b>ADDITIONAL FEATURES OF A WORKSHEET</b></p> <ul style="list-style-type: none"> <li>• Splitting worksheet window into two four panes</li> <li>• Freezing columns and rows on-screen for worksheet title</li> <li>• Attaching comments to cells</li> </ul>	2

	<ul style="list-style-type: none"> <li>• Finding and replacing data in the worksheet</li> <li>• Protecting a worksheet</li> <li>• Function commands</li> </ul>	
15	<p><b>MAINTAINING MULTIPLE WORKSHEET</b></p> <ul style="list-style-type: none"> <li>• MOVING FROM SHEET IN AWORKSHEET</li> <li>• ADDING MORE SHEETS TO AWORKBOOK</li> <li>• DELETING SHEETS FROM AWORKBOOK</li> <li>• NAMING SHEET TABS OTHER THAN SHEET 1, SHEET 2 AND SOON</li> <li>• COPYING OR MOVING SHEETS FROM ONE WORKSHEET TOANOTHER</li> </ul>	4
16	<p><b>CREATING GRAPHICS/CHARTS</b></p> <ul style="list-style-type: none"> <li>• Using Chart wizard</li> <li>• Changing the Chart with the Chart Toolbar</li> <li>• Formatting the chart' saxes</li> <li>• Adding a text box to a chart</li> <li>• Changing the orientation of a 3-Dchart</li> <li>• Using drawing tools to add graphics to chart and worksheet</li> <li>• Printing a chart with printing the rest of the worksheet data</li> </ul>	6
<b>TOTAL</b>		60

<b>Name of the Course: FOUNDATION COURSE IN FOOD PRODUCTION-II</b>		
<b>Course code: BHM - 201</b>	<b>Semester: II</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: - 2	End Semester Exam:	75 Marks
<b>S. No</b>	<b>CONTENTS</b>	<b>HOURS</b>
1.	<b>KITCHEN ORGANIZATION AND LAYOUT</b> <ul style="list-style-type: none"> <li>• Layout of receiving areas.</li> <li>• Layout of service and wash up.</li> <li>• Butchery and vegetable mis- en -place area.</li> <li>• Cold kitchen, hot kitchen, grade manger, bakery and confectionery</li> <li>• The classical and new kitchen brigade, duties and responsibilities and job description of the kitchen personnel.</li> </ul>	<b>02</b>
2.	<b>Kitchen Equipment</b> <ul style="list-style-type: none"> <li>• Types of the kitchen equipment</li> <li>• Different types of special equipment</li> <li>• Heat generating</li> <li>• Refrigeration</li> <li>• Storage tables, hand tools</li> <li>• Uses,</li> <li>• Maintenance,</li> <li>• Criteria for selection.</li> </ul>	0 2
3	<b>Breakfast</b> <ul style="list-style-type: none"> <li>• International and Indian menus,</li> <li>• Preparations of traditional / classical items,</li> <li>• 'Power breakfast' &amp; 'Brunch' concept</li> </ul>	0 2
4	<b>SOUPS</b> <ul style="list-style-type: none"> <li>• Basic recipes other than consommé with menu examples</li> <li>• Broths</li> <li>• Bouillon</li> <li>• Puree</li> <li>• Cream</li> <li>• Veloute</li> <li>• Chowder</li> <li>• Bisque etc.</li> <li>• Garnishes and accompaniments</li> </ul>	0 2

	<ul style="list-style-type: none"> <li>• International soups</li> </ul>	
5	<p><b>SAUCES &amp; GRAVIES</b></p> <ul style="list-style-type: none"> <li>• Difference between sauce and gravy</li> <li>• Derivatives of mother sauces</li> <li>• Contemporary &amp; Proprietary</li> </ul>	0 4
6	<p><b>MEAT COOKERY</b></p> <ul style="list-style-type: none"> <li>• Introduction to meat cookery Cuts of beef/veal</li> <li>• Cuts of lamb/mutton</li> <li>• Cuts of pork</li> <li>• Variety meats</li> <li>• Poultry</li> </ul>	4
7	<p><b>FISH COOKERY</b></p> <ul style="list-style-type: none"> <li>• Introduction to fish cookery</li> <li>• Classification of fish with examples</li> <li>• Cuts of fish with menu examples</li> <li>• Selection of fish and shellfish</li> <li>• Cooking of fish (effects of heat)</li> </ul>	2
8	<p><b>RICE, CEREALS &amp; PULSES</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Classification and identification</li> <li>• Cooking of rice, cereals and pulses</li> <li>• Varieties of rice and other cereals</li> </ul>	2
9	<p><b>COMMODITIES</b> <b>Shortenings (Fats &amp; Oils)</b></p> <ul style="list-style-type: none"> <li>• Role of Shortenings</li> <li>• Varieties of Shortenings</li> <li>• Advantages and Disadvantages of using various Shortenings</li> <li>• Fats &amp; Oil – Types, varieties</li> </ul>	2
10	<p><b>Raising Agents</b></p> <ul style="list-style-type: none"> <li>• Classification of Raising Agents</li> <li>• Role of Raising Agents</li> <li>• Actions and Reactions</li> </ul>	2
11	<p><b>Sugar</b></p> <ul style="list-style-type: none"> <li>• Importance of Sugar</li> <li>• Types of Sugar</li> <li>• Cooking of Sugar – various</li> </ul>	04
	<b>TOTAL</b>	30

<b>Name of the Course: FOUNDATION COURSE IN FOOD &amp; BEVERAGE SERVICE –II</b>		
<b>Course code: BHM – 202</b>	<b>Semester: II</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: - 2	End Semester Exam:	75 Marks
<b>S. No</b>	<b>CONTENTS</b>	<b>HOURS</b>
1.	<p><b>MENU and MENU PLANNING:</b></p> <ul style="list-style-type: none"> <li>• Origin of Menu</li> <li>• Objectives of Menu Planning</li> <li>• Types of Menu</li> <li>• Courses of French Classical Menu <ul style="list-style-type: none"> <li>○ Sequence</li> <li>○ Examples from each course</li> <li>○ Cover of each course</li> <li>○ Accompaniments</li> </ul> </li> <li>• French Names of dishes</li> <li>• Types of Meals <ul style="list-style-type: none"> <li>○ Early Morning Tea</li> <li>○ Breakfast (English, American Continental, Indian)</li> <li>○ Brunch</li> <li>○ Lunch</li> <li>○ Afternoon/High Tea</li> <li>○ Dinner</li> <li>○ Supper</li> </ul> </li> </ul>	<b>10</b>
2.	<p><b>PREPARATION FOR SERVICE</b></p> <ul style="list-style-type: none"> <li>• Organizing Mis-en-Scene</li> <li>• Organizing Mis- en-Place</li> </ul>	04
3.	<p><b>TYPES OF FOOD SERVICE</b></p> <ul style="list-style-type: none"> <li>• Silver service</li> <li>• Pre-plated service</li> <li>• Cafeteria service</li> <li>• Room service</li> <li>• Buffet service</li> <li>• Gueridon service</li> <li>• Lounge service</li> </ul>	04



4	<p><b>SALE CONTROL SYSTEM</b></p> <ul style="list-style-type: none"> <li>• KOT/Bill Control System (Manual) <ul style="list-style-type: none"> <li>○ Triplicate Checking System</li> <li>○ Duplicate Checking System</li> </ul> </li> <li>• Single Order Sheet</li> <li>• Quick Service Menu &amp; Customer Bill</li> <li>• Making bill</li> <li>• Cash handling equipment</li> <li>• Record keeping (Restaurant Cashier)</li> </ul>	04
5.	<p><b>ALCOHOLIC BEVERAGE</b></p> <ul style="list-style-type: none"> <li>• Introduction and definition</li> <li>• Production of Alcohol <ul style="list-style-type: none"> <li>○ Fermentation process</li> <li>○ Distillation process</li> <li>○ Classification with examples</li> </ul> </li> </ul>	04
6	<p><b>BEER</b></p> <ul style="list-style-type: none"> <li>• Introduction &amp; Definition</li> <li>• Production of Beer</li> <li>• Storage</li> <li>• Types of Beer</li> <li>• Brand Names (National &amp; International)</li> </ul>	04
<b>TOTAL</b>		30

<b>Name of the Course: FRONT OFFICE OPERATION – I</b>		
<b>Course code: BHM 203</b>	<b>Semester: II</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: - 2	End Semester Exam:	75 Marks
<b>S. No</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>Basic Information (Travel &amp; Tourism)</b> <ul style="list-style-type: none"> <li>• Role of a Travel Agent</li> <li>• Passport (concept and types)</li> <li>• Visa (concept and types)</li> <li>• Rules regarding customs, foreign exchange, Foreign Exchange Management Act</li> </ul>	<b>06</b>
2	<b>Tariffs</b> <ul style="list-style-type: none"> <li>• Need for Brochures &amp; Tariff Cards</li> <li>• Types of Brochures, Designing of Brochures</li> <li>• Basis of charging tariffs (24 hrs., 12 hrs., day rate)</li> </ul>	04
3	<b>Basics of Property Management Systems</b> <ul style="list-style-type: none"> <li>• Types</li> <li>• Application</li> <li>• Advantages</li> </ul>	06
4	<b>The Guest Cycle</b> <ul style="list-style-type: none"> <li>• Importance of guest cycle</li> <li>• Various stages</li> <li>• Sectional staff in contact with the guests during each stage</li> </ul>	06
5	<b>Reservation</b> <ul style="list-style-type: none"> <li>• Modes and sources of reservation.</li> <li>• Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats)</li> <li>• Computerized system (CRS, Instant reservations)</li> <li>• Types of reservation (guaranteed, confirmed, groups, FIT) <ul style="list-style-type: none"> <li>○ Procedure for amendments, cancellation and over booking.</li> </ul> </li> </ul>	08
<b>TOTAL</b>		<b>30</b>

<b>Name of the Course: ACCOMMODATION OPERATION - I</b>		
<b>Course code: BHM 204</b>	<b>Semester: II</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits :- 2	End Semester Exam:	75 Marks
<b>S. No</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>CLEANING AN ORGANIZATION</b> <ul style="list-style-type: none"> <li>• Principles of cleaning</li> <li>• Guest room cleaning</li> <li>• Cleaning front of the house</li> <li>• Cleaning back of the house</li> </ul>	4
2	<b>TYPES OF BEDS AND MATTERSSESS</b>	2
3	<b>CLEANING OF GUEST ROOMS</b> <ul style="list-style-type: none"> <li>• Daily cleaning of room</li> <li>• Weekly cleaning/spring cleaning</li> <li>• Evening service</li> <li>• Systems and procedure involved</li> <li>• Guest room cleaning - Replenishment of guest supplies and amenities</li> </ul>	4
4	<b>HOUSEKEEPING CONTROL DESK</b> <ul style="list-style-type: none"> <li>• Importance</li> <li>• Responsibilities</li> <li>• Briefing</li> <li>• Debriefing</li> <li>• Handling telephone</li> <li>• Handling software</li> </ul>	4
5	<b>ROUTINE SYSTEMS AND RECORS OF HOUSEKEEPING DEPARTMENT</b> <b>Staff placement register</b> <ul style="list-style-type: none"> <li>• Room occupancy report</li> <li>• Guest room inspection form</li> <li>• Checklist</li> <li>• Floor register</li> <li>• Work order</li> <li>• Log book</li> <li>• Room boys' report/ Maid report</li> <li>• Guest special requisite register</li> </ul>	6

4	<b>HOUSEKEEPING SUPERVISION</b> <ul style="list-style-type: none"> <li>• Importance of Inspection</li> <li>• Checklist of Inspection</li> <li>• Typical Areas neglected where special attention is required</li> </ul>	2
5.	<b>KEY AND Key CONTROL</b> <ul style="list-style-type: none"> <li>• Types of Keys</li> <li>• Electronic Key Card</li> <li>• Key Control</li> </ul>	2
6	<b>LOST &amp; FOUND</b> <ul style="list-style-type: none"> <li>• Importance of Lost and Found</li> <li>• Lost and Found Procedure</li> <li>• Lost and Found Register</li> </ul>	2
7	<b>PEST CONTROL</b> <ul style="list-style-type: none"> <li>• Importance of Pest Control in an Organization</li> <li>• Common Pests found in Hotels</li> <li>• Preventive &amp; Control Measures</li> </ul>	4
<b>TOTAL</b>		30

<b>Course Name: ENVIRONMENTAL SCIENCE</b>		
<b>Course code: BHM – 205</b>	<b>Semester: II</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam: 75	
S. No.	CONTENTS	HOURS
1	<p><b>The Multidisciplinary nature of environmental studies</b>            Definition, Scope and Importance            Need for public awareness</p>	2
2.	<p><b>Natural Resources</b></p> <ul style="list-style-type: none"> <li>• Natural Resources and associated Problems</li> <li>a) Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people.</li> <li>b) Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems.</li> <li>c) Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies.</li> <li>d) Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.</li> <li>e) Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources. Case studies.</li> <li>f) Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification.</li> <li>• Role of an individual in conservation of natural resources.</li> <li>• Equitable use of resources for sustainable lifestyles</li> </ul>	6
3.	<p><b>Ecosystem</b>            Concept of an ecosystem. IV</p> <ul style="list-style-type: none"> <li>• Structure and function of an ecosystem.</li> <li>• Producers, consumers and decomposers.</li> <li>• Energy flow in the ecosystem.</li> </ul>	6

	<ul style="list-style-type: none"> <li>• Ecological succession.</li> <li>• Food chains, food webs and ecological pyramids.</li> <li>• Introduction, types, characteristic features, structure and function of the following ecosystem: - <ul style="list-style-type: none"> <li>a. Forest ecosystem</li> <li>b. Grassland ecosystem</li> <li>c. Desert ecosystem</li> <li>d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)</li> </ul> </li> </ul>	
4	<p><b>Biodiversity and its conservation</b></p> <ul style="list-style-type: none"> <li>• Introduction – Definition: genetic, species and ecosystem diversity. • Biogeographical classification of India</li> <li>• Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values <ul style="list-style-type: none"> <li>• Biodiversity at global, National and local levels.</li> <li>• India as a mega-diversity nation V</li> <li>• Hot-spots of biodiversity.</li> <li>• Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts.</li> <li>• Endangered and endemic species of India</li> <li>• Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity.</li> </ul> </li> </ul>	4
5	<p><b>Environmental Pollution</b></p> <p>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.</p>	4
6	<p><b>Social Issues and the Environment</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>	4

7	<p><b>Human Population and the Environment</b></p> <p>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.</p>	4
<b>Total</b>		<b>30</b>

**Books Recommended:**

- Agarwal, K.C. 2001 Environmental Biology, Nidi Publ. Ltd. Bikaner.
- Bharucha Erach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmedabad – 380 013, 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)
- Heywood, V.H & Waston, R.T. 1995. Global Biodiversity Assessment. Cambridge Univ. Press 1140p.
- Jadhav, H & Bhosale, V.M. 1995. Environmental Protection and Laws. Himalaya Pub. House, Delhi 284 p. 1) Mckinney, M.L. & School, R.M. 1996. Environmental Science systems & Solutions, Web enhanced edition. 639p.
- Mhaskar A.K., Matter Hazardous, Techno-Science Publication (TB)
- Miller T.G. Jr. Environmental Science, Wadsworth Publishing Co. (TB)

<b>Course Name: Accounting Skills for Hospitality</b>		
<b>Course code: BHM – 206</b>	<b>Semester: II</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: 2		End Semester Exam: 75
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>Accounting:</b> Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.	6
2.	<b>Account Records:</b> Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.	6
3.	<b>Financial Statement:</b> Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,	12
4	<b>Depreciation Reserves and Provisions</b> – Meaning, basic Methods, Computer Application- Preparation of Records and Financial Statements	6
<b>Total</b>		<b>30</b>

**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, Kandivali, Mumbai
- Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River NewJersey



<b>Course Name: Foundation Course in Food Production –II (Practical)</b>		
<b>Course code: BHM 221</b>	<b>Semester: II</b>	
<b>Duration: 60 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Practical: 4 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
S. No.	CONTENTS	HOURS
1	<b>Egg cookery - Preparation of variety of egg dishes</b> <ul style="list-style-type: none"> <li>• Boiled (Soft &amp;Hard)</li> <li>• Fried (Sunny side up, Single fried, Bull’s Eye, Double fried)</li> <li>• Poaches</li> <li>• Scrambled</li> <li>• Omelets (Plain, Stuffed, Spanish)</li> <li>• En cocotte (eggs Benedict)</li> </ul>	04
2	Identification, Selection and processing of Meat, Fish and poultry. Slaughtering and dressing	08
3	<b>Meat</b> <ul style="list-style-type: none"> <li>• Identification of various cuts, Carcass demonstration</li> <li>• Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steak sand Escalope</li> <li>• Fish-Identification &amp;Classification</li> <li>• Cuts and Folds offish</li> </ul>	12
4	<b>Preparation of menu</b> <ul style="list-style-type: none"> <li>• Salads &amp; soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot)International soups</li> <li>• Chicken, Mutton and Fish Preparations- Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd’s pie, grilled steaks &amp; lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb,Beef.</li> <li>• Simple potato preparations- Basic potato dishes</li> <li>• Vegetable preparations- Basic vegetable dishes</li> </ul>	12

	<ul style="list-style-type: none"> <li>• Indian cookery-Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations</li> </ul>	
5	<p><b>SIMPLE COOKIES</b></p> <ul style="list-style-type: none"> <li>• Demonstration and Preparation of simple cookies like</li> <li>• Nan Khatai</li> <li>• Golden Goodies</li> <li>• Melting moments</li> <li>• Swiss tart</li> <li>• Tri colour biscuits</li> <li>• Chocolate chip</li> <li>• Cookies</li> <li>• Chocolate Cream Fingers</li> <li>• Bachelor Buttons.</li> </ul>	<b>08</b>
6	<p><b>COLD SWEET</b> Honeycomb mould, Butterscotch sponge, Coffee mousse, Lemon sponge, Trifle, Blancmange, Chocolate mousse, Lemon soufflé</p>	<b>08</b>
7	<p><b>HOT SWEET</b> Bread &amp; butter pudding, Caramel custard, Albert pudding, Christmas pudding</p>	<b>08</b>
	<b>TOTAL</b>	<b>60</b>

<b>Course Name: Foundation Course in Food &amp; Beverage Service –II (Practical)</b>		
<b>Course code: BHM 222</b>	<b>Semester: II</b>	
<b>Duration: 60 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Practical: 4 hrs./week	Internal Marks: 25	
Credits: 2	End Semester Exam: 75 Marks	
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>TABLE EXHIBITS/ LAYOUTS &amp; SERVICE</b> <ul style="list-style-type: none"> <li>• A La Carte Cover</li> <li>• Table d' Hotel Cover</li> <li>• English Breakfast Cover</li> <li>• American Breakfast Cover</li> <li>• Continental Breakfast Cover</li> <li>• Indian Breakfast Cover</li> <li>• Afternoon Tea Cover/High Tea Cover</li> </ul>	<b>08</b>
2	<b>TRAY/TROLLEY SET-UP &amp; SERVICE</b> <ul style="list-style-type: none"> <li>• Room Service Tray Setup</li> <li>• Room Service Trolley Setup</li> </ul>	<b>08</b>
3	<b>PROCEDURE FOR SERVICE OF A MEAL</b> <ul style="list-style-type: none"> <li>• Taking Guest Reservations</li> <li>• Receiving &amp; Seating of Guests</li> <li>• Order taking &amp; Recording</li> <li>• Order processing (passing orders to the kitchen)</li> <li>• Sequence of service</li> <li>• Presentation &amp; Encashing the Bill</li> <li>• Presenting &amp; collecting Guest comment cards</li> <li>• Bidding Farewell to Guests</li> </ul>	<b>08</b>
4	<b>Social Skills</b> <ul style="list-style-type: none"> <li>• Handling Guest Complaints</li> <li>• Telephone manners</li> <li>• Dining &amp; Service etiquettes</li> </ul>	<b>08</b>
5	<b>Special Food Service - (Cover, Accompaniments &amp; Service)</b> <ul style="list-style-type: none"> <li>• Classical Hors d' oeuvre:</li> <li>• Oysters, Caviar, Smoked Salmon, Pate de Foie Gras, Snails,</li> </ul>	<b>12</b>

	<ul style="list-style-type: none"> <li>Melon, Grapefruit, Asparagus</li> <li>• Cheese</li> <li>• Dessert (Fresh Fruit &amp; Nuts)</li> </ul>	
6	<b>French For Restaurant</b> <ul style="list-style-type: none"> <li>• Restaurant Vocabulary (English &amp; French)</li> <li>• French Classical Menu Planning</li> <li>• French for Receiving, Greeting &amp; Seating Guests</li> <li>• French related to taking order &amp; description of dishes</li> </ul>	<b>08</b>
7	<b>Service of Beer</b> <ul style="list-style-type: none"> <li>• Service of Bottled &amp; canned Beers</li> <li>• Service of Draught Beers</li> </ul>	<b>08</b>
	<b>TOTAL</b>	<b>60</b>

<b>Course Name: Front Office Operation-I (Practical)</b>		
<b>Course code: BHM – 223</b>		<b>Semester: II</b>
<b>Duration: 60 hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
S. No.	CONTENTS	HOURS
1	<ul style="list-style-type: none"> <li>Room Reservation</li> </ul>	08
2	<ul style="list-style-type: none"> <li>Arrival procedure - Group, FIT</li> <li>Luggage handling - left luggage, Group, FIT</li> </ul>	24
3	<ul style="list-style-type: none"> <li>Message and Mail handling, Paging</li> </ul>	16
4	<ul style="list-style-type: none"> <li>Forms &amp; Formats</li> </ul>	12
	<b>TOTAL</b>	<b>60</b>

<b>Course Name: Accommodation Operation-I (Practical)</b>		
<b>Course code: BHM – 224</b>		<b>Semester: II</b>
<b>Duration: 60 hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
S. No.	CONTENTS	HOURS
1	<b>FAMILIARIZATION WITH MANUAL AND MECHANICAL CLEANING EQUIPMENT</b> <ul style="list-style-type: none"> <li>• Identification of manual and mechanical cleaning equipment</li> <li>• Different parts of equipment</li> <li>• Function of cleaning equipment</li> <li>• Care and maintenance</li> </ul>	24
2	<b>FAMILIARIZATION OF CLEANING AGENTS ACCORDING TO ITS CLASSIFICATION AND ITS FUNCTION</b>	12
3	<b>CLEANING DIFFERENT SURFACES</b> <ul style="list-style-type: none"> <li>• Glass</li> <li>• Floor</li> <li>• Walls</li> </ul>	12
4	<b>Bed Making</b>	12
	<b>TOTAL</b>	<b>60</b>

## **SEMISTER – III**

### **INDUSTRIAL EXPOSURE**

Duration of Exposure: 22 weeks

#### **Training Schedule:**

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

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

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- 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:

### **BHM301: 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

## **BHM302: 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
11. Operating dispense Bars

### **BHM303: 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.

### **BHM304: 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 Dining 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**

<b>Course Name: FOOD PRODUCTION OPERATION-I</b>		
<b>Course code: BHM – 401</b>		<b>Semester: IV</b>
<b>Duration: 45 hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 3 hrs./week		Internal Marks: 25
Credits: 3		End Semester Exam: 75 Marks
S. No.	CONTENTS	HOURS
1	<b>QUANTITY FOOD PRODUCTION Equipment</b> <ul style="list-style-type: none"> <li>• Equipment required for mass/volume feeding</li> <li>• Heat and cold generating equipment</li> <li>• Care and maintenance of this equipment</li> <li>• Modern developments in equipment manufacture</li> </ul>	03
2	<b>Menu planning</b> <ul style="list-style-type: none"> <li>• Basic principles of menu planning –recapitulation</li> <li>• Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units</li> <li>• Planning menus for school/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway</li> <li>• Nutritional factors for the above</li> </ul>	04
3	<b>Indenting</b> <ul style="list-style-type: none"> <li>• Principles of Indenting for volume feeding</li> <li>• Portion sizes of various items for different types of volume feeding</li> <li>• Modifying recipes for indenting for large scale catering</li> <li>• Practical difficulties while indenting for volume feeding</li> </ul>	02
4	<b>Planning</b> Principles of planning for quantity food production with regard to <ul style="list-style-type: none"> <li>• Space allocation</li> <li>• Equipment selection</li> <li>• Staffing</li> </ul>	02
5	<b>VOLUME FEEDING</b> <b>Institutional and Industrial Catering</b> <ul style="list-style-type: none"> <li>• Types of Institutional &amp; Industrial Catering</li> <li>• Problems associated with this type of catering</li> </ul>	04

	<ul style="list-style-type: none"> <li>• Scope for development and growth</li> </ul>	
6	<b>Hospital Catering</b> <ul style="list-style-type: none"> <li>• Highlights of Hospital Catering for patients, staff, visitors</li> <li>• Diet menus and nutritional requirements</li> </ul>	<b>02</b>
7	<b>Off Premises Catering</b> <ul style="list-style-type: none"> <li>• Reasons for growth and development</li> <li>• Menu Planning and Theme Parties</li> <li>• Concept of a Central Production Unit</li> <li>• Problems associated with off-premises catering</li> </ul>	<b>04</b>
8	<b>Mobile Catering</b> <ul style="list-style-type: none"> <li>• Characteristics of Rail, Airline (Flight Kitchens) and Sea Catering Branches of Mobile Catering</li> </ul>	<b>02</b>
9	<b>Cuts of Meat &amp; Meat Cookery</b> <ul style="list-style-type: none"> <li>• Cuts of beef, pork, lamb, chicken SPS</li> <li>• Menus examples</li> <li>• Methods of cooking each cut Cold cuts,</li> <li>• Ham, bacon, common types of ham, preparation menu examples, Selection, storage points</li> </ul>	<b>04</b>
10	<b>BASIC INDIAN COOKERY</b> <b>History of Indian Cookery</b> <ul style="list-style-type: none"> <li>• Characteristic Regional Differences Religious influences</li> </ul>	<b>02</b>
11	<b>Condiments &amp; Spices</b> <ul style="list-style-type: none"> <li>• Introduction to Indian Spices</li> <li>• Spices used in Indian cookery</li> <li>• Role of spices in Indian cookery</li> <li>• Indian equivalent of spices (names)</li> </ul>	<b>02</b>
12	<b>Masalas</b>  Blending of spices Different masalas used in Indian cookery <ul style="list-style-type: none"> <li>• Wet masalas</li> <li>• Dry masalas</li> </ul> Varieties of masalas available in regional areas Special masala blends	<b>02</b>
13	<b>Special Equipment used in Indian cooking and cooking method</b>	<b>02</b>
14	<b>REGIONAL INDIAN CUISINE</b> <ul style="list-style-type: none"> <li>• Introduction to Regional Indian Cuisine</li> <li>• Heritage of Indian Cuisine</li> </ul>	

	<ul style="list-style-type: none"> <li>• Factors that affect eating habits in different parts of the country</li> <li>• Cuisine and its highlights of different states/regions/communities to be discussed under: <ul style="list-style-type: none"> <li>• Geographic location</li> <li>• Historical background</li> <li>• Seasonal availability</li> <li>• Special equipment</li> <li>• Staple diets</li> <li>• Specialty cuisine for festivals and special occasions</li> <li>• <b>STATES</b> <ul style="list-style-type: none"> <li>○ Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</li> </ul> </li> </ul> </li> </ul>	08
15	<ul style="list-style-type: none"> <li>• <b>COMMUNITIES</b> <ul style="list-style-type: none"> <li>○ Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</li> </ul> </li> <li>• <b>DISCUSSIONS</b> <ul style="list-style-type: none"> <li>○ Indian Breads, Indian Sweets, Indian Snacks</li> </ul> </li> </ul>	02
<b>Total</b>		<b>45</b>



<b>Course Name: FOOD &amp; BEVERAGE SERVICE OPERATIONS – I</b>		
<b>Course code: BHM – 402</b>	<b>Semester: IV</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<p><b>WINES</b></p> <ul style="list-style-type: none"> <li>• Definition &amp; History</li> <li>• Classification with examples <ul style="list-style-type: none"> <li>○ Table/Still/Natural</li> <li>○ Sparkling</li> <li>○ Fortified</li> <li>○ Aromatized</li> </ul> </li> <li>• Production of each classification</li> <li>• Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> <li>○ France</li> <li>○ Germany</li> <li>○ Italy</li> <li>○ Spain</li> <li>○ Portugal</li> </ul> </li> <li>• Food &amp; Wine Harmony</li> <li>• Storage of wines</li> <li>• Wine terminology (English &amp; French)</li> </ul>	<b>16</b>
2	<p><b>Spirits-</b></p> <ul style="list-style-type: none"> <li>• Introduction &amp; Definition</li> <li>• Production of Spirit <ul style="list-style-type: none"> <li>○ Pot-still method</li> <li>○ Patent still method</li> </ul> </li> <li>• Production of <ul style="list-style-type: none"> <li>○ Whisky</li> <li>○ Rum</li> <li>○ Gin</li> <li>○ Brandy</li> <li>○ Vodka</li> <li>○ Tequilla</li> </ul> </li> <li>• Different Proof Spirits <ul style="list-style-type: none"> <li>○ American Proof</li> </ul> </li> </ul>	<b>10</b>

	<ul style="list-style-type: none"> <li>○ British Proof (Sikes scale)</li> <li>● Gay Lussac (OIML Scale)</li> </ul>	
3	<p><b>LIQUEURS</b></p> <ul style="list-style-type: none"> <li>● Definition &amp; History</li> <li>● Production of Liqueurs</li> <li>● Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean &amp; Kernel)</li> <li>● Popular Liqueurs (Name, colour, predominant flavor &amp; country of origin)</li> </ul>	<b>02</b>
4	<p><b>COCKTAILS</b></p> <ul style="list-style-type: none"> <li>● Types</li> <li>● Methods</li> <li>● Classical Cocktails</li> </ul>	<b>02</b>
	<b>TOTAL</b>	<b>30</b>

<b>Course Name: FRONT OFFICE OPERATIONS-II</b>		
<b>Course code: BHM – 403</b>	<b>Semester: IV</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
S. No.	CONTENTS	HOURS
1	<p><b>Pre-Arrival Procedures</b></p> <ul style="list-style-type: none"> <li>• Pre arrival activities-Preparing an arrival list etc</li> <li>• Procedure for VIP arrival.</li> <li>• Procedure for group arrival(special arrangements, meal coupons, etc)</li> </ul>	<b>04</b>
2	<p><b>Guest Arrival</b></p> <ul style="list-style-type: none"> <li>• Types of registration.(Register, Loose Leaf, Registration Cards)</li> <li>• Receiving guests.</li> <li>• Arrival procedure for various categories of guests (Foreigners along with C- forms, FITs- walk in , with confirmed reservation)</li> <li>• Notification of guest arrival.</li> <li>• Welcome slip, Welcome call</li> <li>• Criteria for taking advance.(Walk-ins, Scanty Baggage etc)</li> <li>• Dealing with overbooking situation, walking a guest</li> </ul>	<b>08</b>
3	<p><b>Guest Stay</b></p> <ul style="list-style-type: none"> <li>• Rooming a guest (introduction to the hotel facilities, orientation of the room)</li> <li>• Procedure for room change</li> <li>• Safe deposit procedure.</li> <li>• Guest History card</li> <li>• Guest Services, Guest Relations</li> <li>• Dealing with emergencies: medical, theft, fire, bomb threat, robbery, terrorist attacks etc</li> </ul>	<b>08</b>
4	<p><b>Guest Departure</b></p> <ul style="list-style-type: none"> <li>• Departure notification</li> <li>• Task performed at bell desk, cashier reception.</li> </ul>	<b>04</b>

	<ul style="list-style-type: none"> <li>• Role of the front desk cashier</li> <li>• Express checkouts,</li> <li>• Late check outs and charges.</li> </ul>	
5	<p><b>Methods of Payment</b></p> <ul style="list-style-type: none"> <li>• Credits card handling</li> <li>• Traveler cheques, Personal checks</li> <li>• Handling cash - Indian, Foreign currency</li> <li>• Other methods of payment (Travel agent, agent, Bill to Company etc--)</li> <li>• Unpaid account balances</li> </ul>	06
	<b>TOTAL</b>	<b>30</b>

<b>Course Name: ACCOMMODATION OPERATIONS-II</b>		
<b>Course code: BHM – 404</b>	<b>Semester: IV</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks: 25	
Credits: 2	End Semester Exam: 75 Marks	
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>LINEN ROOM</b> <ul style="list-style-type: none"> <li>• Activities of the linen room</li> <li>• Layout and equipment in the linen room</li> <li>• Selection criteria for various linen items and fabrics suitable for this purpose</li> <li>• Purchase of linen</li> <li>• Calculation of linen requirements</li> <li>• Linen control – procedure and records</li> <li>• Stocktaking- procedures and records</li> <li>• Recycling of discarded linen</li> <li>• Linen Hire</li> </ul>	<b>08</b>
2	<b>UNIFORMS</b> <ul style="list-style-type: none"> <li>• Advantages of providing uniforms to staff</li> <li>• Issuing and exchange of uniforms, type of uniforms</li> <li>• Selection and designing of uniforms</li> <li>• Layout of Uniform room</li> </ul>	04
3	<b>SEWING ROOM</b> <ul style="list-style-type: none"> <li>• Activities and areas to be provided</li> <li>• Equipment provided</li> </ul>	<b>04</b>
4	<b>LAUNDRY</b> <ul style="list-style-type: none"> <li>• Commercial and On-site Laundry</li> <li>• Flow process of Industrial laundering-OPL</li> <li>• Stages in the Wash Cycle</li> <li>• Laundry Equipment and Machines</li> <li>• Layout of the Laundry</li> <li>• Laundry Agents</li> <li>• Dry Cleaning</li> <li>• Guest Laundry/ Valet Service</li> <li>• Stain removal</li> </ul>	<b>10</b>
		04

5	<b>MODERN EQUIPMENTS</b>	
TOTAL		<b>30</b>

<b>Course Name: HOTEL ENGINEERING (DSE)</b>		
<b>Course code: BHM – 406</b>	<b>Semester: IV</b>	
<b>Duration: 45 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 3 hrs./week	Internal Marks:	25
Credits: 3		End Semester Exam: 75
S. No.	CONTENTS	HOURS
1.	<b>Maintenance</b> <ul style="list-style-type: none"> <li>• Preventive and breakdown maintenance, comparisons</li> <li>• Roll &amp; importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel</li> </ul>	4
2	<b>Organization</b> <ul style="list-style-type: none"> <li>• Organization chart of hotel and maintenance department, different theories of organization.</li> </ul>	4
3.	<b>Fuels used in catering Industry</b> <ul style="list-style-type: none"> <li>• Types of fuel used in catering industry, calorific value; comparative study of different fuels</li> <li>• Calculation of amount of fuel required and cost</li> </ul>	6
4	<b>Safety</b> <ul style="list-style-type: none"> <li>• Accident, accident prevention, causes of accident.</li> </ul>	4
5	<b>Electricity</b> <ul style="list-style-type: none"> <li>• Fundamentals of electricity</li> <li>• Insulators, conductors, current, potential difference, resistance, energy concepts</li> <li>• Electric wiring and lighting system.</li> </ul>	4
6	<b>Waste Disposals</b> <ul style="list-style-type: none"> <li>• Solid &amp; liquid waste, salvage &amp; sewage</li> <li>• Disposal of solid waste, sewage treatment.=</li> </ul>	4

7	<b>Refrigeration &amp; Air-conditioning</b> <ul style="list-style-type: none"> <li>• Basic principles</li> <li>• Latent heat, boiling point and its dependence on pressure</li> <li>• Vapor compressor system of refrigeration and refrigerants.</li> <li>• Air –conditioning basic principles, types and application</li> </ul>	4
8	<b>Pollution Control</b> <ul style="list-style-type: none"> <li>• Pollution related to hotel industry</li> <li>• Water pollution</li> <li>• Air pollution</li> <li>• Noise pollution</li> <li>• Legal requirements.</li> </ul>	4
9	<b>Fire Prevention and Firefighting system</b> <ul style="list-style-type: none"> <li>• Classes of Fire</li> <li>• Fire extinguisher for different fire</li> <li>• Structural protections</li> </ul> Legal requirements	5
10	<b>Audio Visual Equipment's:</b> <ul style="list-style-type: none"> <li>• Various audio-visual equipment</li> <li>• Care and cleaning of equipment</li> <li>• Sensors</li> </ul>	4
<b>Total</b>		<b>45</b>



<b>Course Name: FOOD SCIENCE &amp; NUTRITION (DSE)</b>		
<b>Course code: BHM – 407</b>	<b>Semester: IV</b>	
<b>Duration: 45 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 3 hrs./week	Internal Marks:	25
Credits: 3	End Semester Exam: 75	
S. No.	CONTENTS	HOURS
1.	<b>BASIC ASPECTS</b> <ul style="list-style-type: none"> <li>• Definition in terms of Health, Nutrition and Nutrients; Importance of Food and Nutrients</li> <li>• Definition and scope of food science</li> </ul>	06
2.	<b>CARBOHYDRATES.</b> <ul style="list-style-type: none"> <li>• Introduction and Classification.</li> <li>• Effect of Energy and factors affecting Energy.</li> <li>• Sources of Carbohydrate.</li> <li>• Effect of Cooking on Carbohydrate.</li> <li>• Health issues with Carbohydrate →Underweight and Obesity.</li> </ul>	06
3.	<b>LIPIDS.</b> <ul style="list-style-type: none"> <li>• Introduction and Classification.</li> <li>• Dietary sources and Functions.</li> <li>• Effect of Cooking on Lipids Auto oxidation, Hydrogenation, Winterization and Smoking points. Cholesterol</li> </ul>	06
4	<b>PROTEINS</b> <ul style="list-style-type: none"> <li>• Introduction and Classification.</li> <li>• Dietary Sources and Function.</li> <li>• Effect of cooking on Proteins –Denaturation,</li> <li>• Emulsification, Foam ability, Coagulation.</li> </ul>	06
5.	<b>VITAMINS, MINERALS AND WATER</b> <ul style="list-style-type: none"> <li>• Definition and Classification of Vitamins (A, D, E, K, B and c).</li> <li>• Dietary Sources and Function of Vitamins.</li> <li>• Definition and Classification of Minerals (Iron, calcium,</li> </ul>	08

	<p>Sodium, Iodine, Fluorine)</p> <ul style="list-style-type: none"> <li>• Dietary Sources and Functions of Minerals.</li> <li>• Definition, Sources, Function.</li> </ul>	
6	<p><b>BALANCED DIET AND EVALUATION OF FOOD</b></p> <ul style="list-style-type: none"> <li>• Definition and Importance.</li> <li>• Factors affecting Balance Diet - (Age, Gender, Physiological state)</li> <li>• Menu planning &amp; its factors.</li> <li>• Introduction of Evaluation of food - (objective &amp; subjective)</li> </ul>	06
7	<p><b>NEWER TRENDS IN FOOD SERVICE INDUSTRY.</b></p> <ul style="list-style-type: none"> <li>• Emulsion- Definition and Types.</li> <li>• Flavors – Definition and Types.</li> <li>• Browning – Definition, Types, Prevention.</li> <li>• Food Labeling.</li> </ul>	07
<b>TOTAL</b>		<b>45</b>

<b>Course Name: FOOD PRODUCTION OPERATION-I (PRACTICAL)</b>		
<b>Course code: BHM – 421</b>		<b>Semester: IV</b>
<b>Duration: 60 hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
	<p>This semester needs to formulate 15 set of menus from the following cuisines.</p> <ul style="list-style-type: none"> <li>●Awadh</li> <li>● Bengal</li> <li>●Goa</li> <li>●Gujarat</li> <li>●Hyderabad</li> <li>●Kashmiri</li> <li>●Maharastra</li> <li>●Punjabi</li> <li>●Rajasthan</li> <li>●South India (Tamilnadu, Karnataka, Kerala)</li> </ul>	
<b>TOTAL</b>		<b>60</b>

<b>Course Name: FOOD &amp; BEVERAGE SERVICE OPERATIONS - I (PRACTICAL)</b>		
<b>Course code: BHM - 422</b>		<b>Semester: IV</b>
<b>Duration: 60 hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>Service of Old-World Wines</b> <ul style="list-style-type: none"> <li>• Reading wine bottle label</li> <li>• Service of Red Wine</li> <li>• Service of White/Rose Wine</li> <li>• Service of Sparkling Wines</li> <li>• Service of Fortified Wines</li> <li>• Service of Aromatized Wines</li> <li>• Service of Cider, Perry &amp; Sake</li> </ul>	24
2	<b>Service of Spirits</b> <ul style="list-style-type: none"> <li>• Service styles – neat/on-the-rocks/with appropriate mixers</li> <li>• Service of Whisky</li> <li>• Service of Vodka</li> <li>• Service of Rum</li> <li>• Service of Gin</li> <li>• Service of Brandy</li> <li>• Service of Tequila</li> </ul>	20
3	<b>Service of Liqueurs</b> <ul style="list-style-type: none"> <li>• Service styles – neat/on-the-rocks/with cream</li> <li>• Service from the Bar</li> <li>• Service from Liqueur Trolley</li> </ul>	08
4	<b>Service of Cocktails</b>	08
<b>TOTAL</b>		<b>60</b>

<b>Course Name: FRONT OFFICE OPERATIONS II (Practical)</b>		
<b>Course code: BHM - 423</b>		<b>Semester: III</b>
<b>Duration: 60 hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs/week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	Handling room keys(issuing, receiving, missing keys, computerized key cards)	<b>04</b>
2	Preparing & filling up of Registration card.	04
3	Role play for check-in of different types of guests-FIT, walk-in, VIP, Groups	<b>08</b>
4	Role play of check-in of foreigners using C-form	<b>12</b>
5	Operating PMS for registration	04
6	Rooming a guest, dealing with change of room request.	04
7	Role play on situation handling like emergencies, walking a guest, dealing with overbooking situations.	08
8	Role play of check out procedure	08
9	Using different methods of payment to settle bills.	08
<b>TOTAL</b>		<b>60</b>

<b>Course Name: ACCOMODATION OPERATION-II (Practical)</b>		
<b>Course code: BHM - 424</b>		<b>Semester: IV</b>
<b>Duration: 60 hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>SAMPLE LAYOUT OF GUEST ROOMS</b> <ul style="list-style-type: none"> <li>• Single room</li> <li>• Double room</li> <li>• Twin room</li> <li>• Suite</li> </ul>	<b>12</b>
2	PLACEMENT AND POSITIONING OF STANDARD GUEST ROOM SUPPLIES FOR DIFFERENT TYPES OF ROOMS	08
3	<b>MAID'S TROLLEY</b> <ul style="list-style-type: none"> <li>• contents</li> <li>• Setting up trolley</li> </ul>	<b>04</b>
4	<b>LAUNDRY</b> <ul style="list-style-type: none"> <li>• Commercial and On-site Laundry</li> <li>• Flow process of Industrial laundering-OPL</li> <li>• Stages in the Wash Cycle</li> <li>• Laundry Equipment and Machines</li> <li>• Layout of the Laundry</li> <li>• Laundry Agents</li> <li>• Dry Cleaning</li> <li>• Guest Laundry/ Valet Service</li> <li>• Stain removal</li> </ul>	20
5	<b>SERVICING GUEST ROOM</b> <ul style="list-style-type: none"> <li>• Occupied room</li> <li>• Checked room</li> <li>• Vacant room</li> <li>• Turndown services</li> </ul>	08
6	SERVICING OF A BATHROOM	04
7	SELECTION AND DESIGNING OF UNIFORMS	04
<b>TOTAL</b>		<b>60</b>

<b>Course Name: FOOD PRODUCTION OPERATION-II</b>		
<b>Course code: BHM501</b>	<b>Semester: V</b>	
<b>Duration: 30</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<p><b>Stores</b></p> <ul style="list-style-type: none"> <li>• Principles of storage,</li> <li>• Types of stores</li> <li>• Layout of Dry and cold room</li> <li>• Staff Hierarchy,</li> <li>• Guidelines for efficient storage</li> <li>• Control procedures</li> <li>• Inventory Procedures</li> <li>• EOQ</li> <li>• Re-order levels</li> <li>• Bin Cards</li> <li>• Form and formats</li> <li>• Function of a store Manager.</li> </ul>	<b>04</b>
2	<p><b>PASTRY</b></p> <ul style="list-style-type: none"> <li>• <b>Short crust</b></li> <li>• <b>Laminated</b></li> <li>• <b>Choux</b></li> <li>• <b>Hot water/Rough puff</b> <ul style="list-style-type: none"> <li>○ Recipes and methods of preparation</li> <li>○ Differences</li> <li>○ Uses of each pastry</li> <li>○ Care to be taken while preparing pastry</li> <li>○ Role of each ingredient</li> <li>○ Temperature of baking pastry</li> </ul> </li> <li>• <b>Flour</b> <ul style="list-style-type: none"> <li>○ Structure of wheat</li> <li>○ Types of Wheat</li> <li>○ Types of Flour</li> <li>○ Processing of Wheat –Flour</li> <li>○ Uses of Flour in Food Production</li> <li>○ Cooking of Flour(Starch)</li> </ul> </li> <li>• <b>PASTRYCREAMS</b> <ul style="list-style-type: none"> <li>○ Basic pastry creams</li> </ul> </li> </ul>	08

	<ul style="list-style-type: none"> <li>○ Uses in confectionery</li> <li>○ Preparation and care in production<sup>10</sup></li> </ul>	
3	<p><b>SIMPLE BREADS</b></p> <ul style="list-style-type: none"> <li>• Principles of bread making</li> <li>• Simple yeast breads</li> <li>• Role of each ingredient in bread making</li> <li>• Baking temperature and its importance</li> </ul>	04
4	<p><b>Food presentation principles</b></p> <ul style="list-style-type: none"> <li>• Basic presentations</li> <li>• Modern Perspectives</li> <li>• Use of technology</li> <li>• Contemporary plates</li> <li>• Unconventional garnishes</li> <li>• Role &amp; uses of garnishes</li> </ul> <p><b>Food Styling</b></p> <ul style="list-style-type: none"> <li>• Food photography &amp; problems therein</li> <li>• Use of non-edible components</li> <li>• Role of dimension</li> </ul>	04
5	<p><b>ORIENTAL CUISINE</b></p> <ul style="list-style-type: none"> <li>• Introduction to South East Asia foods, Chinese, Thai, Vietnam etc.</li> <li>• Historical background</li> <li>• Regional cooking styles</li> <li>• Methods of cooking</li> <li>• Equipment &amp; utensils</li> </ul>	04
6	<p><b>Specialty fine foods</b></p> <ul style="list-style-type: none"> <li>• Caviar</li> <li>• Oysters</li> <li>• Pate de foie gras</li> <li>• Salmon</li> <li>• Ahi tuna</li> <li>• Kobe beef</li> <li>• New Zealand Lamb</li> <li>• Sushi</li> <li>• Exotic vegetables</li> <li>• Exotic fruits</li> </ul>	06
<b>TOTAL</b>		<b>30</b>



<b>Course Name: Food &amp; Beverage Service operations-II</b>		
<b>Course code: BHM502</b>	<b>Semester: V</b>	
<b>Duration: 30</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<p><b>NEW WORLD WINES</b> (PRINCIPAL WINE REGIONS, WINE LAWS, GRAPE VARIETIES, PRODUCTION AND BRAND NAMES)</p> <ul style="list-style-type: none"> <li>• USA</li> <li>• Australia</li> <li>• India</li> <li>• Chile</li> <li>• South Africa</li> <li>• Algeria</li> <li>• New Zealand</li> </ul>	<b>18</b>
2	<p><b>APERITIFS</b></p> <ul style="list-style-type: none"> <li>• Introduction and Definition</li> <li>• Types of Aperitifs <ul style="list-style-type: none"> <li>○ Vermouth (Definition, Types &amp; Brand names.</li> <li>○ Bitters (Definition, Types &amp; Brand names</li> </ul> </li> </ul>	04
3	<p><b>DISPENSE BAR</b></p> <ul style="list-style-type: none"> <li>• Introduction and definition</li> <li>• Bar layout – physical layout of bar</li> <li>• Bar stock – alcohol &amp; non-alcoholic beverages</li> <li>• Bar equipment</li> </ul>	04
4	<p><b>TOBACCO</b></p> <ul style="list-style-type: none"> <li>• History</li> <li>• Processing for cigarettes, pipe tobacco &amp; cigars</li> <li>• Cigarettes – Types and Brand names</li> <li>• Pipe Tobacco – Types and Brand names</li> <li>• Cigars – shapes, sizes, colors and Brand names</li> <li>• Care and Storage of cigarettes &amp; cigars</li> </ul>	<b>04</b>
<b>TOTAL</b>		<b>30</b>

<b>Course Name: FRONT OFFICE MANAGEMENT –I</b>		
<b>Course code: BHM503</b>		<b>Semester: V</b>
<b>Duration: 30</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<p><b>Front Office Security Functions</b></p> <ul style="list-style-type: none"> <li>• Lobby layout, types of lobbies</li> <li>• Role of Front Office in Hotel Security</li> <li>• 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</li> <li>• Key Control from security point of view-handling Grandmaster &amp; Master key, lost &amp; found, guest &amp; staff movement &amp; access control, ELS (electronic key cards) damaged keys</li> </ul>	<b>08</b>
2	<p><b>Front Office Computer Operation</b></p> <ul style="list-style-type: none"> <li>• Application of Property Management System in generating reports &amp; use in- Reservations, Registration, Cashiering, Night Audit &amp; Telephones.</li> </ul>	04
3	<p><b>Front Office Accounting &amp; Credit Control</b></p> <ul style="list-style-type: none"> <li>• Accounting fundamentals</li> <li>• Foreign currency awareness &amp; handling procedures</li> <li>• Cash sheet</li> <li>• Hotel credit management &amp; credit control</li> <li>• Credit control-meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/credit card users</li> <li>• Control measures at the time of reservation, check-in, during stay, check-out, after departure</li> <li>• Prevention of Skippers-on arrival/during stay/on departure day</li> </ul>	06
4	<p><b>Night Audit</b></p> <ul style="list-style-type: none"> <li>• Night audit functions &amp; process</li> <li>• Operating model-non-automated, semi-automated</li> <li>• Verifying &amp; Summarizing postings</li> </ul>	<b>06</b>

	<ul style="list-style-type: none"> <li>• Transcripts-completion</li> </ul>	
	<p><b>Guest Complaint Handling/Problem solving</b></p> <ul style="list-style-type: none"> <li>• Process, thumb rules</li> <li>• Common complaints &amp; their types</li> <li>• Role of emotions in situation handling</li> </ul>	<b>06</b>
<b>TOTAL</b>		<b>30</b>

<b>Course Name: ACCOMMODATION MANAGEMENT –I</b>		
<b>Course code: BHM504</b>		<b>Semester: V</b>
<b>Duration: 30</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT</b> <ul style="list-style-type: none"> <li>• Area inventory list</li> <li>• Frequency schedules</li> <li>• Performance and productivity standards</li> <li>• Time and motion study in housekeeping operations</li> <li>• Standard operating manuals – Job procedures</li> <li>• Job allocation and work schedules</li> <li>• Calculating staff strength &amp; planning duty rosters, team work and leadership in HK</li> <li>• Training in HKD, devising training programs for HK staff</li> <li>• Inventory level for non recycled items.</li> </ul>	12
2	<b>BUDGETS</b> <ul style="list-style-type: none"> <li>• Budget and budgetary control</li> <li>• The budget processes</li> <li>• Planning capital budgets</li> <li>• Planning operation budgets</li> <li>• Operating Budgets- controlling expenses- income statement</li> <li>• Purchasing systems- methods of buying</li> <li>• Stock records- issuing and control</li> </ul>	08
3	<b>HOUSEKEEPING IN INSTITUTES OTHER THAN HOTELS</b> <ul style="list-style-type: none"> <li>• Hospitals</li> <li>• Hostels</li> <li>• Malls</li> <li>• Residential establishments</li> <li>• Offices</li> <li>• Universities</li> <li>• Other commercial areas</li> </ul>	02
4	<b>CONTACT SERVICES</b> <ul style="list-style-type: none"> <li>• Types of contract services</li> <li>• Guidelines for hiring contract services</li> <li>• Advantages and disadvantages of contract services</li> </ul>	04

5	<b>SAFETY AND SECURITY</b> <ul style="list-style-type: none"> <li>• Safety awareness and accident prevention</li> <li>• Fire safety and firefighting</li> <li>• Crime prevention and dealing with emergency situation</li> </ul>	02
6	<b>ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS</b>	02
<b>TOTAL</b>		<b>30</b>

<b>Course Name: PRINCIPLES OF MANAGEMENT (DSE)</b>		
<b>Course code: BHM505</b>	<b>Semester: V</b>	
<b>Duration: 30</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<p><b>INTRODUCTION</b></p> <ul style="list-style-type: none"> <li>• Concept and Nature of Management: Concept &amp; Definitions,</li> <li>• Features of Management, Management as Science, Art &amp; Profession, Levels of Management, Scope of Management,</li> <li>• Nature of Management Process,</li> <li>• Classification of Managerial Functions, Evolution of Management Thought,</li> <li>• Approaches to Management (Classical, Behavioral, Quantitative Contingency), Contribution Of Leading Thinkers,</li> <li>• Orientation to management thought process.</li> <li>• Role of Manager- Professional Manager and his tasks, Managerial skills,</li> <li>• Managerial Ethics and Organization Culture, Recent Trends in Management Thought.</li> </ul>	10
2	<p><b>PLANNING &amp; ORGANISING</b></p> <ul style="list-style-type: none"> <li>• Overview of functions of management;</li> <li>• Concepts of POSDCORB,</li> <li>• Planning and Management Process, Mission- Objective- Goals, Urgent and Important Paradigms,</li> <li>• Planning process in Detail, Types and Levels of Plans</li> <li>• Problems solving and decision making,</li> <li>• Time Management.</li> <li>• Planning and Decision Making - Nature, Process and Types of Planning,</li> <li>• Management By Objectives (MBO), Nature &amp; Principles Of Organization, Organizing and Organizing Structure,</li> <li>• Forms Of Organization Structure Line &amp; Staff, Organization Chart, Principles of Organization;</li> <li>• Scalar Principle, Departmentation; Unity and Command,</li> <li>• Span of Control, Centralization and Decentralization,</li> </ul>	08

	<ul style="list-style-type: none"> <li>• Authority and Responsibility, Delegation</li> </ul>	
3	<p><b>CONTROLLING &amp; DIRECTING</b></p> <ul style="list-style-type: none"> <li>• Basic concepts of control- Definition, Process and Techniques.</li> <li>• Directing: Nature &amp; Scope of Directing,</li> <li>• Motivation and Morale,</li> <li>• Communication,</li> <li>• Leadership, Concept, Theories of Leadership, styles, Successful versus effective leadership styles in travel trade and hospitality organizations, Coordination</li> </ul>	04
4	<p><b>ORGANISATION BEHAVIOUR</b></p> <ul style="list-style-type: none"> <li>• Concept, Foundation of Organization Behaviour,</li> <li>• Theoretical framework for Organisation Behaviour,</li> <li>• Contemporary challenges to Organisation Behaviour in 21st Century. Perception: Concept, perceptual selectivity, managerial implications of perception.</li> <li>• Motivation: Definition, Importance,</li> <li>• Motives: Characteristics, Classification of motives – Primary &amp; Secondary motives.</li> <li>• Theories of Motivation – Maslow Theory of need hierarchy–</li> <li>• Herzberg's theory.</li> </ul>	04
5	<p><b>GROUP DYNAMICS</b></p> <ul style="list-style-type: none"> <li>• Types of Groups,</li> <li>• Reason for the formation of group, Group cohesiveness, group conflicts, team building,</li> <li>• Individual differences: Causes of individual differences.</li> <li>• Interpersonal Skill - Transactional analysis, Life Positions, Johari Window.</li> </ul>	02
<b>TOTAL</b>		<b>30</b>

<b>Course Name: Financial Management (DSE)</b>		
<b>Course code: BHM506</b>	<b>Semester: V</b>	
<b>Duration: 30</b>	<b>Maximum Marks : 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<p><b>Nature of Financial Management:</b></p> <ul style="list-style-type: none"> <li>• Introduction; finance functions;</li> <li>• Goals of financial management; risk &amp; return tradeoff;</li> <li>• Organization of finance functions.</li> <li>• 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.</li> </ul>	<b>04</b>
2	<p><b>Basics of Capital Budgeting:</b></p> <ul style="list-style-type: none"> <li>• Nature of investment decisions</li> <li>• Importance of investment decisions</li> <li>• Investment evaluation criteria</li> <li>• Capital budgeting techniques – NPV, IRR, Payback and accounting rate of return.</li> </ul>	06
3	<p><b>Cost of Capital:</b></p> <ul style="list-style-type: none"> <li>• Meaning and significance of the cost of capital</li> <li>• Concept of cost of capital</li> <li>• Opportunity cost</li> <li>• Component cost of capital: - debt, equity, preference capital, and retained earnings; weighted average cost of capital.</li> <li>• Meaning of capital structure</li> <li>• Factors influencing capital structure</li> </ul>	08
4	<p><b>Analysis of financial statement</b></p> <ul style="list-style-type: none"> <li>• Meaning of ratios</li> <li>• Types of ratios-how to calculate it</li> <li>• Meaning and uses of fund flow statement–</li> <li>• Preparation of Problems in fund flow statement, Cash flow</li> </ul>	<b>08</b>



5	<p><b>Working Capital Management:</b></p> <ul style="list-style-type: none"> <li>• Concepts of working capital- need for working capital; determinants of working capital; computation of working capital</li> <li>• An elementary knowledge of components of working capital management cash management, receivables management and inventory management.</li> <li>• Dividend Policy Decisions: Introduction; meaning of dividend; aspects of dividend policy;</li> <li>• Practical considerations in dividend policy; forms of dividends</li> </ul>	04
<b>TOTAL</b>		<b>30</b>

<b>Name of the Course: HOSPITALITY MARKETING (DSE)</b>		
<b>Course code: BHM-507</b>		<b>Semester: V</b>
<b>Duration: 30 hrs.</b>		<b>Maximum Marks: 10</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2 hrs./week		Internal Marks: 25 Marks
Credit: 2		End Semester Exam: 75 Marks
1.	<b>Understanding Marketing Management</b> The production concepts, The product concept, The selling concept, The marketing concept (Relationship marketing, Social marketing),	04
2.	<b>Understanding Consumer Behavior</b> The factors influencing consumer behavior. The stages in buying process <b>Product Management</b> Classification of products, New Product development, Product mix decisions Product Life Cycle	04
3	<b>Marketing Process</b> Market Environment Marketing Mix Segmentation, Targeting Positioning	04
4	<b>Pricing Strategies</b> Steps adopted in selecting the right price. Various pricing strategies  <b>Managing Channels</b> Channel functions, Types of Marketing Channels Selecting channel partners, Conflict and cooperation in channel members, Sales force management.	08

4	<b>Managing the Integrated Communication</b> 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.	10
<b>Total</b>		<b>30</b>

<b>Name of the Course: FACILITY MANAGEMENT (DSE)</b>		
<b>Course code: BHM-508</b>	<b>Semester: V</b>	
<b>Duration: 30 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2hrs/week	Internal Marks: 25 Marks	
Credit: 2	End Semester Exam: 75 Marks	
1.	<p><b>Maintenance Department</b></p> <ul style="list-style-type: none"> <li>• Importance of maintenance dept. in hotel industry</li> <li>• Organization of maintenance dept. in 3/4/5 Star Hotel.</li> <li>• Duties and responsibilities of engineering dept</li> <li>• Types of maintenance <ul style="list-style-type: none"> <li>- Preventive maintenance</li> <li>- Breakdown maintenance</li> <li>- Predictive maintenance</li> <li>- Contract maintenance</li> </ul> </li> </ul>	<b>2</b>
2.	<p><b>Water, Sanitation and Waste treatment</b></p> <ul style="list-style-type: none"> <li>• Water purification methods</li> <li>• Methods of water softening (Ion exchange, Zeolite process)</li> <li>• Cold and hot water distribution system</li> <li>• Various plumbing fixtures</li> <li>• Types of sanitary traps and their applications</li> <li>• Types of water closets and flushing</li> <li>• Classification of solid waste</li> <li>• Garbage collection and disposal system</li> <li>• Swimming pool maintenance</li> </ul>	<b>2</b>
3.	<p><b>Electrical Systems</b></p> <ul style="list-style-type: none"> <li>• AC and DC system.</li> <li>• Single and three phase system</li> <li>• Types of Electrical safety devices <ul style="list-style-type: none"> <li>○ Fuses</li> <li>○ Earthling</li> <li>○ Circuit breakers</li> </ul> </li> <li>• Methods of lightning</li> <li>• Calculation of electricity bill</li> </ul>	<b>2</b>

4	<p>Safety and Security systems in hotel</p> <ul style="list-style-type: none"> <li>• Classification of fire, symbols</li> <li>• Methods and types of fire extinguishers</li> <li>• Fire detector (heat and smoke)</li> </ul>	4
5.	<p><b>Energy Management</b></p> <ul style="list-style-type: none"> <li>• Importance of energy conservation</li> <li>• Use of solar energy for various activities</li> <li>• Energy conservation program for <ul style="list-style-type: none"> <li>○ Front office</li> <li>○ Kitchen</li> <li>○ F and B</li> <li>○ Housekeeping</li> <li>○ Laundry and Sanitation</li> <li>○ Guestrooms</li> </ul> </li> </ul>	4
6	<p><b>Fuels</b></p> <ul style="list-style-type: none"> <li>• Definition and Classification of fuel</li> <li>• Properties of fuel</li> <li>• Selection of fuel-</li> <li>• Types of fuel <ul style="list-style-type: none"> <li>○ Solid fuels</li> <li>○ Liquid fuels</li> <li>○ Gaseous fuels</li> </ul> </li> </ul>	4

7	<p><b>Heating, ventilation, refrigeration and air conditioning</b></p> <ul style="list-style-type: none"> <li>• Heating system</li> <li>• Heat insulation</li> <li>• Types of ventilation</li> <li>• Definitions –heat, temp, specific heat, sensible heat, latent heat, relative humidity, dry bulb temp, wet bulb temp ,tons of refrigeration</li> <li>• Refrigerant-types, properties of good refrigerants</li> <li>• Refrigeration cycles</li> <li>• Factors affecting human comfort</li> <li>• Types of ac systems-unitary and centralized</li> <li>• Window AC</li> <li>• Walk in freezer and cold storage</li> </ul>	8
8	<p><b>Designing of facilities</b></p> <ul style="list-style-type: none"> <li>• Designing of building and civil infrastructure – Roof, Exterior Walls, Elevator Shafts and Land scaping</li> <li>• Designing of parking areas – Standard Parking Space allotment, Layout Considerations</li> <li>• Designing of Lodging Facilities – Designing of Guest Room, Suites, Lobbies, Recreational facilities</li> <li>• Designing of Food and Beverage area – Concept of Designing Food and Beverage Production and Service Areas</li> </ul>	4
	<b>Total</b>	<b>30</b>

<b>Course Name: FOOD PRODUCTION OPERATION -II (PRACTICAL)</b>		
<b>Course code: BHM521</b>	<b>Semester: V</b>	
<b>Duration: 60</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Practical: 4 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>TWO REGIONAL CUISINE</b> <ul style="list-style-type: none"> <li>• Institutes/Universities may opt for any cuisine preferably cuisine from their own state</li> </ul>	<b>08</b>
2	<b>PASTRY</b> <ul style="list-style-type: none"> <li>• <b>Demonstration and Preparation of dishes using varieties of Pastry</b> <ul style="list-style-type: none"> <li>○ Short Crust – Jam tarts, Turnovers</li> <li>○ Laminated – Palmiers, Khara Biscuits, Danish Pastry, CreamHorns</li> <li>○ Choux Paste – Eclairs, Profiteroles</li> </ul> </li> <li>• Basic Pastry making &amp; their Derivatives <ul style="list-style-type: none"> <li>○ Short Crust Pastry</li> <li>○ Laminated pastries – Puff, Flaky</li> <li>○ Chouxpastry</li> <li>○ Hot water crust Pastry</li> <li>○ Suet Pastry, etc</li> </ul> </li> <li>• Fillings used in Pastry <ul style="list-style-type: none"> <li>○ Pastry Cream &amp; its varieties</li> <li>○ Ganache</li> <li>○ Mousse &amp; Mousseline</li> </ul> </li> <li>• ○ Cream Chantilly</li> </ul>	12
3	<b>CHINESE CUISINE</b> <ul style="list-style-type: none"> <li>• <b>MENU01</b> <ul style="list-style-type: none"> <li>○ Prawn Ball</li> <li>○ Soup Fried</li> <li>○ Wonton Sweet &amp; Sour</li> <li>○ Pork Hakka Noodles</li> </ul> </li> <li>• <b>MENU02</b> <ul style="list-style-type: none"> <li>○ Hot &amp; Sour soup</li> <li>○ Beans Sichuan</li> <li>○ Stir Fried Chicken &amp; Peppers</li> <li>○ Chinese Fried Rice</li> </ul> </li> </ul>	20

	<ul style="list-style-type: none"> <li>• <b>MENU03</b> <ul style="list-style-type: none"> <li>○ Sweet CornSoup</li> <li>○ ShaoMai</li> <li>○ Tung-PoMutton</li> <li>○ Yangchow FriedRice</li> </ul> </li> <li>• <b>MENU04</b> <ul style="list-style-type: none"> <li>○ Wonton Soup</li> <li>○ Spring Rolls</li> <li>○ Stir Fried Beef &amp; Celery</li> <li>○ Chow Mein</li> </ul> </li> <li>• <b>MENU05</b> <ul style="list-style-type: none"> <li>○ Prawns in Garlic Sauce</li> <li>○ Fish Szechwan</li> <li>○ Hot &amp; Sour Cabbage</li> </ul> </li> <li>• <b>Steamed Noddles</b></li> </ul>	
4	<p><b>CAKES</b>  <b>Demonstration &amp; Preparation of Simple and enriched Cakes</b></p> <ul style="list-style-type: none"> <li>• Sponge, Genoise, Fatless, Swissroll</li> <li>• Fruit Cake</li> <li>• RichCakes</li> <li>• Dundee</li> <li>• Madeira</li> </ul>	<b>12</b>
5	<p><b>HOT / COLD DESSERTS</b></p> <ul style="list-style-type: none"> <li>• Caramel Custard</li> <li>• Bread and Butter Pudding</li> <li>• Queen of Pudding</li> <li>• Soufflé - Lemon /Pineapple</li> <li>• Mousse (Chocolate Coffee)</li> <li>• Bavaroise</li> <li>• Diplomat Pudding</li> <li>• Apricot Pudding</li> <li>• Steamed Pudding - Albert Pudding, Cabinet Pudding</li> </ul>	<b>8</b>
<b>TOTAL</b>		<b>120</b>



<b>Course Name: FOOD &amp; BEVERAGE OPERATION-II (PRACTICAL)</b>		
<b>Course code: BHM522</b>		<b>Semester: V</b>
<b>Duration: 60</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>Service of New World Wines</b> <ul style="list-style-type: none"> <li>• Service of Red Wine</li> <li>• Service of White/Rose Wine</li> <li>• Service of Sparkling Wines</li> <li>• Service of Fortified Wines</li> <li>• Service of Aromatized Wines</li> </ul>	32
2	<b>Service of Aperitifs</b> <ul style="list-style-type: none"> <li>• Service of Bitters</li> <li>• Service of Vermouths</li> </ul>	12
3	<b>Dispense Bar</b> <ul style="list-style-type: none"> <li>• Function /Operation</li> <li>• Storage of Alcoholic Beverage</li> <li>• Service from Dispense Bar</li> </ul>	08
4	<b>Cigar</b> <ul style="list-style-type: none"> <li>• Cigar Service Storage of Cigar Presentation of Cigar Cutting of Cigar Lighting of Cigar</li> </ul>	08
<b>TOTAL</b>		<b>60</b>

<b>Course Name: FRONT OFFICE MANAGEMENT-I (PRACTICAL)</b>		
<b>Course code: BHM523</b>		<b>Semester: V</b>
<b>Duration: 60</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	Identification of lobby layout & different types of lobbies	<b>16</b>
2	Preparation of Guest Folio-filling up, accounting & totaling guest folios.	08
3	Handling of keys-situations related to loss of keys.	08
4	Awareness of exchange rates of commonly accepted foreign currency	08
5	Preparing & filling of forms of traveler's cheques, cash sheet	08
6	Express check out, late check out, Handling guest complaints	08
7	Operating PMS	04
<b>TOTAL</b>		<b>60</b>

<b>Course Name: ACCOMMODATION MANAGEMENT-I (PRACTICAL)</b>		
<b>Course code: BHM524</b>	<b>Semester: V</b>	
<b>Duration: 60</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Practical: 4 hrs./week	Internal Marks: 25	
Credits: 2	End Semester Exam: 75 Marks	
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>LAUNDRY MACHINERY AND EQUIPMENTS</b>	<b>12</b>
2	<b>STAIN REMOVAL</b>	16
3	<b>REPORTING MIANTENANCE AND FOLLOW UPS</b>	08
4	<b>HANDLING HOUSEKEEPING SOFTWARES (ANYONE NORMALLY USED IN HOSPITALITY INDUSTRY)</b>	<b>12</b>
5	<b>HORTICULTRE</b> <ul style="list-style-type: none"> <li>• Basic gardening plans</li> <li>• Tools and Equipment</li> <li>• Landscape Designing</li> <li>• How to make a bonsai</li> </ul>	12
<b>TOTAL</b>		<b>60</b>

<b>Course Name: FOOD PRODUCTION MANAGEMENT –I</b>		
<b>Course code: BHM601</b>	<b>Semester VI</b>	
<b>Duration: 30</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2hrs/week	Internal Marks:	25
Credits: 3	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<p><b>LARDER</b></p> <ul style="list-style-type: none"> <li>• <b>LAYOUT &amp; EQUIPMENT</b> <ul style="list-style-type: none"> <li>○ Introduction of Larder Work</li> <li>○ Definition</li> <li>○ Equipment found in the larder</li> <li>○ Layout of a typical larder with equipment and various sections</li> </ul> </li> <li>• <b>TERMS &amp; LARDER CONTROL</b> <ul style="list-style-type: none"> <li>○ Common terms used in the Larder and Larder control</li> <li>○ Essentials of Larder Control</li> <li>○ Importance of Larder Control</li> <li>○ Devising Larder Control Systems</li> <li>○ Leasing with other Departments</li> <li>○ Yield Testing</li> </ul> </li> <li>• <b>DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF</b> <ul style="list-style-type: none"> <li>○ Functions of the Larder</li> <li>○ Hierarchy of Larder Staff</li> <li>○ Sections of the Larder</li> <li>○ Duties &amp; Responsibilities of larder Chef</li> </ul> </li> </ul>	12
2	<p><b>CHARCUTIERIE</b></p> <ul style="list-style-type: none"> <li>• <b>SAUSAGE</b> <ul style="list-style-type: none"> <li>○ Introduction to charcuterie</li> <li>○ Sausage – Types &amp; Varieties</li> <li>○ Casings – Types &amp; Varieties</li> <li>○ Fillings – Types &amp; Varieties</li> <li>○ Additives &amp; Preservatives</li> </ul> </li> <li>• <b>FORCEMEATS</b> <ul style="list-style-type: none"> <li>○ Types of forcemeats</li> <li>○ Preparation of forcemeats</li> <li>○ Uses of forcemeats</li> </ul> </li> <li>• <b>BRINES, CURES &amp; MARINADES</b></li> </ul>	18

	<ul style="list-style-type: none"> <li>○ Types of Brines</li> <li>○ Preparation of Brines</li> <li>○ Methods of Curing</li> <li>○ Types of Marinades</li> <li>○ Uses of Marinades</li> <li>○ Difference between Brines, Cures &amp; Marinades</li> <li>● <b>HAM, BACON &amp; GAMMON</b> <ul style="list-style-type: none"> <li>○ Cuts of Ham, Bacon &amp; Gammon. Differences between Ham, Bacon &amp; Gammon</li> <li>○ Processing of Ham &amp; Bacon</li> <li>○ Green Bacon</li> <li>○ Uses of different cuts</li> </ul> </li> <li>● <b>GALANTINES</b> <ul style="list-style-type: none"> <li>○ Making of galantines</li> <li>○ Types of Galantine</li> <li>○ Ballotines</li> </ul> </li> <li>● <b>PATES</b> <ul style="list-style-type: none"> <li>○ Types of Pate</li> <li>○ Pate de foie gras</li> <li>○ Making of Pate</li> <li>○ Commercial pate and Pate Maison</li> <li>○ Truffle – sources, Cultivation and uses and Types of truffle.</li> </ul> </li> <li>● <b>MOUSE &amp; MOUSSELINE</b> <ul style="list-style-type: none"> <li>○ Types of mousse</li> <li>○ Preparation of mousse</li> <li>○ Preparation of mousseline</li> <li>○ Difference between mousse and mousseline</li> </ul> </li> <li>● <b>CHAUDFROID</b> <ul style="list-style-type: none"> <li>○ Meaning of Chaudfroid</li> <li>○ Making of chaudfroid &amp; Precautions</li> <li>○ Types of chaudfroid</li> <li>○ Uses of chaudfroid</li> </ul> </li> <li>● <b>ASPIC &amp; GELEE</b> <ul style="list-style-type: none"> <li>○ Definition of Aspic and Gelee</li> <li>○ Difference between the two</li> <li>○ Making of Aspic and Gelee</li> <li>○ Uses of Aspic and Glee</li> </ul> </li> </ul>	
3	<ul style="list-style-type: none"> <li>● <b>QUENELLES, PARFAITS, ROULADES</b> <ul style="list-style-type: none"> <li>○ Preparation of Quenelles, Parfaits and Roulades</li> </ul> </li> <li>● <b>APPETIZERS &amp; GARNISHES</b> <ul style="list-style-type: none"> <li>○ Classification of Appe</li> <li>○ Examples of Appetizers</li> <li>○ Historic importance of culinary Garnishes</li> <li>○ Explanation of different Garnishes</li> </ul> </li> </ul>	06

4	<b>INTERNATIONAL CUISINE</b> <ul style="list-style-type: none"> <li>• Geographic location</li> <li>• Historical background</li> <li>• Staple food with regional Influences</li> <li>• Specialties and Recipes</li> </ul>	<b>02</b>
5	<b>FRENCH</b> <ul style="list-style-type: none"> <li>• Culinary French</li> <li>• Classical recipes (recettes classique)</li> <li>• Historical Background of Classical Garnishes</li> <li>• Offals/Game</li> <li>• Larder terminology and vocabulary</li> </ul>	02
6	<b>SANDWICHES</b> <ul style="list-style-type: none"> <li>• Parts of Sandwiches Types of Bread</li> <li>• Types of filling –classification</li> <li>• Spreads and Garnishes</li> <li>• Types of Sandwiches</li> <li>• Making of Sandwiches</li> <li>• Storing of Sandwiches</li> </ul>	05
<b>TOTAL</b>		<b>45</b>

<b>Course Name: FOOD &amp; BEVERAGE MANAGEMENT – I</b>		
<b>Course code: BHM602</b>	<b>Semester: VI</b>	
<b>Duration: 30</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2hrs/week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<p><b>PLANNING &amp; OPERATING VARIOUS F&amp;B OUTLET</b></p> <ul style="list-style-type: none"> <li>• Physical layout of functional and ancillary areas</li> <li>• Objective of a good layout</li> <li>• Steps in planning</li> <li>• Factors to be considered while planning</li> <li>• Calculating space requirement</li> <li>• Various set ups for seating</li> <li>• Planning staff requirement</li> <li>• Menu planning</li> <li>• Constraints of menu planning</li> <li>• Selecting and planning of heavy duty and light equipment</li> <li>• Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.</li> <li>• Suppliers &amp; manufacturers</li> <li>• Approximate cost</li> <li>• Planning Décor, furnishing fixture etc.</li> </ul>	08
2	<p><b>FUNCTION CATERING</b></p> <p><b>BANQUETS</b></p> <ul style="list-style-type: none"> <li>• History</li> <li>• Types</li> <li>• Organization of Banquet department</li> <li>• Duties &amp; responsibilities</li> <li>• Sales</li> <li>• Booking procedure</li> <li>• Banquet menus</li> </ul> <p><b>BANQUET PROTOCOL</b></p> <ul style="list-style-type: none"> <li>• Space Area requirement</li> <li>• Table plans/arrangement</li> <li>• Misc-en-place</li> <li>• Service</li> <li>• Toast &amp; Toast procedures</li> </ul>	08

	<p><b>INFORMAL BANQUET</b></p> <ul style="list-style-type: none"> <li>• Reception</li> <li>• Cocktail parties</li> <li>• Convention</li> <li>• Seminar</li> <li>• Exhibition Fashion shows</li> <li>• Trade Fair</li> <li>• Wedding</li> <li>• Outdoor catering</li> </ul>	
3	<p><b>FUNCTION CATERING BUFFETS</b></p> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Factors to plan buffets</li> <li>• Area requirement</li> <li>• Planning and organization</li> <li>• Sequence of food</li> <li>• Menu planning</li> <li>• Types of Buffet</li> <li>• Display</li> <li>• Sit down</li> <li>• Fork, Finger, Cold Buffet</li> <li>• Breakfast Buffets</li> <li>• Equipment</li> <li>• Supplies</li> <li>• Checklist</li> </ul>	08
4	<p><b>GUERIDON SERVICE</b></p> <ul style="list-style-type: none"> <li>• History of Gueridon</li> <li>• Definition</li> <li>• General consideration of operations</li> <li>• Advantages &amp; Disadvantages</li> <li>• Types of trolleys</li> <li>• Factor to create impulse, Buying – Trolley, open kitchen</li> <li>• Gueridon equipment</li> <li>• Gueridon ingredients</li> </ul>	04
5	<p><b>KITCHEN STEWARDING</b></p> <ul style="list-style-type: none"> <li>• Importance</li> <li>• Opportunities in kitchen stewarding</li> <li>• Record maintaining</li> <li>• Machine used for cleaning and polishing</li> <li>• Inventory</li> </ul>	02
<b>TOTAL</b>		<b>30</b>



<b>Course Name: FRONT OFFICE MANAGEMENT –II</b>		
<b>Course code: BHM603</b>		<b>Semester: VI</b>
<b>Duration: 30</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2hrs/week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
S. No.	CONTENTS	HOURS
1	<b>Sales &amp; Marketing Department</b> Role of Sales & Marketing Department in hotels Co-ordination with Front Office, Concept of MICE destinations	04
2	<b>Hotel Sales</b> 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	08
3	<b>Accommodations Management</b> 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.	06
4	<b>Yield Management</b> Introduction & Concept Differential Rates Booking Horizons Forecasting Bookings-monthly & weekly forecasts Maximizing yield Concept & usage of revenue management Concept of ARR & Rev Par	04
5	<b>Personnel Management</b> Calculating Staff Requirement, Duty Rotas Selection & Requirement of employees – Attributes for staff at various levels of hierarchy Time & Motion study, work study & work measurements	02

6	<b>Financial Management &amp; cost control Budgets:</b> Types – fixed, flexible, zero base Preparation of Budget Revenue Budget for Front Office Measures to reduce operating cost & labour cost	04
<b>TOTAL</b>		<b>30</b>

<b>Course Name: ACCOMMODATION MANAGEMENT –II</b>		
<b>Course code: BHM604</b>		<b>Semester: VI</b>
<b>Duration: 30</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2hrs/week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>INTERIOR DECORATION</b> 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	12
2	<b>LAYOUT OF GUESTROOMS</b> Sizes of Rooms, Sizes of Furniture, Furniture Arrangements Special layout provision for Physically Challenged Guests Principle of Design Refurbishing and Redecoration	06
3	<b>WASTE MANAGEMENT</b> 3R's of waste management Garbage segregation Disposal Composting Energy Generation	02
4	<b>ECO-FRIENDLY PRACTICES</b> Housekeeping role in a green property Guest Supplies Cleaning Agents System of certifying Ecotel	06
5	<b>NEW PROPERTY COUNTDOWN</b>	04
<b>TOTAL</b>		<b>30</b>

<b>Course Name: HUMAN RESOURCE MANAGEMENT (DSE)</b>		
<b>Course code: BHM605</b>		<b>Semester: VI</b>
<b>Duration: 30</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2hrs/week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<p><b>FOUNDATIONS OF HRM</b>  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.</p>	04
2	<p><b>HR POLICIES</b>  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.</p>	08
3	<p><b>HUMAN RESOURCE DEVELOPMENT</b>  Learning and development;  personal development planning;  Training and Development- Concepts- Training Methods-</p>	08

	<p>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</p>	
4	<p><b>PERFORMANCE APPRAISAL</b> 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 &amp; turnover.</p>	<b>06</b>
5	<p><b>EMPLOYEE COMPENSATION</b> Aims, components, Factor influencing employee compensation; Internal equity, external equity and individual worth; Pay structure; incentive payments; employee benefits and services. Job Compensation: wage &amp; salary administration, Incentive plans &amp; fringe benefits, variable compensation individual &amp; group</p>	<b>04</b>
<b>TOTAL</b>		<b>30</b>

<b>Course Name: Research Methodology for Hotel Management</b>		
<b>Course code: BHM606</b>		<b>Semester: VI</b>
<b>Duration: 30</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2hrs/week	Internal Marks: 25	
Credits: 2	End Semester Exam: 75 Marks	
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1.	<ul style="list-style-type: none"> <li>● <b>INTRODUCTION TO RESEARCH METHODOLOGY</b></li> <li>○ Meaning and objectives of Research,</li> <li>○ Types of Research, Research Approaches, Significance of Research,</li> <li>○ Managerial decision making,</li> <li>○ Research &amp; Managerial Effectiveness, Research methods v/s Methodology. Research Process, Criteria of Good Research,</li> <li>○ Problem faced by Researches,</li> <li>○ Techniques Involved in defining a problem,</li> <li>○ Research in Tourism and Hospitality.</li> </ul>	8
2.	<ul style="list-style-type: none"> <li>● <b>RESEARCH DESIGN</b></li> <li>○ Meaning and Need for Research Design,</li> <li>○ Features and important concepts relating to research design,</li> <li>○ Different Research design,</li> <li>○ Important Experimental Designs</li> </ul>	4
3.	<ul style="list-style-type: none"> <li>● <b>SAMPLE DESIGN</b></li> <li>○ Censure and sample survey,</li> <li>○ Implication of Sample design, Steps in sampling design,</li> <li>○ Criteria for selecting a sampling procedure,</li> <li>○ Characteristics of a good sample design, Different types of Sample design, Measurement Scales, Important scaling Techniques</li> </ul>	6
4	<ul style="list-style-type: none"> <li>● <b>METHODS OF DATA COLLECTION &amp; DATAANALYSIS</b></li> <li>○ Collection of Primary Data,</li> <li>○ Collection through Questionnaire and schedule collection of secondary data,</li> <li>○ Difference in Questionnaire and schedule, Different methods to collect secondary data.</li> <li>○ Analysis of Data- Preparing data for Analysis, Examining Relationship and Trends using Statistics, Selecting appropriate Statistical Technique,</li> </ul> <p>Tabulation of Data, Analysis of Data- Techniques for Data Analysis</p>	6

5.	<ul style="list-style-type: none"> <li>• <b>REPORT WRITING AND PRESENTATION</b></li> <li>○ Research Proposal: Report Presentation Techniques, Analysis of Qualitative Data, Managerial Relevance</li> <li>○ Report writing: Types of report; planning report writing; research report format; documentation- footnotes and bibliography; writing and typing a report.</li> </ul>	6
		30

<b>Course Name: Hotel Law (DSE)</b>		
<b>Course code: BHM606</b>		<b>Semester: VI</b>
<b>Duration: 30</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2hrs/week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>Introduction &amp; Legal sources.</b> <ul style="list-style-type: none"> <li>• Evolution of law.</li> <li>• Classification of law. Law of contract</li> </ul>	04
2	<b>Definition and Introduction.</b> <ul style="list-style-type: none"> <li>• Essentials of contract.</li> <li>• Time and place of performance.</li> <li>• Break of contract.</li> <li>• Contract of Bailment.</li> <li>• Contract of Pledge. Hotel Laws</li> </ul>	04
3	<b>•Introduction and classification of Hotels and other Establishment-norms.</b> <ul style="list-style-type: none"> <li>• Licensing Acts</li> </ul>	04
4	<b>Food Adulteration act</b> <ul style="list-style-type: none"> <li>• Adulteration,</li> <li>• Misbranding,</li> <li>• Inspectors, Food Analysts</li> </ul>	06
5.	<b>Pollution Control Act, 1981</b> (Air Pollution, Water Pollution, Prevention &Control Act, 1986) <ul style="list-style-type: none"> <li>• Agencies to protect and prevent pollution.</li> <li>• Shops and Establishment Act</li> <li>• Liquor Legislations and orders.</li> </ul>	<b>06</b>
6	<b>Employment Laws.</b> <ul style="list-style-type: none"> <li>• Industrial Disputes Act.</li> <li>• Payment of wages Act.</li> </ul>	<b>06</b>



	<ul style="list-style-type: none"><li>• Trade Union Act.</li><li>• Contract Labour Act.</li><li>• Factories Act, 1948.</li><li>• Workmen's Compensation Act, 1923.</li></ul>	
<b>TOTAL</b>		30

<b>Course Name: Hotel Economics (DSE)</b>		
<b>Course code: BHM608</b>		<b>Semester: VI</b>
<b>Duration: 30</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2hrs/week	Internal Marks: 25	
Credits: 2	End Semester Exam: 75 Marks	
S. No.	CONTENTS	HOURS
1.	<b>DEMAND</b> <ul style="list-style-type: none"> <li>• Meaning of Demand</li> <li>• Law of Demand</li> <li>• Extension and contraction of Demand</li> <li>• Increase and decrease in Demand</li> <li>• Survey of Buyers intention</li> </ul>	<b>04</b>
2.	<b>ELASTICITY OF DEMAND</b> <ul style="list-style-type: none"> <li>• Meaning of income elasticity of Demand</li> <li>• Cross elasticity of Demand</li> <li>• Price elasticity of Demand</li> </ul>	<b>04</b>
3.	<b>PRODUCTION FUNCTION</b> <ul style="list-style-type: none"> <li>• Managerial use of production functions</li> <li>• Law of variable proportions</li> </ul>	04
4.	<b>COST OF PRODUCTION</b> <ul style="list-style-type: none"> <li>• Cost concepts- TFC-TVC, TC-AC and MC factors influencing cost of production, opportunity cost, cost and output relation</li> </ul>	04
5.	<b>SUPPLY</b> <ul style="list-style-type: none"> <li>• Meaning – Law of supply</li> <li>• Determinants of Law of Supply</li> <li>• Elasticity of Law of Supply</li> </ul>	04
6.	<b>REVENUE ANALYSIS</b> <ul style="list-style-type: none"> <li>• Average revenue</li> <li>• Marginal revenue</li> <li>• Total revenue</li> </ul>	04
7.	<b>PRICING POLICY</b> <ul style="list-style-type: none"> <li>• General considerations involved in formulating pricing policy</li> <li>• Objectives of Price policy</li> </ul>	<b>04</b>

	pricing <ul style="list-style-type: none"><li>• Going rate policy</li><li>• Pricing for a rate of return</li></ul>	
8	<b>PRICING METHODS</b> <ul style="list-style-type: none"><li>• Cost plus or full cost</li></ul>	<b>02</b>
<b>TOTAL</b>		30

<b>Course Name: FOOD PRODUCTION MANAGEMENT-I (PRACTICAL)</b>		
<b>Course code: BHM621</b>		<b>Semester VI</b>
<b>Duration: 60</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>Three course menus to be formulated featuring International Cuisines</b> <ul style="list-style-type: none"> <li>• FRENCH</li> <li>• INDIAN CLASSICAL ( KABS, BIRYANIS, DUMETC)</li> <li>• ITALY,GERMANY,SPAIN,GREECE,MEXICAN, MEDITERANIAN ANDLEBANES</li> </ul>	<b>60</b>

**FRENCH MENU01**

**Consommé Carmen Darne De Saumon Grille Sauce paloise  
Pommes Fondant Petits Pois A La Flamande French Bread**

**Tarte Tartin**

**MENU02**

**Bisque D'écrevisse Escalope De Veau viennoise Pommes Batailles  
Courge Provencale Epinards au Gratin**

**MENU03**

**Crème Du Barry Poulet Sauté Chasseur Pommes Loretta Haricots  
Verts**

**Salade de Betterave Brioche Baba au Rhum**

**MENU04**

**Velouté Dame Blanche Côte De Porc Charcuterie Pommes De Terre A  
La Crème Carottes Glace Au Gingembre Salade Verte  
Harlequin Bread Chocolate Cream Puffs**

**MENU05**

**Cabbage Chowder Poulet A La Rex**

**Pommes Marguises Ratatouille Salade De Carottées Et Céleris**

**Clover Leaf Bread Savarin Des Fruits**

**MENU06**

**Barquettes Assortis Stroganoff De Bœuf Pommes Persilles**

**Salade De Chou-Cru Garlic Rolls Crêpe Suzette**

**MENU07**

**Duchesse Nantua Poulet Maryland Croquette Potatoes Salade Niçoise**

**Brown Bread Pâte Des Pommes**

**MENU08**

**Kromesnies**

**Filet De Sols Walveska Pommes**

**Lyonnais Funghi Marirati Bread Sticks**

**Souffle Milanais**

**MENU09**

**Vol-Au-Vent De Volaille Et Jambon Homard Thermidor Salade**

**Waldorf**

**Vienna Rolls Mousse Au Chocolat**

**MENU10**

**Crabe En Coquille Quiche Lorraine Salade de Viande Pommes**

**Parisienne Focaccia**

3	<p style="text-align: center;"><b>INTERNATIONAL SPAIN</b>  <b>Gazpacho PolloEnPepitoria PaellaFritataDePatata Pastel</b>  <b>DeMazaana</b>  <b>ITALY</b>  <b>Minestrone RavioliArabeataFettocineCarbonaraPolloAlla</b>  <b>Cacciatore</b>  <b>MedanzaneParmigiane Grissini Tiramisu</b></p>	
4	<p style="text-align: center;"><b>GERMANY</b>  <b>LinsensuppeSauerbaatenSpatzaleGermanPotatoSalad</b>  <b>PumpnicklrApfelStrudelU.K.</b>  <b>ScotchBroth</b>  <b>RoastBeefYorkshirePuddingGlazedCarrots&amp; Turnips RoastPotato</b>  <b>Yorkshire</b>  <b>Curd Tart Crusty Bread GREECE</b>  <b>SoupeAvogolemenoMoussakaA La GrequeDolmasTzazikiBaklava</b>  <b>HarlequinBread</b></p>	
5	<p style="text-align: center;"><b>INDIAN CLASSICAL ( KABAS, BIRYANIS, DUM ETC)</b></p>	
Total		60

<b>Course Name: FOOD &amp; BEVERAGE MANAGEMENT-I –I (PRACTICAL)</b>		
<b>Course code: BHM622</b>		<b>Semester: VI</b>
<b>Duration: 60</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
<b>1</b>	<b>Planning &amp; Operating Food &amp; Beverage Outlets</b> <ul style="list-style-type: none"> <li>• Developing Hypothetical Business Model of Food &amp; Beverage Outlets</li> <li>• Case study of Food &amp; Beverage outlets - Hotels &amp; Restaurants</li> </ul>	<b>12</b>
<b>2</b>	<b>Function Catering - Banquets</b> <ul style="list-style-type: none"> <li>• Planning &amp; organizing Formal &amp; Informal Banquets</li> <li>• Planning &amp; organizing Outdoor caterings</li> </ul>	<b>16</b>
<b>3</b>	<b>Function Catering - Buffets</b> <ul style="list-style-type: none"> <li>• Planning &amp; organizing various types of Buffet</li> </ul>	<b>06</b>
<b>4</b>	<b>Gueridon Service</b> <ul style="list-style-type: none"> <li>• Organizing Mis-en-place for Gueridon Service</li> <li>• Preparation of Following Dishes <ul style="list-style-type: none"> <li>○ Crepesuzette</li> <li>○ Banana auRhum</li> <li>○ Peach Flambe</li> <li>○ Rum Omelette</li> <li>○ Steak Diane</li> <li>○ Pepper Steak</li> </ul> </li> </ul>	<b>18</b>
<b>5</b>	<b>Kitchen Stewarding</b> <ul style="list-style-type: none"> <li>• Using &amp; operating Machines</li> <li>• Exercise – physical inventory</li> </ul>	<b>08</b>
<b>Total</b>		<b>60</b>

<b>Course Name: FRONT OFFICE MANAGEMENT –II (PRACTICAL)</b>		
<b>Course code: BHM623</b>	<b>Semester: VI</b>	
<b>Duration: 60</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Practical: 4 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
<b>1</b>	Preparation of SOPs for guest arrival, departure, complaint handling	8
<b>2</b>	Yield Management calculations, preparing statistical data based on actual calculations	8
<b>3</b>	Role play & problem handling	8
<b>4</b>	Preparation of sales letters, brochure, tariff cards & other sales documents Assignment on GDS	8
<b>5</b>	Calculation of staff requirement & making of duty rotas for front office department of small, large & medium sized hotels with different levels of occupancy	8
<b>6</b>	Preparation of operating budget for front office	8
<b>7</b>	Computer proficiency in all hotel computer applications-actual computer lab Hours. Preparation of SOP's for guest arrival, departure, complaint handling	12
<b>TOTAL</b>		<b>60</b>



<b>Course Name: ACCOMMDATION MANAGEMENT –II (PRACTICAL)</b>		
<b>Course code: BHM624</b>		<b>Semester: VI</b>
<b>Duration: 60</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 4 hrs./week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
<b>1</b>	<b>First aid</b> <ul style="list-style-type: none"> <li>• Kit and its content</li> <li>• Importance of first aid in housekeeping department</li> <li>• Dealing with emergency situations</li> </ul>	<b>12</b>
<b>2</b>	<b>Team cleaning</b>	<b>12</b>
<b>3</b>	<b>Conception and designing of guest room including making floor plans, wall elevations and finally creating 3d models of guestroom/public area</b>	<b>12</b>
<b>4</b>	<b>Special decorations</b>	<b>12</b>
<b>5</b>	<b>Devising training modules and sop's</b>	<b>12</b>
<b>Total</b>		<b>60</b>

<b>Course Name: FOOD PRODUCTION MANAGEMENT -II</b>		
<b>Course code: BHM701</b>	<b>Semester: VII</b>	
<b>Duration: 45</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: 3	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
<b>1</b>	<b>Facility/ kitchen planning</b> <ul style="list-style-type: none"> <li>• Layout and design</li> <li>• Equipment and manufacturers</li> <li>• Installation</li> <li>• Configuration</li> <li>• Operating sections</li> <li>• Support services</li> <li>• Technical specialties</li> <li>• Kitchen safety</li> <li>• Kitchen services</li> <li>• Project and live layouts</li> <li>• Site visits</li> </ul>	<b>06</b>
<b>2</b>	<b>Patisserie</b> <ul style="list-style-type: none"> <li>• History, Production/ Manufacturing of Chocolate/Cocoa <ul style="list-style-type: none"> <li>○ Introduction to cocoa</li> <li>○ History of Cocoa, Cocoa bean producing countries</li> <li>○ Process of cocoa bean</li> <li>○ Processing of chocolate</li> </ul> </li> <li>• Types of Chocolate <ul style="list-style-type: none"> <li>○ Varieties – Dark, milk, white</li> <li>○ Couverture – Tempering of chocolate</li> <li>○ Drinking chocolate, Compound Chocolate</li> <li>○ Ganache, truffle , Chocolate Garnishes</li> <li>○ Chocolate desserts</li> <li>○ Molded / filled chocolates</li> </ul> </li> <li>• Frozen Desserts <ul style="list-style-type: none"> <li>○ Types &amp; classification</li> <li>○ Ice cream &amp; sorbets</li> <li>○ Commercial manufacture, “Homemade” ice cream</li> </ul> </li> <li>• Icings, Toppings &amp; Garnishes</li> </ul>	<b>06</b>

3	<b>New Concepts</b> <ul style="list-style-type: none"> <li>• Slow food movement</li> <li>• Molecular Gastronomy</li> <li>• Genetically Modified Foods</li> <li>• Organic Foods</li> <li>• Vegan cuisine</li> </ul>	04
4	<b>Food safety &amp; hygiene</b> <ul style="list-style-type: none"> <li>• HACCP Principles</li> <li>• HACCP Specialisation</li> <li>• HACCP Certification</li> </ul>	02
5	<b>Menu Planning/ Engineering</b> <ul style="list-style-type: none"> <li>• Types of menus</li> <li>• Menu terminology</li> <li>• Menu layout</li> <li>• Market trends &amp; Importance</li> <li>• Menu Composition</li> <li>• Menu; Costing &amp; Pricing</li> </ul>	04
6	<b>Specialty Catering</b> <ul style="list-style-type: none"> <li>• Airlines Catering</li> <li>• Cruise</li> <li>• Industrial Catering</li> </ul>	02
7	<b>Bakery Science</b> <ul style="list-style-type: none"> <li>• Ingredients used in bakery</li> <li>• Role of each ( flour, fat, liquid, leavening, miscellaneous)</li> <li>• Raising agents</li> <li>• Common faults in bread &amp; cakes</li> <li>• Pastry &amp; cookies/biscuits</li> <li>• Bakery terminology</li> </ul> <b>BREAD VARIETIES</b> <ul style="list-style-type: none"> <li>• International Bread Varieties</li> <li>• Breakfast Rolls</li> <li>• Dinner Roll varieties</li> <li>• Quick Breads</li> </ul>	06
<b>TOTAL</b>		<b>30</b>

<b>Course Name: FOOD &amp; BEVERAGE SERVICE MANAGEMENT –II</b>		
<b>Course code: BHM702</b>	<b>Semester: VII</b>	
<b>Duration: 30</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2 hrs./week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
<b>1</b>	<b>FOOD &amp; BEVERAGE STAFFORGANISATION</b> <ul style="list-style-type: none"> <li>○ Categories of staff</li> <li>○ Hierarchy</li> <li>○ Job description and specification</li> <li>○ Duty roaster</li> </ul>	<b>04</b>
<b>2</b>	<b>MANAGING FOOD &amp; BEVERAGEOUTLET</b> <ul style="list-style-type: none"> <li>○ Supervisory skills</li> <li>○ Developing efficiency</li> <li>○ Standard Operating Procedure</li> </ul>	<b>04</b>
<b>3</b>	<b>BAR OPERATIONS</b> <ul style="list-style-type: none"> <li>● Types of Bar</li> <li>○ Cocktail</li> <li>○ Dispense</li> <li>● Area of Bar</li> <li>○ Front Bar</li> <li>○ Back Bar</li> <li>○ Under Bar (Speed Rack, Garnish Container, Ice well etc.)</li> <li>● Bar Stock</li> <li>● Bar Control</li> <li>● Bar Staffing</li> <li>● Opening and closing duties</li> </ul>	<b>08</b>
<b>4</b>	<b>COCKTAILS &amp; MIXED DRINKS</b> <ul style="list-style-type: none"> <li>○ Definition and History</li> <li>○ Classification</li> <li>○ Recipe, Preparation and Service of Popular Cocktails- Martini – Dry &amp; Sweet, Manhattan – Dry &amp; 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</li> </ul>	<b>14</b>

	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	
<b>TOTAL</b>		<b>30</b>

<b>Course Name: Travel &amp; Tourism</b>		
<b>Course code: BHM703</b>		<b>Semester: VII</b>
<b>Duration: 30</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2hrs/week	Internal Marks: 25	
Credits: 2	End Semester Exam: 75 Marks	
S. No.	CONTENTS	HOURS
1	<b>Introduction to Tourism Industry</b> <ul style="list-style-type: none"> <li>• Types and components</li> <li>• Famous tourist destinations of India and abroad</li> <li>• Tourism Action plan and Policies</li> </ul>	<b>06</b>
2	<b>MUSEUMS</b> <ul style="list-style-type: none"> <li>• Concept and classification.</li> <li>• (National Museum, New Delhi; Bharat Kala Bhawan, Varanasi; Archaeological Museum, Sarnath ,etc.),</li> <li>• Heritage Hotels and its classification.</li> </ul>	04
3	<b>CULTURE</b> <ul style="list-style-type: none"> <li>• Culture- concept, meaning &amp; definition</li> <li>• Elements of culture - Discourses on culture in 19th and 20th Century (<i>an overview</i>)–</li> <li>• Layers of culture - Manifestations of culture–</li> <li>• Civilization - concept, meaning &amp; definition, Characteristics of civilization - difference between culture and civilization–</li> <li>• Cultural diversity - Dimensions of cultural diversity</li> </ul>	06
4	<b>HERITAGE</b> <ul style="list-style-type: none"> <li>• Meaning and concept.</li> <li>• Criteria for selection as heritage sites, monuments and zone by UNESCO (WHC).</li> <li>• Types of heritage property.</li> <li>• World famous heritage sites and monument in India and abroad.</li> </ul>	<b>06</b>

5	<p><b>CROSS-CULTURAL MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>• Introduction,</li> <li>• issues and themes, key theorists,</li> <li>• The nature and meaning of culture from different theoretical perspectives, Management issues in a cross-cultural context - including motivation and leadership;</li> <li>• HRM and the management of an international workforce; multi-cultural team</li> </ul>	<b>06</b>
<b>TOTAL</b>		30

<b>Course Name: FOOD &amp; BEVERAGE MANAGEMENT &amp; CONTROLS</b>		
<b>Course code: BHM – 704</b>		<b>Semester: VII</b>
<b>Duration: 30 hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Practical: 2 hrs/week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>COST DYNAMICS</b> <ul style="list-style-type: none"> <li>• Introduction to cost control and elements of Cost</li> <li>• Classification of Cost</li> <li>• Objectives and advantages of Cost Control</li> </ul>	02
2	<b>SALES CONCEPTS</b> <ul style="list-style-type: none"> <li>• Various Sales Concept</li> <li>• Uses of Sales Concept</li> </ul>	02
3	<b>CONTROL CYCLE FOR FOOD</b> <ul style="list-style-type: none"> <li>• Purchasing Control</li> <li>• Types of Food Purchase</li> <li>• Quality Purchasing</li> <li>• Food Quality Factors for Different Commodities</li> <li>• Definition of Yield</li> <li>• Tests to Arrive at Standard Yield</li> <li>• Definition of Standard Purchase Specification</li> <li>• Advantages of Standard Yield and Standard Purchase Specification</li> <li>• Purchasing Procedure</li> <li>• Different Methods of Food Purchasing</li> <li>• Methods of Purchasing in Hotels</li> <li>• Purchase Order Forms</li> <li>• Ordering Cost</li> <li>• Carrying Cost</li> </ul>	04
4	<b>RECEIVING CONTROL</b> <ul style="list-style-type: none"> <li>• Aims of Receiving</li> <li>• Job Description of Receiving Clerk/Personnel</li> <li>• Equipment Required for Receiving</li> <li>• Documents by the Supplier ( including format)</li> <li>• Delivery Notes</li> <li>• Bills/Invoices</li> <li>• Credits Notes</li> </ul>	02



	<ul style="list-style-type: none"> <li>• Statements</li> <li>• Records Maintained in the Receiving Department</li> <li>• Goods Received Book</li> <li>• Daily Receiving Report</li> <li>• Meat Tags</li> <li>• Receiving Procedure</li> <li>• Blind Receiving</li> <li>• Assessing the Performance and Efficiency of Receiving Department</li> <li>• Potential frauds in Receiving</li> <li>• Hygiene in receiving areas and it's relative importance</li> </ul>	
5	<p><b>STORING &amp; ISSUING CONTROL</b></p> <ul style="list-style-type: none"> <li>• Storing Control</li> <li>• Aims of Store Control</li> <li>• Job Description of Food Store Room Clerk/Personnel</li> <li>• Storing Control</li> <li>• Conditions of Facilities and Equipment</li> <li>• Arrangements of Food</li> <li>• Location of Storage Facilities</li> <li>• Security</li> <li>• Stock Control</li> <li>• Two Types of Foods Received – Direct Stores(Perishables/Non-Perishables)</li> <li>• Stock Records Maintained Bin Cards (Stock Record Cards/Books)</li> <li>• Issuing Control</li> <li>• Requisitions</li> <li>• Transfer Notes</li> <li>• Perpetual Inventory Method</li> <li>• Monthly Inventory/Stock Taking</li> <li>• Pricing of Commodities</li> <li>• Stock Taking and Comparison of Actual Physical Inventory and Book Value</li> <li>• Stock Levels</li> <li>• Practical Problems</li> </ul>	03
6	<p><b>PRODUCTION CONTROL</b></p> <ul style="list-style-type: none"> <li>• Aims and Objectives</li> <li>• Forecasting</li> <li>• Fixing of Standards <ul style="list-style-type: none"> <li>○ -Definition of Standards (Quality and Quantity)</li> <li>○ -Standard Recipe (Definition, Objectives and Various Tests)</li> <li>○ -Standard Portion Size (Definition, Objectives and Equipment used)</li> <li>○ -Standard Portion Cost (Objectives and Cost Cards)</li> </ul> </li> <li>• Computation of Staff Meals</li> </ul>	02

7	<p><b>INVENTORY CONTROL</b></p> <ul style="list-style-type: none"> <li>• Importance</li> <li>• Objective</li> <li>• Method</li> <li>• Levels and Technique</li> <li>• Perpetual Inventory</li> <li>• Monthly Inventory</li> <li>• Pricing of Commodities</li> <li>• Comparison of Physical and Perpetual Inventory</li> </ul>	02
8	<p><b>BEVERAGE CONTROL</b></p> <ul style="list-style-type: none"> <li>• Purchasing</li> <li>• Receiving</li> <li>• Storing Issuing</li> <li>• Production Control</li> <li>• Standard Recipe</li> <li>• Standard Portion Size</li> <li>• Bar Frauds</li> <li>• Books Maintained</li> <li>• Beverage Control</li> </ul>	03
9	<p><b>SALES CONTROL</b></p> <ul style="list-style-type: none"> <li>• Procedure of Cash Control</li> <li>• Machine System</li> <li>• ECR</li> <li>• NCR</li> <li>• Preset Machines</li> <li>• POS</li> <li>• Reports</li> <li>• Thefts</li> <li>• Cash Handling</li> </ul>	03

10	<b>BUDGETARY CONTROL</b> <ul style="list-style-type: none"> <li>• Define Budget</li> <li>• Define Budgetary Control</li> <li>• Objectives</li> <li>• Frame Work</li> <li>• Key Factors</li> <li>• Types of Budget</li> <li>• Budgetary Control</li> </ul>	02
11	<b>VARIANCE ANALYSIS</b> <ul style="list-style-type: none"> <li>• Standard Cost</li> <li>• Standard Costing</li> <li>• Cost Variances</li> <li>• Material Variances</li> <li>• Labor Variances</li> <li>• Overhead Variance</li> <li>• Fixed Overhead Variance</li> <li>• Sales Variance</li> <li>• Profit Variance</li> </ul>	02
12	<b>BREAKEVEN ANALYSIS</b> <ul style="list-style-type: none"> <li>• Breakeven Chart</li> <li>• P V Ratio</li> <li>• Contribution</li> <li>• Marginal Cost</li> <li>• Graphs</li> </ul>	02
13	<b>MENU MERCHANDISING</b> <ul style="list-style-type: none"> <li>• Menu Control</li> <li>• Menu Structure</li> <li>• Planning</li> <li>• Pricing of Menus</li> <li>• Types of Menus</li> <li>• Menu as Marketing Tool</li> <li>• Layout</li> <li>• Constrains of Menu Planning</li> </ul>	02
<b>TOTAL</b>		<b>30</b>

<b>Name of the Course: PERSONALITY DEVELOPMENT</b>		
<b>Course code: BHM705</b>		<b>Semester: VII</b>
<b>Duration: 30 Hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2 hrs./week		Internal Marks: 25 Marks
Credits: 2		End Semester Exam: 75 Marks
1.	<p><b>Personality</b></p> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Elements</li> <li>• Determinants</li> </ul> <p><b>Personal Grooming</b></p> <ul style="list-style-type: none"> <li>• Personal Hygiene</li> <li>• Social Effectiveness</li> <li>• Business Etiquettes (Power Dressing)</li> </ul>	06
2.	<p><b>Body Language</b></p> <ul style="list-style-type: none"> <li>• Non-Verbal Communication</li> <li>• Types of Body Language</li> <li>• Functions of Body Language</li> <li>• Role of Body Language</li> <li>• Proxemics</li> </ul> <p><b>Art of Good Communication</b></p> <ul style="list-style-type: none"> <li>• Verbal &amp; Non-Verbal Communication</li> <li>• Difference between Oral and Written Communication</li> <li>• 7'Cs of Effective Communication</li> <li>• Importance of Effective Communication</li> </ul>	08
3.	<p><b>Team Behavior</b></p> <ul style="list-style-type: none"> <li>• Types of Teams<sup>15</sup></li> <li>• Team Roles and Behavior</li> </ul> <p>• <b>Group Discussion</b></p>	06

	<ul style="list-style-type: none"><li>• Do's and Don't</li></ul>	
4	<b>Interview Preparation</b> <ul style="list-style-type: none"><li>• Introduction</li><li>• Resume Writing</li><li>• Dress Code</li><li>• Mock-Interview</li><li>• How to be Successful in an Interview</li></ul>	10
	<b>Total</b>	<b>30</b>

<b>Course Name: HOSPITALITY CRM (DSE)</b>		
<b>Course code: BHM706</b>	<b>Semester: VII</b>	
<b>Duration: 30</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2hrs/week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<p><b>Customer Relationship Management</b></p> <p>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.</p>	<b>06</b>
2	<p><b>Customer Satisfaction:</b></p> <p>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</p>	<b>06</b>
3.	<p><b>Service Quality:</b></p> <p>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</p>	<b>06</b>
4.	<p><b>Customer Relationship Management:</b></p> <p>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</p>	06

	Warehousing, architecture, Data Mining. Characteristics, Data Mining tools and techniques, Meaning, Significance, Advantages, Call Center, Multimedia Contact Center, Important CRM softwares	
5.	<p><b>Customer Relationship Management:</b></p> <p>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</p>	06
<b>TOTAL</b>		30

<b>Course Name: STRATEGIC MANAGEMENT (DSE)</b>		
<b>Course code: BHM707</b>	<b>Semester: VII</b>	
<b>Duration: 30</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
Theory: 2hrs/week	Internal Marks:	25
Credits: 2	End Semester Exam:	75 Marks
S. No.	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>Introduction, Strategic Management</b> , 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)	<b>6</b>
2	<b>Impact of Internet and E-Commerce</b> , Role of Strategic Management in Marketing, Finance, HR and Global Competitiveness. Environmental Scanning, Industry Analysis, Competitive Intelligence ETOP Study, OCP, SAP Scanning	6
3	<b>Corporate Analysis</b> , 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.	6
4	<b>Process of Strategic Planning</b> , 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	<b>6</b>
5	<b>Strategy Implementation</b> 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	<b>6</b>
<b>TOTAL</b>		30





<b>Course Name: HOTEL SECURITY (DSE)</b>		
<b>Course code: BHM708</b>		<b>Semester: VII</b>
<b>Duration: 30</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2hrs/week		Internal Marks: 25
Credits: 2		End Semester Exam: 75 Marks
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<p><b>Crisis Management</b></p> <ul style="list-style-type: none"> <li>• Fire.</li> <li>• Bomb Threat.</li> <li>• Terrorist Threat.</li> <li>• Death of a Guest / Staff in the Hotel.</li> <li>• Riots &amp; Civil Disturbances.</li> <li>• Blackout.</li> <li>• Elevator Emergency.</li> <li>• Leakages &amp; Flooding.</li> <li>• Earthquakes &amp; Tremors.</li> <li>• Tsunami.</li> <li>• Hostage Crisis.</li> <li>• Swimming Pool Emergency.</li> <li>• Beach Rescue Emergency.</li> <li>• First Aid &amp; Medical Emergencies.</li> <li>• Evacuation.</li> <li>• Communication.</li> </ul> <p>Criteria for Crisis Team Selection.</p>	15
2	<p><b>General Hotel Security.</b></p> <ul style="list-style-type: none"> <li>• Time Office Duties.</li> <li>• Key Control.</li> <li>• Accidents (Vehicles)</li> <li>• In – room Safe box.</li> <li>• Other Duties.</li> <li>• Lost &amp; Found.</li> <li>• Scrap Disposal.</li> <li>• Guest Complaints.</li> <li>• Main Porch Duties.</li> <li>• Guest Floor Duties.</li> <li>• Guest / Staff Injury &amp; Sickness.</li> <li>• Construction &amp; Renovations.</li> </ul>	15
<b>TOTAL</b>		.30

<b>Course Name: ENTREPRENEURSHIP MANAGEMENT (DSE)</b>		
<b>Course code: BHM708</b>		<b>Semester: VII</b>
<b>Duration: 30</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 2hrs/week	Internal Marks: 25	
Credits: 2	End Semester Exam: 75 Marks	
<b>S. No.</b>	<b>CONTENTS</b>	<b>HOURS</b>
1	<b>Concept of Entrepreneurship</b> <ul style="list-style-type: none"> <li>• Entrepreneurship Meaning</li> <li>• Types of Entrepreneurship</li> <li>• Qualities of an Entrepreneur</li> <li>• Classification of Entrepreneurs</li> <li>• Factors influencing Entrepreneurship</li> <li>• Functions of Entrepreneurs</li> </ul>	4
2	<ul style="list-style-type: none"> <li>• The Start-up Process</li> <li>• Project Identification</li> <li>• Selection of the Project</li> <li>• Project Formulation Evaluation</li> <li>• Feasibility Analysis</li> </ul>	6
3	<b>Entrepreneurial Development</b> <ul style="list-style-type: none"> <li>• Agencies</li> <li>• Commercial Banks</li> <li>• District Industries Centre</li> <li>• National Small Industries Corporation</li> <li>• Small Industries Development Organisation</li> <li>• Small Industries Service Institute</li> <li>• All India Financial Institutions</li> <li>• IDBI</li> <li>• IFCI</li> <li>• ICICI</li> </ul>	4
4.	<ul style="list-style-type: none"> <li>• Project Management</li> <li>• Business Idea Generation Technique</li> <li>• Identification of Business Opportunities</li> <li>• Feasibility Study</li> <li>• Marketing Finance</li> </ul>	6

	<ul style="list-style-type: none"> <li>• Technology and Legal Formalities</li> <li>• Preparation of Project Report</li> <li>• Tools of Appraisal</li> </ul>	
5.	<b>Entrepreneurial Development Programmes (EDP)</b> <ul style="list-style-type: none"> <li>• Role, Relevance and Achievements</li> <li>• Role of Government in organizing EDPs</li> </ul>	2
6.	<b>Economic Development and Entrepreneurial Growth</b> <ul style="list-style-type: none"> <li>• Role of Entrepreneur in Economic Growth</li> <li>• Strategic Approaches in the changing Economic Scenario for Small Scale</li> <li>• Entrepreneurs</li> <li>• Networking, Niche Play, Geographic Concentration, Franchising /Dealership</li> <li>• Development of Women Entrepreneurship</li> </ul>	4
7.	<b>Incentives and Subsidies</b> <ul style="list-style-type: none"> <li>• Subsidies Services</li> <li>• Subsidy for Market Transport</li> <li>• Seed Capital Assistance</li> <li>• Taxation benefit to SSI</li> <li>• Role of Entrepreneur in Export Promotion and Import Substitution</li> </ul>	4
<b>TOTAL</b>		30

**Books Recommended:**

- Gupta And Srinivasan, Entrepreneurial Development
- Gordon And Natarajan, Entrepreneurship Development

<b>Name of the Course: ADVANCE FOOD PRODUCTION -II - PRACTICAL</b>		
<b>Course code: BHM-721</b>	<b>Semester: VII</b>	
<b>Duration: 60 hrs.</b>	<b>Maximum Marks: 100</b>	
<b>Teaching Scheme</b>	<b>Examination Scheme</b>	
	Internal Marks: 25 Marks	
Credit: 2	End Semester Exam: 75 Marks	
1.	<ul style="list-style-type: none"> <li>• <b>Advanced Indian cuisine</b> <ul style="list-style-type: none"> <li>○ Elaborate menus featuring various specialty regional cuisines</li> <li>○ Food festivals/theme dinners</li> <li>○ Special menus: religious, festival food</li> <li>○ Influences and themes</li> <li>○ Buffet presentations (using above points plan 15 buffets for 100pax)</li> </ul> </li> </ul>	<b>08</b>
2.	<ul style="list-style-type: none"> <li>• <b>Food presentation</b> <ul style="list-style-type: none"> <li>○ Modern plate presentation using contemporary menus</li> <li>○ Molecular gastronomy introduction</li> </ul> </li> </ul>	<b>04</b>
3.	<ul style="list-style-type: none"> <li>• <b>Bread Varieties</b> <ul style="list-style-type: none"> <li>○ International Bread Varieties</li> <li>○ Breakfast Rolls</li> <li>○ Dinner Roll varieties</li> <li>○ Quick Breads</li> <li>○ At least 20 variety in total</li> </ul> </li> </ul>	<b>08</b>
4.	<ul style="list-style-type: none"> <li>• <b>Dessert</b> <ul style="list-style-type: none"> <li>○ Ice creams and sorbets</li> <li>○ Other frozen desserts</li> <li>○ Mousses, soufflés, bombes, bavarois etc.</li> </ul> </li> </ul>	<b>12</b>

5	<ul style="list-style-type: none"> <li>• <b>Fillings used in Pastry</b> <ul style="list-style-type: none"> <li>○ Pastry Cream&amp; Its varieties</li> <li>○ Ganache</li> <li>○ Mousse&amp; Mousseline</li> <li>○ Cream Chantily</li> </ul> </li> <li>• <b>Icings And Toppings</b> <ul style="list-style-type: none"> <li>○ Varieties of icings</li> <li>○ Uses of Icings</li> <li>○ Difference between icings &amp; toppings</li> <li>○ Recipes</li> </ul> </li> <li>• <b>Dessert Syrups, Sauces &amp; Glaze</b> <ul style="list-style-type: none"> <li>• Varieties of syrups</li> <li>• Dessert Sauces &amp; usage</li> <li>• Types of Glazes used in pastry</li> </ul> </li> <li>• <b>Confectionery</b> <ul style="list-style-type: none"> <li>○ FLOURCONFECTIONS&amp;SUGAR CONFECTIONS</li> <li>○ Cookies &amp; Biscuits</li> <li>○ Petits Fours</li> <li>○ Tea Cakes</li> <li>○ Candies&amp; Toffees</li> </ul> </li> </ul>	<b>28</b>
	<b>Total</b>	<b>60</b>

<b>Name of the Course: ADVANCE FOOD &amp; BEVERAGE SERVICE-II</b>		
<b>Course code: BHM-722</b>		<b>Semester: VII</b>
<b>Duration: 60 hrs.</b>		<b>Maximum Marks: 100</b>
<b>Teaching Scheme</b>		<b>Examination Scheme</b>
Theory: 4 hrs./week		Internal Marks: 25Marks
Credit: 2		End Semester Exam:75 Marks
1.	<b>F&amp;B Staff Organization Class</b> <u>Room Exercise (Case Study method)</u> Developing Organization Structure of various Food & Beverage Outlets Determination of Staff requirements in all categories Making Duty Roster Preparing Job Description & Specification	20
2.	<b>Supervisory Skills</b> 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	20
3.	<b>Bar Operations</b> Designing & Setting the bar Preparation & Service of Cocktail & Mixed Drinks	20
		<b>Total</b>
		<b>60</b>

<b>Name of the Course: RESEARCH PROJECT</b>	
Course Code: BHM730	<b>Semester: VII</b>
<b>Examination Scheme</b>	<b>Maximum Marks : 200</b>
Duration:	
Credits: 04	

### **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 Write 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 Pouline Young & CF Schmid
- Evaluation Information: A Guide for users of Social Scienec by Lescard, Kartzer Jeffery
- Understanding & Conducting Research Application Education & Behavioural Sciences- 2<sup>nd</sup> Edition.

**BHM801: ON THE JON TRAINING (OJT)****Total credits: 20**

Duration of Exposure: 22 weeks

**Training Schedule: Select any one department**

<b>Code</b>	<b>Type</b>	<b>NOMENCLATURE</b>	<b>DURATION</b>
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

