

L	T	P	Cr.	Hrs.
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**Semester- I (BHM)**  
**BHM 111 HOSPITALITY FUNDAMENTALS**

**UNIT-I Hospitality industry -An overview (11Hrs)**

- Elements of hospitality management and their relation with each other Current issues of the hospitality industry
- Elements of risk in the industry and physical tours of facilities.
- Current guest needs, service quality, and the role of personnel in the hospitality industry.

**UNIT-2 Role of service in the hospitality industry (10hrs)**

- Forces affecting Growth and change,
- Food Service: Restaurant Business, Restaurant Operations.
- The Dimensions of Food and Beverage
- Restaurant Industry Organization , Competitive Forces in Food Service
- On-Site Food Service
- Issues Facing Food Service

**UNIT-3 General hotel/motel operations (10hrs)**

- Lodging, Hotel and Lodging Operations,
- Forces shaping the Hotel Business,
- Competition in the Lodging Business

**UNIT-4 Tourism Destinations: (8hrs)**

- Tourism Generators Travel and Tourism perspectives,
- The dimensions of Travel and Tourism. Travel Services, entertainment and other tourism attractions.

**UNIT-5 Future perspectives of Hospitality (9hrs)**

- Major challenges to the hospitality industry
- Opportunities for entry and advancement in the hospitality field
- Key qualities, philosophies, or experiences associated with success in the field
- Future perspectives of Hospitality and Tourism in India and overseas.

**REFERENCE BOOKS:-**

1. *Introduction to Management in the Hospitality Industry, publisher, Wiley*
2. *Principles of Hospitality and Tourism Management, Neha publishers*
3. *Introduction to Hospitality John R. Walker Publisher: Prentice Hall*

L	T	P	Cr.	Hrs.
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**Semester- I (BHM)**

**BHM 112 FRONT OFFICE OPERATIONS-I**

**UNIT-1 Introduction to Tourism, Hospitality & Hotel Industry (8hr)**

- Tourism and its importance
- Concept of Hospitality and its origin
- Origin, History, Growth and Development of Hotel industry – India and global
- Great Personalities of the Hotel industry
- Classification and Categorization of Hotel Industry.

**UNIT- 2 Hotel Organization (7hrs)**

- Introduction to Front Office
- Basic Activities of Front Office
- F O Layout & Equipment
- Various Sections of Front Office
- Organization Structure of Front Office department of a Large, Medium and Small hotel.

**UNIT- 3 Front Office Product (6hrs)**

- Types of rooms
- Types of room rates
- Types of plans
- Room status definitions

**UNIT- 4 Introduction To Guest Cycle ( 6hrs)**

- Pre-arrival
- Arrival
- Occupancy
- Departure and Post-departure

**UNIT- 5 Bell Desk Operations (9 hrs)**

- Layout of a lobby – placement of Bell desk
- Concept of Uniformed Services & it's function
- Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet
- Layout & equipment of Bell Desk
- Luggage handling Procedure on guest arrival – FIT, VIP, Group and Crew
- Luggage handling Procedure on guest Departure – FIT, VIP, Group and Crew
- Left Luggage procedure
- Scanty Baggage procedure

## **PRACTICALS (12 hrs)**

1. Grooming and Hospitality etiquette
2. Welcoming/ greeting the guest
3. Countries, capitals, currencies and official airlines of the world
4. Luggage handling – FIT walk-in, scanty baggage, regular, and crew and group guest, preparing an Errand Card (Arrival / Departure)
5. Reservations
  - Taking down a reservation for FIT, FFIT, Corporate guest and group
  - Special requests
  - Amendment of reservation
  - Cancellation of reservation

## ***REFERENCE BOOKS***

- *Tewari Hotel ; Front office, Oxford University Press*
- *Front Office SK Bhatnagar, Publisher Frank Brother 2011*
- *Hotel Front Office Training-Sudhir Andrews*
- *Hotel Front Office – James Bardi*

L	T	P	Cr.	Hrs.
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**Semester- I (BHM)**  
**BHM 113 FOOD AND BEVERAGE (SERVICE) – I**

**UNIT- 1 Food & Beverage Service Industry (7 hrs )**

- Introduction to Food and Beverage Service
- Types of catering operations– commercial, welfare, transport, others

**UNIT- 2 Attributes of Food& Beverage Service Personnel (5hrs)**

**UNIT- 3 Food & Beverage Service organization (10 hrs)**

- Organization of the F & B Department
- Job Specifications for the F & B Department
- Job Descriptions (Directeur de Restaurant (Restaurant Manager), Maitred’hotel (Sr. Captain), Chef de Rang (Station waiter), Busboy, Hostess, Sommelier (Wine waiter), RSOT, Chef d’etage (Floor Waiter)

**UNIT- 4 Food & Beverage Service outlets (7 hrs)**

- Restaurant, Coffee Shop, Room Service, Bar, Banquets

**UNIT-5 F & B Service Equipment (9 hrs)**

- Furniture
- Linen
- Crockery
- Silverware
- Glassware
- Disposables
- Special Equipment (Trolleys, Electrical equipment etc)

**PRACTICALS (10 hrs)**

- Briefing/debriefing
- Identification of Equipment
- Laying and relaying a table cloth, Napkin folds
- Setting a TDH/A la Carte cover, Service of water
- Restaurant service and dining etiquettes
- Mise- en- Scene/ Mise -en Place

**REFERENCE BOOKS:-**

- *Singaravelavan: Food and Beverage Service, Oxford University Press*
- *Food and Beverage Service- Dennis R.Lillicrap, John A Cousins. Publisher*

L	T	P	Cr.	Hrs.
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**Semester- I (BHM)**  
**BHM 114 FOOD AND BEVERAGE (PRODUCTION) – I**

**THEORY**

**UNIT-1 Professional Standards & Ethics For Food Handlers (9 hrs)**

- Personal hygiene
- General kitchen hygiene and sanitation
- HACCP (Hazard Analysis and Critical Control Points)
- Ethics in the kitchen

**UNIT-2 Food Commodities (10hrs)**

- Classification of Ingredients
- Characteristics of Ingredients
- Uses of Ingredients
- Food and its relation to health
- Definition of Basal Metabolism
- Major nutrients – functions, sources and deficiency of Carbohydrates, Proteins, Fat, Vitamins, Minerals, Water and Fiber

**UNIT- 3 Cooking Fuels And Kitchen Equipment (9 hrs)**

- Types of cooking fuels
- Uses of cooking fuels
- Safety precautions
- Classification of Kitchen Equipment
- Uses of Kitchen Equipment
- Care and maintenance

**UNIT- 4 Processing Of Commodities (8 hrs)**

- Cleaning and pre-preparation of food commodities
- Quality points & cuts of fruit ,vegetables, fish, lamb, beef, pork, poultry and game

**UNIT-5 Methods of Cooking (9 hrs)**

- Classification, principles, equipment required, commodities that can be used, menu examples for - Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, Frying. Stewing and En Papillote.

**PRACTICAL (15 hrs)**

- Lay out of the kitchen & Kitchen organization chart, cleaning procedure of kitchen
- Introduction to kitchen equipment, their uses, knife skills, & Cuts of vegetables
- Cuts of meat and fish.
- Methods of cooking with suitable preparation
- Preparations of Stocks & Basic Mother Sauces
- Preparations of Soups

- Demonstration of marinades, masalas, pastes and gravies

**REFERENCE BOOKS:-**

- *Modern Cookery(Vol-1) by Philip E. Thangam, Publisher: Orient Longman*
- *Cooking with Indian Masters – Prasad*
- *Practical Cookery – Kinton and Cesarani*
- *The complete Indian Cookbook – Mridula Baljekar*

**Semester- I (BHM)**  
**CA 050 COMPUTER FUNDAMENTALS**

L	T	P	Cr.	Hrs.
3	0	2	4.0	5.0

**UNIT-1: Basics Of Computer and It's Evolution (9hrs)**

- Evolution of computer, Data, Instruction and Information, Characteristics of computers, Various fields of application of computers
- Various fields of computer (Hardware, Software, Human ware and Firmware), Advantages and Limitations of computer, Block diagram of computer
- Function of different units of computer, Classification of computers i) On the basis of technology (Digital, Analog and Hybrid) ii) On the basis of processing speed and storage capacity (Micro, Mini, mainframe and Super),iii. On the basis of Purpose(General & Special) Different Generation of computers (I to V)
- Types of software (System and Application), Compiler and Interpreter, Generation of language (Machine Level, Assembly, High Level, 4GL), (10 hours)

**UNIT-2: Data Representation:Different Number System (10hrs)**

- (Decimal, Binary, Octal and hexadecimal) and their inter conversion (Fixed Point Only), Binary Arithmetic (Addition, Subtraction, Multiplication and Division) (6 hours)

**Input and Output Devices:**

- Keyboard, Mouse, Joystick, Digitizer, Scanner, MICR, OCR, OMR, Light Pen, Touch Screen, Bar Code Reader, Voice Input Device, Monitor and it's type (VGA, SVGA and XGA), Printer and it's type (Impact and Non-Impact with example), Plotter ( 3 hours)

**UNIT-3: Computer Memory: (8hrs)**

- Primary Memory (ROM and it's type – PROM, EPROM,EEPROM, RAM)
- Secondary memory- SASD, DASD Concept
- Magnetic Disks – Floppy disks, Hard disks, Magnetic Tape
- Optical disks – CD ROM and it's type (CD ROM, CD ROM-R, CD ROM-EO, DVD ROM Flash Memory(6 hours)

**UNIT-4: Operating System Concept: (9hrs)**

- Introduction to operating system; Function of OS
- Types of operating systems, Booting Procedure, Start-up sequence
- Details of basic system configuration
- Important terms - Directory, File, Volume, Label, Drive name, etc.(3 hours)

**UNIT-5: Introduction to GUI using Windows Operating System (12hrs)**

- All Directory Manipulation: Creating directory, Sub directory, Renaming, Coping and Deleting the directory.
- File Manipulation: Creating a file, deleting, coping, Renaming a file (7 hours)

**Concept of Data Communication and Networking:**

- Networking Concepts, Types of networking (LAN,MAN AND WAN),
- Communication Media
- Mode of Transmission (Simplex, Half Duplex, Full Duplex), Analog and Digital Transmission. Synchronous and Asynchronous Transmission
- Different Topologies, Introduction to word processor and Spread Sheets (8 hours)

Laboratory would be based on the following topics:

1. **Introduction to MS-Word:** Introduction to Word Processing, it's Features, Formatting Documents, Paragraph Formatting, Indents, Page Formatting, Header and Footer, Bullets and Numbering, Tabs, Tables, Formatting the Tables, Finding and Replacing Text, Mail Merging etc.
2. **Introduction to MS-Excel:** Introduction to Electronic Spreadsheets, Feature of MS-Excel, Entering Data, Entering Series, Editing Data, Cell Referencing, ranges, Formulae, Functions,Auto sum, Copying Formula, Formatting Data, Creating Charts, Creating Database, Sorting Data, Filtering etc.

**Text Books:-**

1. *Leon and Leon; Introduction to Information Technology, Leon Tech World.*
2. *Microsoft Office-2000 Complete- BPB Publication.*

**Reference Books:-**

1. *Sinha, Kr. Pradeep and Preeti Sinha; Foundations of Computing, BPB.*
2. *Jain, V.K.; Computers and Beginners*



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## Semester- I (BHM)

### HU004 PERSONALITY DEVELOPEMENT AND COMMUNICATION SKILL-1

#### UNIT 1: Managing Self (12hrs)

##### KNOWING SELF FOR DEVELOPMENT

- Self-concept, personality traits, multiple intelligence such as language intelligence, numerical intelligence, psychological intelligence etc.

##### MANAGING SELF- PHYSICAL

- Personal grooming, Health Hygiene, Time Management.

##### MANAGING SELF-PSYCHOLOGICAL

- Stress, Emotions, Anxiety-concepts and significance
- Techniques to manage the above.

##### MANAGING SELF-INTELLECTUAL DEVELOPMENT

- Information Search: sources of information
- Reading - Purpose of reading, different styles of reading, techniques of systematic reading.
- Note Taking - Importance of note taking, techniques of note taking.
- Writing- Writing a rough draft , review and final draft.

#### UNIT- 2: Telephonic Skills (11 hrs)

- Introduction
- Advantages of the Telephone
- Disadvantages of the Telephone
- Making Effective Telephone Calls
- General Guidelines for an Effective Use of the Telephone
- Guidelines for Answering the Telephone
- How to Take Down Telephone Messages
- Voice Mail
- Leaving a voice Mail Message

#### UNIT- 3 (8 hrs)

- Sentence errors, parts of speech.

#### UNIT- 4 (6 hrs)

- CULTURAL COMPONENTS OF COMMUNICATION  
Conventions, Perceptions and Values

#### UNIT- 5 (5 hrs)

- Circulars, Memos and Notice

#### REFERENCE BOOKS:-

- *Wren & Mertin; English grammar and composition,*
- *Sinha,k.k.; business communication,galgotia publishers*
- *Robinson, David; Business Etiquette,korgan page*
- *Handboook of practical commmunication skillls-chrissie Wrought,published by JPH*
- *Ray,Reuben; communication today- Understanding creative skillls,Himalaya*

**Semester- 2 (BHM)**  
**BHM 121 FRONT OFFICE OPERATION-II**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>3</b>	<b>0</b>	<b>2</b>	<b>4.0</b>	<b>5.0</b>

**UNIT-1: Information (7 hrs)**

- Role of information section
- Handling of mails registered post, parcels etc
- Handling of messages
- Handling of guest room key
- Paging
- Providing information to the guest
- Aids used

**UNIT-2: Handling of Front Office Operation – Front Office Organization (6 hrs)**

- Guest cycle (pre-arrival, arrival, occupancy and departure phases for FITs, FFITs, VIPs, Groups, Crews, etc)
- F/O equipments
- Duty rosters and work schedule – front desk and bell desk for a 100, 250, and 500 rooms property business class

**UNIT- 3: Reservation (8 hrs)**

- Reservation and sales
- Reservation inquiry – CRS, intersell agencies, GDS, property direct.
- Reservations through internet
- Group reservations
- Overbooking
- Forecasting
- Upselling
- Reservation considerations – legal implications, waiting list, packages, potential reservation problems, coordination with travel agencies.

**UNIT- 4: Reception (6 hrs)**

- Preparing night clerk's report calculations
- Calculation of room position
- No-show Management
- Upselling
- Departure procedures

**UNIT-5: Registration (9 hrs)**

- Objectives
- Legal obligations
- Pre-registration
- Various types of registration methods/records
- Documents generated during the registration process.
- Registration procedure – FIT, FFIT, VIPs, Groups, Crews, Scanty Baggage, guest, corporate guests, walk-ins, etc
- Glossary Technical Terms

### **Practical (12 hrs)**

1. Handling registration – FIT, FFIT, and VIP&Group/CREW.
2. Assignment – Brochure designing
3. Check-in procedures – FIT, FFIT, VIPs, Groups, Crews, Scanty Baggage, guest, corporate guests, Walk-ins
4. Up selling techniques.
5. Passport & VISA regulations for foreigners Filling up forms and formats-
  - C-Form
  - Message Slip
  - Arrival List
  - Daily V.I.P movement list
  - Guest History card

### **REFERENCE BOOKS:-**

- *An introduction to hospitality – Dennil L Foster*
- *Managing front office operations – Michael I Kasavana & Richard M Brooks*
- *Principle of hotel front office operations – Sue Baker, Pam Bradley & JH*
- *Hotels for Tourism Development – Dr Jagmohan Negi*
- *Profiles of Indian Tourism – Shalini Singh*
- *Tourism Today – Ratandeep singh*
- *Dynamics of Tourism – Pushpinder S Gill*
- *Hotel Reception – White & Beckley*
- *Hotel front Office Training – Sudhir Andrews*
- *Hotel front office Operations – Colin Dix & Chris Baird*
- *Hotel Front Office – James Bardi*

Semester- 2 (BHM)

**BHM 122 FOOD AND BEVERAGE (SERVICE) – II**

L	T	P	Cr.	Hrs.
3	0	2	4.0	5.0

**UNIT- 1: F & B Service Equipment (7 hrs)**

- Furniture
- Linen
- Chinaware
- Silverware ( Flatware, Hollowware)
- Glassware
- Disposables
- Special Equipment ( Trolleys, Electrical equipment, etc)
- Personal equipments.

**UNIT-2: Rules for laying a table (6 hrs)**

- Side table

**UNIT- 3: Rules for waiting at a table ( 7 hrs)**

- The service sequence

**UNIT- 4: Types of Service and menus ( 9 hrs)**

- Table Service – French, Russian, English, American, Silver
- Assisted Service – Carvery
- Self Service – Buffet, Cafeteria
- Specialized Service – Gueridon, Automated, tray, Trolley, etc
- Menus – a la carte, table d’ hote, Californian, cyclic, etc

**UNIT- 5: Non alcoholic Beverages (7 hrs)**

- Classification
- Types
- Service
- Brand names

**Practical (12 hrs)**

- Silver Service
- Service sequence,
- A la Carte and Table d’hote Menu
- Service of hot beverages
- Service of Cigarettes.
- Equipments identifications

**REFERENCE BOOKS**

- *Food & Beverage Service – Lillicrap & Cousins*
- *Modern Restaurant service – John Fuller*
- *Food & Beverage Management – Brain Varghese*
- *Introduction to Food & Beverage Service – Brown, Heppe & Deegan*
- *Professional food & Beverage service Management – Brain Varghese.*

**Semester- 2 (BHM)**  
**BHM 123 FOOD AND BEVERAGE (PRODUCTION) – II**

L	T	P	Cr.	Hrs.
3	0	4	5.0	7.0

**UNIT-1: Basic Preparations: (9 hrs)**

- Cleaning and basic pre-preparation of all the commodities – Bouquet garni, mirepoix, roux, stocks, aspic and glaze, marinades, pastes, masalas, batters dough.

**UNIT- 2: Basic Cuts and Storage (7 hrs)**

- Classification, selection, cuts, storage of beef, Mutton, pork, lamb, poultry, game & game birds.

**UNIT-3: Methods of Cooking: (10 hrs)**

- Classification
- Principles
- Equipments required
- Commodities that can be used
- Menu examples
- Boiling, steaming, poaching, blanching, sautéing, grilling, roasting, baking, braising, broiling, micro waving, frying.

**UNIT- 4: Soups, Sauces & Gravies: (10 hrs)**

- Classification of soup
- Principles of making soups
- Garnishing soups
- Popular international soups & accompaniments
- Basic sauces and its derivatives

**UNIT- 5: Professional Standard for Food Handlers: (10hrs )**

- Personal hygiene
- General Kitchen hygiene and sanitation practice
- Attitude towards work in the kitchen.
- Glossary of Technical Terms

**Practical (14 hrs)**

- Demonstration of different methods of cooking.
- Different methods of cooking cereals and pulses.
- Different methods of cooking eggs.
- Preparation of basic gravies.
- Preparation of simple soups – thin and thick
- Demonstration of cuts of meat and fish

**REFERENCE BOOKS:-**

- *Modern Cookery for the teaching and the trade – Volume I & II*
- *Cookery with Indian masters – Prasad*
- *Theory of catering – Kinton and Cesarani*
- *Practical cookery – Kinton & Cesarani*

**Semester- 2 (BHM)**  
**BHM 126 HOTEL HOUSEKEEPING OPERATIONS- I**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>3</b>	<b>0</b>	<b>2</b>	<b>4.0</b>	<b>5.0</b>

**UNIT- 1: Introduction - House Keeping Department (9 hrs )**

- Meaning and Definition
- Importance of House Keeping
- Responsibilities of House Keeping
- Application of House Keeping in other areas
- A career in House Keeping
- Organizational frame work of the department (large/medium/small).
- Role of key personnel in House Keeping
- Job description and job specification of staff in the department
- Attributes and qualities of the house keeping staff
- Skills of a good house keeper ( Managerial/Technical/Conceptual)
- The ideal House Keeper.
- Inter- departmental coordination with more emphasis on front office and maintenance.
- Department and the relevant sub sections.

**UNIT- 2: Hotel Guest Room: (6 hrs)**

- Types of Guest Rooms.
- Layout of guest rooms (types)
- Layout of floor pantry
- Furniture/fixture/fittings/guest supplies/amenities in a guest room ( to be dealt in brief only)

**UNIT- 3: Cleaning Equipment – Public Areas – Cleaning Of Guest Rooms: (6 hrs)**

- Types of equipments
- Operating principles of equipments
- Characteristics of good equipment ( mechanical/manual)
- Storage/upkeep/maintenance of equipment.
- Cleaning Process
- Cleaning and upkeep of public areas (lobby)/cloak rooms/restaurants/bar/banquet halls/ administration offices/lifts and elevators/staircases/back areas/front areas/ corridors.
- Daily cleaning of occupied/departure/vacant/under repair/VIP rooms.
- Weekly cleaning/spring/cleaning.
- Evening Service.
- Systems and procedures involved.

**UNIT- 4: House Keeping Control Desk (6 hrs)**

- Important/role/co-ordination/check list.
- Forms, formats & registers used in the desk reports
- Paging systems and methods

- Telephone handling skills
- Role of computers

#### **UNIT-5: Basic Controls in House Keeping - Linen/Uniform/Tailor Room: (7 hrs)**

- Lost and Found
- Key control
- Gate pass
- Indenting from stores
- Lay Out.
- Types of linen/sizes/linen exchange procedures.
- Storage facilities and conditions
- Par stock/factor affecting par stock/calculation of par stock.
- Discard procedure/re-use of discard
- Inventory system
- Functions of Uniform Room.
- Functions of Tailor Room.

GLOSSARY (Terms from I semester portions)

#### **Practical (14 hrs)**

- Bed making
- Personal Hygiene in House Keeping
- Greeting of customers-In rooms and public areas
- Identification of Equipments-Manual and Mechanical
- Sweeping/Scrubbing/Mopping Process
- Wet Dusting & Dry Dusting
- Public Areas ( restaurants/office/corridors, etc)
- Spring Cleaning
- Cleaning of Restaurant during peak hours.
- Cleaning of Coffee shop during peak hours.
- Cleaning of Mirrors/Glass/Window Panes
- High ceiling cleaning/Cobweb removing
- Silver Polishing
- Preparation of hot and cold face towels ( demo only)

Report on Cleaning Equipments.

#### **REFERENCE BOOKS:-**

1. *Hotel House Keeping, Sudhir Andrews, Tata Mc Graw Hill*
2. *The professional House Keeper, Tucker Sehneider, VNR*
3. *Professional Management of House Keeping Operations, Martin Jones, Wiley*
4. *House Keeping Manager for Hotels, Rose Mary Hurst, Heinemann*

**Semester- 2 (BHM)**  
**BHM 125 FOOD SAFETY AND PRINCIPLES OF FOOD  
SCIENCE**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>3</b>	<b>1</b>	<b>0</b>	<b>3.5</b>	<b>4.0</b>

**UNIT-1: Introduction (9 hrs)**

- Food and its relation to health.
- Major Nutrients – functions, effect of heat.
- Food sources of carbohydrates, proteins, lipids, vitamins, minerals.

**UNIT- 2: Diet Planning (8 hrs)**

- Low and high caloric diet.
- Carbohydrate, protein, fat diet
- Diet for invalid infants, pre-scholars, growing children, teenagers, adults, pregnant women, lactating women, senior citizen
- Diet for specific illness – diabetics, hepatitis, obesity, and cardiac..

**UNIT- 3: Food Preservations (8 hrs)**

- Physical and chemical agents in food preservation.
- Use of low temperatures drying in preservations.
- Preservations of meat, fish, egg, dairy products

**UNIT- 4: Food Adulteration and Additives (8 hrs)**

- Definition.
- Common adulterants, Detection.
- Classification of additives and its role.

**UNIT-5 :Factors influencing Food Intake & food Habits –Food Microbiology-  
Food Standards (9 hrs)**

- Various factors that determine food intake.
- Behavioral factors influencing food acceptance.
- Those that bring food spoilage.
- Micro organisms that bring useful changes in food.
- Food poisoning & Food infections..
- Need.
- Prevention.
- Various Laws governing them

**REFERENCE BOOKS:-**

- *Principles of Food Science, Sunetra Roday, Publisher Oxford University Press, 2007*
- *Nutrition Of Food Science, David A. Bender, Publisher ltd Abington Hall*
- *Advance Food Science, Pablo Danil Ribotta, Publisher Cambridge, England 2000*



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**Semester- 2 (BHM)**  
**BHM 124 : ADVANCED ACCOUNTING**

**UNIT-1: Partnership accounts (9hrs)**

- Meaning, features of partnership,
- Admission and dissolution of partnership Valuation of goodwill.
- P/L Appropriation account;
- Capital & Current account;
- Guarantee– by firm, by partner and both;
- change in constitution of firm – change in P/S ratio,
- Admission, retirement and retirement cum admission – treatment of Goodwill,
- Revaluation of assets & liabilities,
- Treatment of reserve and adjustment relating to capital;
- Treatment of Joint Life Policy, Death of a partner.

**UNIT-2: Royalty accounts (8hrs)**

- Meaning and Features of Royalty and accounting treatment in the books of lessee and lessor

**UNIT-3: Hire Purchase & Instalment Accounts (8hrs)**

- Meaning
- difference with Installment payment system
- Recording of transaction in the books of buyer
- allocation of interest
- Use of Interest Suspense a/c
- partial and complete repossession Books of Seller
- Stock and Debtors A/C ( with repossession) Books of Seller
- H.P. Trading A/C ( with repossession)
- Concept of operating and financial lease – basic concept only.

**UNIT-4: Consignment and Joint Venture Accounts (8hrs)**

- Consignment:
- Basic features;
- Difference with sales.
- Recording in the books of Consignor – at cost & at invoice price,
- Valuation of unsold stock; Ordinary commission.
- Treatment and valuation of abnormal & normal loss.
- Special commission; Del credere commission (with and without bad debt)
- Use of Consignment Debtors A/C. Recording in the books of Consignor and consignee.
- Joint Ventures: Accounting procedures: Joint Bank Account, Records Maintained

by Co-venture of all transactions (b) only his own transactions. (Memorandum joint venture account).

**UNIT-5: Accounting of Non-Profit Organizations (9hrs)**

- Non-Profit Entities
- Features of non
- profit entities
- Accounting process
- Preparation of summaries
- Receipts and Payments Account: Meaning and special features
- Procedure for preparation
- Uses and limitations.

**REFERENCE BOOKS:-**

1. *Advanced Accountancy - Shukla &Grewal*
2. *Advanced Accountancy –Chakrabhorthy*
1. *Advanced Accountancy - R. R.Gupta*
2. *Advanced Accountancy - R. L.Gupta*
3. *Advanced Accountancy –Tulsian*

L	T	P	Cr.	Hrs.
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## Semester- 2 (BHM)

### EN001 ENVIRONMENTAL STUDIES

#### UNIT-1: Environmental studies (9hrs)

- Meaning, definition, scope
- importance- Natural resources Renewable and non-renewable resources- Use, exploitation ,changes
- benefits and conflicts of forest, water, Mineral, Food, Energy
- Land resources- Role of an individual in conservation of natural resources- Equitable use of resources for sustainable life styles.

#### UNIT- 2: Ecosystem (8hrs)

- Biodiversity and its conservation.
- Ecosystem: Concept- structure and functions Producers, consumers and decomposers-Energy flow-Ecological succession-Food chains
- Food webs and ecological pyramids-Forest ecosystem-Grassland ecosystem-Desert ecosystem aquatic ecosystems.
- Biodiversity and its conservation- Introduction-Definition, generic, species, and ecosystem diversity- Value of biodiversity, consumptive use, and productive use

#### UNIT- 3: Environmental Pollution (8hrs)

- Definition-
- Causes, effects, prevention
- control measures of Air, Water, Soil, Marine, Noise
- Thermal and Nuclear hazards-
- Solid waste management Disaster Management,
- Floods Earth quack, cyclone
- landslides -Role of an individual in prevention of pollution- pollution case studies

#### UNIT- 4 : Social Issues and the Environment(9hrs)

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

## **UNIT- 5: Human Population and the Environment (8hrs)**

- Population growth
- variation among nations
- Population Explosion
- Environment and Human Health - Human rights - Value Education - Women and child welfare
- Role of Information Technology in Environment and Human health.

### **REFERENCE BOOKS:-**

- *Introduction to Environmental Studies- Nick Hanley etal - Oxford*
- *Ecology and Economics- Ramprasad Sengupta - Oxford 3.*
- *Environmental Economics - an Indian perspective Rabindra N Bhattaria - Oxford 4*

**Semester- 3 (BHM)**  
**BHM 136 FRONT OFFICE OPERATION-III**

L	T	P	Cr.	Hrs.
3	0	2	4.0	5.0

**UNIT-1: Front Office Product & Reservations – Telephone (7hrs)**

- Types of Rooms
- Types of Room Rates
- Types of Plans
- Types of Clientele
- Room Status definitions
- Role of the telephone department in the hotel industry
- Staff Organization
- Telephone etiquette.
- Coordination with other departments, Internal & External Customers.
- Records and forms used.

**UNIT- 2: F.O. Cash (7hrs)**

- Role at FO Cash Section.
- Job description – FOC.
- Role of FOC – pre arrival, arrival, occupancy and departure.
- Departure procedures
- Security deposit box handling
- Credit card handling procedure
- Foreign currency exchange procedure
- Hotel credit
- Charges and credits – cash sheet, cash advances and receipts.
- Preparing the cashier's report.

**UNIT- 3: Front Office Accounting (7 hrs)**

- Accounting fundamentals – accounts, folios, vouchers, POS, ledgers, FO accounting cycle.
- Creation and maintenance of accounts
- Tracking transactions – cash payment, charge purchase, account correction, account allowance, account transfer, cash advance.
- Processing allowance vouchers
- MCO, VPO, VTL, & GWB
- Internal control – cash bank

**UNIT- 4: Check-out and settlement (6 hrs)**

- Check-out and account settlement.
- Departure procedure – methods of settlement, late check-out
- Updating F/O records
- Late charges.

**UNIT-5: The Front Office Audit (7 hrs)**

- Job description – night auditor.
- Establishing and of day/day end process
- Guest credit monitoring

- Transcript daily sales recapitulation sheet

**Practical (14 hrs)**

- Calculation of various occupancies and revenue.
- Calculation of Plan Grid.
- Preparation of Guest Folio-
- Check-out procedures – FIT, FFIT, VIPs, /Groups, Crews,
- Scanty Baggage, Guest Corporate Guests, and Walk-ins.
- Filling up of following forms and formats:
  - Advance receipt
  - Visitors paid out voucher
  - Allowance voucher
  - Front office cashiers report
  - Credit card charge record
  - Safe deposit locker form
  - Correction voucher
- Assignment – Package designing.
- Procedures for handling – credit card, travelers cheque & foreign currency
- FO situation handling – advanced operational problems

**REFERENCE BOOKS:-**

- *An introduction to hospitality – Dennil L Foster*
- *Managing front office operations – Michael I Kasavana & Richard M Brooks*
- *Principle of hotel front office operations – Sue Baker, Pam Bradley & JH*
- *Hotels for Tourism Development – Dr Jagmohan Negi*

**Semester- 3 (BHM)**  
**BHM 135 FOOD AND BEVERAGE (SERVICE)-III**

L	T	P	Cr.	Hrs.
3	0	2	4.0	5.0

**UNIT- 1: Menu Planning (8hrs)**

- Introduction
- Types of menus
- Rules to be observed while planning menus
- French Classical Menu
- Menu terms
- Food and its accompaniments with cover
- Menu design

**UNIT- 2: Breakfast (6 hrs)**

- Types – Continental, English and American
- Buffet Breakfast
- Breakfast Menu
- Breakfast cover set up and service

**UNIT-3: Room Service (7 hrs)**

- Hierarchy
- Layout and design
- Cycle of room service
- Forms and formats used
- Pantry & still room

**UNIT-4: Cheese (6 hrs)**

- Introduction
- Types – based on source, countries
- Cover set up and service of cheese

**UNIT-5: Banquets and Buffet Forms and Formats (8 hrs)**

- Types of Banquet functions, types of menus, table and seating plans, booking procedures, banquet seating calculation, BFP
- Factors affecting buffet set up, parts of buffet, types of buffet set up, types of buffet services – finger, fork, sit down buffet.
- Buffet themes.
- Buffet equipments.

**Practical: (14 hrs)**

- Taking Food Orders.
- Compiling a Menu in French and English.
- Breakfast Table Layout.
- Room service Tray and Trolley Layups.
- Briefing/ De-briefing.
- Service of Cheese.
- Service of Cigarettes.

**REFERENCE BOOKS:-**

- *Food & Beverage Service Training Manual – Sudhir Andrews*
- *Food & Beverage Service – Lillicrap & Cousins*
- *Modern Restaurant service – John Fuller*
- *Food & Beverage Management – Brain Varghese*



L	T	P	Cr.	Hrs.
3	0	4	5.0	7.0

**UNIT-1: Bakery and Confectionary: (9 hrs)**

- Principles – use of different types of ovens – role of ingredients used – menu examples.
- Material used in Bakery – Wheat and wheat products. Sugar, fat, eggs & flavoring agents
- Types of dough – fermented and pastry.
- Leavening Agents & Shortening Agents
- Types batters – cakes, pancakes.

**UNIT-2: Examples of bakery and confectionary products (10 hrs)**

- Names and descriptions.
- Breakfast breads – Rolls, Danish pastry, croissants, muffins, brioches, rich yeast breads, doughnuts, plain white and brown bread for toast, bread & breadfruits.
- Pastry – puff pastry, flaky pastry, short crust pastry, sweet pastry, choux pastry, croissant dough, Danish pastry.
- Lunch/dinner breads - white brown whole wheat simple yeast breads brad rolls.
- Light snacks – savory snacks made from puff pastry short crust and yeast dough's.
- Heavy snacks – burger rolls, hot dog rolls, sandwich bread and pita roll, pizza bases, advanced confectionary.

**UNIT- 3: Sponge cakes – fatless, Genoese rich: (8 hrs)**

- Gateaux – fresh cream cakes, butter cream cakes, custards cakes, assorted.
- Types of icing: fondant fresh cream, butter cream, American frosting royal truffle ganache.
- Desserts – hot cheese cakes, soufflés, pancakes and custards, cold custards, bavaois, soufflés, mousses and truffles.
- Assorted chocolates and biscuits.
- Petits fours – marzipan marshmallows, jujubes.

**UNIT-4: Introduction to menu planning: (8 hrs)**

- Types of menus
- French classical menu , Menu planning
- Other international menus.
- New menu terms.
- Popular menus in Indian hotels.

**UNIT- 5: Quantity Food Production: (10hrs)**

- Introduction to large scale commercial cooking
- Contract catering, industrial catering, institutional catering,
- Layout of a large quantity kitchen staff hierarchy.
- Production workflow.
- Planning workflow.
- Planning banquet menus and canteen menus.

- Indenting costing forecasting recipes pre-preparation cooking techniques.

**Practical: (15 hrs)**

- Bread (Bread Loaf-White and Brown), bread rolls (Various shapes) ,French bread.
- Different types of pastries-puff pastry, Short crust pastry, Choux pastry, Danish pastry & Hot water pastry.
- Different types of cakes(Sponge, Genoese, Fatless, Swiss roll, Fruit cake )and cookies
- Light and heavy snacks
- Students should attend practical classes on quantity food production

**REFERENCE BOOKS:-**

- *Modern cookery for the teaching and trade – Vol. I & II*
- *Cooking with Indian masters – Prasad*
- *Theory of catering – Kinton & Cesarani*
- *Practical cookery – Kinton & Cesarani*

**Semester- 3 (BHM)**  
**BHM 134 HOTEL HOUSEKEEPING OPERATIONS –II**

L	T	P	Cr.	Hrs.
3	0	2	4.0	5.0

**UNIT- 1: Interior Decoration – Colour – Light (8hrs)**

- Introduction
- Definition
- Design
- Elements of design.
- Principles of design.
- Introduction
- Colour Wheel
- Importance
- Classification, characteristics.
- Colour Schemes.
- Layout of room lighting plan
- Types / Classification
- Sources
- Uses

**UNIT-2: Furniture – Wall Coverings (7 hrs)**

- Introduction
- Types of furniture
- Principles of furniture arrangement
- Accessories
- Types of Joints.
- Types
- Selection
- Care
- Types of windows
- Window treatment

**UNIT-3: Floor Finishes - Soft Furnishing (6 hrs)**

- Types ( hard/semi hard/soft)
- Advantages & disadvantages
- Carpets ( types/uses/selection/care)
- Types
- Use
- Care

**UNIT- 4:– Cleaning Science - Cleaning principles. (7 hrs)**

- PH scale and cleaning agent with their application.
- Types of cleaning agents
- Cleaning products
- Characteristics of a good cleaning agent
- Types
- Principles
- Points to be remembered
- FLOWER ARRANGEMENT

- Identification of flowers
- Types of arrangement
- Principles of arrangement
- Arrangements by location
- Points to be remembered

**UNIT-5: - Laundry -Refurbishment & Redecoration ( 8 hrs)**

- In- house Vs Contractual
- Layout
- Flow Process
- Equipment
- Stain removal ( tea/coffee/lipstick/nail - polish/ curry/ shoe polish/ wax/ alcohol/ cream/blood)
- Definition
- Factors
- Procedures and task involved
- Snagging list.

**Practical (12 hrs)**

- Bed making with turn down and foot fold.
- Flower arrangement
- Laundry ( Stain removal/ironing/starching/washing machine explanation)
- Setting of Chamber Maid's trolley
- Assignment on Identification light.

**REFERENCE BOOKS:-**

- *Hotel House Keeping, Sudhir Andrews, Tata Mc Graw Hill*
- *The professional House Keeper, Tucker Sehneider, VNR*
- *Professional Management of House Keeping Operations, Martin Jones, Wiley*

**Semester-3(BHM)**  
**BM 006 MANAGEMENT ACCOUNTING**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>4</b>	<b>1</b>	<b>0</b>	<b>4.5</b>	<b>5.0</b>

**UNIT-1: - Management Accounting: (9hrs)**

- Nature and Scope of Financial Accounting
- Cost Accounting and Management Accounting.
- Advantages and Limitations of Management Accounting
- Role of Management Accountant.

**UNIT-2:- Financial Analysis: (9hrs)**

- Financial Statements and their Limitations
- Concepts of Financial Analysis
- Tools of Financial Analysis:
  - Comparative Financial Statements
  - Common Size Financial statements
  - Trend Percentages, Ratio Analysis, Fund Flow and Cash Flow Analysis.

**UNIT-3:- Budgets and Budgetary Control: (11hrs)**

- Concept of Budgets and Budgetary Control
- Advantages and Limitations of Budgetary Control, Establishing a System of Budgetary Control
- Preparation of Different Budgets
- Fixed and Flexible Budgeting
- Performance Budgeting and Zero Base Budgeting
- Concept of responsibility Accounting – Types of Responsibility Centres.

**UNIT-4:- Standard Costing and Variance Analysis: (11hrs)**

- Meaning of Standard Cost
- Relevance of Standard Cost for Variance Analysis
- Significance of Variance Analysis
- Computation of Material, Labour Variances.

**UNIT-5:- Marginal Costing and Profit Planning:**

**(14hrs)**

- Marginal Costing Differentiated from Absorption Costing
- Direct Costing, Differential Costing
- Key Factor, Break-even Analysis, Margin of Safety
- Cost- Volume-Profit Relationship
- Advantages, Limitations and Applications of Marginal Costing Decisions Involving Alternative Choices: Concept of Relevant Costs
- Steps in Decision Making,
- Decisions regarding Determination of Sales Mix, Exploring new Markets, Discontinuance of a Product Line, Make or Buy, Equipment Replacement, Change Versus Status Quo, Expand or Contract and Shut-down or continue.

**Reference Books:-**

1. *Maheshwari, S.N.; Principles of Management Accounting, Sultan Chand & Sons*
2. *Khan & Jain; Management Accounting, TMH*
3. *Horngren, Charles; Introduction to Management Accounting, PHI*
4. *Pandey, I.M.; Management Accounting, Vikas*

L	T	P	Cr.	Hrs.
4	1	0	4.5	5.0

### Semester-3(BHM)

#### BM 007 SALES AND MARKETING MANAGEMENT

##### UNIT -1 Introduction to Marketing: (10hrs)

- Definition, difference in selling/marketing
- Core marketing concepts; production, product, selling, marketing, social concept
- Marketing Environment.

##### UNIT -2 New Product Developments: (10hrs)

- Product level; Classification; Product mix and its development
- Branding; Product positioning
- Product launching strategies
- Identifying Marketing segment and selecting target markets.

##### UNIT- 3 Pricing: (11hrs)

- Concept of Price
- Pricing Objectives
- Factors in influencing Price decisions
- Price setting methods
- Price policies and strategies.

##### UNIT- 4 Sales Promotions and Market Research: (11hrs)

- Advertising and sales Promotion
- Public relations
- Personal selling
- Definition of market research, suppliers of market research
- Forecasting and demand measurement.

##### UNIT -5 Consumer Behaviors: (12hrs)

- Meaning, Definition, Variables and Factors affecting Consumer Behavior.
- Buying Motives: Meaning, Kinds, Chief Buying Motives
- Different Types of Consumers, Behavior and Customer Service.

#### REFERENCE BOOKS:-

- *Marketing Management by Philip Kotler*
- *The secrets of selling anything to anyone*

**Semester- 4 (BHM)**  
**BHM 144 HOTEL HOUSEKEEPING OPERATIONS –III**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>3</b>	<b>0</b>	<b>2</b>	<b>4.0</b>	<b>5.0</b>

**UNIT- 1: Supervision in House Keeping (8 hrs)**

- Role of Supervisor (various types)
- Supervisors check list.
- Lost and found procedure
- Guest complaints and guest handling
- VIP room checking.

**UNIT-2: Textiles - Uniform Designing (7 hrs)**

- Fiber (natural/manmade/characteristics/ advantages/disadvantages).
- Weaves plain/twill/jacquard/damask/satin)
- Finishing processes.
- Importance
- Types & Characteristics.
- Selection.
- Par stock.

**UNIT-3: Human resource management in House Keeping (7 hrs)**

- Manpower planning
- Recruiting
- Orientation
- Training
- Duty Rota & allocation of work
- Time and Motion study
- Evaluation & performance appraisal
- Motivation ( promoting team work/incentives)
- 

**UNIT- 4: Safety Awareness & Safeguarding of assets - Forms and Formats - Contract Services (7hrs)**

- Accidents ( effect/causes/procedure/report)
- Concern for safety and security in housekeeping operations
- Concept of safeguarding assets.
- Theft – employee & guest
- Security of hotel guest rooms.
- Introduction
- Complete program
- Special/periodic
- Pricing a contract
- Pest Control
- Chandelier cleaning



**UNIT- 5: Latest Trend in House Keeping – Eco-friendly Concept in House Keeping – Managerial Functions of a House Keeper (5 hrs)**

- Budgets (capital/operating/pre opening).
- Purchasing- Indenting-Storing of various amenities

**Practical: (14 hrs)**

- Supervision by using check list
- Preparation of snagging list
- Preparation of mock budget
- Preparation of a Duty Rota for a large / medium, Small hotel
- Case studies & situation handling
- Forms and formats
- Handling First Aid

**REFERENCE BOOKS:-**

- *Housekeeping Operations dosing & management-Malini Singh & Jaya B George-Jaico Books*
- *Hotel Housekeeping operations & management-G Raghubalan &Smiritee Raghubalan-Oxford University Press.*

**Semester- 4 (BHM)**  
**BHM 145 FRONT OFFICE OPERATIONS –IV**

L	T	P	Cr.	Hrs.
3	0	2	4.0	5.0

**UNIT- 1: Reservations Management (6hrs)**

- Overbooking
- Forecasting
- Legal implications
- Packages
- Potential reservation problems

**UNIT-2: Reception (7 hrs)**

- Day & Night Reception
- Calculations
- Room selling techniques – Upselling and Discounts

**UNIT- 3: Hospitality And Lobby Desk (6 hrs)**

- Role of the GRE
- Welcome Procedure
- Identifying complaints
- Complaint Handling
- Role of the Lobby Desk
- Job Description of the Lobby Manager

**UNIT- 4: Check-Out And Settlement (8 hrs)**

- Tracking transaction – cash payment, charge purchase, account correction, Account allowance, account transfer, cash advance
- Internal control – Cash Bank
- Check-out and account settlement
- Control of cash and credit
- Methods of settlement
- Checkout options - Express checkout, Self check out, In-room check out
- Late check-out
- Unpaid account balances
- Account collection –account aging
- Updating FO records
- Late Charges

**UNIT- 5: The Front Office Audit (9hrs)**

- Role and importance of Night Audit
- Job Description of the night auditor
- Establishing an End of day
- Guest Credit monitoring
- Preparation of Transcript
- The Front Office audit process
- Preparation of Night Reports

**PRACTICALS: (14 hrs)**

- Calculation of revenue, room position and occupancy percentages
- Check-out procedure
- Preparation of a guest folio
- PMS activities

- Posting of charges
- Splitting folio
- Checking out guests

**REFERENCE BOOKS:-**

- *Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks*
- *An introduction to hospitality- Dennis L. Foster*
- *Principles of Hotel Front Office Operations- Su Baker, Pam Bradley & Jeremy Huyton*

**Semester- 4 (BHM)**  
**BHM 146 FOOD AND BEVERAGE (SERVICE) –IV**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>3</b>	<b>0</b>	<b>2</b>	<b>4.0</b>	<b>5.0</b>

**UNIT- 1: Alcoholic Beverages (7 hrs)**

**Introduction**

- Pot still distillation
- Patent still distillation
- Proof systems

**UNIT-2: Types of Alcoholic Beverages (7 hrs)**

**Whisky**

- Scotch - manufacturing, types, regions, brands
- Irish – history, manufacture, brands
- American – history, manufacture, types, brands
- Brand names – Canadian, Indian

**Brandy**

- History
- Cognac - Manufacturing, region, types, brands
- Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge

**Rum**

- History, Manufacture, Styles, Brand names with countries

**Gin**

- History, Manufacture, Types, Brand names with countries

**Vodka**

- History, Manufacture, Brand names with countries, flavoured vodkas

**Tequila**

- History, Manufacture, Styles, Brand names

**UNIT-3: Introduction To different Spirits and Liqueurs (6hrs)**

**Other Spirits**

- Absinthe
- Ouzo
- Slivovitz
- Akvavit
- Feni
- Arrack
- Schnapps

**Liquors**

- Introduction, Manufacture, Brand names with base, color, flavor, countries

**UNIT- 4: Bar (6hrs)**

- Types
- Equipment and ingredient
- Cocktails – introduction, parts (base, modifier etc), methods (stir, shaken etc) families  
(Cobblers, crustas, daisies, nogs, fixes, flips, puffs, sangarees, slings, smashes, bucks, coladas,
- Collins, coolers, fizzes, highballs, juleps, shooters, punches, rickeys, sours, toddies), terms (dash, zest, on the rocks, naked etc) popular cocktails (classic, modern, variations)

## **UNIT- 5: Tobacco (6 hrs)**

- Health hazards
- Cigar – Manufacture, parts, colors, shapes, storage, brands and service

## **PRACTICAL: (16 hrs)**

### **Cocktail preparation:**

- Any one cocktail out of the list of eighteen cocktails has to be picked and prepared.
- The list of cocktails - Bloody Mary, Moscow Mule, Pink Lady, Rusty Nail, Screwdriver,
- Tequila Sunrise, Old fashioned, Cuba Libre, Blue Lagoon, Long Island Ice Tea,
- Cosmopolitan, Caipiroshka, Mai tai, Mojito, Mint Julep, Planter's Punch, Pina Colada and Side Car.
- The markings will be as per the: correct recipe writing –, cocktail preparation

### **Gueridon service:**

- The list of Gueridon preparations
- Shrimp cocktail
- Grilled fish
- Grapefruit cocktail (instead of Florida)
- Crepes suzette
- Banana Flambé
- Irish coffee
- The dish should be done on the gueridon / live stations and served at the table with the
- appropriate cover and accompaniments
- Marking will be on the basis of misen place, preparation, Presentation and service.

### **Service of spirits, liqueurs, cigars:**

- Taking order on BOT and service of spirits and liqueurs, with mixers if necessary.
- Service of cigars – setting up of salver with wooden box, cigar cutter or scissor, long
- Home light matchbox, large ashtray, minimum 5 cigars or cigar tubes.

## **REFERENCE BOOKS:-**

1. *Food & Beverage Service Training Manual – Sudhir Andrews*
2. *Food & Beverage Service – Lillicrap & Cousins*
3. *Modern Restaurant service – John Fuller*
4. *Food & Beverage Management – Brain Varghese*

**Semester- 4 (BHM)**  
**BHM 147 FOOD AND BEVERAGE (PRODUCTION) –**  
**IV**

L	T	P	Cr.	Hrs.
3	0	4	5.0	7.0

**UNIT- 1: Kitchen Organization And Human Resource (7 hrs)**

- The classical kitchen brigade-the partie system
- Job description and job specification of executive chef, chef de partie and commis
- Recruitment and selection
- Induction, training and development

**UNIT- 2: Oriental Cuisine (10 hrs)**

- Chinese-Features, regional classification, ingredients, methods of cooking, courses of the Menu
- Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu
- Japanese-Features, regional classification, ingredients, methods of cooking, courses of the Menu

**UNIT-- 3: Garde Manger (Larder Work) (11 hrs)**

- Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads
- Hors d'oeuvres-Classification, examples and accompaniments
- Sandwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed, and accompaniments.
- Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses.
- Cold sauces- dips, chaudfroids, aspics.
- Charcuterie-Sausages, bacon and ham

**UNIT- 4: Accompaniments And Garnishes (7 hrs)**

- Classical vegetable accompaniments
- Potato preparations
- Garnishes and accompaniments for popular dishes

**UNIT- 5: Diet Planning (7 hrs)**

- Importance of planning diet – balanced diet
- Factors to be considered while planning diet
- Food groups and balanced diet
- Factors influencing food intake and food habits

**PRACTICAL: (18 hrs)**

- **Chinese cuisine** - 4 Menus with five preparations in each
- **Thai cuisine** - 4 Menus with five preparations in each
- **Bakery & Confectionary** - 2 Menus with five preparations in each

**REFERENCE BOOKS:-**

- *Modern cookery for the teaching and trade – Vol. I & II*
- *Cooking with Indian masters – Prasad*
- *Theory of catering – Kinton & Cesarani*
- *Practical cookery – Kinton & Cesarani*

L	T	P	Cr.	Hrs.
3	1	0	3.5	4

## Semester-4(BHM)

### BM 012 HUMAN RESOURCE MANAGEMENT

#### UNIT-1:- Introduction: (8hrs)

- Concept, nature, scope, objectives and importance of HRM
- Evolution of HRM
- Challenges of HRM
- Personnel Management v/s HRM
- Strategies for the New Millennium
- Role of HRM in strategic management
- Human capital; emotional quotient; mentoring;
- ESOP;flexi- time;quality circles; Kaizen TQM and Six Sigma.

#### UNIT-2:- Acquisition of Human Resources: (8hrs)

- HR Planning
- Job analysis – job description and job specification
- Recruitment – sources and process

#### UNIT-3:- Selection process (9hrs)

- Tests and interviews; placement and induction.
- Job changes – transfers, promotions/ demotions, separations.

#### UNIT-4:- Training and Development (9hrs)

- Concept and importance of training
- Types of training; methods of training
- Design of training programme
- Evaluation of training effectiveness
- Executive development – process and techniques
- Career planning and development.

#### UNIT-5:- Compensation and Maintenance (8hrs)

- Compensation: job evaluation – concept, process and significance
- Components of employee remuneration – base and supplementary
- Performance and Potential appraisal – concept and objectives
- Traditional and modern methods
- Limitations of performance appraisal methods
- 360 degree appraisal technique
- Maintenance: overview of employee welfare, health and safety, social security.

#### REFERENCE BOOKS:-

1. Chhabra, T. N; *Human Resource Management; Dhanpati Rai and Co*
2. Dr. Gupta, C. B.; *Human Resource Management, Sultan Chand and Sons*
3. Flippo, Edwin B., *Personnel Management, TMH.*
4. Rao, V S P, *Human Resource Management, Text and Cases, Excel Books*

5. *Aswathappa, K.; Human Resource and Personnel Management (Text and Cases),TMH*
6. *Dessler,Gary; Human Resource Management;PHI*
7. *D'Enzo,David A & Stephen P.Robbin, Personnel Human Resource Management, PHI*
8. *Beardwell, Ian & Len Holden, Human Resource Management, Macmillan, Delhi.*



**Semester- 4 (BHM)**  
**BM125 CUSTOMER RELATIONSHIPS**  
**MANAGEMENT**

L	T	P	Cr.	Hrs.
3	1	0	3.5	4.0

**UNIT- 1: (8Hrs)**

**Introduction:**

- Definitions – Concepts- Customer satisfaction, retention, loyalty and delight.
- Relationship Management – Evolution
- Transactional Vs Relationship Approach
- CRM as a strategic marketing tool
- CRM significance to the stakeholders.

**UNIT- 2: (8hrs)**

**Understanding Customers:**

- Customer information Database
- Customer Profile Analysis
- Customer perception
- Expectations analysis
- Customer behavior in relationship perspectives
- Individual and group customer's
- Customer life time value
- Selection of Profitable customer segments.

**UNIT- 3: (9hrs)**

**CRM Structures:**

- Elements of CRM
- CRM Process
- Strategies for Customer acquisition
- Retention and Prevention of defection
- Models of CRM
- CRM road map for business applications.

**UNIT- 4: (8hrs)**

**CRM Planning And Implementation:**

- Strategic CRM planning process
- Implementation issues; CRM- Tools
- Analytical CRM – Operational CRM
- Call center management
- Role of CRM Managers.

**UNIT- 5: (9hrs)**

**Trends In Crm:**

- e- CRM Solutions
- Data Warehousing
- Data mining for CRM
- An introduction to CRM software packages.

**Relationship Marketing-**

- A facet of CRM: its evolution and related theories- Inter-firm Relationship Marketing Theory and Interpersonal Relationship Marketing Theory.

## **REFERENCE BOOKS:-**

- *G.Shainesh, Jagdish, N.Sheth, Customer Relationships Management Strategic Prespective, Macmillan*
- *Alok Kumar et al, Customer Relationship Management : Concepts and applications, Biztantra*
- *H.Peeru Mohamed and A.Sahadevan, Customer Relation Management, Vikas Publishing*
- *Jim Catheart, The Eight Competencies of Relatioship selling, Macmillan India*
- *Assel, Consumer Behavior, Cengage Learning, 6<sup>th</sup> Edition*
- *Kumar, Customer Relationship Management - A Database Approach, Wiley India, Francis Buttle, Customer Relationship Management : Concepts & Tools, Elsevier*

**Semester- 5 (BHM)**  
**BHM 154 FRONT OFFICE OPERATIONS –V**

L	T	P	Cr.	Hrs.
3	0	2	4.0	5.0

**UNIT- 1: Computer Application in Front Office Operation (8 hrs)**

- Role of information technology in the hospitality industry
- Factors for need of a PMS in the hotel
- Factors for purchase of PMS by the hotel
- Introduction to Fidelio & Amadeus

**UNIT- 2: Front Office (Accounting) ( 7hrs)**

- Accounting Fundamentals
- Guest and non-guest accounts
- Accounting system
- Non automated – Guest weekly bill, Visitors tabular ledger
- Semi-automated
- Fully automated

**UNIT- 3: Check Out Procedures (7 hrs)**

- Guest accounts settlement
- Cash and credit
- Indian currency and foreign currency
- Transfer of guest accounts
- Express check out

**UNIT- 4: Night Auditing (6 hrs)**

- Functions
- Audit procedures (Non automated, semi-automated and fully automated)

**UNIT- 5: Front Office & Guest Safety And Security (6 hrs)**

- Importance of security systems
- Safe deposit
- Key control
- Emergency situations (Accident, illness, theft, fire, bomb)

**Practical: (14 hrs)**

- Hands on practice of computer applications related to Front Office procedures such as
  - Reservation,
  - Registration,
  - Guest History,
  - Telephones,
  - Housekeeping,
  - Daily transactions
- Front office accounting procedures
- Manual accounting
- Machine accounting
- Payable, Accounts Receivable, Guest History, Yield Management
- Role Play
- Situation Handling

**REFERENCE BOOKS:-**

- *Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks*
- *An introduction to hospitality- Dennis L. Foster*
- *Principles of Hotel Front Office Operations- Su Baker, Pam Bradley & Jeremy Huyton*

**Semester- 5 (BHM)**  
**BHM 155 FOOD AND BEVERAGE (SERVICE)–V**

L	T	P	Cr.	Hrs.
3	0	2	4.0	5.0

**UNIT- 1: Planning & Operating Various F&B Outlet (9 hrs)**

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

**UNIT- 2: Function Catering (7 hrs)**

**Banquets**

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

**Banquet Protocol**

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

**Informal Banquet**

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

**UNIT- 3: Function Catering (8hrs)**

**Buffets**

- Introduction
- Factors to plan buffets
- Area requirement
- Planning and organization
- Sequence of food

- Menu planning
- Types of Buffet
- Display
- Sit down
- Fork, Finger, Cold Buffet
- Breakfast Buffets
- Equipment
- Supplies
- Check list

**UNIT- 4: Gueridon Service (6 hrs)**

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

**UNIT- 5: Kitchen Stewarding (6 hrs)**

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

**Practical: (12 hrs)**

**Planning & Operating Food & Beverage Outlets**

- Class room Exercise
- Developing Hypothetical Business Model of Food & Beverage Outlets
- Case study of Food & Beverage outlets - Hotels & Restaurants

**Function Catering – Banquets**

- Planning & organizing Formal & Informal Banquets
- Planning & organizing Outdoor caterings

**Function Catering – Buffets**

- Planning & organizing various types of Buffet

**Gueridon Service**

- Organizing Mise-en-place for Gueridon Service
- Dishes involving work on the Gueridon
- Task-01 Crepe suzette
- Task-02 Banana au Rhum
- Task-03 Peach Flambe
- Task-04 Rum Omelette
- Task-05 Steak Diane
- Task-06 Pepper Steak

**Kitchen Stewarding**

- Using & operating Machines
- Exercise – physical inventory

**REFERENCE BOOKS:-**

1. *Food & Beverage Service Training Manual – Sudhir Andrews*
2. *Food & Beverage Service – Lillicrap & Cousins*
3. *Modern Restaurant service – John Fuller*

**Semester- 5 (BHM)**  
**BHM 156 FOOD AND BEVERAGE (PRODUCTION)–V**

L	T	P	Cr.	Hrs.
3	0	4	5.0	7.0

**UNIT- 1: Quantity Food Production Equipment (10hrs)**

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

**UNIT-2: Menu Planning (8hrs)**

- Basic principles of menu planning –recapitulation
- Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units

**Planning menus for:**

- School/college students
  - Industrial workers
  - Hospitals
  - Outdoor parties
  - Theme dinners
  - Transport facilities, cruise lines, airlines, railway
- Nutritional factors for the above

**Indenting**

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

**Planning**

Principles of planning for quantity food production with regard to

- Space allocation
- Equipment selection
- Staffing

**UNIT-3: Volume Feeding (11 hrs)**

**Institutional and Industrial Catering**

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

**Hospital Catering**

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

**Off Premises Catering**

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

**Mobile Catering**

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

### **Quantity Purchase & Storage**

- Introduction to purchasing
- Purchasing system
- Purchase specifications
- Purchasing techniques
- Storage

### **UNIT- 4: Regional Indian Cuisine (12 hrs)**

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

### **UNIT-5: Bread Fabrication (8hrs)**

- Introduction
- Understanding baking
- Ingredients used in bread making
- Principles behind bread making
- Basic fault in bread making
- Equipments used in bread making

### ***Books for reference:***

- *Modern cookery for the teaching and trade – Vol. I & II*
- *Cooking with Indian masters – Prasad*
- *Theory of catering – Kinton & Cesarani*
- *Practical cookery – Kinton & Cesarani*

### **Practical: (20 hrs)**

### **SUGGESTED MENUS**

#### **MAHARASTRIAN**

#### **MENU 01**

- Masala Bhat
- Kolhapuri Mutton
- Batata Bhajee
- Masala Poori
- Koshimbir
- Coconut Poli

#### **MENU 02**

- Moong Dal Khichdee
- Patrani Macchi
- Tomato Saar
- Tilgul Chapatti
- Amti Basundi

## **AWADH**

### **MENU 01**

- Yakhni Pulao
- Mughlai Paratha
- Gosht Do Piazza
- Badin Jaan
- Kulfi with Falooda

### **MENU 02**

- Galouti Kebab
- Bakarkhani Gosht
- Korma
- Paneer Pasanda
- Muzzafar

## **BENGALI**

### **MENU 01**

- Ghee Bhat
- Macher Jhol
- Aloo Posto
- Misti Doi

### **MENU 02**

- Doi Mach
- Tikoni Pratha
- Baigun Bhaja
- Payesh

## **GOAN**

### **MENU 01**

- Arroz
- Galina Xacutti
- Toor Dal
- Sorak
- Alle Belle

### **MENU 02**

- Coconut Pulao
- Fish
- Caldeen Cabbage
- Foogath
- Bibinca

## **PUNJABI**

### **MENU 01**

- Rada Meat
- Matar Pulao
- Kadhi
- Punjabi Gobhi
- Kheer

### **MENU 02**



- Amritsari Macchi
- Rajmah Masala
- Pindi Chana
- Bhaturas
- Row Di Kheer

## **SOUTH INDIAN**

### **MENU 01**

- Meen Poriyal
- Curd Rice
- Thoran Rasam
- Pal Payasam

### **MENU 02**

- Tamarind Rice
- Kori Gashi
- Kalan Sambhar
- Savian Payasam

## **RAJASTHANI**

### **MENU 01**

- Gatte Ka Pulao
- Lal Maas
- Makki Ka Soweta
- Chutny (Garlic)
- Dal Halwa

### **MENU 02**

- Dal Batti Churma
- Besan Ke Gatte
- Ratalu Ki Subzi
- Safed Mass

## **GUJRATI**

### **MENU 01**

- Sarki Brown Rice
- Salli Murg
- Gujrati Dal
- Methi Thepla
- Shrikhand

### **MENU 02**

- Gujrati Khichadi Oondhiyu
- Batata Nu
- Tomato Osaman
- Jeera
- Poori
- Mohanthal

## **HYDERABADI**

### **MENU 01**

- Sofyani Biryani
- Methi Murg
- Tomato Kut
- Hare Piaz ka Raita
- Double Ka Meetha

### **MENU 02**

- Kachi Biryani
- Dalcha
- Mirchi Ka Salan
- Mix Veg. Raita
- Khumani Ka Meetha

### **KASHMIRI**

Two menus may be formed out of the Dishes given as under:

#### **Rice and Bread Preparations:**

- Mutaegen, Pulao (Kashmiri),
- Plain Rice,
- Girdeh,
- Lawas

#### **Meat Preparations:**

- Gushtaba ,
- Rista ,
- Marchevangan korma,
- Macch Kofta,
- Yakhean Kaliya,
- Tabak Maaz,
- Rogon Josh

#### **Vegetables and Potato:**

- Ruwangan chaman,
- Choek wangan
- Chaman Qaliyan Alleh Yakhean,
- Dum Aloo Kashmiri ,
- Nader Palak,
- Razma Gogji

#### **Sweet Dishes:**

- Kongeh Phirin (Sooji phirni with Saffron),
- Aae't phirin (Wheat Flour Phirni),
- Halwa

#### **Chutneys:**

- Mujeh cheten,
- Ganda Cheten,
- Duen cheten,
- Aleh cheten (pumpkin chutney)

**Semester- 5 (BHM)**  
**BHM 157 HOTEL HOUSEKEEPING OPERATION–IV**

L	T	P	Cr.	Hrs.
3	0	2	4.0	5.0

**UNIT- 1: Linen Room ( 9 hrs)**

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

**UNIT- 2: Uniforms (6 hrs)**

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

**UNIT- 3: Sewing Room (5 hrs)**

- Activities and areas to be provided
- Equipment provided

**UNIT- 4: Laundry (8 hrs)**

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

**UNIT- 5: Flower Arrangement (8 hrs)**

- Flower arrangement in Hotels
- Equipment and material required for flower arrangement
- Conditioning of plant material
- Styles of flower arrangements
- Principles of design as applied to flower arrangement

**Indoor Plants**

- Selection and care

**Practical: (12 hrs)**

- Layout of Linen and Uniform Room/Laundry
- Laundry Machinery and Equipment
- Stain Removal

- Flower Arrangement
- Selection and Designing of Uniforms

**REFERENCE BOOKS:-**

- *Hotel House Keeping, Sudhir Andrews, Tata Mc Graw Hill*
- *The professional House Keeper, Tucker Sehneider, VNR*
- *Professional Management of House Keeping Operations, Martin Jones, Wiley*

**Semester-5(BHM)**  
**BHM153 TOURISM BUSINESS**

L	T	P	Cr.	Hrs.
3	1	0	3.5	4.0

**THEORY 40 HOURS**

**UNIT- 1 Tourism Phenomena( 8hrs)**

- Understanding tourism – Concept and definition, meaning, concept of traveler and tourists, classification of tourism according to purpose of travel, 4 components of tourism, related definitions, impact of tourism.
- Origin growth and development of tourism.

**UNIT- 2 Geography And Tourism (8hrs)**

- India's bio diversity.
- Landscape – Physiographical structure of India
- Climate and Seasons of India

**UNIT- 3 Travel Management (9hrs)**

- Transport Systems – Air, Rail, Road, Waterways
- Travel Agencies – Definition, history, Role and functions, Types
- Tourism Organization and Associations – Introduction, functions and organization of IATA, WTO, ASTA, PATA, TAAI.
- Tour operator – Definition, Types, Importance and role of Tourist guide and related definitions

**UNIT- 4 Heritage Of India (9hrs)**

- A glimpse of Indian architectural history – Hindu & Buddhist architecture, Southern style Hoysala, Northern Style – Mughal.
- India's historical monuments: TajMahal & Charminar.
- Religions of India.
- Fair's and festival's of India.
- Performance arts- dance, music, theatre – Uttar Pradesh, Karnataka, Kerala.
- Accommodation
- Supplementary accommodation
- Tourist Destinations of India: Golden Triangle – North and South

**UNIT- 5 Travel Formalities And Regulations(8hrs)**

- Passport - definition, types in India, procedure for obtaining passport in India
- Visa – definition, types, procedure for obtaining visa in India, related definitions
- Foreign Exchange – Definition of currency, Countries and currencies (SAARC Countries), RBI regulation on foreign exchange, related definitions
- Brief information on Immigration, Travel insurance, health certificates, PIO cards and baggage rules (basic).

**REFERENCE BOOKS:-**

- *Hotel for tourism development- DR JAGMOHAN NEGI*
- *Profiles of Indian tourism – SHALINI SINGH*
- *Tourism today – RATNADEEP SINGH*
- *Dynamics of tourism – PUSHPINDER S GILL*
- *11. Travel and Tourism Management – Dr. B GHOSH*

**Semester-5(BHM)**  
**BHM158 HOTEL ECONOMICS**

L	T	P	Cr.	Hrs.
3	1	0	3.5	4.0

**UNIT-1: Demand (8hrs)**

- Meaning of Demand
- Law of Demand
- Extension and contraction of Demand
- Increase and decrease in Demand
- Survey of Buyers intention

**UNIT-2: Elasticity Of Demand (9hrs)**

- Meaning of income elasticity of Demand
- Cross elasticity of Demand
- Price elasticity of Demand

**UNIT-3: Production Function (8hrs)**

- Managerial use of production functions
- Law of variable proportions
- Cost concepts- TFC-TVC, TC-AC and MC factors influencing cost of production,
- Opportunity cost, cost and output relation

**UNIT-4: Supply (8hrs)**

- Meaning – Law of supply
- Determinants of Law of Supply
- Elasticity of Law of Supply
- Influence on cost of production

**UNIT-5: Revenue Analysis (9hrs)**

- Average revenue
- Marginal revenue
- Total revenue
- General considerations involved in formulating pricing policy
- Objectives of Price policy
- Cost plus or full cost pricing
- Going rate policy
- Pricing for a rate of return

**REFERENCE BOOKS:-**

- *The Economic ascent of the hotel Business*
- *Economic for hotel and catering students*
- *Economic of the Hotel management*

**Semester- 6 (BHM)**  
**BHM 167 FOOD AND BEVERAGE (SERVICE)–VI**

L	T	P	Cr.	Hrs.
3	0	2	4.0	5.0

**UNIT- 1: Food & Beverage Staff Organisation (6 hrs)**

- Categories of staff
- Hierarchy
- Job description and specification
- Duty roster

**UNIT- 2: Managing Food & Beverage Outlet (7 hrs)**

- Supervisory skills
- Developing efficiency
- Standard Operating Procedure

**UNIT-3: Bar Operations (7 hrs)**

- Types of Bar
- Cocktail
- Dispense
- Area of Bar
- Front Bar
- Back Bar
- Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- Bar Stock
- Bar Control
- Bar Staffing
- Opening and closing duties

**UNIT- 4: Cocktails & Mixed Drinks (10 hrs)**

**Definition and History**

**Classification**

**Recipe, Preparation and Service of Popular Cocktails**

- Martini – Dry & Sweet
- Manhattan – Dry & Sweet
- Roy-Roy
- Bronx
- White Lady
- Pink Lady
- Side Car
- Bacardi
- John Collins
- Tom Collins
- Gin FIZZ
- Daiquiri
- Bloody Mary
- Screw Driver

**Unit-5: Food safety and environmental Concerns(6hrs)**

- Introduction
- Food Poisoning
- Controlling Bacterial Growth
- Prevention of Bacterial Food Poisoning
- Food Safety Activities

**Practical: (12 hrs)**

**F&B Staff Organization**

- Class room Exercise (Case Study method)
- Developing Organization Structure of various Food & Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification

**Supervisory Skills**

- Conducting Briefing & Debriefing
- Restaurant, Bar, Banquets & Special events
- Drafting Standard Operating Systems (SOPs) for various F & B Outlets
- Supervising Food & Beverage operations

**Preparing Restaurant Log**

**Bar Operations**

- Designing & Setting the bar

**Preparation & Service of Cocktail & Mixed Drinks**

**REFERENCE BOOKS:-**

- *Food & Beverage Service Training Manual – Sudhir Andrews*
- *Food & Beverage Service – Lillicrap & Cousins*
- *Modern Restaurant service – John Fuller*
- *Food & Beverage Management – Brain Varghese*



**Semester- 6 (BHM)**  
**BHM 168 FOOD AND BEVERAGE CONTROL**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>3</b>	<b>1</b>	<b>0</b>	<b>3.5</b>	<b>4.0</b>

**UNIT- 1: Food Cost Control (8 hrs)**

- Introduction to Cost Control
- Define Cost Control
- The Objectives and Advantages of Cost Control
- Basic costing
- Food costing

**UNIT-2: Food Control Cycle (12 hrs)**

- Purchasing Control
- Aims of Purchasing Policy
- Job Description of Purchase Manager/Personnel
- Types of Food Purchase
- Quality Purchasing
- Food Quality Factors for different commodities
- Definition of Yield
- Tests to arrive at standard yield
- Definition of Standard Purchase Specification
- Advantages of Standard Yield and Standard Purchase Specification
- Purchasing Procedure
- Different Methods of Food Purchasing
- Sources of Supply
- Purchasing by Contract
- Periodical Purchasing
- Open Market Purchasing
- Standing Order Purchasing
- Centralized Purchasing
- Methods of Purchasing in Hotels
- Purchase Order Forms
- Ordering Cost
- Carrying Cost
- Economic Order Quantity
- Practical Problems

**UNIT-3: Receiving Control (8 hrs)**

- Aims of Receiving
- Job Description of Receiving Clerk/Personnel
- Equipment required for receiving
- Documents by the Supplier (including format)
- Delivery Notes
- Bills/Invoices
- Credit Notes
- Statements
- Records maintained in the Receiving Department
- Goods Received Book
- Daily Receiving Report
- Meat Tags
- Receiving Procedure
- Blind Receiving

- Frauds in the Receiving Department
- Hygiene and cleanliness of area

#### **UNIT-4: Storing & Issuing Control (8 hrs)**

- Storing Control
- Aims of Store Control
- Job Description of Food Store Room Clerk/personnel
- Storing Control
- Conditions of facilities and equipment
- Arrangements of Food
- Location of Storage Facilities
- Security
- Stock Control
- Two types of foods received – direct stores (Perishables/non- perishables)
- Stock Records Maintained Bin Cards (Stock Record Cards/Books)
- Issuing Control
- Requisitions
- Transfer Notes
- Perpetual Inventory Method
- Monthly Inventory/Stock Taking
- Pricing of Commodities
- Stock taking and comparison of actual physical inventory and Book value
- Stock levels
- Practical Problems
- Hygiene & Cleanliness of area

#### **UNIT-5: Production Control (6 hrs)**

##### **Aims and Objectives**

##### **Forecasting**

##### **Fixing of Standards**

- Definition of standards (Quality & Quantity)
- Standard Recipe (Definition, Objectives and various tests)
- Standard Portion Size (Definition, Objectives and equipment used)
- Standard Portion Cost (Objectives & Cost Cards)
- Computation of staff meals
- Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price
- Matching costs with sales
- Billing procedure – cash and credit sales
- Cashier's Sales summary sheet

#### **REFERENCE BOOKS:-**

- *Food & Beverage Management – Brain Varghese*
- *Food & Beverage Management and Cost control- Jay Prakash Kant*

L	T	P	Cr.	Hrs.
3	0	2	4.0	5.0

## Semester- 6 (BHM)

### BHM 169 HOTEL HOUSEKEEPING OPERATIONS –V

#### UNIT-1: Safety And Security (8 hrs)

- Safety awareness and accident prevention
- Fire safety and fire fighting
- Crime prevention and dealing with emergency situation

#### UNIT- 2: Interior Decoration (8 hrs)

- Elements of design
- Colour and its role in décor –types of colour schemes
- Windows and window treatment
- Lighting and lighting fixtures
- Floor finishes
- Carpets
- Furniture and fittings
- Accessories

#### UNIT- 3: Layout Of Guest Rooms (8 hrs)

- Sizes of rooms, sizes of furniture, furniture arrangement
- Principles of design
- Refurbishing and redecoration

#### UNIT-4: New Property Countdown (9 hrs)

- Introduction in Detail
- Three month before the opening
- Two month ahead of the opening
- Six weeks advance from the opening

#### UNIT-5: FIRST AID

- first aid kit
- dealing with emergency situation
- maintaining records

#### Practical: (15 hrs)

##### **Standard operating procedure**

Skill oriented task (e.g. cleaning and polishing glass, brass etc)

##### **Fire safety fire fighting**

- safety measures
- fire drill (demo)

##### **Special decoration (theme related to hospitality industry)**

- indenting
- costing
- planning with time split executing

##### **Layout of guest room**

To the scale earmark pillars specification of colours, furniture, fixture, fitting, soft furnishing and accessories etc used

#### **REFERENCE BOOKS:-**

- *Hotel House Keeping, Sudhir Andrews, Tata Mc Graw Hill*
- *The professional House Keeper, Tucker Sehneider, VNR*
- *Professional Management of House Keeping Operations, Martin Jones, Wiley*

**Semester- 6 (BHM)**  
**BHM 165 HOTEL ENGINEERING**

L	T	P	Cr.	Hrs.
3	1	0	3.5	4.0

**UNIT-1: Maintenance: (8hrs)**

- Preventive and breakdown maintenance, comparisons
- Roll & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.
- Organization chart of maintenance department, duties and responsibilities of maintenance department

**UNIT-2: Fuels used in catering industry: (8 hrs)**

- Types of fuel used in catering industry; calorific value; comparative study of different fuels
- Calculation of amount of fuel required and cost.
- Heat terms and units; method of transfer
- LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output.
- Gas bank, location, different types of manifolds

**UNIT-3: Electricity: (9 hrs)**

- Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications
- Electric wires and types of wiring
- Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination.
- External lighting
- Safety in handling electrical equipment.

**UNIT-4: Water systems: (8hrs)**

- Water distribution system in a hotel
- Cold water systems in India
- Hardness of water, water softening, base exchange method (Demonstration)
- Cold water cistern swimming pools
- Hot water supply system in hotels
- Flushing system, water taps, traps and closets.
- Water pollution, sewage pollution

**UNIT-5: Fire prevention and fire fighting system: (9 hrs)**

- Classes of fire, methods of extinguishing fires (Demonstration)
- Fire extinguishers, portable and stationery
- Fire detectors and alarm
- Automatic fire detectors cum extinguishing devices
- Structural protection
- Basic principles, latent heat, boiling point and its dependence on pressure, vapour compressor system of refrigeration and refrigerants
- Conditions for comfort, relative humidity, humidification, de- humidifying, dew point control, unit of airconditioning
- Window type air conditioner, central air conditioning, preventive maintenance
- Vertical transportation, elevators, escalators.

**REFERENCE BOOKS:-**

- *Oxford Hotel Engineering-Sujit Goshal*
- *Hotel Engineering-Tarun Bansal*

L	T	P	Cr.	Hrs.
3	1	0	3.5	4.0

**Semester-6(BHM)**  
**BHM160 BUSINESS RESEARCH METHODS**

**UNIT-1 (7 hrs)**

- Introduction Meaning and Definition of Research
- Characteristics of Research
- Objectives of Research
- Types of Research
- Process and steps of Research.

**UNIT-2 (8 hrs)**

- Process of Selection and formulation of Research problem Problem Selection / Identification of the problem
- Sources of research problems
- Criteria of a good research problem
- Principles of research problem
- Hypothesis – Meaning – Sources of Hypothesis – Characteristics of good Hypothesis.

**UNIT-3 (8 hrs)**

- Research design-Definition
- Types of research
- Different types of experimental design
- Validity of findings
- Variables in research
- Measurement & Scaling
- Construction of instrument
- Validity & Reliability of Instrument

**UNIT-4 (10 hrs)**

- Data Collection and analysis and interpretation of data. Main forms of Data Collection responses
- Methods of data Collection
- Analysis of data – Types of analysis – Statistical tools and analysis
- Interpretation of data – Need and Importance – Technique of interpretation.

**UNIT-5 (9 hrs)**

- Research Report Meaning of R / R
- Steps in Organization of R / R
- Types of Report
- Significance of Report Writing
- Drafting of reports
- Contents of a report.

**REFERENCE BOOKS:-**

1. *Research Methodology and Project Work by Dr Mahesh A Kulkarni, Nirali Prakashan, Mumbai.*
2. *Research Methodology by N Thanulingon, Himalaya Publication, Mumbai*
3. *Methodology of Research in Social Sciences by O. R Krishnaswami, M. Rangnathan.*
4. *Research Methodology by Dipak Kumar Bhattacharya, Excel Books, New Delhi.*
5. *Research Methodology in Commerce and Management by Dr. Roshan Kumar Bhangdiya.*

**Semester- 6 (BHM)**  
**BHM 166 ENTREPRENEURSHIP DEVELOPMENT**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>3</b>	<b>1</b>	<b>0</b>	<b>3.5</b>	<b>4.0</b>

**UNIT-1 (9hrs)**

Entrepreneur – Meaning – Types and functions – Growth of Entrepreneurs in India – Training and development of entrepreneurs – Entrepreneurial Development Programmes

**UNIT-2 (8hrs)**

Business ideas – Project identification – Feasibility studies – project appraisal – Project design – Network analysis – financial analysis

**UNIT- 3 (9 hrs)**

Financing Entrepreneurs – Institutional financing – role of different organizations and commercial banks – applying for loan from commercial banks and financial institutions

**UNIT- 4 (8 hrs)**

Promotion of enterprise, small scale industries, Hotel industries, incentives and concessions for units, sickness in small industries – causes and remedies

**UNIT- 5 (8 hrs)**

Developing women and rural entrepreneurs, Entrepreneurial guidance – incentives and Subsidies

**REFERENCE BOOKS:-**

- *Developing Entrepreneurship-Udai Parker and TV Rao*
- *Developing Entrepreneurship issues and problems-SVS Sharma*
- *A practical guide to industrial entrepreneurs-Srinivasa*
- *Entrepreneur development-Bharusali*
- *Management of small scale industry-Vasanth Desai*
- *Problems and prospects of Small scale Industry-Vasanth Desai*

**Semester- 7 (BHM)**  
**BHM 175 FRONT OFFICE OPERATION –VI**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>3</b>	<b>0</b>	<b>2</b>	<b>4.0</b>	<b>5.0</b>

**UNIT- 1: Planning & Evaluating Front Office Operations (7hrs)**

- Setting Room Rates (Details/Calculations thereof)
- Hubbart Formula, market condition approach & Thumb Rule
- Types of discounted rates – corporate, rack etc.
- Forecasting techniques
- Forecasting Room availability
- Useful forecasting data
- % of walking
- % of overstay
- % of under stay
- Forecast formula
- Types of forecast
- Sample forecast forms
- Factors for evaluating front office operations

**UNIT- 2: Budgeting (7 hrs)**

- Types of budget & budget cycle
- Making front office budget
- Factors affecting budget planning
- Capital & operations budget for front office
- Refining budgets, budgetary control
- Forecasting room revenue
- Advantages & Disadvantages of budgeting

**UNIT- 3: Control Of Cash And Credit (6 hrs)**

**UNIT-4: Property Management System (7 hrs)**

- Fidelio / IDS / Shawman
- Amadeus

**UNIT-5: French (6 hrs)**

- Basic conversation related to Front Office activities such as
- Reservations (personal and telephonic)
- Reception (Doorman, Bell Boys, Receptionist etc.)
- Cleaning of Room & change of Room etc
- Understanding and uses of accents, orthographic signs & punctuation
- Days, Dates, Time, Months and Seasons



## **Practical (15 hrs)**

**Hands on practice of computer applications related to Front Office procedures such as**

- Reservation,
- Registration,
- Guest History,
- Telephones,
- Housekeeping,
- Daily transactions

**Front office accounting procedures**

- Manual accounting
- Machine accounting
- Payable, Accounts Receivable, Guest History, Yield Management

**Role Play**

- Situation Handling

## ***REFERENCE BOOKS:-***

- *Tewari Hotel ; Front office, Oxford University Press*
- *Front Office SK Bhatnagar, Publisher Frank Brother 2011*
- *Hotel Front Office Training-Sudhir Andrews*
- *Hotel Front Office – James Bardi*

**Semester- 7 (BHM)**  
**BHM 179 FRONT AND BEVERAGE PRODUCTION**  
**MANAGEMENT**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>3</b>	<b>0</b>	<b>4</b>	<b>5.0</b>	<b>7.0</b>

**UNIT-1: Kitchen Planning ( 8hrs)**

- Sections of the kitchen with layout and functions
- Production workflow
- Planning of Kitchen Spaces
- Layout of a large quantity kitchen and satellite kitchen
- Planning of Storage Spaces

**UNIT- 2: Purchasing (8hrs)**

- Principles of material management
- Standard purchase specifications,
- Purchasing procedure-Principles of purchasing, methods of purchasing, requisition, ordering, receiving

**UNIT- 3: Storage Of Food Material (8hrs)**

- Principles of Storage- dry storage and cold storage
- Methods of issuing
- Layout of storage areas
- Temperature for storing perishables & non-perishable foods

**UNIT-4: Advanced Menu Planning And Food Presentation (10hrs)**

- Menu designing for
- Restaurants-Specialty and fast food
- Buffets
- Banquets
- Presentation of food for
- Restaurants-Plate presentation
- Buffets
- Banquets

**UNIT- 5: Food Production Systems (9hrs)**

- Principles of large scale commercial cooking
- Rechauffe – effective use of leftovers.
- Catering systems
- Cook Chill Systems-definition, procedure, advantages and disadvantages
- Cook Freeze System –definition, procedure, advantages and disadvantages
- Sous Vide- definition, procedure, advantages and disadvantages

**PRACTICALS (15 hrs)**

- **Italian cuisine** 4 menus with 5 dishes each
- **Spanish cuisine** 3 menus with 5 dishes each
- **Mexican cuisine** 3 menus with 5 dishes each

**REFERENCE BOOKS**

- *Food production Operations- Parvinder S. Bali*
- *Food Production Management and Services - Lynn Perrin*
- *International Cuisine & food production Management- Parvinder S. Bali*

**Semester- 7 (BHM)**  
**BHM 173 ACCOMMODATION MANAGEMENT**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>3</b>	<b>0</b>	<b>2</b>	<b>4.0</b>	<b>5.0</b>

**UNIT- 1: Yield Management (8 hrs)**

- Concept and importance.
- Applicability to rooms division.
- Capacity Management.
- Discount allocation
- Duration control.
- Measuring yield.
- Elements of yield management.
- Uses of yield management.

**UNIT- 2: Security And Lodging Industry (8hrs)**

- Developing the security program.
- Management role in security.
- Setting up the security program.
- Security and law.

**UNIT- 3: Planning And Evaluating Front Office Operations (9hrs)**

- Establishing Room rates
- Basis of charging
- Plans, competition, customer's profile, standards of service and amenities.
- Hubbart's Formula.
- Forecasting room availability
- Forecasting techniques
- Forecasting data
- Forecast formula
- Sample forecast formula.

**UNIT- 4: Accommodation Facility Planning ( 8 hrs)**

- Planning the Front Office Layout
- Ergonomics
- Lobby layout
- Front Desk layout
- Bell Desk layout
- Back Office layout
- Planning and design.
- Room dimensions (length, width, height, space management)
- Facilities and services for disabled guest room.
- Balconies and terraces

**UNIT- 5: Budgeting For Housekeeping (6hrs)**

- Inventory control and stock taking
- Types of budgets (operational and capital)
- Budget preparation
- Cost control in specific areas, guest room, public areas, linen room, stores, cleaning material and supplies, flowers)
- Purchasing.(Principles involved, stages, types)

**PRACTICALS: (7hrs)**

- Message handling
- Group Reservation
- Situation handling
- Reservation procedure
- Cashiering while checking of the VIP's/ FIT's /GROUP

***REFERENCE BOOKS:-***

- *The Art of Flower Arrangements, RekhaSarin, UBS Publishers.*
- *The Best in Lobby Design hotels & Offices, Alan Philips, Rotovision SA*
- *The Best in Office Interior Design, Alan Philips, Rotovision SA*
- *The Complete Curtain Book, Isabella Forbes, Conron/ Octopus Publishing*

L	T	P	Cr.	Hrs.
3	1	0	3.5	4.0

**Semester- 7 (BHM)**  
**BHM 170 FINANCIAL MANAGEMENT**

**UNIT-1: Role of financial functions in management of an enterprise (9hrs)**

- Nature of financial decisions
- Goals of financial management
- Concept of value and return
- Time value of money
- Risk and Return

**UNIT-2: Cost of capital (8 hrs)**

- Meaning
- Estimation of cost of capital of different components
- Weighted average cost of capital

**UNIT- 3: Capital structure (8 hrs)**

- Meaning and importance
- Decisions – optimum capital structure
- Financial and operating leverage.
- Dividend theories – dividend policy
- Forms of dividend - practical considerations in dividend decision.

**UNIT- 4: Working capital (10hrs)**

- Importance in the success of a firm
- Determinants of working capital
- Factors affecting working capital requirements
- Trading on Equity
- Concept of operating cycle
- Managing receivables
- Credit policy and standards
- Inventory management
- Managing payables
- Managing cash.

**UNIT-5: Short term and long term sources of finance; (7hrs)**

- Commercial papers
- Factoring
- Inter corporate deposits
- Accruals & working capital loans
- Fixed deposits - shares - debentures
- Term loans – role of financial institutions

**REFERENCE BOOKS:-**

- *Pandey I. M., "Financial Management", Vikas Publications House, (7th Edition).*
- *Khan M.Y. & Jain P.K., "Financial Management", Tata McGraw Hill.*
- *Roshna Vargheese and K Sreeranganathan - "Corporate Disclosure by Indian Companies." – Serials Publications.*
- *Dr. Benson Kunjukunju, "Capital Market", Kalyani Publishers, Ludhiana*

**Semester- 7 (BHM)**  
**BHM 171 HOTEL FACILITY PLANNING**

L	T	P	Cr.	Hrs.
3	1	0	3.5	4.0

**UNIT- 1: Hotel Design & Car Parking (9 hrs)**

- Design Consideration
- Attractive Appearance
- Efficient Plan
- Good location
- Suitable material
- Good workmanship
- Sound financing
- Competent Management
- Calculation of car park area for different types of hotels

**UNIT- 2: Facilities Planning (10hrs)**

**Planning consideration**

- Flow process & Flow diagram
- Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel

**Architectural consideration**

- Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)
- Approximate cost of construction estimation
- Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room
- Approximate requirement and Estimation of water/electrical load gas, ventilation
- Criteria for star classification of hotel (Five, four, three, two, one & heritage)

**UNIT-3: Kitchen (8 hrs)**

- Equipment requirement for commercial kitchen
- Heating - gas/electrical
- Cooling (for various catering establishment)
- Developing Specification for various Kitchen equipments

**UNIT- 4: Project Management (8 hrs)**

- Introduction to Network analysis
- Basic rules and procedure for network analysis
- C.P.M. and PERT
- Network crashing determining crash cost, normal cost

**UNIT- 5: Planning For Phy Kitchen Stewarding Layout And Design (7 hrs)**

- Importance of kitchen stewarding
- Kitchen stewarding department layout and design
- Equipment found in kitchen stewarding department

**REFERENCE BOOKS:-**

- *Oxford Hotel Facility Planning-Tarun Bansal*

**Semester- 7 (BHM)**  
**BHM 174 EVENT MANAGEMENT**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>3</b>	<b>1</b>	<b>0</b>	<b>3.5</b>	<b>4.0</b>

**UNIT- 1: Introduction to Meetings and Event Management: (9hrs)**

- Categories & Definitions
- Need of event management
- Objectives of event management
- Creativity, Implications Of Events
- Event Planning
- Inviting Chief guest/Celebrities
- Hiring Sponsors
- Back Stage Management
- Brand management
- Types of leadership for Event & Organizations

**UNIT- 2: Designing and Preparation: (8 hrs)**

- Backdrop, Invitation Card , Publicity Material, Mementos,
- Event Decoration
- Press Release
- Marketing Communication
- Media Research and Management
- Photography/Video coverage management

**UNIT-3: Program Scripting: (8hrs)**

- Public Relation
- Selecting a Location
- Social and Business
- Etiquette-Speaking Skills
- Stage decoration
- Team Spirit- Time management

**UNIT- 4: (8 hrs)**

- Events as a product – methods of pricing events
- Evaluation of event performance – measuring performance and corrective deviations
- Strategic market planning – development and assessment of market plan

**UNIT- 5: Concept of Exhibition: (9hrs)**

- Space planning
- ITPO
- Sporting Events
- Tourism
- Event-Leisure Events

**REFERENCE BOOKS:-**

- *Events Management, R.K.Singh, “Aman Publications”*
- *Meeting, Conference, Association, Event and Destination Management, Ratandeep Singh. “Kanishka Publishers”*

**Semester- 7 (BHM)**  
**RESEARCH PROJECT**

<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Once you have finalized the first draft or synopsis in consultation with your supervisor during SEM-6th, plan to writing the final research paper during SEM-7th. Keep in mind the following:

- Statement of purpose: tell the reader what you're going to say.
- Main body of the paper: say it
- Summary and conclusion: tell the reader what you've said.
- Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
- Include concrete examples, illustrations, and factual details to back up your generalizations.
- Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
- As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
- Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
- Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
- Find alternate words for ones you are using too often (check a Thesaurus).
- Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
- Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
- Revise and polish your tentative draft for final project
- Type the final version of your report. Double space and allow for proper margins.
- Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
- Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
- After typing, be sure to proofread for typos and other errors.
- Hand your paper in!!

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.



**SRI SAI UNIVERSITY PALAMPUR**

Scheme for Bachelor of Hotel Management (BHM)

<b>BHM semester 1st</b>						
<b>Sub. Code</b>	<b>Subject Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
BHM 111	Hospitality Fundamentals	3	1	0	3.5	4.0
BHM112	Front Office Operations-I	3	0	2	4.0	5.0
BHM113	Food and Beverage (service)- I	3	0	2	4.0	5.0
BHM114	Food and Beverage (production)-I	3	0	4	5.0	7.0
CA 050	Computer fundamentals	3	0	2	4.0	5.0
HU004	Personality Development & Communication skills	3	1	0	3.5	4.0
	Sub. Total (Semester-I)	18	2	10	24	30.0

<b>BHM semester 2<sup>nd</sup></b>						
<b>Sub. Code</b>	<b>Subject Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
BHM121	Front Office Operation –II	3	0	2	4.0	5.0
BHM122	Food and Beverage (service)-II	3	0	2	4.0	5.0
BHM123	Food and Beverage (Production)- II	3	0	4	5.0	7.0
BHM124	Advance Accounting	3	1	0	3.5	4.0
BHM125	Food Safety and Principles of Food Science	3	1	0	3.5	4.0
BHM126	Hotel Housekeeping Operation- I	3	0	2	4.0	5.0
EN 001	Environmental Studies	3	1	0	3.5	4.0
	Sub. Total (Semester-II)	21	3	10	27.5	34

<b>BHM semester 3<sup>rd</sup></b>						
<b>Sub. Code</b>	<b>Subject Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
BHM 133	Food and Beverage (Production)- III	3	0	4	5.0	7.0
BHM 134	Hotel Housekeeping Operation- II	3	0	2	4.0	5.0
BHM 135	Food and Beverage (service)-III	3	0	2	4.0	5.0
BHM 136	Front Office Operation –III	3	0	2	4.0	5.0
BM 006	Management Accounting	4	1	0	4.5	5.0
BM 007	Sales and Marketing Management	4	1	0	4.5	5.0
	Sub. Total (Semester-III)	20	2	10	26	32

<b>BHM semester 4<sup>th</sup></b>						
<b>Sub. Code</b>	<b>Subject Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
BHM 144	Hotel Housekeeping Operation- III	3	0	2	4.0	5.0
BHM 145	Front Office Operation –IV	3	0	2	4.0	5.0
BHM 146	Food and Beverage (service)-IV	3	0	2	4.0	5.0
BHM 147	Food and Beverage (Production)- IV	3	0	4	5.0	7.0
BM 012	Human resource management	3	1	0	3.5	4.0
BM 125	Customer relationship management	3	1	0	3.5	4.0
	Sub. Total (Semester-IV)	18	2	10	24	30

<b>BHM semester 5<sup>th</sup></b>						
<b>Sub. Code</b>	<b>Subject Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
BHM 153	Tourism Business	3	1	0	3.5	4.0
BHM 154	Front Office Operation –V	3	0	2	4.0	5.0
BHM 155	Food and Beverage (service)-V	3	0	2	4.0	5.0
BHM 156	Food and Beverage (Production)- V	3	0	4	5.0	7.0
BHM 157	Hotel Housekeeping Operation- IV	3	0	2	4.0	5.0
BHM 158	Hotel Economics	3	1	0	3.5	4.0
	Sub. Total (Semester-V)	18	2	10	24	30

<b>BHM semester 6<sup>th</sup></b>						
<b>Sub. Code</b>	<b>Subject Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
BHM 160	Research Methodology	3	1	0	3.5	4.0
BHM 165	Hotel Engineering	3	1	0	3.5	4.0
BHM 166	Entrepreneurship Development	3	1	0	3.5	4.0
BHM 167	Food and Beverage (service)-VI	3	0	2	4.0	5.0
BHM 168	Food and Beverage Control	3	1	0	3.5	4.0
BHM 169	Hotel Housekeeping Operation- V	3	0	2	4.0	5.0
	Sub. Total (Semester-VI)	18	4	4	22	26

**BHM semester 7<sup>th</sup>**

<b>Sub. Code</b>	<b>Subject Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
BHM 170	Financial Management	3	1	0	3.5	4.0
BHM 171	Hotel facility planning	3	1	0	3.5	4.0
BHM 173	Accommodation Management	3	0	2	4.0	5.0
BHM 174	Event Management	3	1	0	3.5	4.0
BHM 175	Front Office Operation –VI	3	0	2	4.0	5.0
BHM 179	Food and Beverage Production Management	3	0	4	5.0	7.0
BHM 180	Project Report	0	0	0	0	0
	Sub. Total (Semester-VII)	18	3	8	23.5	29

**BHM semester 8<sup>th</sup>****Six Months Training**

After Semester 7<sup>th</sup> examination, all students will undergo an Industrial Training for Six months in an approved organization. They will submit two copy of the report to the department after the training in the first week in the July. Training report will be submitted in 8th semester and viva voice will be held there after and the marks will be added in eighth semester.

<b>Sub. Code</b>	<b>Subject Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
BHM 181	Assessment by the concerned company\Hotel	0	0	0	0	0
BHM 182	Training Report, Presentation & Viva	0	0	0	0	0
BHM 183	Comprehensive Viva-Voice	0	0	0	0	0
BHM 184	Log Book	0	0	0	0	0

*Summary*

<b>Semester</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>Cr.</b>	<b>Hrs.</b>
<b>I</b>	18	2	10	24.0	30.0
<b>II</b>	21	3	10	27.5	34.0
<b>III</b>	20	2	10	26.0	32.0
<b>IV</b>	18	2	10	24.0	30.0
<b>V</b>	18	2	10	24.0	30.0
<b>VI</b>	18	4	4	22.0	26.0
<b>VII</b>	18	3	8	23.5	29.0
<b>VIII</b>	0	0	0	0	0
<b>TOTAL (I TO VIII)</b>	131	18	62	171	211