

SCHEME&SYLLABUS
(Choice Based Credit System)
for
(BHM)
Bachelors of Hotel Management
(w.e.f. Session2019-20)

ProgramCode:HM303



DEPARTMENT OF HOTEL MANAGEMENT

RIMTUNIVERSITY,MANDIGOBINDGARH, PUNJAB

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SECTION1**Vision & Mission of the University****VISION**

To become one of the most preferred learning places a centre of excellence to promote and nurture future leaders who would facilitate in desired change in the society

MISSION

- To impart teaching and learning through cutting edge technologies supported by the world class infrastructure
- To empower and transform young minds into capable leaders and responsible citizens of India instilled with high ethical and moral values

SECTION2**Vision andMissionoftheDepartment****VISION**

To achieve excellence in the field of Hospitality Education and Research, community assistance, and human resource development for hospitality industry to be the most preferred destination for students seeking admission and recruiters

MISSION

- To excel in the field of hospitality education to develop competency in students by providing an environment that inculcates professionalism with Ethics and Social Values.
- To inculcate the core values in students to transform them into responsible citizens and leaders of hospitality industry.
- To provide national and international exposure to students so that they can build up their career in hospitality industry.

SECTION3**AbouttheProgram**

The Bachelors in Hotel management (BHM) is an undergraduate program of four years' duration and is divided into eight semesters. The program is designed to provide understanding about key departments of the hotel industry. Students get to specialize in their area of interest in the final year.

The program is a combination of academic expertise and hands-on practical learning through our impressive industry reach to prepare professionals for the global hotel industry. The students get an opportunity to learn from industry experts through in-campus seminars, workshops and off-campus industrial visits.

SECTION4

ProgramEducationalObjectives (PEOs), ProgramOutcomes(POs) andProgramSpecificOutcomes (PSOs)

PROGRAMMEEDUCATIONOBJECTIVES(PEOs)

PEO1	To develop a confident and competent graduate capable of solving real life hotel industry problem with futuristic approach and fulfilling societal obligations
PEO2	To empower graduates with effective communication and interpersonal skills to sustain in competitive world and acquire operational and managerial positions in hospitality sectors.
PEO3	To develop an attitude for undertaking developmental work both in industry as well as academic environment with emphasis to continuous learning.

PROGRAMMEOUTCOMES(POs)

PO 1	Hospitality Knowledge: Use your expertise in hotels, hospitality, and tourism as well as your core area of specialization to find solutions to challenging hotel management issues.
PO 2	Problem Analysis: Identify, formulate, research literature, and analyze complex hospitality problems reaching substantiated conclusions using principles of management.
PO 3	Design / Development of Solutions: Understand the impact of the hotel, hospitality and tourism in societal and environmental contexts, and demonstrate the knowledge of need for sustainable development.
PO 4	Hospitality and Society: Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal, and cultural issues and the consequent responsibilities relevant to the professional engineering practice. Ability to devise and

	conduct experiments,interpret dataandprovidewellinformedconclusions.
PO 5	ModernToolUsage: UnderstandingtheITToolsandmodernmanagementwithits limitations.
PO 6	ProfessionalEthics: Practiceethicalprinciplesandcommittoprofessionaethicsand responsibilities.
PO 7	Life-longLearning: Recognizetheneedfor,andhavethepreparationandabilityto engage inindependentand lifelonglearning inthebroadestcontextoftechnologicalchange.
PO 8	Project Management andFinance: Studentswillbeabletoenter intheworldof Hotelindustryas leadersandmanagerswithastrategicapproachtobusiness.
PO 9	CommunicationEfficacy: Tocommunicatesuccessfullydemonstrationoftheability tohaveprofessionalwrittenand oralcommunicationskillsand technology.
PO 10	Societal& EnvironmentalConcern: Designcomponentsorprocessesthatmeettherequiredneedswhile takingintoaccountpublichealthandsafety,cultural,socioeconomic, and environmental factors, as well as complicated hospitality-relatedconcerns.
PO 11	Individual&TeamWork: Abilityto work asamember orleaderindiverseteamsin multidisciplinaryenvironment.
PO12	InnovationandEntrepreneurship: Demonstratethemethodsofinnovationandrecipe thatencourages the studentstogetindulgeintoinnovation.

PROGRAMMESPECIFICOUTCOMES(PSOs)

PSO 1	Todevelop graduatesofhighcaliber withabalanceofknowledge,abilities,and experienceinthehospitality, hotel,andmanagementindustries;
PSO 2	Understandduties,functionsandactivities intheoperationofthehospitalityand Tourismindustries.
PSO 3	Thisisaccomplishedbyprovidingacurriculumthatis tailoredtotheneedsofthe growinghospitalityindustryandtheconditionsofthetwenty-firstcentury.

SECTION5

Curriculum/SchemewithExaminationGradingScheme

SEMESTERWISESUMMARYOFTHEPROGRAMME:
BHM(BACHELORSOFHOTELMANAGEMENT)

S. No.	Semester	No. of ContactH ours	Marks	Credits
1.	I	31	1100	26
2.	II	25	900	20
3	III	29	1000	24
4	IV	25	800	21
5	V	25	800	21
6	VI	25	900	21
7	VII	22 weeks	200	27
8	VIII	21	800	19
9	VIII	21	800	19
	Total		7300	198

EXAMINATIONGRADINGScheme

MarksPer centageRa nge	Grade	Grade Point	QualitativeMeaning
80-100	O	10	Outstanding
70-79	A+	9	Excellent
60-69	A	8	VeryGood
55-59	B	7	Good
50-54	B	6	AboveAverage
45-49	C	5	Average
40-44	P	4	Fail
0-39	F	0	Fail
ABSENT	AB	0	Fail

PercentageCalculation: CGPA*10

SECTION6

DetailedSyllabuswithCourseOutcomes

SYLLABUSS

EMESTER-I

FIRSTSEMESTER

Subject		ContactHours/Week			Credit	EvaluationScheme (%ofTotalMarks)					ExamDuration(Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-1101	FoundationCoursein FoodProduction	3			3	16	---	24	60	100	3 hrs
BHM-1102	FoundationCoursein Food& BeverageService	3			3	16	---	24	60	100	3 hrs
BHM-1103	FoundationCoursein FrontOffice	3			3	16	---	24	60	100	3 hrs
BHM-1104	FoundationCoursein AccommodationOperations	3			3	16	---	24	60	100	3 hrs
BHM-1105	Principles of FoodScience	3			3	16	---	24	60	100	3 hrs
BHM-1106	Application ofComputers	3			3	16	---	24	60	100	3 hrs
BHM-1107	Executivecommunication	3			3	16	---	24	60	100	3 hrs
BHM-1108	FoundationCoursein FoodProduction			4	2	16	60	-----	40	100	3 hrs
BHM-1109	FoundationCoursein Food& BeverageService			2	1	----	60	-----	40	100	3 hrs
BHM-1110	FoundationCoursein FrontOffice			2	1	----	60	-----	40	100	3 hrs
BHM-1111	FoundationCoursein AccommodationOperations			2	1	----	60	-----	40	100	3 hrs
Total		21	-	10	26	128	240	168	580	1100	

SECONDSEMESTER

Subject		ContactHours/Week			Credit	EvaluationScheme (%ofTotalMarks)					ExamDuration(Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-1201	FoundationCoursein Food Production	3			3	16	---	24	60	100	3 hrs
BHM-1202	FoundationCoursein Food& BeverageService	3			3	16	---	24	60	100	3 hrs
BHM-1203	FoundationCoursein FrontOffice	3			3	16	---	24	60	100	3 hrs
BHM-1204	FoundationCoursein AccommodationOperations	3			3	16	---	24	60	100	3 hrs
BHM-1205	Nutrition	3			3	16	---	24	60	100	3 hrs
BHM-1206	FoundationCoursein Food Production			4	2	----	60	-----	40	100	3 hrs
BHM-1207	FoundationCoursein Food& BeverageService			2	1	----	60	-----	40	100	3 hrs
BHM-1208	FoundationCoursein FrontOffice			2	1	----	60	-----	40	100	3 hrs
BHM-1209	FoundationCoursein AccommodationOperations			2	1	----	60	-----	40	100	3 hrs
Total		15	-	10	20	80	240	120	460	900	

THIRDSEMESTER

Subject		ContactHours/Week			Credit	EvaluationScheme (%ofTotalMarks)					ExamDuration(Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-2401	Food Production Operations	3			3	16	---	24	60	100	3 hrs
BHM-2402	Food&Beverage Operations	3			3	16	---	24	60	100	3 hrs
BHM-2403	FrontOfficeOperations	3			3	16	---	24	60	100	3 hrs
BHM-2404	Accommodation Operations	3			3	16	---	24	60	100	3 hrs
BHM-2405	Food&Beverage Controls	3			3	16	---	24	60	100	3 hrs
BHM-2406	FoodSafety&Quality	3			3	16	---	24	60	100	3 hrs
BHM-2407	WorkshoponResearch Methodology	1			1	---	---	---	---	---	---
BHM - 2408	Food Production Operations			4	2	----	60	-----	40	100	3 hrs
BHM - 2409	Food&Beverage Operations			2	1	----	60	-----	40	100	3 hrs
BHM - 2410	FrontOfficeOperations			2	1	----	60	-----	40	100	3 hrs
BHM - 2411	Accommodation Operations			2	1	----	60	-----	40	100	3 hrs
Total		19	-	10	24	96	240	144	520	1000	

FOURTHSEMESTER

Subject		ContactHours/Week			Credit	EvaluationScheme (%ofTotalMarks)					ExamDuration(Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-3501	Advanced FoodProductionOperations	3			3	16	---	24	60	100	3 hrs
BHM-3502	Advanced Food & BeverageOperation	3			3	16	---	24	60	100	3 hrs
BHM-3503	Accommodation Management	3			3	16	---	24	60	100	3 hrs
BHM-3504	Food&Beverage Management	3			3	16	---	24	60	100	3 hrs
BHM-3505	FinancialManagement	3			3	16	---	24	60	100	3 hrs
BHM-3506	Foreignlanguageskill-1(French)	2			2	16	---	24	60	100	3 hrs
BHM-3507	Advanced FoodProductionOperations			4	2	----	60	-----	40	100	3 hrs
BHM-3508	Advanced Food & BeverageOperation			2	1	----	60	-----	40	100	3 hrs
BHM-3509	Accommodation Management			2	1	----	60	-----	40	100	3 hrs
Total		17	-	8	21	80	180	120	420	800	

FIFTHSEMESTER

Subject		ContactHours/Week			Credit	EvaluationScheme (%ofTotalMarks)					ExamDuration(Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-3601	Advanced Food Production Operations	3			3	16	---	24	60	100	3 hrs
BHM-3602	Advanced Food & Beverage Operation	3			3	16	---	24	60	100	3 hrs
BHM-3603	Front Office Management	3			3	16	---	24	60	100	3 hrs
BHM-3604	Entrepreneurship Development	3			3	16	---	24	60	100	3 hrs
BHM-3605	Principles of Management	3			3	16	---	24	60	100	3 hrs
BHM - 3606	Foreign Language Skill-II(French)	2			2	16	---	24	60	100	3 hrs
BHM - 3607	Advanced Food Production Operations			4	2	----	60	-----	40	100	3 hrs
BHM - 3608	Advanced Food & Beverage Operation			2	1	----	60	-----	40	100	3 hrs
BHM - 3609	Front Office Management			2	1	----	60	-----	40	100	3 hrs
Total		17	-	8	21	96	180	120	480	900	

SIXTHSEMESTER

	Course Code	Course Title	Contact Hours	Weightage				Total Marks	Credits
			(P)	ESE(Marks)					
				Training Reports	Log Book	Appraisal	Viva Voice		
Discipline Core	BHM2301	Industrial Exposure Training	22 weeks	50	50	50	50	200	27

SEVENTHSEMESTER

Subject		ContactHours/Week			Credit	EvaluationScheme (%ofTotalMarks)					ExamDuration(Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
	Group 1. Food and Beverage Division Management										
BH M-4701	Advanced Food Production Operations Management	3			3	16	---	24	60	100	3 hrs
BH M-4702	Advanced Food & Beverage Operation Management	3			3	16	---	24	60	100	3 hrs
BHM -4709	Advanced Food Production Operations Management (Practical)			2	1	----	60	-----	40	100	3 hrs
BHM -4710	Advanced Food & Beverage Operation Management (Practical)			2	1	----	60	-----	40	100	3 hrs
BHM-4705	Project Management	2			2	16	---	24	60	100	3 hrs
BHM-4706	Strategic Management	3			3	16	---	24	60	100	3 hrs
BHM-4707	Principles of Marketing	3			3	16	---	24	60	100	3 hrs
BHM-4708	Facility Planning	3			3	16	---	24	60	100	3 hrs
Total		17	-	4	19	96	120	144	440	800	
	Group 2. Rooms Division Management										
BHM-4703	Front Office Operations Management	3			3	16	---	24	60	100	3 hrs
BHM-4704	Accommodation Operations Management	3			3	16	---	24	60	100	3 hrs
BHM -4711	Front Office Management (Practical)			2	1	----	60	-----	40	100	3 hrs
BHM -4712	Accommodation Operations Management (Practical)			2	1	----	60	-----	40	100	3 hrs
BHM-4705	Project Management	2			2	16	---	24	60	100	3 hrs

	ent										
BHM-4706	StrategicManagement	3			3	16	---	24	60	100	3 hrs
BHM-4707	PrinciplesofMarketing	3			3	16	---	24	60	100	3 hrs
BHM-4708	FacilityPlanning	3			3	16	---	24	60	100	3 hrs
Total		17	-	04	19	96	120	144	440	800	

SUBJECTTITLE: Foundation Course in Food Production
SUBJECT CODE:BHM-1101
SEMESTER: I
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	8	7

Internal Assessment: 40
End Term Exam: 60
Duration of Exam: 3Hrs
Objective

- Students able to understand the basic knowledge of all ingredients in kitchen.
- Studentsabletounderstandsafetyproceduresoffoodhandlingandsanitation.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-1	INTRODUCTIONTOCOOKERY: Levelsofskillsandexperiences, Attitudesandbehaviorinthekitchen,Personalhygiene,Uniforms&protectiveclothing,Safetyprocedureinhandlingequipment CULINARY HISTORY: Origin of modern cookery Classical andNew World Cuisine, Different styles cookery: oriental, European,Continental,PanAmerican HIERARCHYAREA OF DEPARTMENT ANDKITCHEN: Classical Brigade,Modernstaffinginvariouscategoryhotels,Rolesofexecutivechef,Duties andresponsibilities of various chefs,Co-operation with other departments General Layout Of the kitchen inorganizations, layout of receiving areas, layout of service & wash up CULINARY TERMS: List of culinary (common and basic) terms,Explanationwithexamples AIMS&OBJECTSOFCOOKINGFOOD: Aimsandobjectivesof cooking food, Various textures, Various consistencies,Techniques used in pre-preparation, Techniques used in preparation HACCP-Practicesinfoodhandling&storage CONVERSIONTABLES: American,Britishmeasuresandits equivalents	08
UNIT-2	Fuels used in catering industry: Types of fuel used in cateringindustry;calorificvalue;comparativestudyofdifferentfuels,Calculationofamountoffuelrequiredandcost. Gas: methodoftransfer,LPGanditsproperties;principlesofBunsen burner, precautions to be taken while handling gas; low andhigh-pressureburners,Gasbank,location,differenttypesofmanifolds FIREPREVENTION ANDFIREFIGHTINGSYSTEM:	04

	Classesoffire, methods of extinguishing fires (Demonstration), Fire extinguishers,portable and stationery, Fire detectors and alarm,Automatic firedetectorscumextinguishingdevices,Structuralprotection, Legalrequire ments METHODSOFCOOKINGFOOD:Roasting,Grilling,Frying,Ba king, Broiling,Poaching,Boiling:-Principlesofeachoftheabove,Care and precautions to be taken, Selection of food for each type ofcooking.	
UNIT-3	BASICPRINCIPLESOFFOODPRODUCTION VEGETABLEANDFRUITCOOKERY:Introduction– classificationofvegetables,Pigmentsandcolourchanges,Effectsof heat on vegetables, Cuts of vegetables, Classification of fruits,Usesoffruitincookery. STOCKS: Definition of stock, Types of stock, Preparation ofstock, Recipes, Storage of stocks, Uses of stocks, Care andprecautions SAUCES:Classificationofsauces,Recipesformotherssauces,Storage &precautions SOUPS: Classificationwithexamples, BasicrecipesofConsommé with10Garnishesandothersoups. EGGCOOKERY:Introductionto egg cookery,Structureofanegg,Selectionofegg,Uses ofeggincookery SALADSANDSANDWICHES:Salads&itscompositionsTypesOfL ettuce,TypesofDressing,Emerging trendsinsaladmaking, SandwichesHistoryoriginanditsDifferenttypes	16
UNIT-4	COMMODITIES: i) SHORTENINGS (Fats & Oils): Role of Shortenings,VarietiesofShortenings, AdvantagesandDisadvantagesofusingvariousShortenings,F ats&Oil–Types,varieties ii) RAISINGAGENTS: ClassificationofRaisingAgents,RoleofRaisingAgents,Actions andReactions iii) THICKENINGAGENTS:Classificationofthickeningag ents,RoleofThickeningagents iv) HERBS&SPICES:UsesitsImportance&it'sdifferenttypes KitchenOrganizationandLayout:GenerallayoutofKitchenin variousorganizations,layoutofreceivingareas,layoutofserviceandwashu pareas	04

REFERENCES:	• TheProfessionalChef(4thEdition)ByLeRoIA.Polsom • TheProfessionalPastryChef,FourthEditionByBoFrib ergPublisher:Wiley&SonsINC • TheoryofCateringByKinton&Cessarani • TheoryofCookeryByKArora,Publisher:FrankBrothers • Accompaniments&Garnishesfromwaiter;Communicate:Fu ller • J.Barrie&Jenkins • Bakery&ConfectioneryByS.CDubey,Publisher:Soc ietyofIndianBakers • ModernCookery(Vol-I) ByPhilipE.Thangam,Publisher:OrientLongman	
	• PracticalCookeryByKinton&Cessarani	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM1101.1	Students able to understand the basic knowledge of all ingredients in kitchen.
CO2	BHM1101.2	Students able to understand safety procedures of food handling and sanitation.
CO3	BHM1101.3	Able to identify all kitchen tools and equipment's, machinery in the kitchen.
CO4	BHM1101.4	Students understand various cooking techniques on variety of meats and vegetables.

FOUNDATION COURSE IN FOOD PRODUCTION – I
(PRACTICALS) PART 'A' - COOKERY

S.No	Topic	Method
1	i) Equipment's- Identification, Description, Uses & handling ii) Hygiene- Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications
2	i) Vegetables – classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonettes, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying- (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising- Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students
5	i) Stocks- Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students
6	Sauces- Basic mother sauces • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato	Demonstrations & simple applications
7	Egg cookery- Preparation of variety of egg dishes • Boiled (Soft & Hard) • Fried (Sunny side up, Single fried, Bull's Eye, Double fried) • Poaches • Scrambled • Omelette (Plain, Stuffed, Spanish) • Encocotte (eggs Benedict)	Demonstrations & simple applications by students
8	Simple Salads:	Demonstrations

	• Fruitsalad, • ConsomméSimple Eggpreparations: • Scotcheegg, • Assortedomelletes, • OeufFlorentine • OeufBenedict • OeufFarci • OeufPortugese • OeufDeurMayonnaise SoupsPreparations: • CreamSoups • Puree Soups • Consomme Simplepotatopreparations • Bakedpotatoes • Mashedpotatoes • Frenchfries • Roastedpotatoes • Boiledpotatoes • Lyonnaise potatoes • AllumettesVeg etablepreparations • Boiledvegetables • Glazedvegetables • Friedvegetables • Stewed vegetables.Sandwiches • Open • Club • Closed • Canapé • Zukuskis • Pinwheel • Checkersboard	
9	Demonstration&Preparationofsimplemenu	Demonstration byinstructor andapplications bystudents

PART‘B’-BAKERY&PATISSERIE

S.No	Topic	Method
1	Equipment's • Identification • Usesandhandling • Ingredients-Qualitativeandquantitative measures	Demonstration byinstructor andapplications bystudents

2	BREAD MAKING • Demonstration&PreparationofSimpleanden richedbreadrecipes • BreadLoaf(WhiteandBrown) • BreadRolls(Variousshapes) • FrenchBread • Brioche	Demonstration byinstructor andapplications bystudents
3	SIMPLECAKES • Demonstration&PreparationofSimpleanden richedCakes,recipes • Sponge,Genoise,Fatless,Swissroll • FruitCake • RichCakes • Dundee • Madeira	
4	SIMPLECOOKIES • DemonstrationandPreparationofsimpleco okieslike • NanKhatai • GoldenGoodies • Meltingmoments • Swisstart • Tricolourbiscuits • Chocolatechip • Cookies • ChocolateCreamFingers • BachelorButtons.	Demonstration byinstructor andapplications bystudents
5	HOT/ COLDDDESSERTS • CaramelCustard, • BreadandButterPudding • QueenofPudding • Soufflé–Lemon/Pineapple • Mousse(ChocolateCoffee) • Bavaroise • DiplomatPudding • ApricotPudding • SteamedPudding- AlbertPudding,CabinetPudding.	Demonstration byinstructor andapplications bystudents

DetailedSyllabus
SUBJECTTITLE:FOUNDATIONCOURSEINFOOD&BEVERAGESERVICESUB
JECT CODE:BHM-1102
SEMESTER: I
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectiveandoutcomeofcourse:

1. Studentsabletounderstandbasicknowledgeoffoodandbeverage.
2. Ableto understand theclassificationofallthealcoholicand nonalcoholicbeverages.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTRODUCTIONTOFOODANDBEVERAGEINDUSTRY:- IntroductiontoFood&BeverageServiceIndustry,Typesofcatering operations–commercial,welfare,transport,others. Roleofcateringestablishmentinthehospitalityindustry	
UNIT-II	FOODSERVICEAREAS (F& BOUTLETS) Restaurants,CoffeeShop,Bar,Banquet,Cafeteria,Fast Food(QuickService Restaurants), Grill Room, Vending Machines, Discothèque ANCILLIARY DEPARTMENTS:- Pantry, Food pick-up area,Store,Linenroom,Kitchenstewarding	
UNIT-III	DEPARTMENTAL ORGANISATION &STAFFING: Organization of F&B department of hotel, Principal staff of varioustypes of F&B operations, JobDescriptions&JobSpecificationsofF&BServiceStaff,FrenchtermsrelatedtoF&Bstaff,Attributesof F&BPersonnel,InterandIntradepartmentalrelationship.	
UNIT-IV	F & B SERVICE EQUIPMENT:- Familiarization & Selectionfactorsof:- Cutlery,Crockery,Glassware,Flatware,Hollowware,Allother equipment used in F&B Service, French terms related to theabove. PREPARATIONFORSERVICE: OrganizingMise-en-scene,OrganizingMise-en-place NON-ALCOHOLICBEVERAGES: Classification(Nourishing, StimulatingandRefreshing),Tea-Origin,Manufacture,Types	

	&Brands,Coffee- Origin,Manufacture,Types&Brands,JuicesandSoftDrinks,Cocoa&Malte dBeverages-Origin&Manufacture		
REFERENCES:	• Food & Beverage Service- Bobby George & SandeepChatterjee,JaicoPublishingHouse • Food & Beverage Service- R. Singaravelavan, OxfordUniversityPress,NewDelhi. • Food & Beverage Service - Dennis R. Lillicrap. &John.A.Cousins.Publisher:ELBS • Food&BeverageServiceTrainingManual- SudhirAndrews,TataMcGrawHill. • TheWaiter HandbookByGrahmBrown,Publisher:GlobalBooks&Subsc riptionServices NewDelhi.		
Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to			
CO1	BHM-1102	Students able to classify basic knowledge of food and beverage.	
CO2	BHM-1102	Able to Identification of all F&B outlets and their functioning.	
CO3	BHM-1102	Students can examine all the equipments in f/b outlets.	
CO4	BHM-1102	Distinguish between all the alcoholic and non alcoholic beverages.	

BHM-

1109 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE (PRACTICAL)

S.No	Topic	
01	Familiarization of F & B Service equipment	
02	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Table Task-09: Napkin Folds Task-10: Changing dirty ash tray Task-11: Wiping of Tableware, Chinaware, Glassware	Demonstration by instructor and applications by students
03	PREPARATION FOR SERVICE (RESTAURANT) A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties	Demonstration by instructor and applications by students
04	Briefing/debriefing	
05	Tea & Coffee Service	

DetailedSyllabus
SUBJECTTITLE:FOUNDATIONCOURSEINFRONTOFFICESU
BJECT CODE:BHM-1103
SEMESTER: I
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

InternalAssessment:40
End
Objectives
TermExam:60Durationo
fExam:3Hrs

1. Demonstrate categorization of hotels and their differences
2. Understand the value of staff hierarchy in front office and their responsibilities

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	IntroductiontoHospitalityIndustry Hospitalityanditsorigin, TourismandhotelIndustry, itsimportance,and scope, Evolution of Tourism and Hotel Industry, Introduction ofWorld's leading Hotel Operators and their brands, Introduction toIndian leading and emerging Hotel Operators and their brands, RoleofTourismindustry inIndian economywithaspecialemphasis onHotelIndustry.	
UNIT-II	Classification ofHotels Abriefintroductiontohotelcoreareas. ClassificationofHotelsonthebasisofSize,Location,Typeofguest,Lengthof stayofguest. Ownership basis :- Independent Hotels, Chain Hotels, Franchise andManagement Contracts Hotels, Marketing/Retailing/Consumer's Co-operatives/ReferralGroupswithexamples, Vacationownership/Timeshare and Condominium Hotels with examples of hotel groupsinvolvedinthisbusinessconcept, StarClassificationofHotels Government'sClassificationCommittee,StarratingsandHeritageClassifications adopted in India, Basis on which Star ratings aregranted alongwiththe Performa ofStarClassification. OverviewofOtherconcepts Spa,Boutiquehotels,AllSuite,BudgetHotels,GreenHotels,Ecotelsetc., Supplementary/AlternativeAccommodations,examplesof Nationaland InternationalHotelswith its type,categoryandclassification.	
UNIT-III	FrontOfficeOrganization IntroductiontoFrontOfficeinHotels, TypesofRooms, Sub-sections/FunctionareasinFrontOfficeDepartmentandtheir	

	Functions in Front Office and hotel in details, Layout of Front Office Department. Front Office Personnel Personality traits, Duties and Responsibilities, Hierarchy/Organizational chart of Front Office Department – Large, Medium and Small Hotels/Resorts/Spa.	
UNIT-IV	Vacation Ownership and Condominiums Vacation Ownership/Timeshare, Condominium, How are they different from Hotel business? Deeded ownership and Right to use ownership Types of timeshares/Vacation ownerships, Examples with list of hotel operating companies offering vacation ownerships and Condominium concepts. Front Office Equipment:-automated, semiautomated, nonautomated Bell Desk:- Functions Procedures and Formats. French To be taught by professional French language teacher, Understanding and uses of accents, orthographic signs and punctuation, knowledge of cardinaux and ordinaux (Ordinal and cardinal), Days, Dates, Time, Months and Seasons	
References	• Front Office training manual-Sudhir Andrews • Front office operations and management – Jatashankar R. Tewari • Front Office Operations–Colin Dix, Chris Baird • Professional Hotel Front Office Management – Anutosh Bhakta • Hotel Front Office Management–James. A. Bardi • Front Office Operations and Management – Ahmed Ismail (Thompson Delmar) • Front Office Operation Management – S. K. Bhatnagar • Managing Front Office Operations – Micheal Kasavana and Brooks • Principles of Front Office Operations – Sue Baker & Jermy Huyton	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to

CO1	BHM-1103	Identify the knowledge of the Hospitality industry and their classification
CO2	BHM-1103	Able to Demonstrate categorization of hotels and their differences
CO3	BHM-1103	Students able to understand the value of staff hierarchy in front office and their responsibilities
CO4	BHM-1103	Students able to develop skills in French language

BHM-
1110 FOUNDATION COURSE IN FRONT OFFICE (PRACTICAL'S)

S.No	Topic	
1	- Grooming and Hospitality etiquettes. - Personality traits of front office personnel	
2	- Identification of equipment and furniture used in Front Office Department - Front Desk Counter and Bell Desk	
3	Countries, their capitals, currencies, airlines and their flags,	
4	Role Play:- - Reservations: FIT, Corporate guest and group. - Luggage Handling: FIT, Walk-in, Scanty Baggage, regular, crew and group	Demonstration by instructor and applications by students
5	Great Personalities of Hotel Industry (min 3 personalities to be given as assignment)	

SUBJECTTITLE:FOUNDATIONCOURSEINACCOMMODATIONOPERATIONSSU
BJECT CODE:BHM-1104
SEMESTER: I
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs

Objectives

- Studentsabletounderstanddifferentsectionofhousekeepingdepartment
- Extensiveknowledgeofstaffhierarchyandtheir responsibilities

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	THEROLEOFHOUSEKEEPINGINHOSPITALITYO PERATION: Role of Housekeeping in Guest Satisfaction and Repeat Business,Personality Traits of housekeeping Management Personnel, Layoutof the Housekeeping Department overview of sub section ofhousekeeping department, Role of housekeeping in other institutes.(from2 nd unitto1 st)	
UNIT-II	ORGANIZATIONCHARTOFTHEHOUSEKEEPING DEPARTMENT: Hierarchy in small, medium, large and chainhotels,(from1 st to 2 nd)IdentifyingHousekeepingResponsibilities,Duties and Responsibilities of Housekeeping staff, Different typesof room in a hotel along with their status, standard supplies &amenitiesofaguestroom.(New)	
UNIT-III	CLEANING ORGANISATION: Principles of cleaning, hygieneandsafetyfactorsincleaning,Methodsoforganizingcleaning,Fr equency of cleaning daily, periodic, special, Design features thatsimplifycleaning,Use andcare ofEquipment CLEANINGOFGUESTROOM:- typeofsoil,natureofsoil,standardofcleaning,Cleaningofpublicare a, HOUSEKEEPINGINVENTORIES: equipments,agents,supplies,li nen,uniform(new)	

UNIT-IV	PESTCONTROL: Areas of infestation, Preventive measures and Control measure (Sem. 2 to Sem. 1) WASTE DISPOSAL AND POLLUTION CONTROL: Solid and liquid waste, sullage and sewage, disposal of solid waste, Sewage treatment, Pollution related to hotel industry, Water pollution,	
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	sewagepollution,Airpollution,noisepollution,thermalpollution,LegalRe quirements INTERDEPARTMENTALRELATIONSHIP: WithFrontOffice, WithMaintenance,WithSecurity,WithStores,WithAccounts,WithPer sonnel,UseofComputersinHouseKeepingdepartment	
REFERENCES:	• Hotel Hostel and Hospital Housekeeping –by Joan CBranson&Margaret • Lennox,ELBSwithHodder& StoughtenLtd. • HotelHouseKeepingATraining ManualbySudhirAndrews,TataMcGraw • HillpublishingcompanylimitedNewDelhi. • HotelHousekeepingOperations&Managementb yRaghubalan,Oxford • UniversityPress. • Management of Hotel & Motel Security (OccupationalSafetyandHealth) • byH. Burstein, CRCPublisher. • Professional Management of Housekeeping Operations (IIEdn.)byRobert • J. Martin&ThomasJ.A. Jones, WileyPublications • TheProfessionalHousekeeperbyTuckerSchneider, WileyPublications • ProfessionalmanagementofHousekeepingbyManojM adhuka,RajatPublications	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to

CO1	BHM-1104	Studentsabletounderstanddifferentsectionofhousekeepingdepartment
CO2	BHM-1104	Extensiveknowledgeofstaffhierarchyandtheir responsibilities
CO3	BHM-1104	Abletounderstandcleaningproceduresandvarious methodsofcleaning
CO4	BHM-1104	Abletounderstand howtodopest controlintheorganization

FOUNDATIONCOURSEINACCOMMODATIONOPERATIONS(PRACTICALS)

S.No	Topic	
01	CleaningEquipment-(manualandmechanical) • Familiarization • Differentparts • Function • Careandmaintenance	Demonstrationby yinstructorand applicationsbyst udents
02	CleaningAgent • Familiarizationaccordingtoclassification • Function	Demonstrationby yinstructorand applicationsbyst udents
03	Maid'strolley • Contents • Trolleysetup	
04	SampleLayoutofGuestRooms • Singleroom • Doubleroom • Twin room • Suite	Demonstrationby yinstructorand applicationsbyst udents
05	GuestRoomSuppliesandPosition • Standardroom • Suite • VIProomspecialamenities	
06	PublicAreaCleaningProcedure A.SILVER/EPNS • Platepowdermethod • Polivitmethod • Proprietarysolution(Silvo) C.BRASS • Traditional/domestic1Method • Proprietarysolution1(brasso) D.GLASS • Glasscleanser • Economicalmethod(newspaper) E. WALL-careandmaintenanceofdifferenttypesandparts • Skirting • Dado • Differenttypesofpaints(distemperEmulsion,oilpaintetc.)	Demonstrationby yinstructorand applicationsbyst udents

SUBJECTTITLE:PRINCIPLESOFFOODSCIENCES
UBJECT CODE:BHM-1105
SEMESTER: I
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectives

- Studentsabletounderstandclassificationofthenutrients.
- Abletounderstandmacroand micronutrients.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	Definition and scope of food science and It's inter-relationshipwith food chemistry, food microbiology and food processing.CARBOHYDRATES: Introduction, Effect of cooking(gelatinization and retro gradation), Factors affecting texture ofcarbohydrates (Stiffness of CHO gel & dextrinization, Uses ofcarbohydratesinfoodpreparations FAT & OILS: Classification (based on the origin and degree ofsaturation), Autoxidation (factors and prevention measures),Flavorreversion, Refining, Hydrogenation & winterization ,Effect ofheating on fats & oils with respect to smoke point, Commercial usesoffats (withemphasisonshorteningvalueofdifferentfats)	
UNIT-II	PROTEINS: Basic structure and properties, Type of proteins basedontheirorigin(plant/animal),Effectofheatonproteins(Denaturati on,coagulation),Functionalpropertiesofproteins(Gelatin, Emulsification, Formability, Viscosity), Commercial usesof proteins in different food preparations(like Egg gels, Gelatin gels,Cakes,Confectionaryitems,Meringues,Soufflés,Custards,Soups, Curries etc.)	
UNIT-III	FOOD PROCESSING: Definition, Objectives, Types of treatment,Effect of factors like heat, acid, alkali on food constituentsEVALUATIONOFFOOD:Objectives, Sensoryassessmentoffood quality, Methods, Introduction to proximate analysis of Foodconstituents,Rheologicalaspects offood	

UNIT-4	EMULSIONS: Theory of emulsification, Types of emulsions, Emulsifying agents, Role of emulsifying agents in food emulsions COLLOIDS: Definition, Application of colloid systems in food preparation FLAVOUR: Definition, Description of food flavors (tea, coffee, wine, meat, fish spices, BROWNING: Types (enzymatic and non-enzymatic), Role in food preparation, Prevention of undesirable browning,	
REFERENCES:	- Robinson, C.H. Lawlar, M.R. Chenoweth W.L. and Garwick A.E. (1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co. - Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects. - Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company. - Williams, S.R. (1989): Nutrition and Diet Therapy, C.V. Mosby Co. - Guthrie, A.H. (1986): Introductory Nutrition, C.V. Mosby Co.	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM-1105	Students able to understand how to plan diet for different circumstances.
CO2	BHM-1105	Students able to understand menu planning according to nutritional values.
CO3	BHM-1105	Students will understand the basic food processing techniques
CO4	BHM-1105	Students will learn Evaluation of food

Detailed Syllabus

SUBJECT TITLE: APPLICATIONS OF COMPUTERS

SUBJECT CODE: BHM-1106

SEMESTER: I

CONTACT HOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs

Objectives

- Students should be able to understand the basics of computers
- Students should be able to solve the problems through computers.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	AUTOMATIONINTHEHOSPITALITYINDUSTRY; InformationConceptsandProcessing:Definitions,Need,QualityandValue ofInformation,DataProcessingConcepts. ElementsofComputerSystem-Definition, Characteristicsof	

	Computers&Limitations. Generations of Computers and Types ofcomputers.Computer&itsApplicationinthe HospitalityIndustry.	
UNIT-II	ESSENTIALSOFCOMPUTERSYSTEMS; Components of Computers- Input/output Units, Keyboards, Touchscreenterminals,OtherInputdevices,Monitors,Printers,Comm onI/Ounitsinthehospitalityindustry. The central processing unit, Read Only Memory (ROM), RandomaccessMemory(RAM) Externalstoragedevices- Magnetictapes, USBDrives, hardDrives,CDTechnologyandVirtualStorage. Computer Security:ComputerVirusandAntivirus.	
UNIT-III	BASICSOFCOMPUTERSOFTWARE; Meaning of Software, Relationship between Hardware andSoftware.TypesofSoftware- MeaningofSystem,ApplicationandServiceSoftware. BasicsofMicrosoftOffice- Word,Excel,Publisherandpowerpoint(Meaning&Importance)&ItsAppli cationsinTourismand HospitalityIndustry.	
UNIT-4	NETWORK; WorldWide Web;TheInternet&TheHospitalityIndustry,Email,Browsing&Searching. Networks Types– LAN, MAN , WAN and theirComparisons.NetworkTopologies- Bus,Star,Ring,Tree,Mash&Hybrid. GuidedMedia-FiberOpticsCables,TwistedCables,Co-axialCables.	
	PARTB(Practical) WORDPROCESSING,SPREADSHEETSandP RESENTATIONS i)Genericapplicationsoftwareinhospitality- Wordprocessingsoftware working with soft copy, on-screen editing techniques,formatting documents, special features, Use of wordprocessorsinpreparingsimpleforms,printingofdocument s ii) Electronic spreadsheet software, spreadsheet design, creating aspreadsheet, updating data & recalculations, common spreadsheetcommands,graphicscapability,specialfeatures,useofspre adsheetin hospitality business transaction in maintaining accounts.iii)Powerpoint presentationsiv)I nternetusage v)Audio visual equipments: Various audio visual equipment used inhotel, Care and cleaning of overhead projector, slide projector, LCDand power point presentation units, Maintenance of computers;, CareandcleaningofPC,CPU, Modem,UPS,Printer,Laptops,Sensors– Varioussensorsusedindifferentlocationsofahotel– type,usesandcosteffectiveness	

REFERENCES:	· DigitalComputer Design:ThomasBartee · IntroductiontoComputerScience:Rajaraman.V. · Flowcharting,Programming,software,DesigningandC omputerProblemsolving:Beyer,B.B · PCSoftwareMadeSimple: R.K.Taxali: TataMc GrawHill · UnderstandingDbase(I)Plus:AlanSimpson · FundamentalofComputers:V.Ragashman,pHI	
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	RaganemanV.:Analysis&DesigningInformationSystem,PHI	
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Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM1106.1	Studentsabletorecognizethebasicknowledgeofcomputer itsneedandrequirementinhotelindustry
CO2	HM1106.2	Abletodescribethevariouscomputersystems:inputsandoutputsdevice
CO3	HM1106.3	Studentswillbeabletousedifferentsoftwaresusedincomputersystem
CO4	HM1106.4	Studentswillbeabletoidentifyvariousnetworksandinternetuses inthehospitalityindustry

DetailedSyllabus

SUBJECTTITLE:EXECUTIVECOMMUNICATIONS

UBJECT CODE BHM-1107

SEMESTER: I

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectives

- ToenablestudentstouseEnglishin day-to-daycommunication
- To encouragethestudentsto speak English

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	Meaning,types, barriersandmechanismofcommunication, Non-verbalcommunication, organizational settingofexecutivecommunication,Face toface conversation.	
UNIT-II	Professionaluseoftelephone,interviews,groupdiscussionandpresentat ions. Office Correspondence: Note Taking , Different Forms of WrittenCommunication :Memos,Agenda,Minutesof ameeting,etcFormalLetters– Invitations,Request,Complaints,OrdersandThanks, Questionnaires/CommentCards/Feedback forms	
UNIT-III	Customer care, appropriate mannerism, handling customers, natureof complaint,handlingobjections,respondingtoacomplaint&negotiation, resolvingconflict.	

UNIT-IV	Basic personality traits - dress, address, gestures and manners; self evaluation and development- identification of strength & weaknesses; overcoming hesitation & fear of facing Public; corrective & developmental exercises - confidence building, mock interviews, role plays.	
REFERENCES:	Wagen, Lynn Vander, Communication, Tourism & Hospitality, Hospitality Press Pvt. Ltd. Jitendra, M.D., Organizational Communication, Rajat Publications. Jon & Lisa Burton, International Skills in Travel & Tourism, Longman Group Ltd. Rayon, V. Lesikar, John D. Petit, J.R. Richard D. Irwin, Business Communication, INC	

Course Outcome

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM1107.1	To impart better writing skills by sensitizing the learner to the dynamics of effective writing
CO2	HM1107.2	To build up the learners confidence in oral and interpersonal communication by reinforcing the basics of pronunciation
CO3	HM1107.3	To develop their written communicative competence
CO4	HM1107.4	To prepare them for competitive exams

SUBJECT TITLE: FOUNDATION COURSE IN FOOD PRODUCTIONS

SUBJECT CODE: BHM-1201 & BHM-1206

SEMESTER: II

CONTACT HOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	8	7

Internal

Assessment: 40 End

Term Exam: 60 Duration of

Exam: 3 Hrs

Objectives

- Students will learn to boost the shelf life of food products
- Students will learn to prevent Food contamination

Contents of Syllabus:

Sr.No	Contents	Contact Hours

UNIT-1	MENUPLANNING: Meaning Types and importance. Menu Engineering its need and Importance. INTRODUCTION TO INDIAN COOKERY BASICS. Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names) MASALAS: Blending of spices, Different masalas used in Indian cookery- Wet masalas, Dry masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masalas blends Gravies: Different types Haryali, Makhni, Shahi/white, Chopped Masala, karahi, Yellow Gravy Basic Tandoori Preparations Indian marinades and Pastes Commodities in Indian cuisine: - Souring Agents, colouring	08
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	agents,tenderizingagent, Flavoring&AeromaticAgents,SpicingAgents RICE,CEREALS&PULSES: Introduction,Classificationandidentification, Cookingofrice,cerealsand pulses,Varietiesofriceandother cereals	
UNIT-2	MEATCOOKERY: Introductiontomeatcookery,Cutsofbeef/veal, Cuts of lamb/mutton, Cuts of pork, Variety meats (offal's),Poultry,(Withmenuexamplesofeach) FISHCOOKERY: Introduction tofish cookery,classification offish with examples, Cuts of fish with menu examples, Selection offishandshellfish,Cookingof fish(Effectsofheat)	04
UNIT-3	PASTRY: Short crust, Laminated, Choux, Hot water/Rough puff,Recipesandmethodsofpreparation,Differences,Usesofeachpastry, Caretobetakenwhilepreparingpastry,Roleofeachingredient,Tempera- tureofbakingpastry Flour: Structureofwheat,TypesofWheat,TypesofFlour,Processing of Wheat– Flour,Uses of Flourin Food Production,Cooking of Flour (Starch) SIMPLE BREADS: Principles of breadmaking,Simpleyeastbreads,Roleofeachingredientinbreakmaking ,Bakingtemperature andits importance PASTRYCREAMS: Basicpastry creams,Usesin confectionery,Preparationandcareinproduction	16
UNIT-4	BASIC COMMODITIES: Milk-Introduction, Processing of Milk,Pasteurisation –Homogenisation,Types of Milk– SkimmedandCondensed,NutritiveValue,Cream- Introduction,ProcessingofCream, Types of Cream Cheese- Introduction, Processing of Cheese,Types of Cheese, Classification of Cheese, Curing of Cheese, Uses ofCheeseButter- Introduction,ProcessingofButter,TypesofButter.Sugar:ItsImportance,t ypesofsugar,cookingOfSugar- VariousTemperature	04
REFERENCES:	• TheProfessionalChef(4thEdition)ByLeRolA.Polsom • TheProfessionalPastryChef,FourthEditionByBoFrib ergPublisher:Wiley&SonsINC • TheoryofCateringByKinton&Cessarani • TheoryofCookeryByKArora,Publisher:FrankBrothers • Accompaniments&Garnishesfromwaiter;Communicate:Fu llerJ.Barrie&Jenkins • Bakery&ConfectioneryByS.CDubey,Publisher:SocietyofIndia nBakers • ModernCookery(Vol-I) ByPhilipE.Thangam,Publisher:OrientLongman • PracticalCookeryByKinton&Cessarani	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to

CO1	BHM1201.1	Studentswillbeabletoformulatethedifferentmenus
CO2	BHM1201.2	Abletorecognizevarious ingredientsandtheiruses inkitchen
CO3	BHM1201.3	Abletoexperimenthowtocookmeatandfishwiththeirclassification
CO4	BHM1201.4	studentswill beabletoidentifytheallspices,herbsandPerishablefooditems

**FOUNDATIONCOURSEINFOODPRODUCTION(PRACTICALS)P
ART‘A’-COOKERY**

S.No	Topic	Method
1	- Meat– Identificationofvariouscuts,Car cassdemonstration - Preparationofbasic cuts-Lamband	Demonstration s &simpleapplicatio ns

	and Escalope • Fish-Identification & Classification • Cuts and Fold of fish	
2	• Identification, Selection and processing of Meat, Fish and poultry. • Slaughtering and dressing	Demonstrations at the site in local Area / Slaughtering house / Market
3	Preparation of menu Salads & soups - Waldrofs salad, Fruit salad, Russian salad, salad enicoise, Soups preparation : Chowder, Bisque, Veloute, Broth International soups	Demonstration by instructor and applications by students
4	Chicken, Mutton and Fish Preparations - Fish orly, a la anglaise, Colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb / Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef	Demonstration by instructor and applications by students
5	Indian cookery - Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations Marinades, Paste and Tandoori Preparation of Meat, fish Vegetables and Paneer	Demonstration by instructor and applications by students

PART 'B' - BAKERY & PATISSERIE

S.No	Topic	Method
1	PASTRY: Demonstration and Preparation of dishes using varieties of Pastry • Short Crust – Jam tarts, Turnovers Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns • Choux Paste – Eclairs, Profiteroles	Demonstration by instructor and applications by Students
2	COLD SWEET • Honeycomb mould • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé	Demonstration by instructor and applications by students
3	HOT SWEET • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding	Demonstration by instructor and applications by students

4	INDIAN SWEETS Simple ones such as choco, gajar halwa, kheer	Demonstration by instructor and applications by Students
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Detailed Syllabus

SUBJECT TITLE: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICES

JECT CODE: BHM-1202 & BHM-1207

SEMESTER: II

CONTACT HOURS/WEEK:

Lecture (L)	Tutorial (T)	Practical (P)	Credit (C)
3	0	4	5

Internal Assessment: 40

End

Term Exam: 60 Duration of

Exam: 3 Hrs

Objectives

- Students will learn how to provide high quality food and beverages
- Students will learn how to provide professional, hygienic and attentive services

Contents of Syllabus:

Sr.No	Contents	Contact Hours
UNIT-I	TYPES OF FOOD SERVICE: Silver service, American service, French service, Russian service, Gueridon service, Assisted service, Self-service, Single point service, Specialized Service.	
UNIT-II	MENU PLANNING: Origin of Menu, Objectives of Menu Planning, Factors to be considered while planning a menu, Menu terminology, Types of Menu, Courses of French Classical Menu- Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes Types of Meals: Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper	

UNIT-III	ROOM SERVICE: Introduction, personnel, taking the order, routingthe order, preparing the order, delivering the order, providingamenities,Roomservicemenu,sequenceofservice, Forms&formats. SALECONTROL SYSTEM: KOT/BillControlSystem(Manual)-Triplicate CheckingSystem,DuplicateCheckingSystem,Checkandbillsystem,Service	
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	ewithorder,computerizedsystem,circumstantialKOT,AlcoholicBeverage order,Billing	
UNIT-IV	TOBACCO: History, Processing for cigarettes, pipe tobacco & cigars, Cigarettes –TypesandBrand names, PipeTobacco– TypesandBrandnames,Cigars–shapes,sizes,coloursandBrand names,Careand Storageofcigarettes&cigars,	
REFERENCE S:	• Food&BeverageService- BobbyGeorge&SandeepChatterjee,JaicoPublishingHouse • Food & Beverage Service- R. Singaravelavan, OxfordUniversityPress,New Delhi. • Food&BeverageService-DennisR.Lillicrap.&John .A.Cousins.Publisher: ELBS • Food&BeverageServiceTrainingManual- SudhirAndrews,TataMcGrawHill. • TheWaiterHandbookByGrahmBrown,Publisher:GlobalBooks&SubscriptionServicesNewDelhi • Foodand BeverageService– VijayDhawan	

BHM1202.1Abletoexplainvarioustypesoffoodservice

BHM1202.2Studentswillbeabletoconstructmenuforthedifferentevents

BHM1202.3Abletodemonstrateroomservicesandhowtocontrolsales

BHM1202.4studentswillbe able torecognizedvarioustypes oftobaccos andcigarettes

FOUNDATIONCOURSEINFOOD&BEVERAGESERVICE(PRACTICAL)

S.No	Topic	
01	REVIEWOFSEMESTER -1	
02	PROCEDUREFOR SERVICEOFAMEAL Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing order to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests	Demonstration by instructor and applications by students

03	TABLELAY-UP&SERVICE Task-01: A La CarteCover Task-02: Table d' HoteCover Task-03:EnglishBreakfastCover Task-04:AmericanBreakfastCover Task-05:ContinentalBreakfastCover Task-06:IndianBreakfast Cover Task-07: AfternoonTeaCover Task-08:HighTeaCover TRAY/TROLLEYSET-UP&SERVICE Task-01: Room Service TraySetup	Demonstrationby instructorand applicationsbystudents
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	Task-02:RoomServiceTrolleySetup	
04	SocialSkills Task-01:HandlingGuestCompl aints Task-02:Telephonemanners Task-03:Dining &Serviceetiquettes	
05	SpecialFoodService- (Cover, Accompaniments&Service) Task-01: Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate deFoie Gras,Snails,Melon,Grapefruit,Asparagus Task-02: Cheese Task-03: Dessert(FreshFruit&Nuts) ServiceofTobacco CigarettesandCigar	
6.	CompilingofamenuinFrench,ServiceofNon-alcoholicbeverages	

SUBJECTTITLE:
FOUNDATIONCOURSEINFRONTOFFICESUBJECTCODE:BH
M-1203&BHM-1208
SEMESTER:II
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectives

- Students will be educated about how to handle transaction between the guest and the hotel accurately
- Students will learn reservations and registrations

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	TariffStructure Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use,HotelDayrate,BasisofChargingRoomRent,Variousfactorsaffectin g Room rent, Fixing Room Tariffs through Cost based pricing&Marketbased pricing,RuleofThumb,Hubbartformula FrontOfficeCoordination,MealPlans,andTypeofGuestsRoleof TouroperatorsandTravel agentsinhotelbusiness,MealPlans– Type,needsanduseofsuchplans,TypeofGuests– FIT,VIP,CIP,GIT,Businesstravelers,Specialinteresttours,domestic,for eigneretc,FrontOfficecoordinationwithdifferentdepartmentsin hotels.	
UNIT-II	GuestCycleandReservations Introduction to guest cycle – Pre arrival, Arrival, During guest stay,DepartureandAfterdeparture, Reservation and its importance, Basic tools of reservation – RoomStatus Board, ALC, DCC with formats, Handling reservation andreservation form with formats, Modes of Payment while reservation - anintroduction,SourcesofReservation,SystemsofReservation,Types of Reservations, Cancellations and Amendments, , Reservationreports and statistics Overbooking, Up selling, No show, Walk-inguest,scantybaggage,stayover,overstay,understay,earlyarrival, turnaway,timelimit,overstayetc.	

UNIT-III	Registration Registrationanditsimportance,Typesofregistrationrecords–Bound book register, loose leaf register and Guest Registration Card(GRC)andtheirformats GuestHandling ,Preregistrationactivities,ProcedureofGuestHandling– Prearival,OnArrivalandPostArrivalprocedures,	
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	Handlingreservedguests,ProcedureforHandlingFree IndividualTraveller(FIT),Chanceguests,VIP,Grouparrival,Foreignerguest(C-forms,Foreigncurrencyexchange),SingleLadyguest,Corporate guest,Layoverpassenger,Check-inforguestholdingDiscountvoucher,Turn-awayguest	
UNIT-IV	FrontDeskFunctions Procedure for Room Assignment, Room not clear, Wash and ChangeRoom,Complimentarystay,SuiteCheck-in,Upgradingaguest,Downgradingaguest,HandlingrequestforLateCheck-out,Precautions for Scanty Baggage guest, Guest Stationery, Handlingrequest for Rental Equipment, Up selling, Material Requisition, ShiftBriefing,MorningandAfternoonShiftHandover,NightShiftHandover,GuestRelations,CourtesyCalls,RoomamenitiesforCorporate/VVIP /CIPguest,HandlingAwkwardguests,RoomChangeProcedure,HandlingMails,MessageandPaging,Key controlprocedures.	
References	• Front Officetrainingmanual-SudhirAndrews • Frontofficeoperationsandmanagement–Jatashankar R.Tewari • FrontOfficeOperations–ColinDix,ChrisBaird • Professional Hotel Front Office Management – AnutoshBhakta • HotelFrontOfficeManagement–James. A.Bardi • Front Office Operations and Management – AhmedIsmail(ThompsonDelmar) • FrontOfficeOperationManagement–S.K.Bhatnagar • ManagingFrontOfficeOperations– MichealKasavanaandbrooks • Principles of Front Office Operations – Sue Baker&JermyHuyton • Check-incheck-out –JeromeValley • AManualofHotelReception – J.R.S.Beavis,S.MedlikHeinemannProfessional	

BHM1203.1Studentsabletoidentifyvariousstariffstructure, discountsandpricinginhotels.

BHM1203.2 Able to explain all registration process and the guest handling in the hotels

BHM1203.3Studentsable toselectthe equipmentsusedinfrontoffice

BHM1203.4Studentswillbeabletodifferentiatethecheck-incheck-outprocedures

FOUNDATIONCOURSEINFRONTOFFICE(PRACTICAL'S)

S.No	Topic	
1	• ReviewofSemesterone	
2	• Welcoming/Greetingofguest • ProvidingInformation totheGuest • Telephonehandling,Howtohandleenquiries • Suggestiveselling	
3	• FillingupofvariousFormsandFormats	

4	• Registrations:FIT,VIP,Corporate,Groups/Crew • SecurityDepositBoxHandling • CreditCardHandlingProcedure • ForeignCurrencyExchangeProcedure	Demonstration by instructoranda pplications bystudents
5	• IntroductiontoPMS	
	1Hotfunctionkeys	
	2Createandupdateguestprofiles	
	3MakeFITreservation	

	4Sendconfirmationletters	
	5Printingregistrationcards	
	6 MakeanAdd-onreservation	
	7Amendareservation	
	8 Cancela reservation-with depositandwithoutdeposit	
	9 Logontocashiercode	
	10Processareservation deposit	
	11Pre-registera guest	
	12Put messageandlocatorforaguest	
	13Put traceforguest	
	14Checkin areservedguest	
	15 Checkindayuse	
	16Check–ina walk-inguest	
	17Maintainguesthistory	
	18Issueanewkey	
	19Verifyakey	
	20 Cancelakey	
	21Issueaduplicatekey	
	22Extendakey	
	23Programmekeyscontinuously	
	24Re-programmekeys	
	25Programmeonekeyfortworooms	

SUBJECTTITLE:FOUNDATIONCOURSEINACCOMMODATIONOPERATIONSSU
BJECT CODE:BHM-1204&BHM-1209
SEMESTER:II
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs

Objectives

- Demonstrate the students about the knowledge of basic operation of room division
- Stdents will learn to deal with human resources, budget and inventory

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	CLEANINGAGENTS: GeneralCriteriaforselection,Polishes,Floorseats,Use,careand Storage,Distributionand Controls, AREA CLEANING: Guest rooms, Front-of-the-house Areas, Back-of- the house Areas, Work routine and associated problems e.g. hightraffic areas,Façadecleaningetc. WATER SYSTEMS IN HOTEL: Water distribution system in ahotel,ColdwatersystemsIndia,Hardnessofwater,watersoftening, base exchange method (Demonstration),Cold water cisternswimmingpools,Hotwatersupplysysteminhotels,Flushingssystem,watertaps,trapsandclosetsClassification,UseofEco-friendlyproductsinHousekeeping.(HE)	
UNIT-II	COMPOSTION, CARE AND CLEANINGOFDIFFERENT SURFACES: Metals,Glass,Leather,Leatherites,Rexines,Plastic, Ceramics,Wood,Wallfinishes,FloorFinishes,	
UNIT-III	ROUTINESYSTEMSANDRECORDSOFHOUKEEPING (3rdto2nd) DEPARTMENT: ReportingStaffplacement,RoomOccupancy Report, Guest Room Inspection, Entering Checklists, Floor Register,Work Orders, Log Sheet., Lost and Found Register and Enquiry File,Maid'sReportandHousekeeper'sReport,HandoverRecords,Guest'sSpecialRequestsRegister,RecordofSpecialCleaning,Call Register, VIPListsGuestroomlayout,typeofbed&mattresses	
UNIT-IV	KEYS: Types ofkeys,Computerizedkeycards,Keycontrol OVERVIEW OF MAINTENANCE DEPARTMENT: Roll, Responsibilities&Importanceofmaintenancedepartmentinthehotel	

	industry with emphasis on its relation with other departments of the hotel. Preventive and breakdown maintenance, comparisons (HE)	
REFERENCES:	• Hotel Host and Hospital Housekeeping – by Joan C Branson & Margaret Lennox, ELBS with Holder & Stoughton Ltd. • Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi. • Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press. • Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher. • Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J. A. Jones, Wiley Publications • The Professional Housekeeper by Tucker Schneider, Wiley Publications • Professional management of Housekeeping by Manoj Madhukar, Rajat Publications	

BHM1204.1 Students able to identify cleaning procedure

BHM1204.2 Able to select different surfaces cleaning and cleaning agents

BHM1204.3 Students able to explain routine system and different records maintain in housekeeping department

BHM1204.4 Students will be able to develop knowledge of the Key control system

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS (PRACTICALS)

S.No	Topic	
01	Review of semester 1	Demonstration by instructor and applications by students

02	Servicingguestroom(checkout/occupiedandvacant) <i>ROOM</i> Task1- opencurtainandadjustlighting Task2- cleanashandremovetraysifany Task3-stripandmakebed Task4- dustandcleandrawersandreplenishsupplies Task 5-dust and clean furniture, clockwise oranticlockwise Task6- cleanmirror Task 7- replenishallsuppliesTask 8- clean and replenishminibar Task9-vaccumcleancarpet Task10-checkforstainsandspotcleaning <i>BATHROOM</i> Task1- disposedsoiledli nen Task2-cleanashtray Task3-cleanWC Task 4-clean bath and batharea Task5- wipeandcleanshowercurtain	Demonstrationb yinstructorand applicationsbyst udents
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	Task 6- clean mirror Task 7-clean toothglass Task 8- cleanvanitor yunit Task 9- replenish bathsupplies Task10-mopthefloor	
03	Bed makingsupplies(daybed/nightbed) Step 1-spread the first sheet(fromoneside) Step 2-make miter corner (on both corner ofyourside) Step3-spreadsecondsheet (upside down) Step4-spreadblanket Step5-Spreadcrinklesheet Step 6- make two folds on head side with all three (second sheet,blanketandcrinklesheet) Step7-tuckthefoldson yourside Step8-makemitercorner withallthreeonyourside Step9-changesideandfinishthebedinthesame way Step10-spreadthebed spreadand placepillow	
04	Records • Roomoccupancyreport • Checklist • Floorregister • Work/maintenanceorder] • Lostandfound • Maid'sreport • Housekeeper'sreport • Logbook • Guestspecialrequestregister • Recordofspecialcleaning • Callregister • VIList • Floorlinenbook/register	Demonstrationby instructorand applicationsby students
05	Guestroominspection	
06	Minibarmanagement • Issue • stocktaking • checkingexpirydate	Demonstrationby instructorand applicationsby students
	Handlingroomlinen/guestsupplies • maintainingregister/record • replenishing floorpantry • stocktaking	
	Guesthandling • Guestrequest • Guest complaints	

SUBJECT TITLE:
NutritionSUBJECT CODE:
BHM-1205SEMESTER:II
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectiveandoutcomeofcourse:
Objectives

- Students will learn to measure adequate amount of nutrients
- Students will be educated about how to meet the nutritional needs

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	BASIC ASPECTS: Definition of the terms Health, NutritionandNutrients,ImportanceofFood– (Physiological,Psychological and Social function of food) in maintaining goodhealth.,Classificationofnutrients. ENERGY: DefinitionofEnergyandUnitsofitsmeasurement(Kcal),Energy Contributionfrommacronutrients(Carbohydrates,ProteinsandFat), Factors affecting energy requirements, Concept of BMR,SDA,Thermodynamicaction of food, Dietary sources ofenergy.Conceptofenergybalance and the healthhazards associatedwithUnderweight,Overweight.	
UNIT-II	MACRO NUTRIENTS: Carbohydrates- Definition,Classification (mono, di and polysaccharides), Dietary Sources,Functions, Significance of dietary fiber (Prevention/treatment of diseases)Lipids- Definition,Classification:Saturatedandunsaturatedfats,Dietary Sources,Functions,SignificanceofFatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health,Cholesterol – Dietary sources and the Concept of dietary andblood cholesterol ,Proteins- Definition, Classification based uponamino acid composition, Dietary sources, Functions, Methods ofimprovingqualityofproteininfood(specialemphasis onSoya proteinsand wheyproteins)	
UNIT-III	MACRO NUTRIENTS: Vitamins-Definition and Classification(waterandfatssolublevitamins),Food Sources,function andsignificance of: Fat soluble vitamins (Vitamin A, D, E, K),Watersolublevitamins(VitaminC,Thiamine,Riboflavin,Niacin	

	CyanocobalaminFolicacidMINERALS- DefinitionandClassification (major andminor),Food Sources, functions and significance of: Calcium, Iron, Sodium, Iodine & Fluorine WATER: Definition, Dietary Sources (visible, invisible), Functions of water, Role of water in maintaining health (water balance). BALANCED DIET: Definition, Importance of balanced diet, RDA for various nutrients – age, gender, physiological state	
UNIT-4	MENU PLANNING: Planning of nutritionally balanced meals based upon the three foods group system-Factors affecting meal planning, Critical evaluation of few meals served at the Institutes/ Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals. MASS FOOD PRODUCTION: Effect of cooking on nutritive value of food (QFP). NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH: Need for introducing nutritionally balanced and health specific meals, Critical evaluation of fast foods, New products being launched in the market (nutritional evaluation)	
REFERENCES:	- Robinson, C.H. Lawlar, M.R. Chenoweth W.L. and Garwick A.E. (1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co. - Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects. - Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company. - Williams, S.R. (1989): Nutrition and Diet Therapy, C.V. Mosby Co. - Guthrie, A.H. (1986): Introductory Nutrition, C.V. Mosby Co. - Joshi, S.A. (1998), Nutrition and Dietetics, Tata McGraw Hill Publishing Co. Ltd., - Mahay N.S., Shadaksharaswamy, M (2001) foods: Facts and Principles, New Delhi International Publishers.	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to

CO1	BHM1205.1	Demonstrate Nutrition and Nutrients
CO2	BHM1205.2	Identify the Contribution from macro nutrients
CO3	BHM1205.3	Planning of nutritionally balanced meals based upon the three foods group system
CO4	BHM1205.4	Importance of balanced diet

SUBJECT TITLE: FOOD PRODUCTION OPERATIONS-

(THEORY) SUBJECT CODE: BHM-2401 & BHM-2408

SEMESTER: III

CONTACT HOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	8	7

Objectives

- Tounderstandthebasicsofquantitykitchen
- Tounderstand menuplanning &itsimportance

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-1	QUANTITYFOODPRODUCTIONEQUIPMENT:Equipment requiredformass/volumefeeding Heat and cold generating equipment, Care and maintenance of thisequipment,Moderndevelopmentsinequipmentmanufacture MENUPLANNING:Basicprinciplesofmenuplanning– recapitulation,PointstoconsiderinmenuplanningforvariousvolumefeedingoutletssuchasIndustrial,Institutional,MobileCateringUnits,PlanningmenusforSchool/collegestudents,Industrialworkers,Hospitals,Outdoorparties,Themedinners, Transport facilities, cruise lines, airlines, railway, Nutritional factorsfortheabove	08
UNIT-2	INDENTING: Principles of Indenting for volume feeding, Portionsizesofvariousitemsfordifferenttypesofvolumefeeding,Modifying recipes for indenting for large scale catering, Practicaldifficultieswhileindentingforvolumefeeding, PLANNING: Principles of planningfor quantity food productionwithregardtoSpace allocation,Equipmentselection,Staffing	04
UNIT-3	VOLUME FEEDING: Institutional and Industrial Catering, Typesof Institutional &Industrial Catering, Problems associated with thistypeofcatering,Scopefordevelopmentandgrowth,HospitalCatering, Highlights of Hospital Catering for patients, staff, visitors,Dietmenus and nutritional requirements, Off Premises Catering,Reasons for growth and development, Menu Planning and ThemeParties Concept of a Central Production Unit Problems associatedwith off-premises catering Mobile Catering Characteristics of Rail,Airline(FlightKitchensandSeaCatering)BranchesofMobileCatering, Quantity Purchase & Storage, Introduction to purchasing,Purchasingsystem,Purchasespecifications,Purchasingtechniques, Storage	16
UNIT-4	REGIONAL INDIAN CUISINE: Introduction to Regional IndianCuisine, Heritage of Indian, Cuisine, Factors that affect eating habitsindifferentpartsofthecountry,Cuisineanditshighlightsofdifferent states/regions/communities Tobediscussed:Geographiclocation,Historicalbackground,Seasonalavailability,Specialequipment, Staple diets, Specialty cuisine for festivals and specialoccasions STATES AndhraPradesh,Bengal,Goa,Gujarat,Karnataka,Kashmir,Kerala,MadhyaPradesh,Maharashtra,NorthEasternStates,Punjab,Rajasthan,TamilNaduandUttarPradesh/Uttaranchal COMMUNITIES	04

	Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian, Christian and Bohri DISCUSSIONS Indian Breads, Indian Sweets, Indian Snacks	
REFERENCES:	• The Professional Pastry Chef, Fourth Edition By Bo Frier, Publisher: Wiley & Sons INC • Theory of Cookery By K Arora, Publisher: Frank Brothers • Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins • Bakery & Confectionery By S. C. Dubey, Publisher: Society of Indian Bakers • Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman	

Course outcome
BHM2401.1 Learn how to indent accurately

BHM2401.2 Knowledge of regional cuisines

BHM2401.3 Preparation of various Indian regional menus

BHM2401.4 Preparation of various Indian breads

FOOD PRODUCTION OPERATIONS (PRACTICAL) PART A

S.No	Topic	Method
	To formulate 36 sets of menus from the following dishes and to include more dishes from the respective regions.	Demonstrations & simple applications
	Maharashtra, Awadhi, Bengal, Goa, Punjabi, South India (Tamilnadu, Karnataka, Kerala), Rajasthan, Gujarat, Hyderabad, Kashmiri Suggested Menus: MAHARASTRIAN MENU01 Masala Bhat, Kolhapuri Mutton, Batata Bhajee, Masala Poori, Koshimbir, Coconut Poli. MENU02 Moong Dal Khichdee, Patrani Macchi,	Demonstrations & simple applications by students Demonstrations & simple applications by students

	Tomato Saar, Tilgul Chapatti, Amti, Basundi. AWADHI MENU01 Yakhni Pulao, Mughlai Paratha, Gosht Do Piaza, Badin Jaan, Kulfi with Falooda. MENU02 Galouti Kebab, bakarkhani, Gosht Korma, Paneer Pasanda, Muzzafar. BENGALI MENU01 1 Ghee Bhat, Macher Jhol, Aloo Posto, Misti Doi. MENU02 Doi Mach, Tikoni Pratha, Baigun Bhaja, Payesh. MENU03 Mach Bhape, Luchi, Sukto, Kala Jamun. MENU04 Prawan Pulao, Mutton Vidalloo, Beans Foogath, Dodol. GOAN MENU01 Arroz, Galina Xacutti, Toor Dal Sorak, Alle Belle. MENU02	Demonstrations & simple applications by students
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Coconut	Pulao,FishCaldeen,Cabbage Foogath,Bibinca. PUNJABIMENU0 1 RadaMeat, MatarPulao,Kadhi, PunjabiGobhi,Kheer. MENU02 AmritsariMacchi,RajmahMasala,PindiChana,Bhaturas,R owDiKheer. MENU03 SarsonDaSaag,MakkiDiRoti,PeshawariChole,MotiaPula o,SoojiDaHalwa.MENU04 TandooriRoti,TandooriMurg,DalMakhani,PudiniaChutn y,BainganBhartha,Savian. SOUTHINDIAN MENU01 MeenPoriyal,CurdRice,Thoran,Rasam,PalPayasam. MENU02 LimeRice,MeenMoilee,Olan, MalabariPratha,ParappuPayasam. MENU03 TamarindRice,KoriGashi,Kalan,Sambhar,SavianPayasa m. MENU04 Coconut Rice,ChickenChettinad,Avial,Huli,MysorePak. RAJASTHANIM ENU01 Gatte Ka Pulao, Lal Maas, Makki Ka Soweta, Chutny(Garlic),DalHalwa. MENU02 DalBattiChurma,BesanKe Gatte,RataluKiSubzi,SafedMass. GUJRATIMENU 01 Sarki, BrownRice, SalliMurg,GujratiDal, MethiThepla,Shrikhand. MENU02 GujratiKhichadi,Oondhiyu,BatataNuTomato,Osaman, Jeera Poori,Mohanthal. HYDERABADIM ENU01 SofyaniBiryani,MethiMurg, TomatoKut, HarePiazkaRaita,DoubleKaMeetha. MENU02 KachiBiryani, Dalcha, MirchiKaSalan, MixVeg. Raita,KhumaniKaMeetha. KASHMIRI TwomenusmaybeformedoutoftheDishesgivenasunder: RiceandBreadPreparations:Mutaegen,Pulao(Kashmiri) ,Plain Rice,Girdeh,Lawas MeatPreparations:Gushtaba,Rista,Marchevangankorm a, Macch Kofta, Yakhean Kaliya, Tabak Maaz,RogonJosh Vegetables and Potato: Ruwangan chaman,Choekwangan,ChamanQaliyan AllehYakhean,DumAloo	
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	Kashmiri,NaderPalak,RazmaGogjiSweet Dishes: Kongeh Phirin (Sooji phirni withSaffron),Aae'tphirin(WheatFlourPhirni),Halwa Chutneys:Mujehcheten, GandaCheten,Dueencheten,Alehcheten(pumpkinchutney) Note:Inadditiontoaboveeachinstitutetoformulate 08 (eight) set of regional menusincluding snacks,sweets etc.	
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DetailedSyllabus

SUBJECTTITLE:FOOD&BEVERAGESERVICEOPERATIONS-THEORYSUBJECT CODE:BHM-2402&BHM-2409

SEMESTER:III

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectives

- Demonstrateknowledgeofalcoholicbeverages
- Understandtheproductionprocessesofalcoholicbeverages

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	ALCOHOLICBEVERAGEIntroductionanddefinition,Productionof Alcohol:FermentationandDistillationProcess,Classificationwithexamples, WINES:Definition,HistoryClassificationwithexamples,Table/Still/Natural, Sparkling,Fortified, Aromatized, Production ofeach classification, Old World Wines: Principal wine regions winelaws,grapevarieties,productionandbrandnames(France,Germany, Italy,Spain,Portugal)NewWorldWinesPrincipalwineregionswinelaws , grape varieties, production and brand names, (India, Chile,SouthAfrica,,Algeria,NewZealand,USA, Australia),Food&WineHarmony,Storageofwines,Wineterminology(English&French)	

UNIT-II	DISPENSE BAR: Introduction and definition, Bar layout – physicallayout of bar, Bar stock – alcohol & non alcoholic beverages, Barequipment BEER: Introduction&Definition,TypesofBeer,ProductionofBeer,Storage,	
UNIT-III	SPIRITS: Introduction &Definition, Production of Spirit (Pot-stillmethod, Patent still method) Production of Whisky, Rum, Gin,Brandy, Vodka, Tequila, Different Proof Spirits , American Proof,BritishSikes Scale Gay-Lussac) OIMLScale	
UNIT-IV	APERITIFS: Introduction and Definition, Different types ofAperitifsVermouth(Definition,Types&Brandnames),Bitters(Definition,Types&Brandnames) LIQUEURS: Definition & History, Production of Liqueurs, BroadCategories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) ,PopularLiqueurs(Name, colour,predominantflavour&country oforigin)	
REFERENCES:	- Food&BeverageService-DennisR.Lillicrap.&John.A.Cousins.Publisher:ELBS - Food & Beverage Service Training Manual - SudhirAndrews,TataMcGrawHill.Food&BeverageServiceLillicrap&Cousins,Publisher:ELBS - ModernRestaurantService–JohnFuller,Publisher:Hutchinson - TheWaiter HandbookByGrahmBrown,Publisher:GlobalBooks&SubscriptionServicesNewDelhi	

Course outcome
BHM2402.1 Learned about Wines

BHM2402.2 Understood the production of Wine

BHM2402.3 Learned about different beer and spirits

BHM2402.4 Learned about APERITIFS

FOOD&BEVERAGESERVICEOPERATIONS-PRACTICAL

S.No	Topic	
01	DispenseBar- OrganizingMise-en-place Task- 01Wineserviceequipment Task-02 Beer serviceequipment Task-03 Cocktail barequipment Task-04 Liqueur /WineTrolley Task-05 Bar stock - alcoholic &non-alcoholic beveragesTask-06Baraccompaniments&garnishes Task-07Baraccessories&disposables	

02	ServiceofWines	Demonstrationby y instructorand applicationsbyst udents
	Task- 01ServiceofRedWineTask- 02 Service ofWhite/RoseWine Task-03 Service ofSparkling WinesTask-04 Service ofFortified WinesTask- 05Serviceof AromatizedWines	

	Task-06 ServiceofCider,Perry&Sake	
03	ServiceofAperitifs Task-01 Service ofBitters Task-02Serviceof Vermouths	Demonstrationby instructorand applicationsbystudents
04	ServiceofBeer Task-01ServiceofBottled&cannedBeers Task-02ServiceofDraughtBeers	
05	ServiceofSpirits Task-01 Service styles - neat/on-the-rocks/withappropriatemixers Task-02 ServiceofWhiskyTask-03Service of Vodka Task-04ServiceofRum Task-05 ServiceofGin Task-06 ServiceofBrand yTask-07 Service ofTequila	
06	ServiceofLiqueurs Task-01 Service styles - neat/on-the-rocks/withcream/en frappe Task-02 Service from the BarTask-03 ServicefromLiqueurTrolley	
07	Wine&Drink List Task-01Wine BarTask-02Beer BarTask-03 CocktailBar	
08	Matching Wines with FoodTask-01MenuPlanningwithaccompanyingWines Continental CuisineIndian RegionalCuisine Task-02Tablelaying&ServiceofmenuwithaccompanyingWinesContinental Cuisine IndianRegionalCuisine	

09	DispenseBar- OrganizingMise-en-place Task- 01Wineserviceequip ment Task-02 Beer serviceequipment Task-03 Cocktail barequipment	
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Task-04LiqueurWineTrolley Task-05 Bar stock - alcoholic &non-alcoholic beverages Task-06Baraccompaniments&garnishes Task-07Baraccessories&disposables	
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SUBJECT TITLE:FRONT OFFICE OPERATIONS -
THEORYSUBJECT CODE:BHM-2403&BHM-2410
SEMESTER:III
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectives

- Demonstrategoodcommunication&leadershipskills
- Demonstrateskillsforconductingaguestcheckout

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	COMPUTERAPPLICATIONINFRONTOFFICE OPERATION: Role of information technology in the hospitalityindustry, FactorsforneedofaPMSinthehotel, Factorsforpurchaseof PMS by the hotel, Introduction to OPERA & Amadeus CONTROLOF CASHANDCREDIT	
UNIT-II	FRONTOFFICE(ACCOUNTING): Accountingfundamentals,Guest andnonguestaccounts,Accountingsystem(Nonautomated,semiautomatedandfullyautomated)	
UNIT-III	CHECK OUT PROCEDURES: Guest accounts settlement (Cashand credit, Indian currency and foreign currency, Transfer of guestaccounts,Expresscheckout) NIGHT AUDITING: Functions, Audit procedures (Non automated,semiautomatedandfullyautomated)	
UNIT-IV	FRONTOFFICEANDGUESTSAFETYANDSECURITY: Importanceofsecuritysystems, Safedeposit, Keycontrol, Emergencysituations(Accident,illness,theft,fire,bomb) FRENCH Expressionsde politesse et les commanderet Expressions d'encouragement, Basic conversation related to Front Office activities such as{Reservations (personal and telephonic),Reception(Doorman,BellBoys,Receptionistetc.),Cleanin gof Room&changeofRoometc.}	
References	• FrontOfficeTrainingmanual– SudhirAndrews.Publisher: Tata Mac Grew Hill, Managing Front OfficeOperations– Karsavina&BrooksEducationalInstitutionHAMA, FrontOffice–operationsandmanagement– AhmedIsmail(ThomsonDelmar),FrontofficeOperationMa nagement-SKIBhavnagar,Publisher: FrankBrothers,ManagingFrontOfficeOperationsBy	

	Karsavina&Brooks, HotelFrontOfficeManagement, 4thEditionbyJames SocratesBard;WileyInternational	
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Course outcome
BHM2403.1Understood theuseofcomputersandsoftwareinfrontoffice

BHM2403.2Understood theNightAuditprocedure

BHM2403.3 Learned about check-in check out procedure and handling financial transactions

BHM2403.4Learned about Fielding customer enquiries, arranging guest services.

FRONTOFFICEOPERATIONS-PRACTICAL

S.No	Topic	
1	Hotfunctionkeys	
2	Createandupdateguestprofiles	
3	Sendconfirmationletters	
4	Printregistrationcards	
5	MakeFITreservation&groupreservation	
6	MakeanAdd-onreservation	
7	Amendareservation	
8	Cancelareservation-withdepositand withoutdeposit	
9	Logontocahiercode	
10	Processareservationdeposit	
11	Pre-registeraguest	
12	Putmessageandlocatorforaguest	
13	Puttraceforguest	
14	Checkinarereservedguest	
15	Checkindayuse	
16	Check -inawalk-inguest	
17	Maintainguesthistory	
18	Makesharerreservation	
19	Addasharer toareservation	
20	MakeA/Raccount	
21	TakereservationthroughTravelAgent/Company/Individualor Source	
22	Make roomchange	
23	Makecheckandupdateguestfolios	
24	Processcharges forin-houseguestsandnon-residentguests.	
25	Handleallowancesanddiscountsandpackages	
26	Processadvanceforin-houseguest	
27	Putroutinginstructions	
28	Printguestfoliosduringstay	
29	Processing foreigncurrencyexchange/chequeexchange	
30	Processguestcheckoutbycashandcreditcard	
31	Checkoutwithoutclosing folio-Skipperaccounts	
32	Handlepaymasterfolios	
33	Checkoutusingcityledger	

34	Printguestfolio duringcheckout	
35	Closebankatendofeachshift	
36	Check roomrateandvariancereport	
37	TallyAllowancesforthedayatnight	
38	Tallypaidoutsforthedayatnight	

39	Tallyforexfor thedayatnight	
40	Creditcheckreport	

SUBJECTTITLE:ACCOMMODATIONOPERATIONSS
UBJECTCODE:BHM-2404&BHM-2411SEMESTER:III
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

Internal Assessment:
40End
TermExam:60Durationo
fExam:3Hrs
Objectives

- Demonstratehousekeepingtechnicalknowledgeandskills
- Demonstrateextensiveknowledgeoflaundryoperations

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	LINEN ROOM: Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various LinenItems & fabrics suitable for this purpose, Purchase of Linen,Calculation of Linen requirements, Linen control-procedures andrecords,Stocktaking-proceduresand records,Recycling ofdiscarded linen,LinenHire	
UNIT-II	UNIFORMS: Advantages of providing uniforms to staff, Issuingandexchangeofuniforms;typeofuniforms,Selectionanddesigni ngofuniforms,LayoutoftheUniformroom SEWINGROOM: Activitiesandareastobeprovided,Equipmentprov ided	
UNIT-III	LAUNDRY: CommercialandOn-siteLaundry, FlowprocessofIndustrialLaundering- OPL,StagesintheWashCycle,Laundry EquipmentandMachines,LayoutoftheLaundry,LaundryAgents,DryCle aning, GuestLaundry/Valetservice,Stainremoval	
UNIT-IV	FLOWER ARRANGEMENT: Flower arrangement in Hotels,Equipmentandmaterialrequired forflowerarrangement,Conditioning of plant material, Styles of flower arrangements,Principlesofdesignasappliedtoflowerarrangement INDOORPLANTS: Selectionandcare	
REFERENCES:	• HotelHostelandHospitalHousekeeping– byJoanCBranson & MargaretLennox, ELBS with Holder &StoughtonLtd. • Hotel House Keeping a Training Manual by SudhirAndrews,TataMcGrawHillpublishingcompanylimi tedNewDelhi. • HotelHousekeepingOperations &ManagementbyRaghubalan,OxfordUniversityPre	

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	• Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher. • Professional Management of Housekeeping Operations (I End.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications • The Professional Housekeeper by Tucker Schneider, Wiley Publications • Professional management of Housekeeping by Manoj Madhukar, Rajat Publications	
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Course outcome
BHM2404.1 Understood the linen usage and cleaning procedures

BHM2404.2 Possess practical skills for making different flower arrangements.

BHM2404.3 Learned about different Uniforms

BHM2404.4 Learned about different indoor plants

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS (PRACTICALS)

S.No	Topic	
01	Layout of Linen and Uniform Room/Laundry	Demonstration by instructor and applications by students
02	Laundry Machinery and Equipment	Demonstration by instructor and applications by students
03	Stain Removal	
04	Flower Arrangement	Demonstration by instructor and applications by students
05	Selection and Designing of Uniforms	
06	Public Area Cleaning	Demonstration by instructor and applications by students

SUBJECT TITLE: FOOD & BEVERAGE CONTROL -
THEORYSUBJECT CODE:BHM-2405
SEMESTER:III
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectiveandoutcomeofcourse:

- StudentsabletounderstandFoodcontrolcycle, PurchasingControl
- Able toknowstoring&issuingcontrolprocessors

ContentsofSyllabus:

Sr.No	Contents	Conta ctHou rs
UNIT-I	FOODCOST CONTROL: IntroductiontoCostControl,DefineCostControl, The Objectives and Advantages of Cost Control, Basic Costing,FoodCosting RECEIVINGCONTROL: AimsofReceiving,JobDescriptionofReceivingCl erk/Personnel,Equipmentrequiredforreceiving,DocumentsbytheSupplier(incl udingformat),DeliveryNotes,Bills/Invoices,CreditNotes, Statements, Records maintained in the ReceivingDepartment,GoodsReceivedBook,DailyReceivingRepo rt,MeatTags,ReceivingProcedure,BlindReceiving,Assessingtheperformance andefficiencyofreceivingdepartment,Frauds intheReceivingDepartment,Hygieneand cleanlinessofarea.	
UNIT-II	FOODCONTROL CYCLE: PurchasingControl,Aimsof PurchasingPolicy,Job Description of Purchase Manager/Personnel,Types of FoodPurchase,QualityPurchasing,FoodQualityFactorsfordifferentcommoditi es,DefinitionofYield,Teststoarriveatstandaryield,DefinitionofStandardPurc haseSpecification,AdvantagesofStandardYield and Standard Purchase Specification, Purchasing Procedure, DifferentMethods of Food Purchasing, Sources of Supply, Purchasing by Contract,PeriodicalPurchasing,OpenMarketPurchasing,StandingOrderPurch asing,CentralizedPurchasing,MethodsofPurchasinginHotels,PurchaseOrder Forms,OrderingCost,CarryingCost,EconomicOrder Quantity,PracticalProblems.	

UNIT-III	STORING&ISSUINGCONTROL: StoringControl, Aims of StoreControl, JobDescription ofFoodStoreRoomClerk/personnel, StoringControl, Conditions of Facilities and Equipment, Arrangementsof Food, Location of StorageFacilities, Security, Stock Control, TwotypesofFoodsReceived-directstores(Perishables/non-perishables), StockRecordsMaintainedBinCards(StockRecordCards/Books) IssuingControl: Requisitions, TransferNotes, PerpetualInventoryMethod, MonthlyInventory/StockTaking, PricingofCommodities, Stock	
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	takingandcomparisonofactualphysicalinventoryandBookvalue,Stocklevels,PracticalProblems,Hygiene&Cleanlinessofarea	
UNIT-IV	PRODUCTION CONTROL: 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 CONTROL: 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	
REFERENCES:	1. Food & Beverage Cost Control - Lea R. Dopson, Wiley Publishers. 2. Hotel & Catering Costing & Budgets, R.D. Boardman, Publisher: Heinemann 3. Introductory Foods. Hughes, D. and Bannion M., The Macmillan Co. Ltd., New York 4. Modern Cookery for Teaching and the Trade, Philip T.E., Vol-I, Orient Longman Ltd.,	

Course outcome

- **BHM2405.1** Students able to know Objectives and Advantages of Cost Control
- **BHM2405.2** Students able to understand Food control cycle, Purchasing Control
- **BHM2405.3** Able to know storing & issuing control processors
- **BHM2405.4** Students able to understand production and sales control system

Detailed Syllabus
SUBJECT TITLE: Food Safety &
Quality SUBJECT CODE: BHM-
2406 SEMESTER: III
CONTACT HOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

Internal Assessment: 40
End
Term Exam: 60 Duration of
Exam: 3 Hrs
Objectives

- Demonstrate understanding on food safety, hazards and risks

- Learnandunderstandaboutmicro-organismsandthecontaminationstheycause

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTRODUCTION: FoodSafety,FoodHazards&Risks, ContaminantsandFoodHygiene	

	MICRO-ORGANISMS IN FOOD: General Characteristics of Micro-Organisms, based on their Occurrence and Structure, Factors affecting their Growth in Food (Intrinsic And Extrinsic), Common Food Borne Micro-Organisms: { Bacteria, (Spores/Capsules), Fungi, Viruses, Parasites FOOD SPOILAGE & FOOD PRESERVATION: Types & Causes of Spoilage, Sources of Contamination, Spoilage of Different Products (Milk and Milk Products, Cereals and Cereal Products, Meat, Eggs, Fruits and Vegetables, Canned Products), Basic Principles of Food Preservation, Methods of Preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)	
UNIT-II	BENEFICIAL ROLE OF MICRO-ORGANISMS: Fermentation & Role of lactic acid bacteria, Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages), Miscellaneous (Vinegar & anti-biotic) FOOD BORN DISEASES: Types (Infections and intoxications), Common diseases caused by food borne pathogens, Preventive measure FOOD ADDITIVES: Introduction, Types (Preservatives, Anti-Oxidants, Sweeteners, Food Colours and Flavours, Stabilizers and Emulsifiers)	
UNIT-III	FOOD CONTAMINANTS & ADULTERANTS: Introduction To Food Standards, Types of Food Contaminants (Pesticide Residues, Bacterial Toxins, Mycotoxins, Seafood Toxins, Metallic Contaminants, Residues from Packaging Material), Common Adulterants in Food, Method of Detection (Basic Principle). FOOD LAWS AND REGULATIONS: National – PFA Essential Commodities Act (FPO, MPO etc.), International – Codex Alimentarius, ISO, Regulatory Agencies – WTO, Consumer Protection Act. QUALITY ASSURANCE: Introduction to Concept of TQM, GMP and Risk Assessment, Relevance of Microbiological standards for food safety, HACCP (Basic Principle and implementation)	
UNIT-4	HYGIENE AND SANITATION IN FOOD SECTOR: General Principles Of Food Hygiene, GHP For Commodities, Equipment, Work Area and Personnel, Cleaning and Disinfection (Methods and Agents Commonly Used in the Hospitality Industry), Safety Aspects of Processing Water (Uses & Standards), Waste Water & Waste Disposal, RECENT CONCERNS: Emerging Pathogens, Genetically Modified Foods, Food Labeling, Newer Trends in Food Packaging and Technology, BSE (Bovine Serum Encephalopathy)	

REFERENCES:	1. The New Catering Repertoire, Vol.I, H.L. Cracknell & G. Nobis, Macmillan 2. Mahay, N.S., Shadaksharaswamy, M (2001) foods: Facts and Principles, International Publishers, New Delhi 3. Food & Beverage Law: Food Safety and Hygiene, Aman Publications 4. The HACCP Food Safety Training Manual, Wiley Publishers 5. The Prevention of Food Adulteration Act, 1954	
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Course outcome
BHM2406.1 Gained knowledge on food preservation

BHM2406.2 Aware about food adulterants and contaminations

BHM2406.3 Learned about the risk associated with contaminated foods

BHM2406.4 Learned about mislabeled and adulterated food.

Detailed Syllabus
SUBJECT TITLE: Workshop on Research Methodology S
UBJECT CODE: BHM-2407
SEMESTER: III
CONTACT HOURS/WEEK:

Lecture (L)	Tutorial (T)	Practical (P)	Credit (C)
1	0	0	1

Internal Assessment:
40 End
Term Exam: 60 Duration of
Exam: 3 Hrs
Objectives

- Demonstrate understanding of Meaning and objectives of Research
- Learn and understand Different Research design

Contents of Syllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTRODUCTION TO RESEARCH METHODOLOGY: Meaning and objectives of Research, Types of Research, Research Approaches, Significance of Research, Research methods vs Methodology, Research Process, Criteria of Good Research, Problem faced by Researchers, Techniques Involved in defining a problem.	

UNIT-II	RESEARCHDESIGN: MeaningandNeedforResearchDesign,Fea turesandimportantconceptsrelatingtoresearchdesign,DifferentRes earchdesign,ImportantExperimental Designs	
UNIT-III	SAMPLE DESIGN: Censure and sample Survey, Implication ofSample design, Steps in sampling design, Criteria for selecting asamplingprocedure,Characteristicsofagoodsampled design,	

	Different types of Sample design, Measurement Scales, Important scaling Techniques	
UNIT-IV	METHODS OF DATA COLLECTION: Collection of Primary Data, Collection through Questionnaire and schedule collection of secondary data, Difference in Questionnaire and schedule, Different methods to collect secondary data. DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES: Hypothesis Testing, Basic concepts concerning Hypothesis Testing, Procedure and flow diagram for Hypothesis Testing, Test of Significance, Chi-Square Analysis, report Presentation Techniques	
REFERENCES:	1) Business Research Methods- <u>Alan Bryman, Emma Bell</u>—Oxford University Press 2) Travel Tourism & Hospitality Research, By Ritchie Goeldner Publisher: John Wiley 3) Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers, 2nd Edition by J.R. Brent Ritchie (Editor), Charles R. Goeldner (Editor)- Wiley International 4) How to Complete your Research projects successfully, Judith Bell, USB Publisher Distributors Delhi 5) Research Methodology— A Step by Step Guide for Beginners — Ranjit Kumar, Pearson Publications	

Course outcome
BHM2407.1 Gain knowledge on Collection of Primary Data

BHM2407.2 Awareness about Hypothesis Testing

BHM2407.3 Students will learn about data analysis

BHM2407.4 Students will understand the methods of data collection.

SUBJECT TITLE: ADVANCED FOOD PRODUCTION OPERATIONS (Theory) SU
SUBJECT CODE: BHM-3501 & BHM-3506
SEMESTER: IV
CONTACT HOURS/WEEK:

Lecture (L)	Tutorial (T)	Practical (P)	Credit (C)
3	0	8	7

Internal
Assessment: 40 End
Term Exam: 60 Duration of
Exam: 3 Hrs
Objectives

- Performand apply basicculinarymath inthefoodserviceindustry
- Prepareavarietyofsaladsand dressingand evaluateflavors.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-1	LARDER-LAYOUT&EQUIPMENT: Introduction of Larder Work, Definition, Equipment found in the larder, Layout of a typical larder with the equipment and various sections. TERMS & LARDER CONTROL: Common terms used in the Larder and Larder control, Essentials of Larder Control, Importance of Larder Control, Devising Larder Control Systems, Leasing with other Departments, Yield Testing, DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF: Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of a larder Chef.	08
UNIT-2	CHARCUTERIE: Introduction to charcuterie, SAUSAGES: Types & Varieties, CASINGS: Types & Varieties, FILLINGS: Types & Varieties, Additives & Preservatives FORCEMEATS: Types of forcemeats, Preparation of forcemeats, Uses of forcemeats, BRINES, CURES & MARINADES: Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades, HAM, BACON & GAMMON: Cut of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon Processing of Ham & Bacon, Green Bacon, Uses of different cuts, GALANTINES: Making of galantines, Types of Galantine Ballotines, PATES: Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison Truffle-sources, Cultivation and uses and Types of truffle	04
UNIT-3	MOUSE & MOUSSELINE: Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline. CHAUDFROID: Meaning of Chaudfroid, Making of chaudfroid & Precautions, Types of chaudfroid, Uses of chaudfroid. ASPIC & GELEE: Definition of Aspic and Gelee, Difference between the two, Making of Aspic and Gelee Uses of Aspic and Gelee. QUENELLES, PARFAITS, ROULADES: Preparation of Quenelles, Parfaits and Roulades NON EDIBLE DISPLAYS: Ice carvings, Tallows sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermocol work	16
UNIT-4	APPETIZERS & GARNISHES- Classification of Appetizers, Examples of Appetizers, Historic importance of Garnishes, Explanation of different Garnishes. SANDWICHES- Parts of Sandwiches, Types of Bread, Types of filling: Classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, Storing of Sandwiches	04

REFERENCES:	LeRolA.Polsom. TheProfessionalChef BoFriberg(2002)TheProfessionalPastryChef,FourthEditionWiley &Sons INC Cessarani&Kinton(2007).TheoryofCatering.HodderEducation	
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	Publisher K Arora (2008), Theory of Cookery. Frank Brothers Fuller J. Barrie & Jenkins. Accompaniments & Garnishes from waiter S. C. Dubey. Bakery & Confectionery. Society of Indian Bakers Philip E. Thangam (2010) Modern Cookery (Vol-I) Orient Black Swan Kinton R Cessarani V., Foscett D. (2000) Practical Cookery (9 th edition) Hodder Education	
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Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM3501.1	Able to demonstrate understanding of standard weights, measures and scaling of ingredients
CO2	BHM3501.2	Will be perform and apply basic culinary math in the food service industry
CO3	BHM3501.3	Students can prepare a variety of baked goods and desserts
CO4	BHM3501.4	Able to know global cuisines and prepare meals inspired by the cuisines

FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICALS)

PART 'A'

S.No	Topic	Method
1	MENU 01 Consommé Carmen, Poulet Sauté Chasseur, Pommes Loretta, Haricots Verts MENU 02 Bisque D'écrevisse, Escalope De Veau viennoise, Pommes aïlles, Epinards au Gratin MENU 03 Crème Du Barry, Darné De Saumon Grille, Sauce paloise, Pommes Fondant, Petits Pois A La Flamande MENU 04 Velouté Dame Blanche, Cote De Porc Charcuterie, Pommes De Terre A La Crème, Carottes Glacées Au Gingembre MENU 05 Cabbage Chowder, Poulet A La Rex, Pommes Marguises, Ratatouille MENU 06 Barquettes Assorties, Stroganoff De Boeuf, Pommes Persilles, Riz Pilaf MENU 07 Duchesse Nantua, Poulet Maryland, Croquette potatoes, Banana fritters, Corn gallets MENU 08 Kromeski's, Filet De Sol's Walveska, Pommes Lyonnaise, Funghi Maritati MENU 09 Vol-Au-Vent De Volaille Et Jambon, Poulet ala kiev, Creamy Mashed Potatoes, Butter tossed green peas MENU 10 Quiche Lorraine, Roast Lamb, Mint sauce, Pommes Parisienne iv) Plus 5 Buffets Cold Buffet, Hot Continental, Hot Indian, Buffet Desserts, Bread Displays Demonstration of: Charcuterie Galantines, Pate, Terrines, Mousse lines	Demonstrations & simple applications

PART‘B’-BAKERY&PATISSERIE

S.No	Topic	Method
1	BriocheBabaauRhum	
2	SoftRolls,ChocolateParfait	
3	FrenchBread,TarteTartin	

4	GarlicRolls,CrêpeSuzette	
5	HarlequinBread,ChocolateCreamPuff	
6	Foccacia,CrèmeBrûlée	
7	ViennaRoll,MousseAuChocolat	
8	BreadSticks,SouffleMilanaise	
9	BrownBread,PâteDesPommes	
10	CloverLeafRolls,Savarindesfruits	
11	WholeWheatBread,CharlotteRoyal	
12	Herb&PotatoLoaf,Doughnuts	
13	MilkBread,GateauxdesPeaches	
14	Ciabatta,ChocolateBrownie	
15	Buffetdesserts,ModernPlatingStyles	

DetailedSyllabus

SUBJECTTITLE:ADVANCEDFOOD&BEVERAGEOPERATION(Theory)SU

BJECT CODE:BHM-3502&BHM-3507

SEMESTER:IV

CONTACTHOURS/WEEK:

Internal Assessment:

40EndTermExam:6

0

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

DurationofExam:3Hrs

Objectives

- Extensiveknowledgeondifferentbanquetsetups,servicestylesandrecords
- Gaininsightinto kitchenstewarding

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	FUNCTIONCATERING:-BANQUETS: History,Types,and OrganizationofBanquetdepartment,Duties&responsibilities,Sales,Booking procedure,Banquetmenus. BANQUET PROTOCOL: Space Area requirement, Table	

	plans/arrangement, Misc-en-place, Service, Toast & Toast procedures. INFORMAL BANQUET: Réception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering	
UNIT-II	FUNCTION CATERING:- BUFFETS: Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food, Menu planning, Types of Buffet, Display, Sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Checklist	
UNIT-III	COCKTAILS & MIXED DRINKS: Definition and History, Classification, Parts, Methods of mixing, measures, pourers and pouring, Garnishes, Bar equipments, Cocktail glasses, Syrups and other non-alcoholic ingredients, Juices, Liqueurs in cocktails, service of cocktails. PREPARATION AND SERVICE OF INNOVATIVE COCKTAILS: Infused drinks, Sour drinks, trendy drinks, long drinks, short drinks, cream drinks, wine based drinks, Hot drinks, Mocktails.	
UNIT-IV	PREPARATION AND SERVICE OF CLASSIC COCKTAILS: Martini-Dry & Sweet, Manhattan-Dry & Sweet, Mai Tai, LIIT, Mojito, Cosmopolitan, Caipirinha, Bellini, Mint Julep, Side Car, Tom Collins Gin FIZZ, Flips, Noggs, Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver, Tequilla Sunrise, Gin-Sling, Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, Black Russian, Margarita, Gimlet - Dry & Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall Banger, Bombay Cocktail	
REFERENCES:	- Food & Beverage Service - Dennis R. Lillicrap & John A. Cousins. Publisher: ELBS - Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS - Modern Restaurant Service - John Fuller, Hutchinson - Professional Food & Beverage Service Management - Brian Varghese - The Waiter Handbook By Graham Brown, Publisher: Global Books	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM3502.1	Able to demonstrate good communication & leadership skills
CO2	BHM3502.2	Will be gain Extensive knowledge on different banquet setups, service styles and records
CO3	BHM3502.3	Students can Gain insight into kitchen stewarding
CO4	BHM3502.4	Able to know learn to prepare Flambé dishes

ADVANCED FOOD & BEVERAGE OPERATION (Practical)

S.No	Topic	
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01	BAR OPERATIONS PREPARATION AND SERVICE OF INNOVATIVE COCKTAILS: Infused drinks, Sour drinks, trendy drinks, long drinks, short drinks, cream drinks, wine based drinks, Hot drinks, Mocktails.	
02	FUNCTION CATERING – BANQUETS • Planning & organizing Formal & Informal Banquets • Planning & organizing Outdoor caterings	Demonstration by instructor and applications by students

03	FUNCTIONCATERING –BUFFETS • Planning&organizingvarioustypesofBuffet	Demonstrationb y instructorandap plications bystudents
04	BAROPERATIONS • Designing&Settingthebar • Barmise-en-place • Preparation&ServiceofClassicCocktail&MixedDrinks	

SUBJECTTITLE:ACCOMMODATIONMANAGEMENT(Theory)S
UBJECT CODE:BHM-3503&BHM-3508
SEMESTER:IV
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectives

- Demonstrate knowledge on planning&organizing in Housekeeping department
- Understand the importance of Energy & Water Conservation

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	SAFETY AND SECURITY:- Work environment Safety and job safety analysis, Potential Hazards in Housekeeping, Safety awareness and accident prevention, slips and falls, Crime prevention and dealing with emergency situation, Thefts, First Aid,	
UNIT-II	INTERIOR DECORATION: Elements of design, Color and its role in décor, Types of color schemes, Windows and window treatment, Floor finishes, Carpets, Furniture and fittings, Accessories ELECTRICITY AND LIGHTING: Fundamentals of electricity, Lighting and lighting fixtures, Types of lighting, Different lighting devices, Incandescent lamps, Fluorescent lamps and other gas discharged lamps, Illumination and units of illumination, External lighting, Safety in handling electrical equipment.	
UNIT-III	LAYOUT OF GUEST ROOMS: Sizes of rooms, Sizes of furniture, Furniture arrangement, Principles of design, Refurbishing and redecoration	
UNIT-IV	NEW PROPERTY COUNTDOWN	
References	• Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughton Ltd. • Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi. • Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press. • Management of Hotel & Motel Security (Occupational	

	SafetyandHealth) byH.Burstein, CRCPublisher. • Professional Management of Housekeeping Operations (IIEdn.) by Robert J. Martin & Thomas J.A. Jones, WileyPublications • TheProfessionalHousekeeperbyTuckerSchneider, WileyPublications	
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Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to

CO1	BHM3503.1	Able to demonstrate planning&organizinginHousekeepingdepartment
CO2	BHM3503.2	Will be learnaboutinventoryandstockrecords
CO3	BHM3503.3	Students can Learntosetroomratesfora hotel
CO4	BHM3503.4	Able to understandtheimportanceofEnergy&Water Conservation

ACCOMMODATIONMANAGEMENT(Practical)

S.No	Topic	
1	STANDARDOPERATINGPROCEDURE • SkillOrientedTask(e.g.cleaningand polishingglass,brassetc)	
2	FIRSTAID • FirstAidKit • Dealing WithEmergencySituation • MaintainingRecords	
3	SPECIAL DECORATION (THEME RELATED TO HOSPITALITYINDUSTRY) • Indenting • Costing • PlanningWithTimeSplit • Executing	
4	LAYOUTOFGUESTROOM • ToTheScale • EarmarkPillars • SpecificationofColors,Furniture, Fixture,Fitting,SoftFurnishingAndAccessoriesEtcUsed	Demonstration by instructorandapplications by students
5	STANDARDOPERATINGPROCEDURE • SkillOrientedTask(e.g.cleaningand polishingglass,brassetc)	

DetailedSyllabus

SUBJECTTITLE:FOOD&BEVERAGEMANAGEMENT(Theory)SU

BJECT CODE:BHM-3504

SEMESTER:IV

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

Objectives**InternalAssessment:40****End****TermExam:60Durationo****fExam:3Hrs**

- To understand the role of Food & Beverage controls department
- Understand various systems and techniques of controlling food and beverage costs

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	F&BMANAGEMENTINFOODANDBEVERAGEOPERATIONS: Introduction, Objectives of F&B Management, constraints of F&B Management, Basic policies – Financial, Marketing and Catering (Fast food and Popular catering, Industrial catering, School catering and Hospital catering) Organizing and Staffing, Control and performance measurements, Approaches to quality management, Managing Quality	
UNIT-II	COST DYNAMICS: Elements of cost, Classification of cost. SALES CONCEPTS: Various sales concept, Uses of sales concept INVENTORY CONTROL: Importance, Objectives, Methods, Levels and technique, Perpetual inventory, Monthly inventory, Pricing of commodities, Comparison of physical and perpetual inventory	
UNIT-III	BEVERAGE CONTROL: Purchasing, Receiving, Storing, Issuing, Production Control, Standard Recipe, Standard Portion Size, Bar Frauds, Books maintained, Beverage Control. SALES CONTROL: Procedure of Cash Control, Machine System, Electronic Cash Register, National Cash Register, Preset Machines, Point of Sale, Reports, Thefts, Cash Handling, BUDGETARY CONTROL: Define Budget, Define Budgetary Control, Objectives, Framework, Key Factors, Types of Budget, Budgetary Control	
UNIT-IV	VARIANCE ANALYSIS: Standard cost, Standard costing, Cost variances, Material variances, Labor variances, Overhead variance, Fixed overhead variance, Sales variance, Profit variance. BREAK-EVEN ANALYSIS: Break-even chart, P/V Ratio, Contribution, Marginal cost, graphs. MENU MERCHANDISING: Menu control, Menu structure, Planning and pricing of menus, Types of menus, Menu as marketing tool, Layout, Constraints of menu planning. Management Information System: Reports, Statistical revenue report, cumulative and non-cumulative	
REFERENCES:	- Text Book of Food and Beverage Management, by Sudhir Andrews, Tata McGraw Hill Education Private Limited New Delhi - Food and Beverage Comprehensive Cost Control System Management, by Kamal Manaktola and Alok Prasad, Kanishka Publishers and Distributors New Delhi. - Food and Beverage Management Cost Control, by Jagmohan Singh Negi, Kanishka Publishers and Distributor New Delhi.	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM3504.1	Able to understandtheroleofFood&Beveragecontrolsdepartment
CO2	BHM3504.2	Will be demonstratethoroughknowledgeoffoodcontrolcycle
CO3	BHM3504.3	Students can understandthedynamicsofstrategyformulation
CO4	BHM3504.4	Able to understandUnderstandvarioussystemsandtechniquesofcontrollingfoodandbeveragecosts

DetailedSyllabus

SUBJECTTITLE:FINANCIALMANAGEMENT(Theory)S

UBJECT CODE:BHM-3505

SEMESTER:IV

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectives

- ToenablestudentsMeaningofbusiness finance
- ToenabletoknowMeaningofratio

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	FINANCIAL MANAGEMENT MEANING &SCOPE: Meaningofbusinessfinance,Meaningoffinancial management,Objectivesoffinancialmanagement. FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION: Meaningandtypesoffinancialstatements,Techniques of financial analysis, Limitations of financial analysis,Practicalproblems	
UNIT-II	RATIO ANALYSIS: Meaning of ratio, Classification of ratios,Meritsanddemeritsofratios,Profitabilityratios,Turnoverratios,FinancialratiosandPracticalProblems. FUNDSFLOWANALYSIS: Meaningoffundsflowstatement, Usesoffundsflowstatement, Preparationoffundsflowstatement,Practicalproblems	
UNIT-III	CASH FLOW ANALYSIS: Meaning of cash flow statement,Merits&Demeritsofcashflow,Preparationofcashflowstatement,Differencebetweenecashflowandfundsflowanalysis,Practicalproblems. FINANCIALPLANNINGMEANING&SCOPE: Meaningof Financial Planning, Objectives, Types, Steps, Significance andLimitations.	
UNIT-IV	CAPITALISATIONANDCAPITALSTRUCTURE: Meaning ofCapitalStructure,Factorsdeterminingcapitalstructure,CapitalStructureTheory,Over capitalizationandunder capitalization. WORKINGCAPITALMANAGEMENT: Meaning ofworkingcapital,Factorsdeterminingworkingcapitalneeds.	

	BASICS OF CAPITALBUDGETING: Importance of CapitalBudgeting,CapitalBudgetingappraisingmethods,Paybackperiod, Average rate of return, Net Present Value, Profitabilityindex,Internalrateofreturn, Practicalproblems	
REFERENCES:	- Financial Management. By P. Chandra, Tata-McGrawHillPublishingCo.Ltd.NewDelhi: - FinancialManagementinHotelandCateringbyF.Donald.(1986)..Heinemann.London - FinancialManagement.byP.Kulkarni,HimalayaPublishingHouse.Mumbai - FinancialManagement. byI.Pandey, VikasPublicationHouse.NewDelhi	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM3505.1	StudentabletoidentifyUsesoffunds flowstatement
CO2	BHM3505.2	Students will about Cash flow analysis
CO3	BHM3505.3	Students can understandthe basics of capital budgeting
CO4	BHM3505.4	Able to understand Financial planning

SUBJECTTITLE:ADVANCEDFOODPRODUCTIONOPERATIONS(Theory)SU
BJECT CODE:BHM-3601&BHM-3606
SEMESTER: V
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	8	7

Internal
Assessment:40End
TermExam:60Durationo
fExam:3Hrs
Objectives

- Learnandprepare variousinternationalcuisines
- Understandthesignificanceofregionspecificdishes

ContentsofSyllabus:

Sr.No	Contents	Contact Hours

UNIT-1	INTERNATIONALCUISINE:Geographiclocation,Historicalbackg roundStaplefoodwithregionalInfluences,Specialties,Recipes, Equipment in relation to: Great Britain, France, Italy, Spain&Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican,Arabic. CHINESE: Introduction to Chinese foods, Historical background,Regionalcookingstyles,Methodsofcooking,Equipment& utensils. FRENCH:CulinaryFrench,Classicalrecipes(recettesclassique),	08
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	HistoricalBackgroundofClassical Garnishes,Offal's/Game,Larderterminologyandvocabulary	
UNIT-2	ICINGS&TOPPINGS: Varietiesoficings,UsingofIcings,Difference betweenicings&Toppings,Recipes, FROZENDESSERTS: Typesandclassificationof Frozendesserts,Ice-creams – Definitions,Methods of preparation,Additives andpreservativesusedinIce-cream manufacture. MERINGUES: MakingofMeringues,Factorsaffectingthestability,Co okingMeringues,TypesofMeringues,UsesofMeringues. CHOCOLATE: History,Sources,Manufacture&ProcessingofChocolate,Typesofchocolate,Temperingofchocolate,Cocoabutter, whitechocolateanditsapplications.	04
UNIT-3	PRODUCTION MANAGEMENT: Kitchen Organization,Allocation of Work- Job Description, DutyRosters, ProductionPlanning, Production Scheduling, Production Quality &QuantityControl,Forecasting&Budgeting,YieldManagement. PRODUCT&RESEARCHDEVELOPMENT: Testingnew equipment,Developingnewrecipes,FoodTrails,Organoleptic&Sensory Evaluation.	16
UNIT-4	FOODPRESENTATIONPRINCIPLES: Basicpresentations,Moder nperspectives,Useoftechnology,Use ofcontemporaryplates,Role and useof garnish, Unconventional garnishes, Plate Presentationtechniques	04
REFERENCES:	• TheProfessionalChef(4thEdition)ByLeRoIA.Polsom • TheProfessionalPastryChef,FourthEditionByBo Friberg Publisher:Wiley&SonsINC • TheoryofCateringByKinton&Cessarani • TheoryofCookeryByKArora,Publisher:FrankBrothers • Accompaniments&Garnishesfromwaiter;C ommunicate:Fuller J.Barrie&Jenkins • Bakery&ConfectioneryByS.CDubey,Publisher:Soc ietyofIndianBakers • ModernCookery(Vol-I) ByPhilipE. Thangam,Publisher:OrientLongman • PracticalCookeryByKinton&Cessarani	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM3601.1	Students will be Learnandprepare variousinternationalcuisines
CO2	BHM3601.2	Able to Understandthesignificanceofregionspecificdishes.
CO3	BHM3601.3	Students Learnaboutproductionmanagement
CO4	BHM3601.4	Will be Understandaboutvariousbakeryproducts

ADVANCEDFOODPRODUCTIONOPERATIONS(Practical)

COUNTRY	Topic	Method
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CHINESE	MENU01 PrawnBallSoup,FriedWantons,Sw eet&SourPork,HakkaNoddle's MENU 02 Hot &Sour soup, Beans Sichuan, StirFried Chicken &Peppers, Chinese Fried Rice MENU 03 Sweet Corn Soup, Shao Mai, Tung-PoMutton,YangchowFriedRice MENU04 WontonSoup,SpringRolls,StirFriedBeef&Celery ChowMein MENU 05 Prawns in Garlic Sauce, FishSzechwan,Hot&SourCabbage,Steam ed	Demonstrations &simpleapplicatio ns
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	Noddle's	
SPAIN	MENU06 ,Gazpacho,PolloEnPepitoria,Paella,FritataDePatata,PastelDeMazaana	Demonstrations &simpleapplicationsb ystudents
ITALY	MENU07 Minestrone, RavioliArabeata, FettocineCarbonara,PolloAllaCacciatore,MedanzaneParmigiane	Marketsurvey/tour
GERMANY	MENU08 Linsensuppe,Sauerbaaten,Spätzale,GermanPotatoSalad	Demonstrations &simpleapplicationsb ystudents
U.K.	MENU09 ScotchBroth,RoastBeef,YorkshirePudding,Glazed Carrots&Turnips, RoastPotato	Demonstrations &simpleapplicationsb ystudents
GREECE	MENU10 SoupeAvogolemeno,MoussakaALaGreque,Dolmas,Tzaziki	Demonstrations &simpleapplicatio ns

PART‘B’-BAKERY&PATISSERIE

S.No	Topic	Method
1 .	Grissini,Tiramisu	
2 .	Pumpernickle,ApfelStrudel	
3 .	YorkshireCurdTart,CrustyBread	
4 .	Baklava,HarlequinBread	
5 .	Baguette,CrepeNormandy	
6 .	Croissants,BlackForestCake	
7 .	Pizza base,HoneyPralineParfait	
8 .	DanishPastry,ColdCheeseCake	
9 .	SoupRolls,ChocolateTrufflecake	
10.	GingerBread,Blancmange	

11.	Lavash,ChocolateParfait	
12.	Cinnamon&RaisinRolls,SouffléChaudVanilla	
13.	FruitBread,PlumPudding	
14.	Demonstrationof:Meringues, Icings&Toping's	
15.	Demonstrationof:WeddingCake&Ornamentalcakes	

DetailedSyllabus

SUBJECTTITLE:ADVANCEDFOOD&BEVERAGEOPERATION(THEORY)SU

BJECT CODE:BHM-3602&BHM-3607

SEMESTER: V

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectives

- Demonstrategoodcommunication&leadershipskills
- Demonstrategoodpersonalhygieneandhealthhabitsandperformsafefoodhandlingandsanitationprocedures

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	PLANNING&OPERATINGVARIOUSF&BOUTLET: Physical layout of functional and ancillary areas, Objective of a good layout,Stepsinplanning,Factorsto beconsideredwhileplanning,Calculatingspacerequirement,Varioussetupsforseating,Planningstaffrequirement, Menu planning, Constraints of menu planning, Selectingand planning of heavy duty andlightequipment, Requirement ofquantitiesofequipmentrequiredlikecrockery,Glassware,Cutlery-steelorsilveretc.Suppliers&manufacturers,Approximatecost,	

	PlanningDécor,furnishingfixtureetc.	
UNIT-II	CUSTOMERRELATIONSHIPMANAGEMENT: Introduction, ImportanceofCustomerRelation,GuestSatisfaction, Attitudeofstaff, Complainthandling, SuggestionsbyGuest,Pulling, RetainingandPushingFactors.	
UNIT-III	MANAGINGFOOD&BEVERAGEOUTLET: Supervisoryskills,De velopingefficiency,Standard OperatingProcedure,Trainingand Development.	
UNIT-IV	GUERIDON SERVICE: Historyof gueridon, Definition,General considerationof operations,Advantages&Dis-advantages,Types of trolleys,Factor tocreateimpulse,Buying-Trolley,open kitchen, Gueridon equipment , Gueridon ingredients, KITCHEN STEWARDING: Importance,Opportunitiesinkitchensteward ingRecordmaintaining,Machineusedfor cleaningandpolishing, Inventory	
REFERENCES:	- Food&BeverageService- DennisR.Lillicrap.&John.A.Cousins.Publisher:ELBS - Food&BeverageServiceTrainingManual-Sudhir Andrews,Tata McGraw Hill. Food & Beverage Service Lillicrap &Cousins,ELBS - ModernRestaurantService–JohnFuller,Hutchinson - Professional Food &Beverage Service Management - BrianVarghese - TheWaiter HandbookByGrahmBrown, Publisher:GlobalBooks&SubscriptionServicesNewDelhi - FoodandBeverageService–VijayDhawan.	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to

CO 1	BHM3602 .1	Students will learn to Prepareavarietyofsaladsand dressingand evaluateflavors.
CO 2	BHM3602 .2	Students will learn to Applyvariousrecipesandcookingtechniquesonvarietyofmeatsandvegetables,fruits andgrains
CO 3	BHM3602 .3	Students will learn Prepare a varietyofbakedgoods anddesserts
CO 4	BHM3602 .4	Students will learn to Applyknowledgeofglobalcuisinesand preparemealsinspiredbythecuisines

ADVANCEDFOOD&BEVERAGEOPERATION(Practical)

S.No	Topic	
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01	PLANNING&OPERATINGFOOD&BEVERAGEOUTLETS ClassroomExercise • Developing HypotheticalBusinessModelof Food&Beverage Outlets • CasestudyofFood&Beverageoutlets - Hotels&Restaurants F&BSTAFFORGANIZATION ClassroomExercise(Case Studymethod) • DevelopingOrganizationStructureofvariousF ood&BeverageOutlets • DeterminationofStaffrequirements inallcategories • MakingDutyRoster • PreparingJobDescription&Specification	
02	SUPERVISORYSKILLS • ConductingBriefing&Debriefing -Restaurant,Bar,Banquets&Specialevents • DraftingStandardOperatingSystems(SOPs)	Demonstrationby instructorand applicationsbystudents

	for various F&B Outlets • Supervising Food & Beverage operations • Preparing Restaurant Log	
03	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	Demonstration by instructor and applications by students

DetailedSyllabus
SUBJECTTITLE:FRONTOFFICEMANAGEMENT(Theory)S
UBJECT CODE:BHM-3603&BHM-3608
SEMESTER: V
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectives

- Studentsabletounderstandyieldmanagement,yieldsoftware,yieldmanagementteam
- Extensive knowledgeof Advantages&disadvantagesoftimesharebusiness

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	PLANNING&EVALUATINGFRONTOFFICE OPERATIONS: Setting Room Rates (Details/Calculations thereof),Hubbart Formula, market condition approach &Thumb Rule, Types ofdiscountedrates-corporate,racketc.Forecastingtechniques, ForecastingRoomavailability,Usefulforecastingdata(%ofwalking,%ofoverstaying,%ofunderstay,)	
UNIT-II	FORECASTING: Forecastformula,Typesofforecast,Sampleforecastforms,Factorsforevaluatingfrontofficeoperations	
UNIT-III	BUDGETING: Typesofbudget&budgetcycle,Makingfrontofficebudget, Factorsaffectingbudgetplanning,Capital&operationsbudgetforfrontoffice,Refiningbudgets,budgetarycontrol,Forecasting roomrevenue,Advantages&Disadvantagesofbudgeting	
UNIT-IV	PROPERTYMANAGEMENTSYSTEM: Fidelio/IDS/Shawman,Amadeus	
References	• Front OfficeTrainingmanual– SudhirAndrews.Publisher:TataMacGrawHill • ManagingFrontOfficeOperations– Kasavana&BrooksEducationalInstitutionAHMA • Front Office – operations and management – AhmedIsmail(ThomsonDelmar). • Managing Computers in Hospitality Industry – MichaelKasavana &Cahell. • FrontOfficeOperations–ColinDix&ChrisBaird. • Front office Operation Management- S.K Bhatnagar,Publisher:FrankBrothers	

	- ManagingFrontOfficeOperationsByKasavana&Brooks - PrinciplesofHotelFrontOfficeOperations,SueBaker&Jerm yHuyton,Continum - CheckinCheckout- JeromeVallen - HotelFrontOfficeManagement,4thEdition byJamesSocratesBardi;Wiley - International	
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Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO 1	BHM3603. 1	StudentsabletoknowResort CondominiumInternational,IntervalsInternational
CO 2	BHM3603. 2	Studentsabletoperformin Frenchlanguageto attendtheguest,Conversationwithguests,Providinginformationtoguestaboutthehotel
CO 3	BHM3603. 3	Students will learn aabout budgeting
CO 4	BHM3603. 4	Students will learn about property Management system

FRONTOFFICEMANAGEMENT(Practical)

S.No .	Topic	
1	HMSTraining - HotFunctionkeys	
2	Howtoput message	
3	Howtoputalocator	
4	Howtocheckinafirsttimeguest	
5	Howto checkinanexistingreservation	
6	Howtocheckinadayuse	
7	Howtoissue a new key	
8	Howtoverifykey	
9	Howtocancelakey	
10	Howtoissue a duplicate key	
11	Howtoextendakey	
12	Howtoprintandprepareregistrationcards forarrivals	
13	Howtoprogrammekeyscontinuously	
14	Howto programmeonekeyfortworooms	
15	Howtore-programme a key	
16	Howtomakeareservation	
17	Howto createand updateguest profiles	
18	Howtoupdateguestfolio	
19	Howtoprintguestfolio	
20	Howto makesharer reservation	
21	Howto feedremarksinguesthistory	
22	Howtoaddasharer	
23	Howto make add onreservation	
24	Howto amend areservation	
25	Howtocancelareservation	
26	Howto makegroupreservation	

27	Howtomakearoomchangeonthesystem	
28	Howtologoncashiercode	
29	Howto closeabank at theend ofeachshift	
30	Howtoputaroutinginstruction	
31	Howto processcharges	
32	Howtoprocessaguest check out	
33	Howtocheckoutafolio	
34	Howtoprocessdepositforarrivingguest	
35	Howtoprocessdepositforinhouseguest	
36	Howtocheckroomrate variance report	
37	Howtoprocesspartsettlements	
38	Howtotallyallowanceforthedayatnight	

39	Howtotallypaidouts forthe dayatnight	
40	Howtotallyforexforthe dayatnight	
41	Howtopre-registeraguest	
42	Howtohandleextensionofgueststay	
43	Handledepositandcheckinswithvoucher	
44	Howtopostpayment	
45	Howtoprintcheckedoutguestfolio	
46	Checkoutusingforeigncurrency	
47	Handlesettlementofcityledgerbalance	
48	Handlepaymentforroomonlyto TravelAgents	
49	Handleofbanqueteventdeposits	
50	Howtoprepareforsuddensystemshutdown	
51	Howtocheckoutstandingbatchtotals	
52	Howtodoacreditcheckreport	
53	Howtoprocesslate chargesonthirdparty	
54	Howto processlatechargestocreditcard	
55	Howto check outduring systemshutdown	
56	Handlingpart settlementsforlongstayingguest	
57	Howtohandlepaymasterfolios	
58	Howto handlebillsonhold	

DetailedSyllabus
SUBJECTTITLE:ENTREPRENEURSHIPDEVELOPMENT(Theory)S
UBJECT CODE:BHM-3604
SEMESTER: V
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectives

- StudentsabletounderstandMeaning, Importance,Qualities,NatureandTypesofentrepreneurs.
- ExtensiveknowledgeofSmallscaleenterprises, Tinyindustries/Ancillaryindustries

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTRODUCTION TO ENTREPRENEURSHIP: Meaning, Importance, Qualities, Nature and Types of entrepreneurs. Factorsinfluencingentrepreneurship.Roleofentrepreneurshipinthedevelopmentofaneconomy.DifferencebetweenEntrepreneurand Intrapreneur. ProblemsandpromotionofWomenentrepreneurs	
UNIT-II	SMALLSCALEENTERPRISES: Small scaleenterprises,Tinyindustries/Ancillaryindustries/CottageIndustries - definition,meaning,productrange,capitalinvestment,ownershippatterns.Importance and role played by SSI in the development of the Indianeconomy.PoliciesgoverningSSI's, SicknessinSSE's: Meaningand definitionofasickindustry,Causesofindustrialsickness	
UNIT-III	STARTINGASMALLBUSINESS: Businessopportunity,Scanningth eenvironmentforopportunities,Evaluationofalternativesandselectionba sedonpersonalcompetencies, STEPSINVOLVEDINSTARTINGABUSINESSVENTURE: Location,Clearancesandpermits required,Formalities,Licensingandregistrationprocedures, Assessment of the MARKET FOR THE PROPOSEDPROJECT: financial,technicalandsocialf easibilityoftheproject, Preparingabusinessplan&projectreport	

UNIT-IV	INSTITUTIONAL&GOVERNMENTASSISTANCETO SMALL SCALE ENTERPRISES: Roleofcentralandstategovernmentinpromotingentrepreneurship,Introductionto various incentives,subsidiesandgrants.ExportOrientedUnits.Financialassistance throughSFC's,SIDBI,CommercialBanks	
REFERENCES:	• Entrepreneurship-ASouth-AsianperspectivebyD.F.Kuratko..CengageLearningIndiaPvt.Ltd.Delhi • EntrepreneurshipDevelopmentbyD.Hisrich,R.,&Peter,P.M..Tata Mc.GrawHilledition. • Dynamics of Entrepreneurial Development andManagement.byDesai,V.HimalayaPublishingHouse,Delhi • EntrepreneurshipDevelopment. BySrinivasan, N.,&Gupta,G.P.Sultanchand&Sons	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM3604.1	StudentsabletoknowBusinessopportunity, Scanningtheenvironmentforopportunities
CO2	BHM3604.2	StudentsabletounderstandRoleofcentralandstategovernmentinpromotingentrepreneurship
CO3	BHM3604.3	Students can learn Evaluationofalternativesandselectionbasedonpersonalcompetencies
CO4	BHM3604.4	Able tounderstNature and Types of entrepreneurs

DetailedSyllabus

SUBJECTTITLE:PRINCIPLESOFManagementS

UBJECT CODE:BHM-3605

SEMESTER: V

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectives

- Abletounderstand managementlevels,managerialskills&managerialroles.
- Studentsabletounderstand planning, organizingorganizationalstructureanddesign

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	MANAGEMENT CONCEPT AND NATURE: science or art,process & functions; managementlevels, managerial skills &managerialroles.ManagementandSociety. ROLEOFMANAGER: Managementasaprofession,Professional Manager & his tasks, Managerial Skills, Roles &Levels,Managerialethics&organizationsculture,Management process,External& internal,Factorsthat affectManagement.	
UNIT-II	PLANNING: Nature,Purpose,Typesandprocess.Management byObjectives,Strategiesandpolicies,Decisionmaking.	

	ORGANIZING: conceptoforganizingandorganization.Line and Staff, authority and responsibility, span of Control,Delegation,Decentralization,Organizationalstructureanddesign	
UNIT-III	MOTIVATION: Basicconcept &Definition,Theoriesandpracticesofmotivatingpeopleinorganizations	
UNIT-IV	LEADERSHIP: Basic Concepts & Definitions,Theories&Styles,SituationalLead, Teambuilding CONTROLLING: basicConcepts&Definitions,Process,Methods&Techniques CO-ORDINATION: Meaning&Techniques	
REFERENCES:	- PrinciplesOfManagement&AdministrationbyChandra Bose,PrenticeHallOfIndia - Management Theory & Practice by C.B. Gupta(CBG)SultanChand&Sons - ManagementStoner,byFreeman&GilbertPrentice HallOfIndiaPvt.Ltd. - Management Today:PrinciplesandPracticebyBurton, Jene, Tata Mc-Graw-Hill PublishingCo.Ltd. - Management: A global perspective byWeihrich, Heinzand Koontz,Harold, TataMcGraw-HillPublicationCompany, 1993.New Delhi	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM3605.1	ExtensiveknowledgeofTheoriesandpracticesofmotivatingpeopleinorganizations
CO2	BHM3605.2	Studentsabletounderstand leadership,controlling
CO3	BHM3605.3	Students can learnconceptoforganizingandorganization.
CO4	BHM3605.4	Able tounderstandleadership

SUBJECT TITLE: Food Production Operations
ManagementSUBJECT CODE:BHM-4701&BHM-4709
SEMESTER:VIICONTACT
HOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

Internal
Assessment:40End
TermExam:60Durationo
fExam:3Hrs
Objectives

- Studentsabletounderstand

- StudentsabletoknowUseofnon-ediblecomponents,Roleofdimension

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-1	CONTEMPORARYISSUESININTERNATIONALCUISINE: Genetically modified food, Organic food, Slow food movement,Moleculargastronomy,SousVide,CookFreeze,CookChill,BlastFreezing,Vegancuisine, INTERNATIONALSPICESAND	08

	CONDIMENTS: Types of spices and condiments, Usage incooking, Availability, Medicinal and therapeutic properties,International sauces, condiments, marinades, spice blends and rubsrecipes. FOODPRESERVATION: Simplepreservation methodsusing natural and chemical preservatives,Dehydration, jams andjellies, squashandsyrups, dehydratedfoods,chutneys, picklesand preservesrecipes.	
UNIT-2	FOOD STYLING: Use of non-edible components, Role ofdimension CENTRALIZED KITCHENS: Preparation of food incentralized outlets, Advantages and disadvantages of usingcentralizedoutlets,Equipmentsrequiredforcentralizedpreparation, H.A.C.C.P.proceduresfollowedduringcentralizedpreparation,Tr ansportationoffoodtodifferentoutlets	04
UNIT-3	PLATEDPRESENTATIONART: Essentialsofplatepresentation,Ga rnishes– tulipPaste,chocolatestencils,nougatgarnishes,etc.,Buffetpresentation s,Modern trendsinPresentation, Portioning usageof contemporaryplates,technology,etc.	16
UNIT-4	SUGARCOOKINGTECHNIQUES: Spunsugar,carameldecoration s, Poured sugar works, Pulled Sugar, Blown Sugar, Rockssugar, Nougatine UNCOOKED SUGAR DISPLAYS: Pastillage,GumpasteMolding,Modellingtechniques,Marzipan(cooke d/Uncooked)Modellingcutouts, RoyalIcingstencils, filigreeworks,Center pieceprepared usingsugarworks BREADARTS: BreadCenterpieces,BreadBasket, BraidedBread,SaltillageSalt dough, Typesandtechniques, Usage	04
REFERENCES:	- LeRolA.Polsom. TheProfessionalChef - BoFriberg(2002).<i>TheProfessionalPastryChef,Fo urthEdition.</i> Wiley&SonsINC - Ceserani&Kinton (2007). <i>Theory of Catering.</i>HodderEducationPublishers - KArora(2008).<i>TheoryofCookery.</i>FrankBrothers - Fuller J. Barrie & Jenkins. <i>Accompaniments &Garnishesfromwaiter.</i> S. C Dubey. <i>Bakery & Confectionery.</i> Society ofIndianBakers - PhilipE.Thangam(2010).<i>ModernCookery(Vol- I).</i>OrientBlackSwan - KintonR., CeseraniV., FoscettD.(2000).<i>PracticalCookery(9thedition).</i> HodderEducation	

Course Outcome

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM4701.1	Students will have Extensive knowledge of Equipments
CO2	BHM4701.	Students will learn forcentralizedpreparation,H.A.C.C.P.procedures

	2	
CO3	BHM4701.3	Studentsabletounderstandplatedpresentationart,
CO4	BHM4701.4	Students will have sugar cooking techniques

ADVANCEDFOODPRODUCTIONOPERATIONS(Practical)

S.No	Topic	Method
1	Preparationof menususingonly organic raw	Demonstrations &simpleapplicatio ns

	ingredientPrepa rationof4Vegan Menus Preparation of 5 menususingmoleculargastr onomy techniquesPreparationoJa ms,Jellies,Preserves,Pickle setc. FruitandVegetableCarvings,Thermocol v)CookChill,BlastFreeze,CookFreezeColdBuffetprese ntation	
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PART‘B’-BAKERY&PATISSERIE

S.No	Topic	Method
1	Preparationofvariouscookedanduncooked sugardisplays	
2	PreparationofBreadCentrePieces	
3	Preparationofpastillagecentredisplays	
4	PreparationofPlatedDesserts	

DetailedSyllabus

**SUBJECTTITLE:Food&BeverageOperationManagementSU
BJECT CODE:BHM-4702&BHM-4710**

SEMESTER:VII

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

InternalAssessment:40

End

**TermExam:60Durationo
fExam:3Hrs**

Objectives

- ExtensiveknowledgeofCellarProducts,RefrigerationSystems&StorageConditions
- StudentsabletounderstandRoleofeventsfor promotionof hospitalityproducts,TypesofEvents-Cultural,festivals,religious,business

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	CELLAR OPERATIONS: The Cellar, Cellar Products,RefrigerationSystems&StorageConditions,Safety&Maintenance, StockManagement,GasSystems,KeysHandling &Storage,SafetyProcedures	
UNIT-II	EVENT MANAGEMENT: Role of events for promotion ofhospitality products, Types of Events-Cultural, festivals, religious,businessetc.Needofeventmanagement,Keyfactorsforbesteventmanagement.Casestudyofsomeevents. MICE: Introduction, Concept of MICE, Definition of conferenceand the components of the conference market. The nature ofconferencemarketsanddemandforconferencefacilities.Theimpact ofconventionson localand nationalcommunities.	
UNIT-III	REVENUEMANAGEMENTINF& BSERVICE Budgeting, Forecasting,RestaurantRevenueManagement HUMANRESOURCE MANAGEMENT:- Recruiting,Selecting,Hiring, Orienting, and Training, Employee motivation, EmployeeevaluationandCompensation,Employeeediscipline.	
UNIT-IV	CONTEMPORARY ISSUES AND TRENDS Future of quickservice restaurants, Concepts of dining practices, Technology in foodandbeverage industry,Innovativepracticesused infoodandbeverage Industry	
REFERENCES:	• Dennis R. Lillicrap. & John .A. Cousins (2006). <i>Food &Beverage Service</i>.EdwardArnold • Sudhir Andrews (2013). <i>Food & Beverage Service TrainingManual</i>.TataMcGrawHill. • JohnFuller, Hutchinson(1990). <i>ModernRestaurantService</i>. NelsonThornes • Brown G. &Hapner K. (1996). <i>The Waiter Handbook</i>.HospitalityPress • Brian Varghese. <i>Professional Food &BeverageServiceManagement</i>. • GrahmBrown.TheWaiterHandbook.GlobalBooks.	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to

CO1	BHM4702.1	StudentsabletoknowBudgeting,Forecasting.
CO2	BHM4702.2	Studentsabletounderstand Futureofquick servicerestaurants.
CO3	BHM4702.	Students will be educated about RestaurantRevenueManagement

	3	
CO4	BHM4702. 4	Students will learn the Conceptsofdining practices

ADVANCEDFOOD&BEVERAGEOPERATION(Practical)

S.No	Topic	
01	CellarOperations:Maintenanceandupkeepofcellarregisters,Practicing stockmanagement,Practicingsafetyprocedures	
02	Event Management: Practicing theme setups, Layout for MICE, PlanchecklistforeventsandMICE,Planningdifferentthememenus,Planningforoutdoorcatering	Demonstrationby instructorandap plications bystudents

03	PlanninganoperatingbudgetforF&Boutlets, ManagingRevenuemanagementSoftware's	Demonstrationb y instructorandap plications bystudents
04	ProjectPlanningforfastfoodrestaurants,Reportoninnovativepractices used inservice industry,Menu merchandising forquickservicerestaurants	

SUBJECTTITLE:AdvancedFrontOfficeManagementS
UBJECT CODE: BHM-4703 & BHM-
4711SEMESTER:VII
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectives

- Studentsabletounderstandyieldmanagement,yieldsoftware,yieldmanagementteam
- Extensive knowledgeof Advantages&disadvantagesoftimesharebusiness

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	YIELDMANAGEMENT: Conceptand importance,Applicabilitytorooms division, Capacity management, Discount allocation, Durationcontrol,Measurementyield,Potentialhighandlowdemandtactics, Yieldmanagementsoftware,Yield managementteam	
UNIT-II	TIMESHARE&VACATION OWNERSHIP: Definition and typesoftimeshareoptions,DifficultiesfacedinmarketingtimesharebusinessAdvantages&disadvantagesoftimesharebusiness.	
UNIT-III	EXCHANGE COMPANIES: ResortCondominium International,IntervalsInternational,Howtoimprovethtimeshare/referral/condominiumconceptinIndia-Government'srole/industryrole	
UNIT-IV	FRENCH: Conversation with guests, Providing information toguestabout the hotel, city, sightseeing, car rentals, historical places, banks,airlines,travelagents,shoppingcentersandworshipplacesetc. Departure(Cashier,BillsSectionandBellDesk)	
References	• Sudhir Andrews. <i>Front Office Training Manual</i>. Tata MacGraw Hill • Kasavana&Brooks. <i>ManagingFrontOfficeOperations</i>EducationalIn stitutionAHMA • Ahmed Ismail. <i>Front Office – operations andmanagement</i>.ThomsonDelmar. • Kasavana&Cahell.<i>ManagingComputersinH ospitality Industry</i>.	

	- ColinDix&ChrisBaird.<i>FrontOfficeOperations</i>. - S.K Bhatnagar. <i>Front office Operation Management</i>.FrankBrothers. - Kasavana&Brooks.<i>ManagingFrontOfficeOperations</i>. - Sue Baker &JermyHuyton, Continum. <i>Principles of HotelFrontOfficeOperations</i>. - JeromeVallen.<i>CheckinCheckout</i>. - JamesSocrates.<i>BardiHotelFrontOfficeManagement</i>,4th Edition.Wiley	
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Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to

CO1	BHM4703.1	StudentsabletoknowResort CondominiumInternational,IntervalsInternational
CO2	BHM4703.2	Studentsabletoperformin Frenchlanguageto attendtheguest.
CO3	BHM4703.3	Students will learn Conversationwithguests.
CO4	BHM4703.4	Students will learn about Providinginformationtoguestaboutthehotel

FRONTOFFICEMANAGEMENT(Practical)

S.No.	Topic	
1	Handsonpracticeofcomputer application(HotelManagementSystem)relatedtofrontofficeproceduressuchas Nightaudit,In comeaudit,A ccounts YieldManagement Situationhandling- handlingguests&internalsituationsrequiringmanagementtactics/strategies InterviewSkills: ResumeWriting,SelfIntroduction,MockGroupDiscussions, Mock Personal Interviews,CurrentAffairs,InterviewQuestions,DifferentEliminationrounds, Outsidethe interviewroom,PsychometricTests	

DetailedSyllabus

SUBJECTTITLE:AdvancedAccommodationManagementS
UBJECTCODE:BHM-4704&BHM-4712
SEMESTER:VIICONTACT
HOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	2	4

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectiveandoutcomeofcourse:

- Studentsabletounderstandplanningandorganizing thehousekeepingdepartment
- StudentsabletounderstandBudgetandbudgetarycontrolsThebudgetprocess

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	PLANNING AND ORGANISING THEHOUSEKEEPINGDEPARTMENT Areainventory list,Frequency schedules ,Performance and Productivity standards,Time and Motion study in House Keeping operations, StandardOperating manuals - Job procedures, Job allocation andworkschedules,Calculatingstaffstrengths&Planningdutyroster s, team work and leadership in House Keeping, Horticulture andlandscaping	
UNIT-II	BUDGETING Inventory level for non recycleditems,Budgetand budgetary controls The budget process, Planning capitalbudget,Planningoperationbudget,Operatingbudget-controlling expenses - income statement, Purchasing systems - methods ofbuying,Stock records-issuing andcontrol	
UNIT-III	CONTRACT SERVICES: - Necessity of contract, advantagesanddisadvantagesofcontract,Essentialrequirementsof acontract, types of contract, their comparative advantages anddisadvantages. Procedure for inviting and processing tenders,negotiatingandfinalizing. EQUIPMENTREPLACEMENTPOLICY: Circumstancesund erwhichequipmentarereplaced.Replacementpolicyof	

	itemswhichgraduallydeterioratesReplacementwhentheaverage annual cost is minimum, Replacement when the presentcostisminimum,Economicreplacementcycleforsuddenly failingequipment	
UNIT-IV	HUMAN RESOURCE MANAGEMENT: - Recruiting, Selecting,Hiring,Orienting,andTraining,Employeeemotivation,E mployeeevaluationandCompensation,Employeeediscipline.	
REFERENCES:	- Joan C Branson & Margaret Lennox (1988). <i>Hotel,Hostel and Hospital Housekeeping</i>.ELBS withHodder&StoughtenLtd. - Andrews S. (2008). <i>Hotel House Keeping: ATrainingManual</i>. TataMcGrawHillEducationPvt.Ltd,NewDelhi. - Raghubalan (2015). <i>Hotel HousekeepingOperations &Management</i>.OxfordUniversityPress. H. Burstein (1980). <i>Management of Hotel & MotelSecurity (OccupationalSafety andHealth)</i>.CRCPublisher. - Thomas J.A (2008). <i>ProfessionalManagement ofHousekeeping Operations(IIEdn.)</i>. Jones,WileyPublications - TuckerG.,SchneiderM.<i>TheProfessional Housekeeper</i>. WileyPublications	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM4704.1	Studentsabletoknowcontractservices,advantagesanddisadvantagesofcontract
CO2	BHM4704.2	ExtensiveknowledgeofRecruiting,Selecting,Hiring,Orienting,andTraining,Employeeemotivation
CO3	BHM4704.3	Students will learn about Budgeting
CO4	BHM4704.4	Students will learn about Equipment Replacement Policy

ACCOMMODATIONMANAGEMENT(PRACTICAL)

S.No	Topic	
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01	TEAMCLEANING •Planning •Organizing •Executing •Evaluating	Demonstrationby instructorand applicationsbystudents
02	INSPECTIONCHECKLIST	Demonstrationby instructorand applicationsbystudents
03	TIMEANDMOTION STUDY • Stepsofbedmaking • Stepsinservicingaguestroometc	
04	DEVISING/DESIGNINGTRAININGMODULE • Refreshertraining(5days) • Inductiontraining(2days)	Demonstrationby instructorand applicationsbystudents

	Remedialtraining(5days)	
05	PREPARINGSOP a) Guestroomcleaning b) Bedmaking c) Glasscleaning d) Stainremoval e) Metalpolishing	
06	PREPARING OPERATING BUDGET FOR HOUSEKEEPINGDEPARTMENT	Demonstrationb y instructorandap plications bystudents

DetailedSyllabus

SUBJECTTITLE:ProjectManagementS

UBJECT CODE: BHM-

4705SEMESTER:VII

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
2	0	0	2

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectives

- StudentsabletoknowIntroduction,Needforprojectmanagement,ProjectLifecycle
- StudentsabletounderstandConceptoforganizationalstructure,Rolesandresponsibilityof project leader Development of project network, Time estimation, Determination of theCriticalpath

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	BASICSOFTHE PROJECTMANAGEMENT:Introduction,Needforprojectmana gement,ProjectLifecycle,Essentialofproject Management.	

	PROJECT IDENTIFICATION AND SELECTION: Introduction,projectIdentificationprocess,projectinitiation,Pre-feasibility study, Feasibility studies, and Project breakevenpoint. PROJECTPLANNING: Introduction,Projectplanningprocess,W orkbreakdownstructure,LEGAL CONSIDERATIONS	
UNIT-II	ORGANIZATIONALSTRUCTUREAND ORGANIZATIONALISSUES: Introduction,Conceptoforganizationalstructure,Rolesandresponsibilityof projectleader,Relationshipbetweenprojectmanagerandlinemanag er,Leadershipstylesforproject managers,Conflictsresolution,Teammanagement.	
UNIT-III	PERTAndCPM: Introduction,Developmentofprojectnetwork, Time estimation, Determination of the Critical path,PERTModel,Measuresofvariability,CPMModel. RESOUR CECONSIDERATIONINPROJECT: Introduction,Resourceallocationscheduling,Projectcostestimates and budget,Costforecast,Financialresources. PROJECTRISKMANA GEMENT: Introduction,Risk Management,Riskidentification,RiskAnalysis,Reducingrisk	
UNIT-IV	ProjectQuality: Projectqualitymanagement,Projectperformance measurement and evaluation, Project execution &control,Projectmanagementsoftware's,CasestudiesonHotel/ Restaurantprojects.	
REFERENCES:	Clifford F Gray. <i>Project Management-theManagerialProcess</i> . ☐ ErikWLarson, TataMcGraw-HillPublishingcoltd. JamesPLewis. <i>ProjectPlanning,Schedulingan dControl</i> . ☐ TataMcGraw-HillPublishingcoltd. ☐ John M Nicholas. <i>Project Management forBusinessandTechnology</i> . Prentice Hall of India Pvt.Ltd.	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM4705. 1	Students will have ExtensiveknowledgeRiskManagement,Riskidentification,RiskAnalysis
CO2	BHM4705. 2	Studentsableto understandProjectqualitymanagement
CO3	BHM4705.	Students will understand PERT and CPM

	3	
CO4	BHM4705. 4	Students will learn about Hotel Resturants projects.

DetailedSyllabus

SUBJECTTITLE:StrategicManagementS
UBJECT CODE: BHM-
4706SEMESTER:VII
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectiveandoutcomeofcourse:

- StudentsabletounderstandStrategy;andstrategicmanagement,Processofstrategicmana
gement
- StudentsabletoknowMethodsandtechniquesusedfororganizationalappraisal.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	STRATEGY: Definition,nature,scope,need,benefitsandim portance of Strategy;andstrategicmanagement,Processof strategic management and levels at whichstrategyoperates. DEFININGSTRATEGICINTENT: Vision,Mission,GoalsandObjectives. ENVIRONMENTALAPPRAISAL: Concept of environment, components ofenvironment(Economic,legal, social,political and technological). Environmentalsscanningtechniques- ETOP,QUEST,PEST andSWOT(TOWS)	
UNIT-II	INTERNALAPPRAISAL: Theinternalenvironment,organizatio nalcapabilities,Methodsandtechniquesusedfororganizationalappr aisal. CORPORATE LEVEL STRATEGIES: Stability, Expansion,RetrenchmentandCombinationstrategies. TYPESOFSTRATEGIES: Forwardintegration,Backward	

	integration, Horizontal integration, Market penetration, Market development, Product development, Concentric diversification, Conglomerate diversification, Horizontal diversification, Joint Venture, Retrenchment, Liquidation	
UNIT-III	STRATEGIC ANALYSIS AND CHOICE: Criteria for evaluating strategic alternatives. INPUT STAGE: Internal factor evaluation matrix, External factor evaluation matrix, and Competitive profile matrix. MATCHING STAGE: Threats opportunities weaknesses strengths matrix (TOWS), Strategic position and action evaluation matrix (SPACE), Boston consulting group matrix (BCGM), Internal-External matrix, Grand Strategy matrix. Decision Stage- Quantitative Strategic Planning matrix (QSPM)	
UNIT-IV	STRATEGIC IMPLEMENTATION: Analyzing & managing Strategic Change, Issues in strategy implementation, Matching the organizational structure to Strategy. FUNCTIONAL IMPLEMENTATION OF STRATEGIES: Operations policies, Marketing Policies, financial policies, Human policies, Management information system. STRATEGIC EVALUATION & CONTROL Techniques of strategic evaluation & control	
REFERENCES:	• Rao P. Himalaya. <i>Strategic Management</i>. Publishing House Mumbai • Hill, Charles W.L. and Jones. <i>Strategic Management</i>. • Gareth R., <i>Indian Adaptation</i> Dreamtech Press India. • Hitt, Michael and Hodkinson. <i>Strategic management: Competitiveness and globalization</i>. Robert E., South Western Thomson. • Hunger J. David, Wheelen, Thomas L. and Wheelen Tom. <i>Essentials of Strategic Management</i>. Prentice Hall of India. • Porter, M.E. <i>Competitive Advantage</i>. The Free Press, New York. • Thompson, Arthur A., Strickland, A.J. and Gamble, John E. <i>Strategic Management, Concepts and Cases</i>. Tata McGraw Hill.	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to

CO1	BHM4706.1	Students able to perform strategic analysis and choice, input stage
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CO2	BHM4706. 2	ExtensiveknowledgeofAnalyzing&managingStrategicChange.
CO3	BHM4706. 3	Students will learn Issuesinstrategyimplementation
CO4	BHM4706. 4	Students will learn Strategic evaluation and control.

DetailedSyllabus

SUBJECTTITLE:PrinciplesofMarketingS
UBJECTCODEBHM-
4707SEMESTER:VII
CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

InternalAssessment:40
End
TermExam:60Durationo
fExam:3Hrs
Objectiveandoutcomeofcourse:

- Students able to understand Concepts of Marketing, Customer Expectations fromhospitalityservices,
- StudentsabletoknowDefinitionofMarketingMix,TheSevenPs ofmarketing

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTRODUCTION TO MARKETING: Meaning and definition,NatureandScope,Feature,Characteristics,Concepts of Marketing, Customer Expectations from hospitalityservices,SolvingCustomersproblems,Relevanceofmarketing inthe HospitalityIndustry	
UNIT-II	HOSPITALITYMARKETINGMIX: Meaningand DefinitionofMarketingMix,TheSevenPsofmarketing	
UNIT-III	THE MARKETING ENVIRONMENT: The importance ofEnvironmental scanning, Types of Environments, SWOTanalysis,ThefutureofhospitalitymarketinginIndia. MARKETINGSEGMENTATION,TARGETINGAND POSITIONING: Meaning, Importance and basis of marketsegmentation,Essentialsofsoundmarket segmentation,STPStrategies	
UNIT-IV	CONSUMER BEHAVIOUR IN HOTEL INDUSTRY: Factors influencing Consumer behavior, Buying decisionprocess.	

	MARKETINGRESEARCH: Meaning and definition ofmarketingresearch,Stagesof marketingresearchforservices, Typesandmethodsofmarketresearch	
REFERENCES:	• ZeitalValerire.<i>ServicesMarketing</i>. • AandMaryJoBaiter Publisher:McGrawHill • Philip Kotler, Prentice. <i>Marketing Management</i>,– <i>HallofIndia</i>.New Delhi • RobertLewisandRichard Chambers.<i>MarketingLeadershipinHospitality-Foundationsandpractices</i>. • PrasannaKumar.<i>MarketingofHospitalityand TourismServices</i>.TataMcGrawHill, 2010	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM4707.1	StudentsabletoperformTheimportanceofEnvironmentalscanning,TypesofEnvironments
CO2	BHM4707.2	Students will learn to do SWOTanalysis
CO3	BHM4707.3	ExtensiveknowledgeofFactorsinfluencingConsumerbehavior.
CO4	BHM4707.4	Students will learn about buyingdecisionprocess

DetailedSyllabus

SUBJECTTITLE:FacilityPlanningS

UBJECT CODE BHM-

4708SEMESTER:VII

CONTACTHOURS/WEEK:

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
3	0	0	3

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Students able to understand Design Consideration, Attractive Appearance, Efficient Plan,Goodlocation,Suitablematerial,Goodworkmanship,
- Students able to know Criteria for star classification of hotel (Five, four, three, two, one&heritage

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	HOTELDESIGN: DesignConsideration,AttractiveAppearance, Efficient Plan, Good location, Suitable material, Good	

	workmanship, Sound financing, Competent Management. FACILITIES PLANNING: The systematic layout planning pattern (SLP), 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.	
UNIT-II	STAR CLASSIFICATION OF HOTEL: Criteria for star classification of hotel (Five, four, three, two, one & heritage). KITCHEN EQUIPMENT: requirement for commercial kitchen. Heating-gas/electrical, Cooling (for various catering establishment). Developing Specification for various Kitchen equipments. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities). KITCHEN LAYOUT & DESIGN: Principles of kitchen layout and design, Areas of the various kitchens with recommended dimension, Factors that affect kitchen design, Placement of equipment, Flow of work, Space allocation, Kitchen equipment, manufacturers and selection, Layout of commercial kitchen (types, drawing layout of a Commercial kitchen), Budgeting for kitchen equipment	
UNIT-III	KITCHEN STEWARDING LAYOUT AND DESIGN: Importance of kitchen stewarding, Kitchen stewarding department layout and design Equipment found in kitchen stewarding department, STORES - LAYOUT AND DESIGN: Stores layout and planning (dry, cold and bar) Various equipment of the stores, Workflow in stores.	

UNIT-IV	CARPARKING: Calculation of carpark area for different types of hotels. PLANNING FOR PHYSICALLY CHALLENGED MANAGEMENT: Introduction to Network analysis, Basic rules and procedure for network analysis, C.P.M. and PERT, Comparison of CPM and PERT, Classroom exercises, Network	
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	crashingdeterminingcrashcost,normalcost	
REFERENCES:	TarunDayal.<i>HotelFacilityPlanning</i>. Oxford UniversityPress,NewDelhi	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM4708.1	StudentsabletoperformImportanceofkitchenstewarding,Kitchenstewardingdepartmentlay outanddesignEquipmentfound inkitchenstewarding
CO2	BHM4708.2	ExtensiveknowledgeofIntroductiontoNetworkanalysis
CO3	BHM4708.3	Students will learn about the basicrulesandprocedurefornetworkanalysis
CO4	BHM4708.4	Students will learn about physically Challenged Management

