

Program Name: (BHM) Bachelors of Hotel Management
Program Code: HM-303

SCHEME & SYLLABUS
(Choice Based Credit System)

for

(BHM) Bachelors of Hotel Management

(w.e.f. Session 2020-21)

Program Code:HM-303



DEPARTMENT OF HOTEL MANAGEMENT

RIMT UNIVERSITY, MANDIGOBINDGARH, PUNJAB

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SECTION 1**Vision & Mission of the University****VISION**

To become one of the most preferred learning places a center 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

SECTION 2**Vision and Mission of the Department****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.

SECTION 3**About the Program**

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.

SECTION 4

Program Educational Objectives (PEOs), Program Outcomes (POs) and Program Specific Outcomes (PSOs)

PROGRAMME EDUCATION OBJECTIVES (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 developing attitude for undertaking developmental work both in industry as well as academic environmental with emphasis to continuous learning.

PROGRAMME OUTCOMES (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 data and provide well informed conclusions.
PO 5	Modern Tool Usage: Understanding the IT Tools and modern management with its limitations.
PO 6	Professional Ethics: Practice ethical principles and commit to professional ethics and responsibilities.
PO 7	Life-long Learning: Recognize the need for, and have the preparation and ability to engage in independent and lifelong learning in the broadest context of technological change.
PO 8	Project Management and Finance: Students will be able to enter in the world of hotel industry as leaders and managers with a strategic approach to business.
PO 9	Communication Efficacy: To communicate successfully demonstration of the ability to have professional written and oral communication skills and technology.
PO 10	Societal & Environmental Concern: Design components or processes that meet the required needs while taking into account public health and safety, cultural, socioeconomic, and environmental factors, as well as complicated hospitality-related concerns.
PO 11	Individual & Team Work: Ability to work as a member or leader in diverse teams in multidisciplinary environment.
PO 12	Innovation and Entrepreneurship: Demonstrate the methods of innovation and recipe that encourages the students to get indulge into innovation.

PROGRAMME SPECIFIC OUTCOMES (PSOs)

PSO 1	To develop graduates of high caliber with a balance of knowledge, abilities, and experience in the hospitality, hotel, and management industries;
PSO 2	Understand duties, functions and activities in the operation of the hospitality and Tourism industries.
PSO 3	This is accomplished by providing a curriculum that is tailored to the needs of the growing hospitality industry and the conditions of the twenty-first century.

SECTION 5**Curriculum / Scheme with Examination
Grading Scheme****SEMESTER WISE SUMMARY OF THE PROGRAMME: BHM
(BACHELORS OF HOTEL MANAGEMENT)**

S. No.	Semester	No. of Contact Hours	Marks	Credits
1.	I	31	1100	26
2.	II	27	1000	22
3	III	31	1100	26
4	IV	22	800	18
5	V	22Weeks	200	27
6	VI	21	700	18
7	VII	21	800	19
8	VIII	6Months	200	27
	Total	153(Excluding Training)	5900	183

EXAMINATION GRADING SCHEME

Marks Percentage Range	Grade	Grade Point	Qualitative Meaning
80-100	O	10	Outstanding
70-79	A+	9	Excellent
60-69	A	8	Very Good
55-59	B	7	Good
50-54	B	6	Above Average
45-49	C	5	Average
40-44	P	4	Fail
0-39	F	0	Fail
ABSENT	AB	0	Fail

Percentage Calculation: CGPA *10

FIRST SEMESTER

Subject		Contact Hours/Week			Credit	Evaluation Scheme (% of Total Marks)					Exam Duration (Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-1101	Foundation Course in Food Production	3			3	16	---	24	60	100	3 hrs.
BHM-1102	Foundation Course in Food & Beverage Service	3			3	16	---	24	60	100	3 hrs.
BHM-1103	Foundation Course in Front Office	3			3	16	---	24	60	100	3 hrs.
BHM-1104	Foundation Course in Accommodation Operations	3			3	16	---	24	60	100	3 hrs.
BHM-1105	Principles of Food Science	3			3	16	---	24	60	100	3 hrs.
BHM-1106	Application of Computers	3			3	16	---	24	60	100	3 hrs.
BHM-1107	Executive communication	3			3	16	---	24	60	100	3 hrs.
BHM-1108	Foundation Course in Food Production			4	2	16	60	-----	40	100	3 hrs.
BHM-1109	Foundation Course in Food & Beverage Service			2	1	-----	60	-----	40	100	3 hrs.
BHM-1110	Foundation Course in Front Office			2	1	-----	60	-----	40	100	3 hrs.
BHM-1111	Foundation Course in Accommodation Operations			2	1	-----	60	-----	40	100	3 hrs.
Total		21	-	10	26	128	240	168	580	1100	

SECOND SEMESTER

Subject		Contact Hours/Week			Credit	Evaluation Scheme (% of Total Marks)					Exam Duration (Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-1201	Foundation Course in Food Production	3			3	16	---	24	60	100	3 hrs.
BHM-1202	Foundation Course in Food & Beverage Service	3			3	16	---	24	60	100	3 hrs.
BHM-1203	Foundation Course in Front Office	3			3	16	---	24	60	100	3 hrs.
BHM-1204	Foundation Course in Accommodation Operations	3			3	16	---	24	60	100	3 hrs.
BHM-1205	Nutrition	3			3	16	---	24	60	100	3 hrs.
BHM-1206	Foreign Language Skills –I (French)	2			2	16	---	24	60	100	3 hrs.
BHM-1207	Foundation Course in Food Production			4	2	----	60	-----	40	100	3 hrs.
BHM-1208	Foundation Course in Food & Beverage Service			2	1	----	60	-----	40	100	3 hrs.
BHM-1209	Foundation Course in Front Office			2	1	----	60	-----	40	100	3 hrs.
BHM-1210	Foundation Course in Accommodation Operations			2	1	----	60	-----	40	100	3 hrs.
Total		17	-	10	22	96	240	144	520	1000	

THIRD SEMESTER

Subject		Contact Hours/Week			Credit	Evaluation Scheme (% of Total Marks)					Exam Duration (Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-2301	Food Production Operations	3			3	16	---	24	60	100	3 hrs.
BHM-2302	Food & Beverage Operations	3			3	16	---	24	60	100	3 hrs.
BHM-2303	Front Office Operations	3			3	16	---	24	60	100	3 hrs.
BHM-2304	Accommodation Operations	3			3	16	---	24	60	100	3 hrs.
BHM-2305	Food & Beverage Controls	3			3	16	---	24	60	100	3 hrs.
BHM-2306	Food Safety & Quality	3			3	16	---	24	60	100	3 hrs.
BHM-2307	Foreign Language Skills – I (French)	2			2	16	---	24	60	100	3 hrs.
BHM - 2308	Workshop on Research Methodology	1			1	---	---	---	---	---	---
BHM - 2309	Food Production Operations			4	2	---	60	---	40	100	3 hrs.
BHM - 2310	Food & Beverage Operations			2	1	---	60	---	40	100	3 hrs.
BHM - 2311	Front Office Operations			2	1	---	60	---	40	100	3 hrs.
BHM - 2312	Accommodation Operations			2	1	---	60	---	40	100	3 hrs.
Total		21	-	10	26	112	240	168	580	1100	

FOURTH SEMESTER

Subject		Contact Hours/Week			Credit	Evaluation Scheme (% of Total Marks)					Exam Duration (Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-2401	Advance Food Production Operations – I	3			3	16	---	24	60	100	3 hrs.
BHM-2402	Advanced Food & Beverage Operation	3			3	16	---	24	60	100	3 hrs.
BHM-2403	Accommodation Management	3			3	16	---	24	60	100	3 hrs.
BHM-2404	Food & Beverage Management	3			3	16	---	24	60	100	3 hrs.
BHM-2405	Hotel Law	2			2	16	---	24	60	100	3 hrs.
BHM - 2406	Advanced Food Production Operations (Practical) – I			4	2	----	60	-----	40	100	3 hrs.
BHM - 2407	Advanced Food & Beverage Operation (Practical)			2	1	----	60	-----	40	100	3 hrs.
BHM - 2408	Accommodation Management (Practical)			2	1	----	60	-----	40	100	3 hrs.
Total		14	-	08	18	80	180	120	420	800	

FIFTH SEMESTER

	Course Code	Course Title	Contact Hours (P)	Weight age				Total Marks	Credits
				ESE (Marks)					
Discipline Core				Training Reports	Log Book	Presentation	Viva Voice		
	BHM-3501	Industrial Exposure Training	22 weeks	50	50	50	50	200	27*

SIXTH SEMESTER

Subject		Contact Hours/Week			Credit	Evaluation Scheme (% of Total Marks)					Exam Duration (Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-3601	Advanced Food Production Operations – II	3			3	16	---	24	60	100	3 hrs.
BHM-3602	Guest Service Management	3			3	16	---	24	60	100	3 hrs.
BHM-3603	Material 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	Advanced Food Production Operations (Practical) – II			4	2	----	60	-----	40	100	3 hrs.
BHM - 3607	Guest Service Management Management (Practical)			2	1	----	60	-----	40	100	3 hrs.
Total		15	-	06	18	80	180	120	380	700	

SEVENTH SEMESTER

Subject		Contact Hours/Week			Credit	Evaluation Scheme (% of Total Marks)					Exam Duration (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 (Practical)			2	1	----	60	-----	40	100	3 hrs.
BHM -4710	Advanced Food & Beverage Operation (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 Operations 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.

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	-	04	19	96	120	144	440	800	

EIGHTH SEMESTER							
	Course Code	Course Title	Contact Hours (P)	Weight age		Total Marks	Credits
				ESE (Marks)			
				Viva Voice			
Discipline Core	BHM-4801	Specialized Hospitality Training	6 months	200		200	27*
		Total		200		200	27

SECTION 6

Detailed Syllabus with Course Outcomes

SYLLABUS

SEMESTER-I

Detailed Syllabus

SUBJECT TITLE: Foundation Course in Food Production

SUBJECT CODE: BHM-1101 & BHM-1108

SEMESTER: I

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.

Objective and outcome of course:

- Students able to understand the basic knowledge of all ingredients in kitchen.
- Students able to understand safety procedures of food handling and sanitation.

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-1	<p>INTRODUCTION TO COOKERY: Levels of skills and experiences, Attitudes and behavior in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment</p> <p>CULINARY HISTORY: Origin of modern cookery Classical and New World Cuisine, Different styles cookery: oriental, European, Continental, Pan American</p> <p>HIERARCHY AREA OF DEPARTMENT AND KITCHEN: Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments General Layout Of the kitchen in organizations, layout of receiving areas, layout of service & wash up</p> <p>CULINARY TERMS: List of culinary (common and basic) terms, Explanation with examples</p> <p>AIMS & OBJECTS OF COOKING FOOD: Aims and objectives of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation</p> <p>HACCP - Practices in food handling & storage</p> <p>CONVERSION TABLES: American, British measures and its equivalents</p>	08
UNIT-2	<p>Fuels used in catering industry: Types of fuel used in catering industry; calorific value; comparative study of different fuels, Calculation of amount of fuel required and cost.</p> <p>Gas: method of transfer, LPG and its properties; principles of Bunsen burner, precautions to be taken while handling gas; low and high- pressure burners, Gas bank, location, different types of manifolds</p> <p>FIRE PREVENTION AND FIRE FIGHTING SYSTEM:</p>	04

	<p>Classes of fire, methods of extinguishing fires (Demonstration), Fire extinguishers, portable and stationery, Fire detectors and alarm, Automatic fire detectors cum extinguishing devices, Structural protection, Legal requirements</p> <p>METHODS OF COOKING FOOD: Roasting, Grilling, Frying, Baking, Broiling, Poaching, boiling: - Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking.</p>	
UNIT-3	<p align="center">BASIC PRINCIPLES OF FOOD PRODUCTION</p> <p>VEGETABLE AND FRUIT COOKERY: Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery.</p> <p>STOCKS: Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions</p> <p>SAUCES: Classification of sauces, Recipes for mother sauces, Storage & precautions</p> <p>SOUPS: Classification with examples, Basic recipes of Consommé with 10 Garnishes and other soups.</p> <p>EGG COOKERY: Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery</p> <p>SALADS AND SANDWICHES: Salads & its compositions Types of Lettuce, Types of Dressing, Emerging trends in salad making, Sandwiches History origin and its Different types</p>	16
UNIT-4	<p align="center">COMMODITIES:</p> <p>i) SHORTENINGS (Fats & Oils): Role of Shortenings, Varieties of Shortenings, Advantages and Disadvantages of using various Shortenings, Fats & Oil – Types, varieties</p> <p>ii) RAISING AGENTS: Classification of Raising Agents, Role of Raising Agents, Actions and Reactions</p> <p>iii) THICKENING AGENTS: Classification of thickening agents, Role of Thickening agents</p> <p>iv) HERBS & SPICES: Uses its Importance & it's different types</p> <p>Kitchen Organization and Layout: General layout of Kitchen in various organizations, layout of receiving areas, layout of service and washup areas</p>	04
REFERENCES:	<ul style="list-style-type: none"> • The Professional Chef (4th Edition) By Le Rol A. Polson • The Professional Pastry Chef, Fourth Edition by Bo Friberg Publisher: Wiley & Sons INC • Theory of Catering by Kinton & Cesarani • 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 • Practical Cookery By Kinton& Cesarani 	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM-1101	Students able to describe the basic knowledge of all ingredients in kitchen.
CO2	BHM-1101	Able to identify all kitchen tools and equipments, machinery in the kitchen.
CO3	BHM-1101	Students can Differentiate cooking techniques on variety of meats and vegetables.
CO4	BHM-1101	Able to prepare a variety of salads and dressing and evaluate flavors.

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, brunoised, paysane, 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, Cauli flower, etc.) v) Frying - (deep frying, shallow frying, sautéing) Auberge's, 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	<p>Sauces - Basic mother sauces</p> <ul style="list-style-type: none"> • Béchamel • Espagnole • Velouté • Hollandaise • Mayonnaise • Tomato 	<p>Demonstrations & simple applications</p>
7	<p>Egg cookery - Preparation of variety of egg dishes</p> <ul style="list-style-type: none"> • Boiled (Soft & Hard) • Fried (Sunny side up, Single fried, Bull's Eye, Double fried) • Poaches • Scrambled • Omelets (Plain, Stuffed, Spanish) • En cocotte (eggs Benedict) 	<p>Demonstrations & simple applications by students</p>
8	<p>Simple Salads:</p> <ul style="list-style-type: none"> • Coleslaw, • Potato salad, • Beet root salad, • Green salad, • Fruit salad, • Consommé Simple <p>Egg preparations:</p> <ul style="list-style-type: none"> • Scotch egg, • Assorted omelets, • Oeuf Florentine • Oeuf Benedict • Oeuf Farci • Oeuf Portuguese • Oeuf Deur Mayonnaise <p>Soups Preparations:</p> <ul style="list-style-type: none"> • Cream Soups • Puree Soups • Consommé <p>Simple potato preparations</p> <ul style="list-style-type: none"> • Baked potatoes • Mashed potatoes • French fries • Roasted potatoes • Boiled potatoes • Lyonnaise potatoes • Allumettes <p>Vegetable preparations</p> <ul style="list-style-type: none"> • Boiled vegetables • Glazed vegetables • Fried vegetables • Stewed vegetables. <p>Sandwiches</p> <ul style="list-style-type: none"> • Open • Club 	<p>Demonstrations & simple applications by students</p>

	<ul style="list-style-type: none"> • Closed • Canapé • Zukuskis • Pinwheel • Checkers board 	
9	Demonstration & Preparation of simple menu	Demonstration by instructor and applications by students

PART 'B' - BAKERY & PATISSERIE

S. No	Topic	Method
1	<p style="text-align: center;">Equipment's</p> <ul style="list-style-type: none"> • Identification • Uses and handling • Ingredients - Qualitative and quantitative measures 	Demonstration by instructor and applications by students
2	<p style="text-align: center;">BREAD MAKING</p> <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched bread recipes • Bread Loaf (White and Brown) • Bread Rolls (Various shapes) • French Bread • Brioche 	Demonstration by instructor and applications by students
3	<p style="text-align: center;">SIMPLE CAKES</p> <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched Cakes, recipes • Sponge, Genoise, Fatless, Swiss roll • Fruit Cake • Rich Cakes • Dundee • Madeira 	
4	<p style="text-align: center;">SIMPLE COOKIES</p> <ul style="list-style-type: none"> • Demonstration and Preparation of simple cookies like • Nan Khatri • Golden Goodies • Melting moments • Swiss start • Tri colour biscuits • Chocolate chip • Cookies • Chocolate Cream Fingers • Bachelor Buttons. 	Demonstration by instructor and applications by students

5	HOT / COLD DESSERTS	<ul style="list-style-type: none"> • Caramel Custard, • Bread and Butter Pudding • Queen of Pudding • Soufflé – Lemon /Pineapple • Mousse (Chocolate Coffee) • Bavaroises • Diplomat Pudding • Apricot Pudding • Steamed Pudding - Albert Pudding, Cabinet Pudding. 	Demonstration by instructor and applications by students
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Detailed Syllabus

SUBJECT TITLE: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE

SUBJECT CODE: BHM-1102& BHM-1109

SEMESTER: I

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- Students able to understand basic knowledge of food and beverage.
- Able to understand the classification of all the alcoholic and nonalcoholic beverages.

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	INTRODUCTION TO FOOD AND BEVERAGE INDUSTRY: - Introduction to Food & Beverage Service Industry, Types of catering operations– commercial, welfare, transport, others. Role of catering establishment in the hospitality industry	
UNIT-II	FOOD SERVICE AREAS (F & B OUTLETS) Restaurants, Coffee Shop, Bar, Banquet, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Vending Machines, Discothèque	

	ANCILLIARY DEPARTMENTS: - Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding	
UNIT-III	DEPARTMENTAL ORGANISATION & STAFFING: Organization of F&B department of hotel, Principal staff of various types of F&B operations, Job Descriptions & Job Specifications of F&B Service Staff, French terms related to F&B staff, Attributes of F&B Personnel, Inter and Intra departmental relationship.	
UNIT-IV	F & B SERVICE EQUIPMENT: -Familiarization & Selection factors of: - Cutlery, Crockery, Glassware, Flatware, Hollowware, all other equipment used in F&B Service, French terms related to the above PREPARATION FOR SERVICE: Organizing Mise-en-scene, Organizing Ise- en- place NON-ALCOHOLIC BEVERAGES: Classification (Nourishing, Stimulating and Refreshing), Tea- Origin, Manufacture, Types & Brands, Coffee- Origin, Manufacture, Types & Brands, Juices and Soft Drinks, Cocoa & Malted Beverages - Origin & Manufacture	
REFERENCES:	<ul style="list-style-type: none"> • Food & Beverage Service- Bobby George & Sandeep Chatterjee, Jaico Publishing House • Food & Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi. • Food & Beverage Service - Dennis R. Lillicrap. & John. A. Cousins. Publisher: ELBS • Food & Beverage Service Training Manual - Sudhir Andrews, Tata Mc Graw Hill. • The Waiter Handbook by Grahm Brown, Publisher: Global Books & Subscription Services New Delhi. 	

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	<p align="center">Basic Technical Skills</p> 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 Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Wiping of Tableware, Chinaware, Glassware	Demonstration by instructor and applications by students
03	<p align="center">PREPARATION FOR SERVICE (RESTAURANT)</p> 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	

Detailed Syllabus

SUBJECT TITLE: FOUNDATION COURSE IN FRONT OFFICE

SUBJECT CODE: BHM-1103 & BHM-1110

SEMESTER: I

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

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

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	<p>Introduction to Hospitality Industry Hospitality and its origin, Tourism and hotel Industry, its importance, and scope, Evolution of Tourism and Hotel Industry, Introduction of World's leading Hotel Operators and their brands, Introduction to Indian leading and emerging Hotel Operators and their brands, Role of Tourism industry in Indian economy with a special emphasis on Hotel Industry.</p>	
UNIT-II	<p>Classification of Hotels A brief introduction to hotel core areas. Classification of Hotels on the basis of Size, Location, Type of guest, Length of stay of guest. Ownership basis: - Independent Hotels, Chain Hotels, Franchise and Management Contracts Hotels, Marketing/Retailing/Consumer's Co-operatives/Referral Groups with examples, Vacation ownership/Time share and Condominium Hotels with examples of hotel groups involved in this business concept, Star Classification of Hotels Government's Classification Committee, Star ratings and Heritage Classifications adopted in India, Basis on which Star ratings are granted along with the Performa of Star Classification. Overview of Other concepts Spa, Boutique hotels, All Suite, Budget Hotels, Green Hotels, Ecotels etc., Supplementary/Alternative Accommodations, examples of National and International Hotels with its type, category and classification.</p>	
UNIT-III	<p>Front Office Organization Introduction to Front Office in Hotels, Types of Rooms, Sub-sections/Function areas in Front Office Department and them functions in Front Office and hotel in details, Layout of Front Office Department.</p>	

	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, semi-automated, non- automated 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	<ul style="list-style-type: none"> • Front Office training manual- Sudhir Andrews • Front office operations and management – JatashankarR.Tewari • Front Office Operations – Colin Dix, Chris Baird • Professional Hotel Front Office Management – AnutoshBhakta • 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 – MichealKasavana 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-1102	Identify the knowledge of the Hospitality industry and their classification
CO2	BHM-1102	Able to Demonstrate categorization of hotels and their differences
CO3	BHM-1102	Students able to understand the value of staff hierarchy in front office and their responsibilities
CO4	BHM-1102	Students able to develop skills in French language

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

S.No.	Topic	
1	<ul style="list-style-type: none"> • Grooming and Hospitality etiquettes. • Personality traits of front office personnel 	
2	<ul style="list-style-type: none"> • Identification of equipment's and furniture used in Front Office Department • Front Desk Counter and Bell Desk 	
3	<ul style="list-style-type: none"> • Countries, their capitals, currencies, airlines and their flags, 	
4	<p align="center">Role Play: -</p> <ul style="list-style-type: none"> • 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)	

Detailed Syllabus

SUBJECT TITLE: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS

SUBJECT CODE: BHM-1104& BHM-1111

SEMESTER: I

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Objective and outcome of course:

1. Students able to understand different section of housekeeping department
2. Extensive knowledge of staff hierarchy and their responsibilities

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION: Role of Housekeeping in Guest Satisfaction and Repeat Business, Personality Traits of housekeeping Management Personnel, Layout of the Housekeeping Department overview of sub section of housekeeping department, Role of housekeeping in other institutes. (From 2 nd unit to 1 st)	
UNIT-II	ORGANIZATION CHART OF THE HOUSEKEEPING DEPARTMENT: Hierarchy in small, medium, large and chain hotels, (from 1 st to 2 nd) Identifying Housekeeping Responsibilities, Duties and Responsibilities of Housekeeping staff, Different types of room in a hotel along with their status, standard supplies & amenities of a guest room. (New)	
UNIT-III	CLEANING ORGANISATION: Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special, Design features that simplify cleaning, Use and care of Equipment CLEANING OF GUEST ROOM: -type of soil, nature of soil, standard of cleaning, Cleaning of public area, HOUSEKEEPING INVENTORIES: equipment's, agents, supplies, linen, uniform (new)	
UNIT-IV	PEST CONTROL: 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, sewage pollution, Air pollution, noise pollution, thermal pollution,	

	Legal Requirements INTER DEPARTMENTAL RELATIONSHIP: With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department	
REFERENCES:	<ul style="list-style-type: none"> • 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 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 Madhuka, Rajat Publications 	

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

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS (PRACTICALS)

S.N o.	Topic	
01	Cleaning Equipment- (manual and mechanical) <ul style="list-style-type: none"> • Familiarization • Different parts • Function • Care and maintenance 	Demonstration by instructor and applications by students
02	Cleaning Agent <ul style="list-style-type: none"> • Familiarization according to classification • Function 	Demonstration by instructor and applications by students
03	Maid's trolley <ul style="list-style-type: none"> • Contents • Trolley setup 	
04	Sample Layouts of Guest Rooms <ul style="list-style-type: none"> • Single room • Double room • Twin room • Suite 	Demonstration by instructor and applications by students
05	Guest Room Supplies and Position <ul style="list-style-type: none"> • Standard room • Suite • VIP room special amenities 	
06	Public Area Cleaning Procedure <p>A. SILVER/ EPNS</p> <ul style="list-style-type: none"> • Plate powder method • Polivit method • Proprietary solution (Silvo) <p>C. BRASS</p> <ul style="list-style-type: none"> • Traditional/ domestic 1Method • Proprietary solution 1(brasso) <p>D. GLASS</p> <ul style="list-style-type: none"> • Glass cleanser • Economical method(newspaper) <p>E. WALL - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> • Skirting • Dado • Different types of paints (distemper Emulsion, oil paint etc.) 	Demonstration by instructor and applications by students

Detailed Syllabus

SUBJECT TITLE: PRINCIPLES OF FOOD SCIENCE
SUBJECT CODE: BHM-1105
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.
Objective and outcome of course:

1. To encourage the students to speak English
2. To build up their confidence in the usage of English

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	Definition and scope of food science and It's inter-relationship with food chemistry, food microbiology and food processing. CARBOHYDRATES: Introduction, Effect of cooking (gelatinization and retro gradation), Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization, Uses of carbohydrates in food preparations FAT & OILS: Classification (based on the origin and degree of saturation), Autoxidation (factors and prevention measures), Flavor reversion, Refining, Hydrogenation & winterization ,Effect of heating on fats & oils with respect smoke point, Commercial uses of fats(with emphasis on shortening value of different fats)	
UNIT-II	PROTEINS: Basic structure and properties, Type of proteins based on their origin (plant/animal), Effect of heat on proteins (Denaturation, coagulation), Functional properties of proteins (Gelatin, Emulsification, Formability, Viscosity), Commercial uses of proteins in different food preparations(like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Soufflés, Custards, Soups, Curries etc.)	
UNIT-III	FOOD PROCESSING: Definition, Objectives, Types of treatment, Effect of factors like heat, acid, alkali on food constituents EVALUATION OF FOOD: Objectives, Sensory assessment of food quality, Methods, Introduction to proximate analysis of Food constituents, Rheological aspects of food	
UNIT-4	EMULSIONS: Theory of emulsification, Types of emulsions, Emulsifying agents, Role of emulsifying agents in food emulsions	

	<p>COLLOIDS: Definition, Application of colloid systems in food preparation</p> <p>FLAVOUR: Definition, Description of food flavors (tea, coffee, wine, meat, fish spices,</p> <p>BROWNING: Types (enzymatic and non-enzymatic), Role in food preparation, Prevention of undesirable browning,</p>	
REFERENCES:	<ul style="list-style-type: none"> • Robinson, C.H. Lawlar, M.R. Chenoweth W.L. and Garwick A.E. (1986): Normal and Therapeutic Nutrition, Macmillan Publishing. • 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.Mos by Co. • Guthrie, A.H.(1986): Introductory Nutrition, C.V.MosbyCo. 	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM-1105	Students enable students to use English in day-to-day communication
CO2	BHM-1105	Students can build up their confidence in the usage of English
CO3	BHM-1105	Students enhance the students' communication skills by giving adequate exposure in reading, writing, listening and speaking skills and the related sub-skills
CO4	BHM-1105	Student inculcate reading skills and the reading habit in them

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.

Objective and outcome of course:

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

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	AUTOMATION IN THE HOSPITALITY INDUSTRY; Information Concepts and Processing: Definitions, Need, Quality and Value of Information, Data Processing Concepts. Elements of Computer System-Definition, Characteristics of Computers & Limitations. Generations of Computers and Types of computers. Computer & its Application in the Hospitality Industry.	
UNIT-II	ESSENTIALS OF COMPUTER SYSTEMS; Components of Computers- Input/output Units, Keyboards, Touch screen terminals, Other Input devices, Monitors, Printers, Common I/O units in the hospitality industry. The central processing unit, Read Only Memory (ROM), Random access Memory (RAM) External storage devices- Magnetic tapes, USB Drives, hard Drives, CD Technology and Virtual Storage. Computer Security: Computer Virus and Antivirus.	
UNIT-III	BASICS OF COMPUTER SOFTWARE; Meaning of Software, Relationship between Hardware and Software. Types of Software- Meaning of System, Application and Service Software. Basics of Microsoft Office- Word, Excel, Publisher and power point (Meaning & Importance) & Its Applications in Tourism and Hospitality Industry.	
UNIT-4	NETWORK; World Wide Web; The Internet & The Hospitality Industry, Email, Browsing & Searching. Networks Types– LAN, MAN, WAN and their Comparisons. Network Topologies-Bus, Star, Ring, Tree, Mash & Hybrid. Guided Media-Fiber Optics Cables, Twisted Cables, Co-axial Cables.	

	<p>PART B(Practical) WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS I)Generic application software in hospitality -Word processing software working with soft copy, on-screen editing techniques, formatting documents, special features, Use of word processors in preparing simple forms, printing of documents ii) Electronic spreadsheet software, spreadsheet design, creating a spreadsheet, updating data & recalculations, common spreadsheet commands, graphics capability, special features, use of spreadsheet in hospitality business transaction in maintaining accounts. iii)Power point presentations iv) Internet usage v)Audio visual equipment's: Various audio-visual equipment used in hotel, Care and cleaning of overhead projector, slide projector, LCD and power point presentation units, Maintenance of computers: Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops, Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness</p>	
REFERENCES:	<ul style="list-style-type: none"> · Digital Computer Design: Thomas Bartee · Introduction to Computer Science: Rajaraman.V. · Flowcharting, Programming, software, Designing and Computer Problem solving: Beyer, B.B · PC Software Made Simple: R.K. Taxali : Tata McGrawHill · Understanding Dbase(I)Plus: AlanSimpson · Fundamental of Computers : V.Ragashman,PHI · Raganeman V.: Analysis & Designing Information System, PHI 	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM1106.1	Students able to recognize the basic knowledge of computer its need and requirement in hotel industry
CO2	BHM1106.2	Able to describe the various computer systems: input sand outputs device
CO3	BHM1106.3	Students will be able to use different software's used in computer system
CO4	BHM1106.4	Students will be able to identify various network sand internet uses in the hospitality industry

Detailed Syllabus

SUBJECT TITLE: EXECUTIVE COMMUNICATION

SUBJECT CODE BHM-1107

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.

Objective and outcome of course:

1. To explain Process of communication
2. To understand Role and importance of communication in hospitality.

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	Meaning, types, barriers and mechanism of communication, Non-verbal communication, organizational setting of executive communication, Face to face conversation.	
UNIT-II	Professional use of telephone, interviews, group discussion and presentations. Office Correspondence: Note Taking, Different Forms of Written Communication: Memos, Agenda, Minutes of a meeting, etc. Formal Letters – Invitations, Request, Complaints, Orders and Thanks, Questionnaires / Comment Cards / Feedback forms	
UNIT-III	Customer care, appropriate mannerism, handling customers, nature of complaint, handling objections, responding to a complaint & negotiation, resolving conflict.	
UNIT-IV	Basic personality traits - dress, address, gestures and manners; self-evaluation and development -identification of strength & weaknesses; overcoming hesitation & fear officing 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 GroupLtd. Rayon, V. Lesikar, John D. Petit, JR Richard D. Irwin, Business Communication, INC	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM1107.1	Students able understand Role and importance of communication in hospitality
CO2	HM1107.2	Able to known Verbal & Non-verbal, Formal & Informal, Barriers, Effective Communication
CO3	HM1107.3	Able to do Difference between listening and hearing
CO4	HM1107.4	Students will be able Effective listening.

SYLLABUS

SEMESTER-II

SUBJECT TITLE: FOUNDATION COURSE IN FOOD PRODUCTION
SUBJECT CODE: BHM-1201 & BHM-1207
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.
Objective and outcome of course:

- 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	MENU PLANNING: 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, karahai, Yellow Gravy Basic Tandoori Preparations Indian marinades and Pastes Commodities in Indian cuisine: - Souring Agents, coloring agents, tenderizing agent, Flavouring & Aromatic Agents, Spicing Agents RICE, CEREALS & PULSES: Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals	08
UNIT-2	MEAT COOKERY: Introduction to meat cookery, Cuts of beef/veal, Cuts of lamb/mutton, Cuts of pork, Variety meats (offal's), Poultry, (With menu examples of each) FISH COOKERY: Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, Cooking of fish(Effects of heat)	04
UNIT-3	PASTRY: Short crust, Laminated, Choux, Hot water/Rough puff, Recipes and methods of preparation, Differences, Uses of each pastry, Care to be taken while preparing pastry, Role of each ingredient, Temperature of baking pastry Flour: Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch) SIMPLE BREADS: Principles of bread	16

	making, Simple yeast breads, Role of each ingredient in break making, baking temperature and its importance PASTRY CREAMS: Basic pastry creams, Uses in confectionery, Preparation and care in production	
UNIT-4	BASIC COMMODITIES: Milk-Introduction, Processing of Milk, Pasteurization – Homogenization, Types of Milk – Skimmed and Condensed, Nutritive Value, Cream-Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter-Introduction, Processing of Butter, Types of Butter. Sugar: Its Importance, types of sugar, cooking Of Sugar-Variou Temperature	04
REFERENCES:	<ul style="list-style-type: none"> • The Professional Chef (4th Edition) By Le RolA.Polsom • The Professional Pastry Chef, Fourth Edition by Bo Friberg Publisher: Wiley & SonsINC • Theory of Catering by Kinton&Cessarani • Theory of Cookery by K Arora, Publisher: FrankBrothers • 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 • Practical Cookery by Kinton&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

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

S. No	Topic	Method
1	<ul style="list-style-type: none"> Meat – Identification of various cuts, Carcass demonstration Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope Fish-Identification & Classification Cuts and Folds offish 	Demonstration s & simple applications
2	<ul style="list-style-type: none"> Identification, Selection and processing of Meat, Fish and poultry. Slaughtering and dressing 	Demonstration s at the site in local Area/Slaughtering house/Market
3	Preparation of menu Salads & soups- Waldorf salad, Fruit salad, Russian salad, salad niçoise, 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> • Honey comb mould • Butter scotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé 	Demonstration by instructor and applications by students
3	HOT SWEET <ul style="list-style-type: none"> • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding 	Demonstration by instructor and applications by students
4	INDIAN SWEETS Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by Students

Detailed Syllabus

SUBJECT TITLE: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE

SUBJECT 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.

Objective and outcome of course:

- 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 consider while planning a menu, Menu terminology, Types of Menus, 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, routing the order, preparing the order, delivering the order, providing amenities, Room service menu, sequence of service, Forms & formats. SALE CONTROL SYSTEM: KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Check and bill system, Service with order, computerized system, circumstantial KOT, Alcoholic Beverage order, Billing	
UNIT-IV	TOBACCO: History, Processing for cigarettes, pipe tobacco & cigars, Cigarettes – Types and Brand names, Pipe Tobacco – Types and Brand names , Cigars – shapes, sizes, colors and Brand names, Care and Storage of cigarettes & cigars,	
REFERENCES:	<ul style="list-style-type: none"> • Food & Beverage Service- Bobby George &Sandeep Chatterjee, Jaico Publishing House • Food & Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi. • Food & Beverage Service - Dennis R. Lillicrap. & John. A. Cousins. Publisher: ELBS • Food & Beverage Service Training Manual - Sudhir Andrews, Tata Mc Graw Hill. • The Waiter Handbook by Grahm Brown, Publisher: Global Books & Subscription Services New Delhi • Food and Beverage Service – Vijay Dhawan 	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM1202.1	Abletoexplainvarioustypesoffoodservice
CO2	BHM1202.2	Studentswillbeabletoconstructmenuforthedifferentevents
CO3	BHM1202.3	Abletodemonstrateroomservicesandhowtocontrolsales
CO4	BHM1202.4	studentswillbe able torecognizedvarioustypes oftobaccos andcigarettes

FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE (PRACTICAL)

S. No	Topic	
01	REVIEW OF SEMESTER -1	
02	PROCEDURE FOR SERVICE OF A MEAL Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encasing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests	Demonstration by instructor and applications by students
03	TABLE LAY-UP & SERVICE Task-01: A La Carte Cover Task-02: Table d' Hot Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover TRAY/TROLLEY SET-UP & SERVICE Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup	Demonstration by instructor and applications by students
04	Social Skills Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes	

05	Special Food Service - (Cover, Accompaniments & Service) Task-01: Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts) Service of Tobacco Cigarettes and Cigar	
6.	Compiling of a menu in French, Service of Non-alcoholic beverages	

Detailed Syllabus
SUBJECT TITLE: FOUNDATION COURSE IN FRONT OFFICE
SUBJECT CODE: BHM-1203& BHM-1208
SEMESTER: II
CONTACT HOURS/WEEK:

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

Internal Assessment: 40
End Term Exam: 60
Duration of Exam: 3 Hrs.
Objective and outcome of course:

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

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	Tariff Structure Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use, Hotel Day rate, Basis of Charging Room Rent, Various factors affecting Room rent, Fixing Room Tariffs through Cost based pricing & Market based pricing, Rule of Thumb, Hubbart formula Front Office Coordination, Meal Plans, and Type of Guests Role of Tour operators and Travel agents in hotel business, Meal Plans –Type, needs and use of such plans, Type of Guests – FIT, VIP, CIP, GIT, Business travelers, Special interest tours, domestic, foreigner etc., Front Office coordination with different departments in hotels.	
UNIT-II	Guest Cycle and Reservations Introduction to guest cycle – Pre arrival, Arrival, During guest stay, Departure and After departure, Reservation and its importance, Basic tools of reservation – Room Status Board, ALC, DCC with formats, Handling reservation and reservation form with formats, Modes of Payment while reservation - an introduction, Sources of Reservation, Systems of Reservation, Types of Reservations, Cancellations and Amendments, , Reservation reports and statistics Overbooking, Upselling, No show, Walk-in guest, scanty baggage, stay over, over stay, under stay, early arrival, turn away, time limit, overstayed.	
UNIT-III	Registration Registration and its importance, Types of registration records –	

	<p>Bound book register, loose leaf register and Guest Registration Card (GRC) and their formats</p> <p>Guest Handling, Pre-registration activities, Procedure of Guest Handling – Pre arrival, On Arrival and Post Arrival procedures, Handling reserved guests, Procedure for Handling Free Individual Traveler (FIT), Chance guests, VIP, Group arrival, Foreigner guest (C-forms, foreign currency exchange), Single Lady guest, corporate guest, Layover passenger, Check-in for guest holding Discount voucher, Turn-away guest</p>	
UNIT-IV	<p>Front Desk Functions</p> <p>Procedure for Room Assignment, Room not clear, Wash and Change Room, Complimentary stay, Suite Check-in, Upgrading a guest, Downgrading a guest, Handling request for Late Check-out, Precautions for Scanty Baggage guest, Guest Stationery, Handling request for Rental Equipment, Up selling, Material Requisition, Shift Briefing, Morning and Afternoon Shift Handover, Night Shift Handover, Guest Relations, Courtesy Calls, Room amenities for Corporate/VVIP/CIP guest, Handling Awkward guests, Room Change Procedure, Handling Mails, Message and Paging, Key control procedures.</p>	
References	<ul style="list-style-type: none"> • 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 • Check-in check-out – Jerome Valley • A Manual of Hotel Reception – J. R. S. Beavis, S. Med like Heinemann Professional 	

BHM1203.1 Students able to identify various tariff structure, discounts and pricing in hotels.

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

BHM1203.3 Students able to select the equipments used in front office

BHM1203.4 Students will be able to differentiate the check-in check-out procedures

FOUNDATION COURSE IN FRONT OFFICE (PRACTICAL'S)

S.No	Topic	
1	<ul style="list-style-type: none"> Review of Semester one 	
2	<ul style="list-style-type: none"> Welcoming/Greeting of guest Providing Information to the Guest Telephone handling, how to handle enquiries Suggestive selling 	
3	<ul style="list-style-type: none"> Filling up of various Forms and Formats 	
4	<ul style="list-style-type: none"> Registrations: FIT, VIP, Corporate, Groups/Crew Security Deposit Box Handling Credit Card Handling Procedure Foreign Currency Exchange Procedure 	Demonstration by instructor and applications by students
5	<ul style="list-style-type: none"> Introduction to PMS 	
	1 Hot function keys	
	2 Create and update guest profiles	
	3 Make FIT reservation	
	4 Send confirmation letters	
	5 Printing registration cards	
	6 Make an Add-on reservation	
	7 Amend a reservation	
	8 Cancel a reservation-with deposit and without deposit	
	9 Log onto cashier code	
	10 Process a reservation deposit	
	11 Pre-register a guest	
	12 Put message and locator for a guest	
	13 Put trace for guest	
	14 Check in a reserved guest	
	15 Check in day use	
	16 Check –in a walk-in guest	
	17 Maintain guest history	
	18 Issue a new key	
	19 Verify a key	
	20 Cancel a key	
	21 Issue a duplicate key	
	22 Extend a key	
	23 Programmed keys continuously	
	24 Re-programmed keys	

	25 Programmed one key for two rooms	
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Detailed Syllabus

SUBJECT TITLE: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS

SUBJECT CODE: BHM-1204 & BHM-1209

SEMESTER: II

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

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

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	CLEANING AGENTS: General Criteria for selection, Polishes, Floor seats, Use, care and Storage, Distribution and Controls, AREA CLEANING: Guest rooms, Front-of-the-house Areas, Back-of- the house Areas, Work routine and associated problems e.g., high traffic areas, Façade cleaning etc. WATER SYSTEMS IN HOTEL: Water distribution system in a hotel, Cold water systems in India, Hardness of water, water softening, base exchange method (Demonstration), Cold water cistern swimming pools, Hot water supply system in hotels, Flushing system, water taps, traps and closets Classification, Use of Eco-friendly products in Housekeeping. (HE)	
UNIT-II	COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES: Metals, Glass, Leather, Leatherites, Rexines, Plastic, Ceramics, Wood, Wall finishes, Floor Finishes,	
UNIT-III	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING (3rd to 2nd) DEPARTMENT: Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet., Lost and Found Register and Enquiry File, Maid’s Report and Housekeeper’s Report, Handover Records, Guest’s Special Requests Register, Record of Special Cleaning, Call Register, VIP Lists Guest room layout, type of bed & mattresses	
UNIT-IV	KEYS: Types of keys, Computerized key cards, Key control OVERVIEW OF MAINTENANCE DEPARTMENT: Roll, Responsibilities & Importance of maintenance department in the hotel	

	industry with emphasis on its relation with another department of the hotel. Preventive and breakdown maintenance, comparisons (HE)	
REFERENCES:	<ul style="list-style-type: none"> • Hotel Hostel 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	<p>Servicing guest room (checkout/ occupied and vacant)</p> <p>ROOM</p> <p>Task 1- open curtain and adjust lighting</p> <p>Task 2-clean ash and remove trays if any</p> <p>Task 3- strip and make bed</p> <p>Task 4- dust and clean drawers and replenish supplies</p> <p>Task 5-dust and clean furniture, clockwise or anticlockwise</p> <p>Task 6- clean mirror</p> <p>Task 7- replenish all supplies</p> <p>Task 8-clean and replenish minibar</p> <p>Task 9-vaccum clean carpet</p> <p>Task 10- check for stains and spot cleaning</p> <p>BATHROOM</p> <p>Task 1-disposed soiled linen</p> <p>Task 2-clean ashtray</p> <p>Task 3-clean WC</p> <p>Task 4-clean bath and bath area</p> <p>Task 5-wipe and clean shower curtain</p> <p>Task 6- clean mirror</p> <p>Task 7-clean tooth glass</p> <p>Task 8-clean vanitory unit</p> <p>Task 9- replenish bath supplies</p> <p>Task 10- mop the floor</p>	<p>Demonstration by instructor and applications by students</p>
03	<p>Bed making supplies (day bed/ night bed)</p> <p>Step 1-spread the first sheet (from oneseid)</p> <p>Step 2-make miter corner (on both corner of your side)</p> <p>Step 3- spread second sheet (upside-down)</p> <p>Step 4-spread blanket</p> <p>Step 5- Spread crinkle sheet</p> <p>Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)</p> <p>Step 7- tuck the folds on your side</p> <p>Step 8- make miter corner with all three on your side</p> <p>Step 9- change side and finish the bed in the same way</p> <p>Step 10- spread the bed spread and place pillow</p>	
04	<p style="text-align: center;">Records</p> <ul style="list-style-type: none"> • Room occupancy report • Checklist 	<p>Demonstration by instructor and applications</p>

	<ul style="list-style-type: none"> • Floor register • Work/ maintenance order] • Lost and found • Maid's report • Housekeeper's report • Logbook • Guest special request register • Record of special cleaning • Call register • VIP list • Floor linen book/register 	by students
05	Guest room inspection	
06	Minibar management <ul style="list-style-type: none"> • Issue • stocktaking • checking expiry date 	Demonstration by instructor and applications by students
	Handling room linen/ guest supplies <ul style="list-style-type: none"> • maintaining register/record • replenishing floor pantry • stocktaking 	
	Guest handling <ul style="list-style-type: none"> • Guest request • Guest complaints 	

Detailed Syllabus

SUBJECT TITLE: Nutrition
SUBJECT CODE: BHM-1205
SEMESTER: II
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.

Objective and outcome of course:

- Demonstrate good personal hygiene and health habits and perform safe food handling and sanitation procedures
- Identify all Classification (based on the origin and degree of saturation)
- Demonstrate understanding of standard weights, measures and scaling of ingredients
- Extensive knowledge carbohydrates

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	<p>BASIC ASPECTS: Definition of the terms Health, Nutrition and Nutrients, Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health., Classification of nutrients.</p> <p>ENERGY: Definition of Energy and Units of its measurement (Kcal), Energy contribution from macronutrients (Carbohydrates, Proteins and Fat), Factors affecting energy requirements, Concept of BMR, SDA, Thermodynamic action of food, Dietary sources of energy. Concept of energy balance and the health hazards associated with Underweight, Overweight.</p>	
UNIT-II	<p>MACRO NUTRIENTS: Carbohydrates-Definition, Classification (mono, di and polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases)Lipids-Definition, Classification : Saturated and unsaturated fats, Dietary Sources, Functions ,Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health, Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol ,Proteins-Definition, Classification based upon amino acid composition, Dietary sources, Functions, Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)</p>	
UNIT-III	<p>MACRO NUTRIENTS: Vitamins-Definition and Classification (water and fats soluble vitamins),Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K),Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid MINERALS-Definition and Classification (major and minor),Food Sources, functions and significance of :Calcium, Iron, Sodium, Iodine &Flourine 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</p>	
UNIT-4	<p>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.</p> <p>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)</p>	
REFERENCES:	<ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company. • Williams, S.R. (1989): Nutrition and Diet Therapy, C.V. MosbyCo. • Guthrie, A.H. (1986): Introductory Nutrition, C.V. Mosby Co. • Joshi, S.A. (1998), Nutrition and Dietetics, Tata Mc Graw Hill Publishing Co.Ltd., <ul style="list-style-type: none"> • Mahay N.S., Shadaksharaswamy, M (2001) foods: Facts and Principles, New Delhi International Publishers. 	
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BHM1205.1: Demonstrate good personal hygiene and health habits and perform safe food handling and sanitation procedures

BHM1205.2: Identify all Classification (based on the origin and degree of saturation

BHM1205.3: Demonstrate understanding of standard weights, measures and scaling of ingredients

BHM1205.4: Extensive knowledge carbohydrates

Detailed Syllabus

SUBJECT TITLE: Foreign Language Skills –I (French)

SUBJECT CODE: BHM-1206

SEMESTER: II

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- Students able to understand Foreign Language
- Able to speak various words, sentence in French

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-1	Pronunciation - The Alphabet - The Accents; ‘Formulas de politesse’; The numbers: Cardinal – Ordinal; Time (only 24 hr. clock); Weights & Measures; The subjective pronouns; Auxiliary	

	Verbs: etre and avoir	
UNIT-2	<p>Self-introduction; presenting and introducing other person; Name of vegetables and fruits;</p> <p>Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles</p>	
UNIT-3	<p>Name of the Countries and their Nationalities; Conjugation of second group of verbs;</p> <p>Adjectives of place; Preposition of place; Describing a place (your city/ tourist place)</p>	
UNIT-4	<p>Vocabulary describing family; Describe your family; Name of dairy products and Cereals;</p> <p>Negation; Conjugation of irregular verbs: venir, aller; Demonstrative Adjectives</p> <p>Simple translation</p> <p>(Oral)</p> <p>Role-playing of different situations</p> <p>Understanding questions</p> <p>Conversation</p> <p>Picture composition</p>	
REFERENCES:	<ul style="list-style-type: none"> · Larousse compact Dictionary: French-English/ English-French · Conjugation - Le Robert & Nathan · Larousse French Grammar · Grammaire Collection "Le Nouvel Entraenez vous" level debutant · Parlez à l'hotel by A. Talukdar · A Votre Service 1 · French for Hotel and Tourism Industry by S. Bhattacharya 	

	<ul style="list-style-type: none">· Jumelage 1 by Manjiri Khandekar and Roopa Luktuke· Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav <p>The Institution/ University may offer the modules in French/ Spanish/German or Other Foreign Languages and add list of suggested readings accordingly.</p>	
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BHM1206.1 Students able to translate Foreign Language

BHM1206.2 Able to use various words, sentence in French

BHM1206.3 Able to execute the view in French Language

BHM1206.4 Students able to discuss with guest in Foreign Language

SYLLABUS

SEMESTER-III

SUBJECT TITLE: FOOD PRODUCTION OPERATIONS-(THEORY)
SUBJECT CODE: BHM-2301& BHM-2309
SEMESTER: III
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.
Objective and outcome of course:

- To understand the basics of quantity kitchen
- To understand menu planning & its importance

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-1	<p>QUANTITY FOOD PRODUCTION EQUIPMENT: Equipment required for mass/volume feeding</p> <p>Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture</p> <p>MENU PLANNING: Basic principles of menu planning – recapitulation, Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units, Planning menus for School/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway, Nutritional factors for the above</p>	08
UNIT-2	<p>INDENTING: Principles of Indenting for volume feeding, Portion sizes of various items for different types of volume feeding, modifying recipes for indenting for large scale catering, Practical difficulties while indenting for volume feeding,</p> <p>PLANNING: Principles of planning for quantity food production with regard to Space allocation, Equipment selection, Staffing</p>	04
UNIT-3	<p>VOLUME FEEDING: Institutional and Industrial Catering, Types of Institutional & Industrial Catering, Problems associated with this type of catering, Scope for development and growth, Hospital Catering, Highlights of Hospital Catering for patients, staff, visitors, Diet menus and nutritional requirements, Off Premises Catering, Reasons for growth and development, Menu Planning and Theme Parties Concept of a Central Production Unit Problems associated with off-premises catering Mobile Catering Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) Branches of Mobile Catering, Quantity Purchase & Storage, Introduction to purchasing, Purchasing system, Purchase specifications, Purchasing techniques, Storage</p>	16
UNIT-4	<p>REGIONAL INDIAN CUISINE: Introduction to Regional Indian Cuisine, Heritage of Indian, Cuisine, Factors that affect eating habits</p>	04

	<p>in different parts of the country, Cuisine and its highlights of different states/regions/communities to be discussed: Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions</p> <p>STATES</p> <p>Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p>COMMUNITIES</p> <p>Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian, Christian and Bohri</p> <p>DISCUSSIONS</p> <p>Indian Breads, Indian Sweets, Indian Snacks</p>	
<p>REFERENCES:</p>	<ul style="list-style-type: none"> • The Professional Pastry Chef, Fourth Edition by Bo Friberg 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

BHM2301.1 Learn how to indent accurately

BHM2301.2 Knowledge of regional cuisines

BHM2301.3 Preparation of various Indian regional menus

BHM2301.4 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 (Tamil Nādu, Karnataka, Kerala), Rajasthan, Gujarat, Hyderabad, Kashmiri	Demonstrations & simple applications by students
	Suggested Menus: MAHARASTRIAN MENU01 Masala Bhat, Kolhapuri Mutton, Batata Bhajee, Masala Poori, Koshimbir, CoconutPoli. MENU02 Moong Dal Khichdee, Patrani Macchi, Tomato Saar, Tilgul Chapatti, Amti, Basundi.	Demonstrations & simple applications by students
	AWADHI MENU 01 Yakhni Pulao, Mughlai Paratha, Gosht Do Piazza, Badin Jaan, Kulfi with Falooda. MENU 02 Galouti Kebab, bakarkhani, Gosht Korma, Paneer Pasanda, Muzzafar. BENGALI MENU01 Ghee Bhat, Macher Jhol, Aloo Posto, MistiDoi. MENU02 Doi Mach, Tikoni Pratha, Baigun Bhaja, Payesh. MENU03 Mach Bhape, Luchi, Sukto, KalaJamun. MENU04 Prawan Pulao, Mutton Vidalloo, Beans Foogath, Dodol. GOAN MENU01 Arroz, Galina Xacutti, Toor Dal Sorak, Alle Belle. MENU02 Coconut Pulao, Fish Caldeen, Cabbage Foogath, Bibinca. PUNJABI MENU01 Rada Meat, Matar Pulao, Kadhi, Punjabi Gobhi, Kheer. MENU02 Amritsari Macchi, Rajmah Masala, Pindi Chana, Bhataras, Row DiKheer. MENU03 Sarson Da Saag, Makki Di Roti, Peshawari Chole, Motia Pulao, Sooji DaHalwa. MENU04 Tandoori Roti, Tandoori Murg, Dal Makhani, Pudinia Chutny, Baingan Bhartha, Savian. SOUTH INDIAN MENU01 Meen Poriyal, Curd Rice, Thoran, Rasam, PalPayasam.	Demonstrations & simple applications by students

<p>MENU02 Lime Rice, Meen Moilee, Olan, Malabari Pratha, ParappuPayasam.</p> <p>MENU03 Tamarind Rice, Kori Gashi, Kalan, Sambhar, SavianPayasam.</p> <p>MENU04 Coconut Rice, Chicken Chettinad, Avial, Huli, Mysore Pak.</p> <p>RAJASTHANI</p> <p>MENU01 Gatte Ka Pulao, Lal Maas, Makki Ka Soweta, Chutny (Garlic), Dal Halwa.</p> <p>MENU02 Dal Batti Churma, Besan Ke Gatte, Ratalu Ki Subzi, Safed Mass.</p> <p>GUJRATI</p> <p>MENU01 Sarki, Brown Rice, Salli Murg, Gujrati Dal, Methi Thepla, Shrikhand.</p> <p>MENU02 Gujrati Khichadi, Oondhiyu, Batata Nu Tomato, Osaman, Jeera Poori, Mohanthal.</p> <p>HYDERABADI</p> <p>MENU01 Sofyani Biryani, Methi Murg, Tomato Kut, Hare Piaz ka Raita, Double Ka Meetha.</p> <p>MENU02 Kachi Biryani, Dalcha, Mirchi Ka Salan, Mix Veg. Raita, Khumani Ka Meetha.</p> <p>KASHMIRI Two menus may be formed out of the Dishes given as under:</p> <p>Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas</p> <p>Meat Preparations: Ghustaba ,Rista , Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh</p> <p>Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogji</p> <p>Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa</p> <p>Chutneys: Mujeh cheten, Ganda Cheten, Duen cheten, Aleh cheten (pumpkin chutney)</p> <ul style="list-style-type: none"> Note: In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc. 	
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Detailed Syllabus

SUBJECT TITLE: FOOD & BEVERAGE SERVICE OPERATIONS-THEORY

SUBJECT CODE: BHM-2302 & BHM-2310

SEMESTER: III

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- Demonstrate knowledge of alcoholic beverages
- Understand the production processes of alcoholic beverages

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	ALCOHOLIC BEVERAGE Introduction and definition, Production of Alcohol: Fermentation and Distillation Process, Classification with examples, WINES: Definition, History Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Old World Wines: Principal wine regions wine laws, grape varieties, production and brand names (France, Germany, Italy, Spain, Portugal) New World Wines Principal wine regions wine laws, grape varieties, production and brand names, (India, Chile,	

	South Africa, Algeria, New Zealand, USA, Australia), Food & Wine Harmony, Storage of wines, Wine terminology (English & French)	
UNIT-II	DISPENSE BAR: Introduction and definition, Bar layout – physical layout of bar, Bar stock – alcohol & nonalcoholic beverages, Bar equipment BEER: Introduction & Definition, Types of Beer, Production of Beer, Storage,	
UNIT-III	SPIRITS: Introduction & Definition, Production of Spirit (Pot-still method, Patent still method) Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila, Different Proof Spirits, American Proof, British Sikes Scale Gay - Loussac) OIML Scale	
UNIT-IV	APERITIFS: Introduction and Definition, Different types of Aperitifs Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names) LIQUEURS: Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) , Popular Liqueurs (Name, colour, predominant flavor & country of origin)	
REFERENCES:	<ul style="list-style-type: none"> • 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, Publisher: ELBS • Modern Restaurant Service – John Fuller, Publisher: Hutchinson • The Waiter Handbook by Grahm Brown, Publisher: Global Books & Subscription Services New Delhi 	

Course outcome

BHM2302.1 Learned about Wines

BHM2302.2 Understood the production of Wine

BHM2302.3 Learned about different beer and spirits

BHM2302.4 Learned about APERITIFS

FOOD & BEVERAGE SERVICE OPERATIONS-PRACTICAL

S. No	Topic	
01	Dispense Bar - Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables	
02	Service of Wines Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake	Demonstration by instructor and applications by students
03	Service of Aperitifs Task-01 Service of Bitters Task-02 Service of Vermouths	Demonstration by instructor and applications by students
04	Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	
05	Service of Spirits Task-01 Service styles - neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila	
06	Service of Liqueurs	

	Task-01 Service styles - neat/on-the-rocks/with cream/en frappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley	
07	Wine & Drink List Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar	
08	<ul style="list-style-type: none"> • Matching Wines with Food • Task-01 Menu Planning with accompanying Wines • Continental Cuisine • Indian Regional Cuisine • Task-02 Table laying & Service of menu with accompanying Wines • Continental Cuisine • Indian Regional Cuisine 	
09	Dispense Bar - Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables	

Detailed Syllabus

SUBJECT TITLE: FRONT OFFICE OPERATIONS - THEORY

SUBJECT CODE: BHM-2303 & BHM-2311

SEMESTER: III

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- Demonstrate good communication & leadership skills
- Demonstrate skills for conducting a guest check out

Sr. No	Contents	Contact Hours
UNIT-I	COMPUTER APPLICATION IN FRONT OFFICE OPERATION: Role of information technology in the hospitality industry, Factors for need of a PMS in the hotel, Factors for purchase of PMS by the hotel, Introduction to OPERA & Amadeus CONTROL OF CASH AND CREDIT	
UNIT-II	FRONT OFFICE (ACCOUNTING): Accounting fundamentals, Guest and non-guest accounts, accounting system (Non automated, semi-automated and fully automated)	
UNIT-III	CHECK OUT PROCEDURES: Guest accounts settlement (Cash and credit, Indian currency and foreign currency, Transfer of guest accounts, Express check out) NIGHT AUDITING: Functions, Audit procedures (Non automated, semi-automated and fully automated)	
UNIT-IV	FRONT OFFICE AND GUEST SAFETY AND SECURITY: Importance of security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb) FRENCH Expressions de politesse et les commander et Expressions d'encouragement, Basic conversation related to Front Office activities such as {Reservations (personal and telephonic), Reception (Doorman, Bell Boys, Receptionist etc.), Cleaning of Room & change of Room etc.}	
References	<ul style="list-style-type: none"> • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Grew Hill, Managing Front Office Operations – Karsavina & Brooks Educational Institution HAMA, Front Office – operations and management – Ahmed Ismail (Thomson Delmar), Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers, Managing Front Office Operations by Karsavina & Brooks, Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International 	

Course outcome

BHM2303.1 Understood the use of computers and software in front office

BHM2303.2 Understood the Night Audit procedure

BHM2303.3 Learned about check-in check out procedure and handling financial transactions

BHM2303.4 Learned about Fielding customer enquiries, arranging guest services.

FRONT OFFICE OPERATIONS-PRACTICAL

S.No	Topic	
1	Hot function keys	
2	Create and update guest profiles	
3	Send confirmation letters	
4	Print registration cards	
5	Make FIT reservation & group reservation	
6	Make an Add-on reservation	
7	Amend a reservation	
8	Cancel a reservation-with deposit and without deposit	
9	Log onto cahier code	
10	Process a reservation deposit	
11	Pre-register a guest	
12	Put message and locator for a guest	
13	Put trace for guest	
14	Check in a reserved guest	
15	Check in day use	
16	Check -in a walk-in guest	
17	Maintain guest history	
18	Make sharer reservation	
19	Add a sharer to a reservation	
20	Make A/R account	
21	Take reservation through Travel Agent/Company/ Individual or Source	
22	Make room change	
23	Make check and update guest folios	
24	Process charges for in-house guests and non-resident guests.	
25	Handle allowances and discounts and packages	
26	Process advances for in-house guest	
27	Put routing instructions	
28	Print guest folios during stay	
29	Processing foreign currency exchange/ cheque exchange	
30	Process guest check out by cash and credit card	

31	Check out without closing folio-Skipper accounts	
32	Handle paymaster folios	
33	Check out using city ledger	
34	Print guest folio during check out	
35	Close bank at end of each shift	
36	Check room rate and variance report	
37	Tally Allowances for the day at night	
38	Tally paid outs for the day at night	
39	Tally forex for the day at night	
40	Credit check report	

Detailed Syllabus
SUBJECT TITLE: ACCOMMODATION OPERATIONS
SUBJECT CODE: BHM-2304 & BHM-2312
SEMESTER: III
CONTACT HOURS/WEEK:

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

Internal Assessment: 40
End Term Exam: 60
Duration of Exam: 3 Hrs.
Objective and outcome of course:

- Demonstrate housekeeping technical knowledge and skills
- Demonstrate extensive knowledge of laundry operations

Contents of Syllabus:

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 Linen Items & fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and records, Stocktaking- procedures and records, Recycling of discarded linen, Linen Hire	
UNIT-II	UNIFORMS: Advantages of providing uniforms to staff, Issuing and exchange of uniforms; type of uniforms, Selection and designing of uniforms, Layout of the Uniform room SEWING ROOM: Activities and areas to be provided, Equipment provided	
UNIT-III	LAUNDRY: Commercial and On-site Laundry, Flow process of Industrial Laundering-OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal	
UNIT-IV	FLOWER ARRANGEMENT: Flower arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower arrangements, Principles of design as applied to flower arrangement INDOOR PLANTS: Selection and care	
REFERENCES:	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Holder & StoughtonLtd. • Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi. 	

	<ul style="list-style-type: none"> • 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 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

BHM2304.1 Understood the linen usage and cleaning procedures

BHM2304.2 Possess practical skills for making different flower arrangements.

BHM2304.3 Learned about different Uniforms

BHM2304.4 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

Detailed Syllabus

SUBJECT TITLE: FOOD & BEVERAGE CONTROL -THEORY

SUBJECT CODE: BHM-2305

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.

Objective and outcome of course:

- Demonstrate Purchasing Control knowledge and skills
- Demonstrate extensive knowledge of Cost Control

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	<p>FOOD COST CONTROL: Introduction to Cost Control, Define Cost Control, The Objectives and Advantages of Cost Control, Basic Costing, Food Costing</p> <p>RECEIVING CONTROL: Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment required for receiving, Documents by the Supplier (including format), Delivery Notes, Bills/Invoices, Credit Notes, Statements, Records maintained in the Receiving Department, Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving,</p>	

	Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department, Hygiene and cleanliness of area.	
UNIT-II	FOOD CONTROL CYCLE: Purchasing Control, Aims of Purchasing Policy, Job Description of Purchase Manager/Personnel, Types of Food Purchase, Quality Purchasing, Food Quality Factors for different commodities, Definition of Yield, Tests to arrive at standard yield, Definition of Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food Purchasing, Sources of Supply, Purchasing by Contract, Periodical Purchasing, Open Market Purchasing, Standing Order Purchasing, Centralized Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms, Ordering Cost, Carrying Cost, Economic Order Quantity, Practical Problems.	
UNIT-III	STORING & ISSUING CONTROL: Storing Control, Aims of Store Control, Job Description of Food Store Room Clerk/personnel, Storing Control, Conditions of Facilities and Equipment, Arrangements of Food, Location of Storage Facilities, Security, Stock Control, two types of Foods Received- direct stores (Perishables/non-perishables), Stock Records Maintained bin Cards (Stock Record Cards/Books) Issuing Control: Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical inventory and Book value, Stock levels, Practical Problems, Hygiene & Cleanliness of area	
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:	<ol style="list-style-type: none"> 1. Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers. 2. Hotel & Catering Costing & Budgets, RD. 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

- **BHM2305.1** Students able to know Objectives and Advantages of Cost Control

- **BHM2305.2** Students able to understand Food control cycle, Purchasing Control
- **BHM2305.3** Able to know storing & issuing control processors
- **BHM2305.4** Students able to understand production and sales control system

Detailed Syllabus

SUBJECT TITLE: Food Safety & Quality

SUBJECT CODE: BHM-2306

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.

Objective and outcome of course:

- Demonstrate understanding on food safety, hazards and risks
- Learn and understand about micro-organisms and the contaminations they cause

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	<p>INTRODUCTION: Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene</p> <p>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</p> <p>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)</p>	
UNIT-II	<p>BENEFICIAL ROLE OF MICRO-ORGANISMS: Fermentation & Role of lactic and bacteria, Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages), Miscellaneous (Vinegar &anti-biotic)</p> <p>FOOD BORNE DISEASES: Types (Infections and intoxications), Common diseases caused by food borne pathogens, Preventive measure</p> <p>FOOD ADDITIVES: Introduction, Types (Preservatives, Anti-Oxidants, Sweeteners, Food Colors and Flavors, Stabilizers and Emulsifiers)</p>	
UNIT-III	<p>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).</p> <p>FOOD LAWS AND REGULATIONS: National – PFA Essential Commodities Act (FPO, MPO etc.), International – Codex Alimentarius, ISO, Regulatory Agencies – WTO, Consumer Protection Act.</p> <p>QUALITY ASSURANCE: Introduction to Concept of TQM, GMP and Risk Assessment, Relevance of Microbiological standards for food safety, HACCP (Basic Principle and implementation)</p>	
UNIT-4	<p>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</p>	

	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:	<ol style="list-style-type: none"> 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 	

Course outcome

BHM2306.1 Gained knowledge on food preservation

BHM2306.2 Awarred about food adulterants and contaminations

BHM2306.3 Learned about the risk associated with contaminated foods

BHM2306.4 Learned about mislabeled and adulterated food.

Detailed Syllabus

SUBJECT TITLE: Foreign Language Skills –II (French)

SUBJECT CODE: BHM2307

SEMESTER: III

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- Students able to understand Foreign Language
- Able to speak various words, sentence in French

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-1	<p>Restaurant Brigade; Hotplate language and terminology; Name of herbs and spices; Plural of Nouns; Possessive adjectives; Conversation basic: Introducing each other, Short Guest Interactions.</p>	
UNIT-2	<p>Kitchen Brigade; Name of Meat, Poultry and Game; Conjugation of irregular verbs : partir, faire, prendre, sortir, voir, vouloir, pouvoir; The interrogation with <est-ce que, qu'est-ce que et qui est-ce>; Conversation basic: In the restaurant (how to place/take order, billing etc.)</p>	
UNIT-3	<p>Name of French wines, French cheese and seasonings; Reading a wine label; The recent past tense; The immediate future tense; Conversation basic: hotel room reservation (to make/cancel the reservation)</p>	
UNIT-4	<p>The French Classical Menu with classic - examples of each course; Hot plate language and terminology; Interrogation; Conversation basic: Making/Cancelling a reservation (in train/on flight)</p> <p>(Oral)</p> <p>Role-playing of different situations</p> <p>Understanding questions</p> <p>Conversation</p> <p>Picture composition</p>	

REFERENCES:	<ul style="list-style-type: none"> · Larousse compact Dictionary: French-English/ English-French · Conjugation - Le Robert & Nathan · Larousse French Grammar · Grammaire Collection "Le Nouvel Entraînez vous" level debutant · Parlez à l'hotel by A. Talukdar · A Votre Service 1 · French for Hotel and Tourism Industry by S. Bhattacharya · Jumelage 1 by Manjiri Khandekar and Roopa Lecture · Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav 	
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Course outcome

BHM2307.1 Learned to express their view in French Language

BHM2307.2 Students learned to conversation with guest in Foreign Language

BHM2307.3 Students can satisfy requirement of everyday situations.

BHM2307.4 Students can support opinions and hypothesize.

Detailed Syllabus

SUBJECT TITLE: Workshop on Research Methodology

SUBJECT CODE: BHM-2308

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.

Objective and outcome of course:

- Demonstrate understand Meaning and objectives of Research
- Learn and understand Different Research design
- Gain knowledge on Collection of Primary Data
- Awareness about Hypothesis Testing

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 Researches, Techniques Involved in defining a problem.	
UNIT-II	RESEARCH DESIGN: Meaning and Need for Research Design, Features and important concepts relating to research design, Different Research design, Important Experimental Designs	
UNIT-III	SAMPLE DESIGN: Censure and sample Survey, Implication of Sample design, Steps in sampling design, Criteria for selecting a sampling procedure, Characteristics of a good sample design, Different types of Sample design, Measurement Scales, Important scaling Techniques	
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:	<ol style="list-style-type: none"> 1) Business Research Methods -Alan Bryman, Emma Bell– 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 	

	<ul style="list-style-type: none">4) How to Complete your Research project successfully, Judith Bell, USB Publisher Distributors Delhi5) Research Methodology – A Step by Step Guide for Beginners — Ranjit Kumar, Pearson Publications	
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BHM2308.1.Demonstrate understand Meaning and objectives of Research

BHM2308.2.Learn and understand Different Research design

BHM2308.3.Gain knowledge on Collection of Primary Data

BHM2308.4.Awareness about Hypothesis Testing

SYLLABUS

SEMESTER-IV

SUBJECT TITLE: Advance Food Production Operations – I
SUBJECT CODE: BHM-2401& BHM-2406
SEMESTER: IV
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.
Objective and outcome of course:

- Student able to understand Introduction of Larder Work, Definition, Equipment found in the larder
- Able to understand sausages, fillings, forcemeats

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-1	<p>LARDER- LAYOUT&EQUIPMENT: Introduction of Larder Work, Definition, Equipment found in the larder, Layout of a typical larder with equipment and various sections.</p> <p>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,</p> <p>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.</p>	08
UNIT-2	<p>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,</p> <p>BRINES,CURES &MARINADES: Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades ,Difference between Brines, Cures &Marinades, HAM, BACON &GAMMON: Cuts of Ham, Bacon &Gammon, Differences between Ham, Bacon &Gammon Processing of Ham &Bacon, Green Bacon, Uses of different cuts, GALANTINES: Making of galantines, Types of Galantine Ballotines, PATES: Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison Truffle-sources, Cultivation and uses and Types of truffles</p>	04
UNIT-3	<p>MOUSE&MOUSSELINE: Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline. CHAUDFROID: Meaning of Chaud froid, Making of chaud ford &Pecautions, Types of chaud froid, Uses of chaud froid.</p>	16

	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, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermocol work	
UNIT-4	APPETIZERS & GARNISHES- Classification of Appetizers, Examples of Appetizers, Historic importance of culinary 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:	<p>Le Rol A.Polsom. The Professional Chef Bo Friberg (2002) The Professional Pastry Chef, Fourth Edition Wiley & Sons INC Cessarani & Kinton (2007). Theory of Catering. Hodder Education 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</p> <ul style="list-style-type: none"> • Kinton R Cessarani V., Foskett D. (2000) Practical Cookery (9th edition) Hodder Education 	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM2401.1	Able to demonstrate understanding of standard weights, measures and scaling of ingredients
CO2	BHM2401.2	Will be perform and apply basic culinary math in the food service industry
CO3	BHM2401.3	Students can prepare a variety of baked goods and desserts
CO4	BHM2401.4	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 Ecrevisse, Escalope De Veau viennoise, Pommes atailles, Epinards au Gratin	Demonstrations & simple applications

	<p>MENU 03 Crème Du Barry, Darne De Saumon Grille, Sauce paloise, Pommes Fondant, Petits Pois A La Flamande</p> <p>MENU 04 Veloute Dame Blanche, Cote De Porc Charcuterie, Pommes De Terre a La Crème, Carottes Glace Au Gingembre</p> <p>MENU 05 Cabbage Chowder, Poulet A La Rex, Pommes Marguises, Ratatouille</p> <p>MENU 06 Barquettes Assortis, Stroganoff De Boeuf, Pommes Persilles, Riz Pilaf</p> <p>MENU 07 Duchesse Nantua, Poulet Maryland, Croquette potatoes, Banana fritters, Corn gallets</p> <p>MENU 08 Kromeskies, Filet De Sols Walweska, Pommes Lyonnaise, Funghi Marirati</p> <p>MENU 09 Vol-Au-Vent De Volaille Et Jambon, Poulet a la kiev, Creamy Mashed Potatoes, Butter tossed green peas</p> <p>MENU 10 Quiche Lorraine, Roast Lamb, Mint sauce, Pommes Parisienne</p> <p>iv) Plus 5 Buffets Cold Buffet, Hot Continental, Hot Indian, Buffet Desserts, Bread Displays Demonstration of: Charcuterie Galantines, Pate, Terrines, Mousselines</p>	
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PART 'B' - BAKERY & PATISSERIE

S. No	Topic	Method
1	Brioche Baba au Rhum	
2	Soft Rolls, Chocolate Parfait	
3	French Bread, Tarte Tartin	
4	Garlic Rolls, Crêpe Suzette	
5	Harlequin Bread, Chocolate Cream Puffs	
6	Foccacia, Crème Brûlée	
7	Vienna Roll, Mousse Au Chocolate	
8	Bread Sticks, Souffle Milanaise	
9	Brown Bread, Pâte Des Pommes	
10	Clover Leaf Rolls, Savarin des fruits	
11	Whole Wheat Bread, Charlotte Royal	
12	Herb & Potato Loaf, Doughnuts	
13	Milk Bread, Gateaux des Peache	
14	Ciabatta, Chocolate Brownie	
15	Buffet desserts, Modern Plating Styles	

Detailed Syllabus

SUBJECT TITLE: Advanced Food & Beverage Operation

SUBJECT CODE: BHM-2402 & BHM-2407

SEMESTER: IV

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- Students able to understand Organization of Banquet department, Duties & responsibilities
- Students able to know Area requirement, Planning and organization, Sequence of food, Menu planning

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	FUNCTION CATERING: - BANQUETS: History, Types, Organization of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus. BANQUET PROTOCOL: Space Area requirement, Table plans/arrangement, Misc-en-place, Service, Toast & Toast procedures. INFORMAL BANQUET: Réception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering	
UNIT-II	FUNCTIONCATERING: - BUFFETS: Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food, Menu planning, Types of Buffets, Display, Sit down, Fork,	

	Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list	
UNIT-III	<p>COCKTAILS & MIXED DRINKS: Definition and History, Classification, Parts, Methods of mixing, measures, pourers and pouring, Garnishes, Bar equipment's, Cocktail glasses, Syrups and other non-alcoholic ingredients, Juices, Liqueurs in cocktails, service of cocktails.</p> <p>PREPARATION AND SERVICE OF INNOVATIVE COCKTAILS: Infused drinks, Sour drinks, trendy drinks, long drinks, short drinks, cream drinks, wine-based drinks, Hot drinks, Mocktails.</p>	
UNIT-IV	<p>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, Pinacolato, Rusty Nail, Black Russian, Margarita, Gimlet</p> <p>- Dry & Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall Banger, Bombay Cocktail</p>	
REFERENCES:	<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • The Waiter Handbook by Grahm Brown, Publisher: Global Books 	

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

CO1	BHM2402.1	Able to demonstrate good communication & leadership skills
CO2	BHM2402.2	Will be gain Extensive knowledge on different banquet setups, service styles and records
CO3	BHM2402.3	Students can Gain insight into kitchen stewarding
CO4	BHM2402.4	Able to know learnt to prepare Flambé dishes

ADVANCED FOOD & BEVERAGE OPERATION (Practical)

S. No	Topic	
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 <ul style="list-style-type: none"> • Planning & organizing Formal & Informal Banquets • Planning & organizing Outdoor caterings 	Demonstration by instructor and applications by students
03	FUNCTION CATERING – BUFFETS <ul style="list-style-type: none"> • Planning & organizing various types of Buffets 	Demonstration by instructor and applications by students
04	BAR OPERATIONS <ul style="list-style-type: none"> • Designing & setting the bar • Bar mise-en-place • Preparation & Service of Classic Cocktail & Mixed Drinks 	

Detailed Syllabus

SUBJECT TITLE: Accommodation Management

SUBJECT CODE: BHM-2403 & BHM-2408

SEMESTER: IV

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- Students able to understand Work environment Safety and job safety analysis
- Students able to know Elements of design, Color and its role in décor, Types of color schemes

Contents of Syllabus:

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	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & StoughtenLtd. • 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 Punisher. <ul style="list-style-type: none"> 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 	
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Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM2403.1	Able to demonstrate planning&organizinginHousekeepingdepartment
CO2	BHM2403.2	Will be learnaboutinventoryandstockrecords
CO3	BHM2403.3	Students can Learntosetroomratesfora hotel
CO4	BHM2403.4	Able to understandtheimportanceofEnergy&Water Conservation

ACCOMMODATION MANAGEMENT (Practical)

S.No	Topic	
1	STANDARD OPERATING PROCEDURE <ul style="list-style-type: none"> Skill Oriented Task (e.g. cleaning and polishing glass, brass etc.) 	
2	FIRST AID <ul style="list-style-type: none"> First Aid Kit Dealing With Emergency Situation Maintaining Records 	
3	SPECIAL DECORATION (THEME RELATED TO HOSPITALITY INDUSTRY) <ul style="list-style-type: none"> Indenting Costing Planning With Time Split Executing 	
4	LAYOUT OF GUEST ROOM <ul style="list-style-type: none"> To The Scale Earmark Pillars Specification Of Colors, Furniture, Fixture, Fitting, Soft Furnishing and Accessories Etc. Used 	Demonstration by instructor and applications by students
5	STANDARD OPERATING PROCEDURE	

	<ul style="list-style-type: none">• Skill Oriented Task (e.g. cleaning and polishing glass, brass etc)	
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Detailed Syllabus
SUBJECT TITLE: Food & Beverage Management
SUBJECT CODE: BHM-2404
SEMESTER: IV
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.
Objective and outcome of course:

- Students able to understand F&B Management, quality management, Managing Quality
- Students able to analyze Elements of cost, Classification of cost. sales concepts

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	F & B MANAGEMENT IN FOOD AND BEVERAGE OPERATIONS: 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, Frame Work, Key Factors, Types of Budgets, Budgetary Control	
UNIT-IV	VARIANCE ANALYSIS: Standard cost, Standard costing, Cost	

	<p>variances, Material variances, Labor variances, Overhead variance, Fixed overhead variance, Sales variance, Profit variance.</p> <p>BREAKEVEN ANALYSIS: Breakeven chart, P V Ratio, Contribution, Marginal cost, graphs.</p> <p>MENUMERCHANDISING: Menu control, Menu structure, Planning and pricing of menus, Types of menus, Menu as marketing tool, Layout, Constraints of menu planning.</p> <p>Management Information System: Reports, Statistical revenue report, cumulative and non-cumulative</p>	
REFERENCES:	<ul style="list-style-type: none"> • Text Book of Food and Beverage Management, by Sudhir Andrews, Tata Mc Graw 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	BHM2404.1	Able to understandtheroleofFood&Beveragecontrolsdepartment
CO2	BHM2404.2	Will be demonstratethoroughknowledgeoffoodcontrolcycle
CO3	BHM2404.3	Students can understandthedynamicsofstrategyformulation
CO4	BHM2404.4	Able to understandUnderstandvarioussystemsandtechniquesofcontrollingfoodandbeveragecosts

Detailed Syllabus

SUBJECT TITLE: Hotel Law
SUBJECT CODE: BHM-2405
SEMESTER: IV
CONTACT HOURS/WEEK: 02

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- Understand the different types of laws
- Understand the Indian legal structure for hotel business

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	INTRODUCTION TO INDIAN HOSPITALITY & RELATED LAWS A. Introduction B. Legal Perspectives C. Key Issues D. Legal Requirements for Hotel Business – Before & After	04
UNIT-II	LAWS RELATED TO HOTEL OPERATIONS IN INDIA A. Doing Hotel Business in India B. Business Contracts C. Hotel Licenses & Regulations D. Hotel Insurance	04
UNIT-III	LAWS RELATED TO EMPLOYEES, GUESTS, PUBLIC HEALTH & SAFETY A. Introduction & Overview of Labor laws B. Hospitality Laws C. Public Health Laws Environment Laws	04
UNIT-IV	LAWS RELATED TO FOOD & BEVERAGE SERVICES A. Food Legislation B. Liquor licensing	04

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM2405.1	Able to understand the laws relating to the hospitality industry
CO2	BHM2405.2	Will be able to learn & understand legal requirements before opening a hotel, learn about inventory and stock records.
CO3	BHM2405.3	Students can understand the different types of laws
CO4	BHM2405.4	Able to understand the Indian legal structure for hotel business

Recommended Books:

Amitabh Devendra
Stephen Bharath

“Hotel laws, Oxford University press”

“Hospitality Law – Managing Legal Issues in the Hospitality Industry

Jagmohan Negi

“Hotel & Tourism Laws”

SUBJECT TITLE: Advanced Food Production Operations – II

SUBJECT CODE: BHM-3601 & BHM-3606

SEMESTER: VI

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.

Objective and outcome of course:

- Students able to understand international cuisine, Chinese, French
- Students able to know Varieties of icings, Types and classification of Frozen desserts, Making of Meringues

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-1	<p>INTERNATIONAL CUISINE: Geographic location, Historical background Staple food with regional Influences, Specialities, Recipes, Equipment in relation to: Great Britain, France, Italy, Spain &Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic.</p> <p>CHINESE: Introduction to Chinese foods, Historical background, Regional cooking styles, Methods of cooking, Equipment & utensils.</p> <p>FRENCH: Culinary French, Classical recipes (recettes classique), Historical Background of Classical Garnishes, Offal's/Game, Larder terminology and vocabulary</p>	08
UNIT-2	<p>ICINGS & TOPPINGS: Varieties of icings, Using of Icings, Difference between icings &Toppings, Recipes,</p> <p>FROZEN DESSERTS: Types and classification of Frozen desserts, Ice-creams – Definitions, Methods of preparation, Additives and preservatives used in Ice-cream manufacture.</p> <p>MERINGUES: Making of Meringues, Factors affecting the stability, Cooking Meringues, Types of Meringues, Uses of Meringues.</p> <p>CHOCOLATE: History, Sources, Manufacture &Processing of Chocolate, Types of chocolate, Tempering of chocolate, Cocoa butter, white chocolate and its applications.</p>	04
UNIT-3	<p>PRODUCTION MANAGEMENT: Kitchen Organization, Allocation of Work- Job Description, Duty Rosters, Production Planning, Production Scheduling, Production Quality &Quantity</p>	16

	Control, Forecasting & Budgeting, Yield Management. PRODUCT&RESEARCH DEVELOPMENT: Testing new equipment, Developing new recipes, Food Trails, Organoleptic & Sensory Evaluation.	
UNIT-4	FOOD PRESENTATION PRINCIPLES: Basic presentations, Modern perspectives, Use of technology, Use of contemporary plates, Role and use of garnish, Unconventional garnishes, Plate Presentation techniques	04
REFERENCES:	<ul style="list-style-type: none"> • The Professional Chef (4th Edition) By Le RolA.Polsom • The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & SonsINC • Theory of Catering by Kinton &Cessarani • Theory of Cookery by K Arora, Publisher: FrankBrothers • 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 • Practical Cookery by Kinton &Cesarani 	

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

ADVANCED FOOD PRODUCTION OPERATIONS (Practical)

COUNTRY	Topic	Method
CHINESE	MENU 01 Prawn Ball Soup, Fried Wantons, Sweet &Sour Pork, Hakka Noddle's MENU 02 Hot &Sour soup, Beans Sichuan, Stir Fried Chicken &Peppers, Chinese Fried Rice MENU 03 Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice MENU 04 Wonton Soup, Spring Rolls, Stir Fried Beef &Celery Chow Mein MENU 05 Prawns in Garlic Sauce, Fish Szechwan, Hot &Sour Cabbage, Steamed Noddle's	Demonstrations & simple applications

SPAIN	MENU 06, Gazpacho, Pollo En Pepitoria, Paella, Fritata De Patata, Pastel De Mazaana	Demonstrations & simple applications by students
ITALY	MENU 07 Minestrone, Ravioli Arabeata, Fettocine Carbonara, Pollo Alla Cacciatore, Medanzane Parmigiane	Market survey/tour
GERMANY	MENU 08 Linsensuppe, Sauerbaaten, Spatzale, German Potato Salad	Demonstrations & simple applications by students
U.K.	MENU 09 Scotch Broth, Roast Beef, Yorkshire Pudding, Glazed Carrots & Turnips, Roast Potato	Demonstrations & simple applications by students
GREECE	MENU 10 Soupe Avgolemono, Moussaka A La Greque, Dolmas, Tzaziki	Demonstrations & simple applications

PART 'B' - BAKERY & PATISSERIE

S. No	Topic	Method
1	Grissini, Tiramisu	
2	Pumpernickel, Apfel Strudel	
3	Yorkshire Curd Tart, Crusty Bread	
4	Baklava, Harlequin Bread	
5	Baguette, Crepe Normandy	
6	Croissants, Black Forest Cake	
7	Pizza base, Honey Praline Parfait	
8	Danish Pastry, Cold Cheese Cake	
9	Soup Rolls, Chocolate Truffle cake	

10.	Ginger Bread, Blancmange	
11.	Lavash, Chocolate Parfait	
12.	Cinnamon & Raisin Rolls, Soufflé Chaud Vanilla	
13.	Fruit Bread, Plum Pudding	
14.	Demonstration of: Meringues, Icings & Topping's	
15.	Demonstration of: Wedding Cake & Ornamental cakes	

Detailed Syllabus

SUBJECT TITLE: Guest Service Management

SUBJECT CODE: BHM-3602 BHM-3607

SEMESTER: VI

CONTACT HOURS/WEEK: 03

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- To understand the Nature of Guest service
- To learn how to Monitoring of complaints and compliments

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	AN INTRODUCTION TO GUEST SERVICE A. Nature of Guest service B. Changing Guest behavior and expectation C. Guest retention D. What is excellent service E. Personal versus material service F. Customer Segmentation	04
UNIT-II	GUEST LISTENING A. Barriers to listening B. Monitoring of complaints and compliments C. Monitoring guest satisfaction D. Measuring guest loyalty	04

	E. Involving employees when measuring process Recognizing achievement.	
UNIT-III	GUEST RELATION EXECUTIVE A. Job description of GRE B. Role of GRE in Hotels C. Duties & responsibility of GRE D. GRE in various sectors	04
UNIT-IV	A. TRAINING AND DEVELOPMENT FOR GUEST SERVICE Importance of training and development in guest service, Identifying training and development objectives, Training and development for managers B. COMMUNICATIONS Disseminating the message, developing a communications strategy Reinforcing the message Tips on effective internal communication C. CRM IN HOSPITALTY Customer relations management in Hotels, Analytical CRM, CRM market aspects, Operational CRM.	06

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM3602.1	To understand Role of GRE in hotels
CO2	BHM3602.2	To understand the Nature of Guest service
CO3	BHM3602.3	Students Learn about duties and responsibility of GRE
CO4	BHM3602.4	To learn & understand developing a communications strategy

REFERENCE BOOKS:

Customer support – donna knapp
 Customer expectation Management - terry schurter
 Voice of Customer- Dr. John Anton
 Customer satisfaction - Avinash Narula
 Customer relationship management
 Customer relationship management –Francis Buttle

BHM-3607 GUEST SERVICE MANAGEMENT (Practical)

S.No	Topic	
01	Complaint Handling <ul style="list-style-type: none"> • Role play • Case studies 	
02	Etiquettes <ul style="list-style-type: none"> • Basic Etiquette • Social Etiquette • Corporate Etiquette • Telephone Etiquette 	
03	Verbal & Non – Verbal communication Written communication, Facial expressions, Gestures, Eye contact, Small Group Communication, Public Communication	

Detailed Syllabus

SUBJECT TITLE: Material Management

SUBJECT CODE: BHM-3603

SEMESTER: VI

CONTACT HOURS/WEEK: 03

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- To understand the basics of Material Management
- To learn the ABC analysis

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	INTRODUCTION TO MATERIAL MANAGEMENT A. Meaning & Scope B. Objectives & Significance of Material Management C. Material Management in other areas of Management Functions	04
UNIT-II	ABC ANALYSIS A. Meaning of ABC Analysis B. Purpose of ABC Analysis C. Advantages & Limitations D. Simple Numerical of ABC Analysis	04
UNIT-III	CODING & STANDARDIZATION A. Basis of Coding B. Coding by Group Classification C. Characteristics of Good Coding System D. Types of Coding E. Standardization & its benefits	04
UNIT-IV	PURCHASE MANAGEMENT A. Meaning, Objectives & Functions B. Purchase Parameters – 8 Rs of Purchasing C. KARDEX System NEGOTIATION A. Meaning of Negotiation B. Objectives & Techniques C. Qualities of Good Negotiator D. Tactics /Strategies used in Negotiation	06

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM3603.1	To underst andCoding&Standardization
CO2	BHM3603.2	TounderstandthebasicsofMaterialManagement
CO3	BHM3603.3	TolearntheABCanalysis
CO4	BHM3603.4	Tolearn&understanddevelopingacomunicationsstrategy

REFERENCE BOOKS:

1. Principle of Inventory & Material Management by Richard J Jensine, Publisher: Prentice Hall
2. Introduction to Material Management by J R Tony Arnold, Steve Chapman, Llyod MClive, Publisher Prentice Hall
3. Purchasing Selection & Procurement for the Hospitality Industry, Fifth Edition by Andrew Edition Publisher: Wiley & Sons

Detailed Syllabus

SUBJECT TITLE: Entrepreneurship Development

SUBJECT CODE: BHM-3604

SEMESTER: VI

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.

Objective and outcome of course:

- Students able to understand Meaning, Importance, Qualities, Nature and Types of entrepreneurs.
- Extensive knowledge of small-scale enterprises, tiny industries/Ancillary industries

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	INTRODUCTION TO ENTREPRENEURSHIP: Meaning, Importance, Qualities, Nature and Types of entrepreneurs. Factors influencing entrepreneurship. Role of entrepreneurship in the development of an economy. Difference between Entrepreneur and Intrapreneur. Problems and promotion of Women entrepreneurs	
UNIT-II	SMALL SCALE ENTERPRISES: Small scale enterprises, tiny industries/Ancillary industries/ Cottage Industries- definition, meaning, product range, capital investment, ownership patterns. Importance and role played by SSI in the development of the Indian economy. Policies governing SSI's, Sickness in SSE's: Meaning and definition of a sick industry, Causes of industrial sickness	
UNIT-III	STARTING A SMALL BUSINESS: Business opportunity, Scanning the environment for opportunities, Evaluation of alternatives and selection based on personal competencies, STEPS INVOLVED IN STARTING A BUSINESS VENTURE: Location, Clearances and permits required, Formalities, Licensing and registration procedures, Assessment of the MARKET FOR THE PROPOSED PROJECT: financial, technical and social feasibility of the project, Preparing a business plan & project report	
UNIT-IV	INSTITUTIONAL & GOVERNMENT ASSISTANCE TO SMALL SCALE ENTERPRISES: Role of central and state government in promoting entrepreneurship, Introduction to various incentives, subsidies and grants. Export Oriented Units. Financial assistance through SFC's, SIDBI, Commercial Banks	

REFERENCES:	<ul style="list-style-type: none"> • Entrepreneurship-ASouth-Asian perspective by D.F. Kuratko. Cengage Learning India Pvt.Ltd. Delhi • Entrepreneurship Development by D. Hisrich, R., & Peter, P. M. Tata McGraw Hill edition. • Dynamics of Entrepreneurial Development and Management. by Desai, V. Himalaya Publishing House, Delhi • Entrepreneurship Development. By Srinivasan, N., & Gupta, G. P. Sultan Chand & Sons 	
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Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM3604. 1	Students able to know Business opportunity, Scanning the environment for opportunities
CO2	BHM3604. 2	Students able to understand Role of central and state government in promoting entrepreneurship
CO3	BHM3604. 3	Students can learn Evaluation of alternatives and selection based on personal competencies
CO4	BHM3604. 4	Able to understand Nature and Types of entrepreneurs

Detailed Syllabus

SUBJECT TITLE: Principles of Management

SUBJECT CODE: BHM-3605

SEMESTER: VI

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.

Objective and outcome of course:

- Able to understand management levels, managerial skills & managerial roles.
- Students able to understand planning, organizing organizational structure and design

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	MANAGEMENT CONCEPT AND NATURE: science or art, process & functions; management levels, managerial skills & managerial roles. Management and Society. ROLE OF MANAGER: Management as a profession, Professional Manager & his tasks, Managerial Skills, Roles & Levels, Managerial ethics & organizations culture, Management process, External & internal, Factors that affect Management.	
UNIT-II	PLANNING: Nature, Purpose, Types and process. Management by Objectives, Strategies and policies, Decision making. ORGANIZING: concept of organizing and organization. Line and Staff, authority and responsibility, span of Control, Delegation, Decentralization, Organizational structure and design	
UNIT-III	MOTIVATION: Basic concept & Definition, Theories and practices of motivating people in organizations	
UNIT-IV	LEADERSHIP: Basic Concepts & Definitions, Theories & Styles, Situational Lead, Team building CONTROLLING: basic Concepts & Definitions, Process, Methods & Techniques CO-ORDINATION: Meaning & Techniques	
REFERENCES:	<ul style="list-style-type: none"> • Principles Of Management & Administration by Chandra Bose, Prentice Hall of India • Management Theory & Practice by C.B. Gupta (CBG) Sultan Chand & Sons • Management Stoner, by Freeman & Gilbert Prentice Hall of India Pvt.Ltd. • Management Today: Principles and Practice by Burton, Jene, Tata Mc-Graw-Hill Publishing Co.Ltd. • Management: A global perspective by Weinrich, Heinz and Koontz, Harold, Tata McGraw-Hill Publication Company, 1993.New Delhi 	

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

CO1	BHM3605.1	Extensive knowledge of Theories and practices of motivating people in organizations
CO2	BHM3605.2	Students able to understand leadership, controlling
CO3	BHM3605.3	Students can learn concept of organizing and organization.
CO4	BHM3605.4	Able to understand leadership

SYLLABUS

SEMESTER-VII

SUBJECT TITLE: Food Production Operations Management
SUBJECT CODE: BHM-4701 & BHM-4709
SEMESTER: VII
CONTACT HOURS/WEEK:

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

Internal Assessment:40
End Term Exam: 60
Duration of Exam: 3 Hrs.
Objective and outcome of course:

- Students able to understand Molecular gastronomy, Sous Vide, Cook Freeze, Cook Chill, Blast Freezing, Vegan cuisine
- Students able to know Use of non-edible components, Role of dimension
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Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-1	CONTEMPORARY ISSUES IN INTERNATIONAL CUISINE: Genetically modified food, Organic food, Slow food movement, Molecular gastronomy, Sous Vide, Cook Freeze, Cook Chill, Blast Freezing, Vegan cuisine, INTERNATIONAL SPICES AND CONDIMENTS: Types of spices and condiments, Usage in cooking, Availability, Medicinal and therapeutic properties, international sauces, condiments, marinades, spice blends and rubs recipes. FOOD PRESERVATION: Simple preservation methods using natural and chemical preservatives, dehydration, jams and jellies, squash and syrups, dehydrated foods, chutneys, pickles and preserves recipes.	08
UNIT-2	FOOD STYLING: Use of non-edible components, Role of dimension CENTRALIZED KITCHENS: Preparation of food in centralized outlets, Advantages and disadvantages of using centralized outlets, Equipment's required for centralized preparation, H.A.C.C.P. procedures followed during centralized preparation, Transportation of food to different outlets	04
UNIT-3	PLATED PRESENTATION ART: Essentials of plate presentation, Garnishes– tulip Paste, chocolate stencils, nougat garnishes, etc., Buffet presentations, Modern trends in Presentation, Portioning usage of contemporary plates, technology, etc.	16
UNIT-4	SUGAR COOKING TECHNIQUES: Spun sugar, caramel decorations, poured sugar works, Pulled Sugar, Blown Sugar, Rock sugar, Nougatine UNCOOKED SUGAR DISPLAYS: Pastillage, Gum paste Molding, Modelling techniques, Marzipan (cooked/Uncooked) Modelling cutouts, Royal Icing stencils, filigree works, Center piece prepared using sugar works BREAD ARTS: Bread Center pieces, Bread Basket,	04

REFERENCES:	Braided Bread, Sal tillage Salt dough, Types and techniques, Usage <ul style="list-style-type: none"> • Le RolA.Polsom. The Professional Chef • Bo Friberg (2002). <i>The Professional Pastry Chef, FourthEdition.</i> Wiley & Sons INC • Ceserani&Kinton (2007). <i>Theory of Catering.</i> Hodder Education Publishers • K Arora (2008). <i>Theory of Cookery.</i> FrankBrothers • Fuller J. Barrie & Jenkins. <i>Accompaniments & Garnishes from waiter.</i> • S. C Dubey. <i>Bakery & Confectionery.</i> Society of Indian Bakers • Philip E. Thangam (2010). <i>Modern Cookery (Vol-I).</i> Orient Black Swan • Kinton R., Cesarani V., Foskett D. (2000). <i>Practical Cookery (9th edition).</i> Hodder Education
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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	BHM4701.2	Students will learn forcentralizedpreparation,H.A.C.C.P.procedures
CO3	BHM4701.3	Studentsabletounderstandplatedpresentationart,
CO4	BHM4701.4	Students will have sugar cooking techniques

ADVANCED FOOD PRODUCTION OPERATIONS (Practical)

S. No	Topic	Method
1	Preparation of menus using only organic raw ingredient Preparation of 4 Vegan Menus	Demonstrations & simple applications

	Preparation of 5 menus using molecular gastronomy techniques Preparation o Jams, Jellies, Preserves, Pickles etc. Fruit and Vegetable Carvings, Thermopolis v) Cook Chill, Blast Freeze, Cook Freeze Cold Buffet presentation	
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PART 'B' - BAKERY & PATISSERIE

S. No	Topic	Method
1	Preparation of various cooked and uncooked sugar displays	
2	Preparation of Bread Centre Pieces	
3	Preparation of pastillagecentre displays	
4	Preparation of Plated Desserts	

Detailed Syllabus

SUBJECT TITLE: Food & Beverage Operation Management
SUBJECT CODE: BHM-4702 & BHM-4710

SEMESTER: VII

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- Extensive knowledge of Cellar Products, Refrigeration Systems & Storage Conditions
- Students able to understand Role of events for promotion of hospitality products, Types of Events-Cultural, festivals, religious, business

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	CELLAR OPERATIONS: The Cellar, Cellar Products, Refrigeration Systems & Storage Conditions, Safety & Maintenance, Stock Management, Gas Systems, Keys Handling & Storage, Safety Procedures	
UNIT-II	EVENT MANAGEMENT: Role of events for promotion of hospitality products, Types of Events-Cultural, festivals, religious, business etc. Need of event management, Key factors for best event management. Case study of some events.	

	MICE: Introduction, Concept of MICE, Definition of conference and the components of the conference market. The nature of conference markets and demand for conference facilities. The impact of conventions on local and national communities.	
UNIT-III	REVENUE MANAGEMENT IN F & B SERVICE Budgeting, Forecasting, Restaurant Revenue Management HUMAN RESOURCE MANAGEMENT: - Recruiting, Selecting, Hiring, Orienting, and Training, Employee motivation, Employee evaluation and Compensation, Employee discipline.	
UNIT-IV	CONTEMPORARY ISSUES AND TRENDS Future of quick service restaurants, Concepts of dining practices, Technology in food and beverage industry, Innovative practices used in food and beverage Industry	
REFERENCES:	<ul style="list-style-type: none"> • Dennis R. Lillicrap. & John. A. Cousins (2006). <i>Food & Beverage Service</i>. Edward Arnold • Sudhir Andrews (2013). <i>Food & Beverage Service Training Manual</i>. TataMcGrawHill. • John Fuller, Hutchinson (1990). <i>Modern Restaurant Service</i>. Nelson Thornes • Brown G. & Hapner K. (1996). <i>The Waiter Handbook</i>. Hospitality Press • Brian Varghese. <i>Professional Food & Beverage Service Management</i>. • Grahm Brown. <i>The Waiter Handbook</i>. Global Books. 	

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

CO1	BHM4702.1	Students able to know Budgeting, Forecasting.
CO2	BHM4702.2	Students able to understand Future of quick service restaurants.
CO3	BHM4702.3	Students will be educated about Restaurant Revenue Management
CO4	BHM4702.4	Students will learn the Concepts of dining practices

ADVANCED FOOD & BEVERAGE OPERATION (Practical)

S.No	Topic	
01	Cellar Operations: Maintenance and upkeep of cellar registers, practicing stock management, Practicing safety procedures	
02	Event Management: Practicing theme setups, Layout for MICE, Plan checklist for events and MICE, Planning different theme menus, Planning for outdoor catering	Demonstration by instructor and applications by students

03	Planning an operating budget for F & B outlets, Managing Revenue management Software's	Demonstration by instructor and applications by students
04	Project Planning for fast food restaurants, Report on innovative practices used in service industry, Menu merchandising for quick service restaurants	

Detailed Syllabus

SUBJECT TITLE: Advanced Front Office Management

SUBJECT CODE: BHM-4703 & BHM-4711

SEMESTER: VII

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- Students able to understand yield management, yield software, yield management team
- Extensive knowledge of Advantages &disadvantages of timeshare business

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	YIELD MANAGEMENT: Concept and importance, Applicability to rooms division, Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team	
UNIT-II	TIMESHARE&VACATION OWNERSHIP: Definition and types of timeshare options, Difficulties faced in marketing timeshare business Advantages &disadvantages of timeshare business.	
UNIT-III	EXCHANGE COMPANIES: Resort Condominium International, Intervals International, how to improve the timeshare / referral/condominium concept in India- Government’s role/industry role	
UNIT-IV	FRENCH: Conversation with guests, Providing information to guest about the hotel, city, sightseeing, car rentals, historical places, banks, airlines, travel agents, shopping centers and worship places etc. Departure (Cashier, Bills Section and Bell Desk)	
References	<ul style="list-style-type: none"> • Sudhir Andrews. <i>Front Office Training Manual</i>. Tata Mac Graw Hill Kasavana& Brooks. <i>Managing Front Office Operations</i> Educational Institution AHMA • Ahmed Ismail. <i>Front Office – operations and management</i>. Thomson Delmar. • Kasavana& Cahell. <i>Managing Computers in Hospitality Industry</i>. • Colin Dix & Chris Baird. <i>Front Office Operations</i>. • S.K Bhatnagar. <i>Front office Operation Management</i>. Frank Brothers. • Karsavina& Brooks. <i>Managing Front Office Operations</i>. 	

	<ul style="list-style-type: none"> • Sue Baker & Jermy Huyton, Continuum. <i>Principles of Hotel Front Office Operations.</i> • Jerome Vallen. <i>Check in Checkout.</i> • James Socrates. <i>Bardi Hotel Front Office Management, 4th Edition.</i> 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	Students able to know Resort Condominium International, Intervals International
CO2	BHM4703.2	Students able to perform in French language to attend the guest.
CO3	BHM4703.3	Students will learn Conversation with guests.
CO4	BHM4703.4	Students will learn about Providing information to guest about the hotel

FRONT OFFICE MANAGEMENT (Practical)

S.No.	Topic	
1	Hands on practice of computer application (Hotel Management System) related to front office procedures such as Night audit, Income audit, Accounts Yield Management Situation handling- handling guests & internal situations requiring management tactics/strategies Interview Skills: Resume Writing, Self-Introduction, Mock Group Discussions, Mock Personal Interviews, Current Affairs, Interview Questions, Different Elimination rounds, Outside the interview room, Psycho metric Tests	

Detailed Syllabus

SUBJECT TITLE: Advanced Accommodation Management

SUBJECT CODE: BHM-4704& BHM-4712

SEMESTER: VII

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- Students able to understand planning and organizing the house keeping department
- Students able to understand Budget and budgetary controls The budget process

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	PLANNING AND ORGANISING THE HOUSEKEEPING DEPARTMENT Area inventory list, Frequency schedules, Performance and Productivity standards, Time and Motion study in House Keeping operations, Standard Operating manuals - Job procedures, Job allocation and work schedules, calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping, Horticulture and landscaping	
UNIT-II	BUDGETING Inventory level for non-recycled items, Budget and budgetary controls the budget process, Planning capital budget, Planning operation budget, Operating budget - controlling expenses - income statement, Purchasing systems - methods of buying, Stock records - issuing and control	
UNIT-III	CONTRACT SERVICES: - Necessity of contract, advantages and disadvantages of contract, Essential requirements of a contract, types of contracts, their comparative advantages and disadvantages. Procedure for inviting and processing tenders, negotiating and finalizing. EQUIPMENT REPLACEMENT POLICY: Circumstances under which equipment are replaced. Replacement policy of items which gradually deteriorates Replacement when the average annual cost is minimum, Replacement when the	

	present cost is minimum, Economic replacement cycle for suddenly failing equipment	
UNIT-IV	HUMAN RESOURCE MANAGEMENT: - Recruiting, Selecting, Hiring, Orienting, and Training, Employee motivation, Employee evaluation and Compensation, Employee discipline.	
REFERENCES:	<ul style="list-style-type: none"> • Joan C Branson & Margaret Lennox (1988). <i>Hotel, Hostel and Hospital Housekeeping</i>. ELBS with Hodder & Stoughton Ltd. • Andrews S. (2008). <i>Hotel House Keeping: A Training Manual</i>. Tata McGraw Hill Education Pvt. Ltd, New Delhi. • Raghubalan (2015). <i>Hotel Housekeeping Operations & Management</i>. Oxford University Press. • H. Burstein (1980). <i>Management of Hotel & Motel Security (Occupational Safety and Health)</i>. CRC Publisher. • Thomas J.A (2008). <i>Professional Management of Housekeeping Operations (II Edn.)</i>. Jones, Wiley Publications • Tucker G., Schneider M. <i>The Professional Housekeeper</i>. Wiley Publications 	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM4704.1	Students able to know contract services, advantages and disadvantages of contract
CO2	BHM4704.2	Extensive knowledge of Recruiting, Selecting, Hiring, Orienting, and Training, Employee motivation
CO3	BHM4704.3	Students will learn about Budgeting
CO4	BHM4704.4	Students will learn about Equipment Replacement Policy

ACCOMMODATION MANAGEMENT (Practical)

S.No	Topic	
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01	<p>TEAM CLEANING</p> <ul style="list-style-type: none"> •Planning •Organizing •Executing •Evaluating 	Demonstration by instructor and applications by students
02	<p>INSPECTION CHECKLIST</p>	Demonstration by instructor and applications by students
03	<p>TIME AND MOTION STUDY</p> <ul style="list-style-type: none"> • Steps of bedmaking • Steps in servicing a guest room etc. 	
04	<p>DEVISING/ DESIGNING TRAINING MODULE</p> <ul style="list-style-type: none"> • Refresher training(5days) • Induction training(2days) • Remedial training(5days) 	Demonstration by instructor and applications by students
05	<p>PREPARING SOP</p> <ol style="list-style-type: none"> a) Guest room cleaning b) Bedmaking c) Glass cleaning d) Stain removal e) Metal polishing 	
06	<p>PREPARING OPERATING BUDGET FOR HOUSEKEEPING DEPARTMENT</p>	Demonstration by instructor and applications by students

Detailed Syllabus

SUBJECT TITLE: Project Management

SUBJECT CODE: BHM-4705

SEMESTER: VII

CONTACT HOURS/WEEK:

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

Internal Assessment: 40

End Term Exam: 60

Duration of Exam: 3 Hrs.

Objective and outcome of course:

- Students able to know Introduction, Need for project management, Project Life cycle
- Students able to understand Concept of organizational structure, Roles and responsibility of project leader Development of project network, Time estimation, Determination of the Critical path

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	<p>BASICS OF PROJECT MANAGEMENT: Introduction, Need for project management, Project Life cycle, Essential of project Management.</p> <p>PROJECT IDENTIFICATION AND SELECTION: Introduction, project Identification process, project initiation, Pre-feasibility study, Feasibility studies, and Project breakeven point.</p> <p>PROJECT PLANNING: Introduction, Project planning process, Work breaks down structure, LEGAL CONSIDERATIONS</p>	
UNIT-II	<p>ORGANIZATIONAL STRUCTURE AND ORGANIZATIONAL ISSUES: Introduction, Concept of organizational structure, Roles and responsibility of project leader, Relationship between project manager and line manager, Leadership styles for project managers, Conflicts resolution, Team management.</p>	
UNIT-III	<p>PERT And CPM: Introduction, Development of project network, Time estimation, Determination of the Critical path,</p>	

	PERT Model, Measures of variability, CPM Model. RESOURCE CONSIDERATION INPROJECT: Introduction, Resource allocation scheduling, Project cost estimates and budget, Cost forecast, financial resources. PROJECT RISK MANAGEMENT: Introduction, Risk Management, Risk identification, Risk Analysis, Reducing risk	
UNIT-IV	Project Quality: Project quality management, Project performance measurement and evaluation, Project execution & control, Project management software's, Case studies on Hotel/ Restaurant projects.	
REFERENCES:	<ul style="list-style-type: none"> <input type="checkbox"/> Clifford F Gray. <i>Project Management- the Managerial process.</i> Erik W Larson, Tata McGraw-Hill Publishing co ltd. <input type="checkbox"/> James P Lewis. <i>Project Planning, Scheduling and Control.</i> Tata McGraw-Hill Publishing co ltd. <input type="checkbox"/> John M Nicholas. <i>Project Management for Business and Technology.</i> <input type="checkbox"/> 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	BHM4705.3	Students will understand PERT and CPM
CO4	BHM4705.4	Students will learn about Hotel Resturants projects

Detailed Syllabus

SUBJECT TITLE: Strategic Management
SUBJECT CODE: BHM-4706
SEMESTER: VII
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.

Objective and outcome of course:

- Students able to understand Strategy; and strategic management, Process of strategic management
- Students able to know Methods and techniques used for organizational appraisal.

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	STRATEGY: Definition, nature, scope, need, benefits and importance of Strategy; and strategic management, Process of strategic management and levels at which strategy operates. DEFINING STRATEGIC INTENT: vision, Mission, Goals and Objectives. ENVIRONMENTAL APPRAISAL: Concept of environment, components of environment (Economic, legal, social, political and technological). Environmental scanning techniques- ETOP, QUEST, PEST and SWOT (TOWS)	
UNIT-II	INTERNAL APPRAISAL: The internal environment, organizational capabilities, Methods and techniques used for	

	<p>organizational appraisal.</p> <p>CORPORATE LEVEL STRATEGIES: Stability, Expansion, Retrenchment and Combination strategies.</p> <p>TYPES OF STRATEGIES: Forward integration, Backward integration, Horizontal integration, Market penetration, Market development, Product development, Concentric diversification, Conglomerate diversification, Horizontal diversification, Joint Venture, Retrenchment, Liquidation</p>	
UNIT-III	<p>STRATEGIC ANALYSIS AND CHOICE: Criteria for evaluating strategic alternatives.</p> <p>INPUT STAGE: Internal factor evaluation matrix, External factor evaluation matrix, and Competitive profile matrix.</p> <p>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.</p> <p>Decision Stage- Quantitative Strategic Planning matrix (QSPM)</p>	
UNIT-4	<p>STRATEGIC IMPLEMENTATION: Analyzing & managing Strategic Change, Issues in strategy implementation, Matching the organizational structure to Strategy.</p> <p>FUNCTIONAL IMPLEMENTATION OF STRATEGIES: Operations policies, Marketing Policies, financial policies, Human policies, Management information system.</p> <p>STRATEGIC EVALUATION & CONTROL Techniques of strategic evaluation & control</p>	
REFERENCES:	<ul style="list-style-type: none"> • Rao P. <i>Himalaya. 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 WheelenTom. <i>Essentials of Strategic Management.</i> Prentice Hall of India. • Porter, M. E. <i>Competitive Advantage.</i> The Free Press, New York. • Thompson, Arther A., Strickland, A. J. and Gamble, JohnE. <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	Studentsabletoperformstrategicanalysisandchoice,inputstage
CO2	BHM4706.2	ExtensiveknowledgeofAnalyzing&managingStrategicChange.
CO3	BHM4706.3	Students will learn Issuesinstrategyimplementation
CO4	BHM4706.4	Students will learn Strategic evaluation and control.

Detailed Syllabus

SUBJECT TITLE: Principles of Marketing

SUBJECT CODE BHM-4707

SEMESTER: VII

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.

Objective and outcome of course:

- Students able to understand Concepts of Marketing, Customer Expectations from hospitality services,
- Students able to know Definition of Marketing Mix, The Seven Ps of marketing

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	INTRODUCTION TO MARKETING: Meaning and definition, Nature and Scope, Feature, Characteristics, Concepts of Marketing, Customer Expectations from hospitality services,	

	Solving Customers problems, Relevance of marketing in the Hospitality Industry	
UNIT-II	HOSPITALITY MARKETINGMIX: Meaning and Definition of Marketing Mix, The Seven Ps of marketing	
UNIT-III	THE MARKETING ENVIRONMENT: The importance of Environmental scanning, Types of Environments, SWOT analysis, The future of hospitality marketing in India. MARKETINGSEGMENTATION, TARGETING AND POSITIONING: Meaning, Importance and basis of market segmentation, Essentials of sound market segmentation, STP Strategies	
UNIT-IV	CONSUMER BEHAVIOUR IN HOTEL INDUSTRY: Factors influencing Consumer behavior, Buying decision process. MARKETING RESEARCH: Meaning and definition of marketing research, Stages of marketing research for services, Types and methods of market research	
REFERENCES:	<ul style="list-style-type: none"> • ZeitalValerire.<i>ServicesMarketing</i>. • A and Mary Jo Baiter Publisher: Mc Graw Hill • Philip Kotler, Prentice. <i>Marketing Management, – Hall of India</i>. New Delhi • Robert Lewis and Richard Chambers. <i>Marketing Leadership in Hospitality-Foundations and practices</i>. • PrasannaKumar. <i>Marketing of Hospitality and Tourism Services</i>. Tata McGraw Hill, 2010 	

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

Detailed Syllabus

SUBJECT TITLE: Facility Planning
SUBJECT CODE BHM-4708
SEMESTER: VII
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.

Objective and outcome of course:

- Students able to understand Design Consideration, Attractive Appearance, Efficient Plan, Good location, Suitable material, good workmanship,
- Students able to know Criteria for star classification of hotel (Five, four, three, two, one & heritage)

Contents of Syllabus:

Sr. No	Contents	Contact Hours
UNIT-I	<p>HOTELDESIGN: Design Consideration, Attractive Appearance, Efficient Plan, Good location, Suitable material, Good workmanship, Sound financing, Competent Management.</p> <p>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</p>	

	type/5 star type hotel approximate other operating areas per guest room, Approximate requirement and Estimation of water/electrical load gas, ventilation.	
UNIT-II	<p>STAR CLASSIFICATION OF HOTEL: Criteria for star classification of hotel (Five, four, three, two, one & heritage).</p> <p>KITCHEN EQUIPMENT: requirement for commercial kitchen. Heating - gas/electrical, Cooling (for various catering establishment). Developing Specification for various Kitchen equipment's. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities).</p> <p>KITCHEN LAY OUT & 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 a layout of a Commercial kitchen), Budgeting for kitchen equipment</p>	
UNIT-III	<p>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, Work flow in stores.</p>	
UNIT-IV	<p>CAR PARKING: Calculation of car park area for different types of hotels.</p> <p>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 crashing determining crash cost, normal cost</p>	
REFERENCES:	<ul style="list-style-type: none"> Tarun Dayal. <i>Hotel Facility Planning</i>. Oxford University Press, New Delhi 	

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

CO1	BHM4708.1	StudentsabletoperformImportanceofkitchenstewarding,Kitchenstewardingdepart mentlayoutanddesignEquipmentfound inkitchenstewarding
CO2	BHM4708.2	ExtensiveknowledgeofIntroductiontoNetworkanalysis
CO3	BHM4708.3	Students will learn about the basicrulesandprocedurefornetworkanalysis
CO4	BHM4708.4	Students will learn about physically Challenged Management



Program Name: (BHM) Bachelors of Hotel Management
Program Code: HM303



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