

ProgramName: (BHM)Bachelors ofHotelManagement
ProgramCode:HM303

SCHEME&SYLLABUS

(Choice Based Credit System)

for

(BHM) Bachelors of Hotel Management

(w.e.f.Session2021-22)

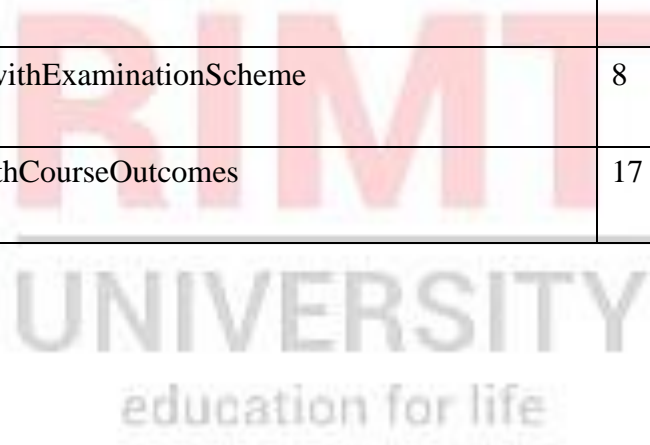
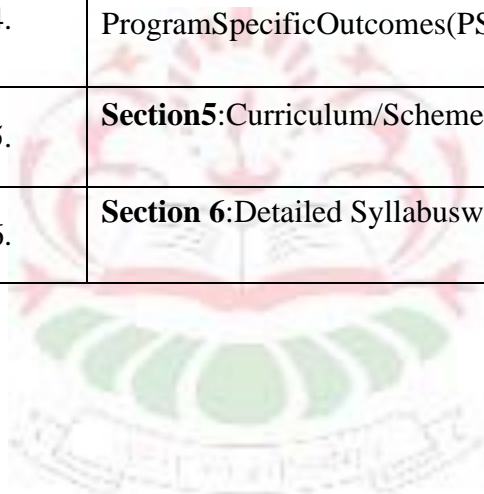
ProgramCode: HM303



RIMTUNIVERSITY,MANDIGOBINDGARH, PUNJAB

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SECTION 1

Vision & Mission of the University

VISION

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

MISSION

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



SECTION2**VisionandMissionoftheDepartment****VISION**

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

MISSION

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



SECTION3**AbouttheProgram**

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

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



SECTION4

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

PROGRAMMEEDUCATIONOBJECTIVES(PEOs)

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

PROGRAMMEOUTCOMES(POs)

PO 1	Hospitality Knowledge: Use your expertise in hotels, hospitality, and tourism as well as your core area of specialization to find solution 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 communications 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 indulged 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.

SECTION5
Curriculum/SchemewithExaminationGradingScheme

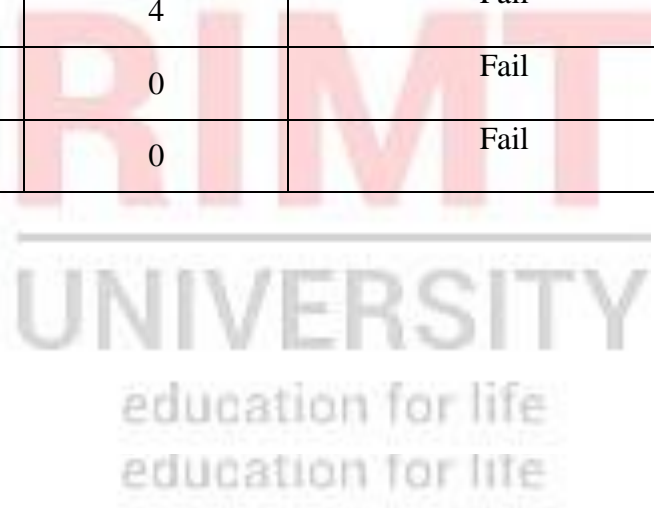
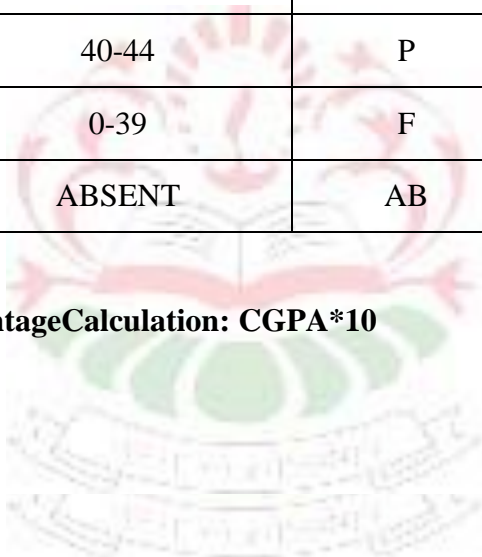
**SEMESTERWISESUMMARYOFTHEPROGRAMME:BHM
 (BACHELORSOFHOTEL
 MANAGEMENT)**

S. No.	Semester	No. of ContactH ours	Marks	Credits
1.	I	30	1400	23
2.	II	26	1200	20
3	III	30	1000	25
4	IV	22	800	18
5	V	22weeks	200	27
6	VI	21	700	18
7	VII	21	800	19
8	VIII	06 months	200	27
	Total	150 (22weeks, 06 months)	6300	177

EXAMINATIONGRADINGScheme

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

PercentageCalculation: CGPA*10



FirstSemester:

Subject		ContactHours/Week			Credit	EvaluationScheme (%ofTotalMarks)					ExamDuration(Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-1101	FoundationCoursein FoodProduction-I	2			2	16	---	24	60	100	3 hrs
BHM-1102	FoundationCoursein Food& BeverageService - I	2			2	16	---	24	60	100	3 hrs
BHM-1103	FoundationCoursein FrontOffice -I	2			2	16	---	24	60	100	3 hrs
BHM-1104	FoundationCourseinAccommodationOperations -I	2			2	16	---	24	60	100	3 hrs
BHM-1105	English&CommunicationSkills	2			2	16	---	24	60	100	3 hrs
BHM-1106	ComputerFundamentals	2			2	16	---	24	60	100	3 hrs
BHM-1107	HotelEngineering	2			2	16	---	24	60	100	3 hrs
BHM-1108	Nutrition	2			2	16	--	24	60	100	3 hrs
BHM-1109	FoundationCourseinFood Production(Practical)- I			4	2	----	60	-----	40	100	3 hrs
BHM-1110	FoundationCourseinFood& Beverage Service(Practical)- I			2	1	----	60	-----	40	100	3 hrs
BHM-1111	Foundation Course inFrontOffice(Practical) -I			2	1	----	60	-----	40	100	3 hrs
BHM-1112	Foundation Course inAccommodationOperations(Practical)-I			2	1	----	60	-----	40	100	3 hrs
BHM-1113	English&CommunicationSkills(Practical)			2	1	----	60	-----	40	100	3 hrs
BHM-1114	Computer Fundamentals(Practical)			2	1	----	60	-----	40	100	3 hrs
Total		16	-	14	23	128	360	192	720	1400	

SecondSemester:

Subject		ContactHours/Week			Credit	EvaluationScheme (%ofTotalMarks)					ExamDuration(Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-1201	FoundationCourseinFood Production–II	2			2	16	---	24	60	100	3 hrs
BHM-1202	FoundationCoursein Food& BeverageService– II	2			2	16	---	24	60	100	3 hrs
BHM-1203	FoundationCoursein FrontOffice– II	2			2	16	---	24	60	100	3 hrs
BHM-1204	FoundationCourseinAccommodationOperations –II	2			2	16	---	24	60	100	3 hrs
BHM-1205	ForeignLanguageSkills –Basic(French)	2			2	16	---	24	60	100	3 hrs
BHM-1206	Accountancy	2			2	16	---	24	60	100	3 hrs
BHM-1207	EnvironmentStudies	2			2	16	---	24	60	100	3 hrs
BHM-1208	Foundation Course inFoodProduction(Practical) –II			4	2	---	60	---	40	100	3 hrs
BHM-1209	FoundationCoursein Food &Beverage Service(Practical)–II			2	1	---	60	---	40	100	3 hrs
BHM-1210	Foundation Course inFront Office(Practical) –II			2	1	---	60	---	40	100	3 hrs
BHM-1211	Foundation Course inAccommodationOperations(Practical)-II			2	1	---	60	---	40	100	3 hrs
BHM-1212	EnvironmentStudies (Practical)			2	1	---	60	---	40	100	3 hrs
Total		14	-	12	20	112	300	168	620	1200	

ThirdSemester:

Subject		ContactHours/Week			Credit	EvaluationScheme (%ofTotalMarks)					ExamDuration(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	FrontOfficeOperations	3			3	16	---	24	60	100	3 hrs
BHM-2304	Accommodation Operations	3			3	16	---	24	60	100	3 hrs
BHM-2305	FoodSafety&Quality	3			3	16	---	24	60	100	3 hrs
BHM-2306	Food&BeverageControls	3			3	16	---	24	60	100	3 hrs
BHM-2307	ForeignLanguageSkills-I(French)	2			2	16	---	24	60	100	3 hrs
BHM - 2308	Food Production Operations			4	2	----	60	-----	40	100	3 hrs
BHM - 2309	Food&Beverage Operations			2	1	----	60	-----	40	100	3 hrs
BHM - 2310	FrontOfficeOperations			2	1	----	60	-----	40	100	3 hrs
BHM - 2311	Accommodation Operations			2	1	----	60	-----	40	100	3 hrs
Total		20	-	10	25	112	240	168	580	1100	

FourthSemester:

Subject		ContactHours/Week			Credit	EvaluationScheme (%ofTotalMarks)					ExamDuration(Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-2401	Advance FoodProductionOperations-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	HotelLaw	2			2	16	---	24	60	100	3 hrs
BHM-2406	AdvancedFoodProductionOperations(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	AccommodationManagement(Practical)			2	1	----	60	-----	40	100	3 hrs
Total		14	-	08	18	80	180	120	420	800	

FifthSemester:

	Course Code	Course Title	Contact Hours (P)	Weightage ESE(Marks)				Total Marks	Credits
				Training Reports	Log Book	Appraisal	Viva Voice		
Discipline Core	BHM3501	Industrial Exposure Training	22 weeks	50	50	50	50	200	27

SixthSemester

Subject		ContactHours/Week			Credit	EvaluationScheme (%ofTotalMarks)					ExamDuration(Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
BHM-3601	Advanced FoodProductionOperations-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 ofManagement	3			3	16	---	24	60	100	3 hrs
BHM-3606	Advanced FoodProductionOperations-II			4	2	---	60	---	40	100	3 hrs
BHM-3607	Guest Service Management (Practical)			2	1	---	60	---	40	100	3 hrs
Total		15	-	06	18	80	120	120	380	700	

SEVENTH SEMESTER

Subject		ContactHours/Week			Credit	EvaluationScheme (% of Total Marks)					ExamDuration(Hours)
Code	Title	L	T	P		CWA	LWA	MTE	ETE	Total	
	Group 1. Food and Beverage Division Management										
BHM-4701	Advanced Food Production Operations Management	3			3	16	---	24	60	100	3 hrs.
BHM-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



RIMT
 UNIVERSITY
 education for life

SECTION6

DetailedSyllabuswithCourseOutcomes

SYLLABUS

SEMESTER-I



SUBJECT TITLE: Foundation Course in Food Production -
1SUBJECT CODE: BHM-1101&BHM-1109
SEMESTER: I
CONTACTHOURS/WEEK:

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

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

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

Contents of Syllabus:

Sr.No	Contents	Contact Hours
UNIT-1	<p>INTRODUCTIONTOCOOKERY:Levelsofskillsandexperiences, Attitudesandbehaviourinthekitchen,Personalhygiene,Uniforms&protectiveclothing,Safetyprocedureinhandlingequipment</p> <p>CULINARY HISTORY: Origin of modern cookery Classical andNew World Cuisine, Different styles cookery: oriental, European,Continental,PanAmerican</p> <p>HIERARCHYAREA OF DEPARTMENT ANDKITCHEN: Classical Brigade,Modernstaffinginvariouscategoryhotels,Rolesofexecutivechef,Duties andresponsibilities of various chefs,Co-operation with other departments General Layout Of the kitchen inorganizations, layout of receiving areas, layout of service & wash up</p> <p>CULINARY TERMS: List of culinary (common and basic) terms,Explanationwithexamples</p> <p>AIMS & OBJECTS OF COOKING FOOD: Aims and objectivesofcookingfood,Varioustextures,Varioussconsistencies,Tech niquesusedinpre-preparation, Techniquesusedinpreparation</p> <p>HACCP-Practicesin foodhandling &storage</p>	08

	CONVERSION TABLES: American,Britishmeasuresanditsequivalents	
UNIT-2	<p>Fuels used in catering industry: Types of fuel used in cateringindustry;calorificvalue;comparativestudyofdifferentfuels,Calculationofamountoffuelrequiredandcost.</p> <p>Gas:methodoftransfer,LPGanditsproperties;principlesofBunsenburner, precautions to be taken while handling gas; low andhigh-pressureburners,Gasbank,location,differenttypesofmanifolds</p> <p>FIRE PREVENTION AND FIRE FIGHTING SYSTEM: Classesoffire,methodsofextinguishing fires(Demonstration),Fireextinguishers, portable and stationery, Fire detectors and alarm,Automatic fire detectorscumextinguishing devices,Structuralprotection,Legalrequirements</p> <p>METHODS OF COOKING FOOD:Roasting,Grilling,Frying,Baking, Broiling,Poaching,Boiling:-Principlesofeachoftheabove,Careandprecautionstobetaken,Selectionoffoodforeachtypeof cooking.</p>	04
UNIT-3	<p>BASIC PRINCIPLES OF FOOD PRODUCTION</p> <p>VEGETABLE AND FRUIT COOKERY: Introduction – classificationofvegetables,Pigmentsandcolourchanges,Effectsof heat onvegetables, Cuts of vegetables, Classification of fruits,Usesoffruitincookery.</p> <p>STOCKS:Definitionofstock,Typesofstock,Preparationofstock,Recipes,Storageofstocks,Usesofstocks,Careandprecautions</p> <p>SAUCES:Classificationofsauces,Recipesformothersauces,Storage &precautions</p> <p>SOUPS:Classificationwithexamples,BasicrecipesofConsommé with10Garnishes andothersoups.</p> <p>EGG COOKERY:Introduction toeggcookery,Structure of anegg,Selectionofegg,Uses ofeggincookery</p> <p>SALADS AND SANDWICHES:Salads&its compositions Types Of Lettuce , Types of Dressing, Emerging trends in salad making,SandwichesHistoryoriginanditsDifferenttypes</p>	16
UNIT-4	<p>COMMODITIES:</p> <p>i) SHORTENINGS (Fats & Oils): Role of Shortenings,VarietiesofShortenings, AdvantagesandDisadvantagesofusingvariousShortenings,Fats&Oil –Types,varieties</p> <p>ii) RAISING AGENTS: ClassificationofRaisingAgents,RoleofRaisingAgents,Actions andReactions</p> <p>iii) THICKENING AGENTS:Classificationofthickeningagents,RoleofThickeningagents</p> <p>iv) HERBS & SPICES :Uses itsImportance&it'sdifferenttypes</p> <p>Kitchen Organization and Layout:GenerallayoutofKitcheninvarious organizations,layoutofreceivingareas,layoutofservice andwash-upareas</p>	04

REFERENCE S:	<ul style="list-style-type: none"> • TheProfessionalChef(4thEdition)ByLeRoIA.Polsom • TheProfessionalPastryChef,FourthEditionByBoFrib ergPublisher:Wiley&SonsINC • TheoryofCateringByKinton&Cessarani 	
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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.

	<ul style="list-style-type: none"> • TheoryofCookeryByKArora,Publisher:FrankBrothers • Accompaniments&Garnishesfromwaiter;Communicate:Fu ller • J.Barrie&Jenkins • Bakery&ConfectioneryByS.CDubey,Publisher:Soc ityofIndianBakers • ModernCookery(Vol-I) ByPhilipE.Thangam,Publisher:OrientLongman • PracticalCookeryByKinton&Cessarani 	
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**FOUNDATION COURSE IN FOOD PRODUCTION – I
(PRACTICALS)PART‘A’-COOKERY**

S.No	Topic	Method
1	i) Equipments - Identification, Description, Uses & handling ii) Hygiene- Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications
2	i) Vegetables – classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonettes, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying- (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising- Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students
5	i) Stocks- Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungus stock	Demonstrations & simple applications by students
6	Sauces- Basic mother sauces <ul style="list-style-type: none"> • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise 	Demonstrations & simple applications

7	Eggcookery-Preparationofvarietyofeggdishes <ul style="list-style-type: none"> • Boiled(Soft&Hard) • Fried(Sunnysideup,Singlefried,Bull’sEye,Dou blefried) • Poaches • Scrambled • Omelette(Plain,Stuffed,Spanish) • Encocotte(eggsBenedict) 	Demonstrations &simpleapplicationsb ystudents
8	<p style="text-align: center;">SimpleSalads:</p> <ul style="list-style-type: none"> • Coleslaw, • Potatosalad, • Beet rootsalad, • Greensalad, • Fruitsalad, • ConsomméSimple <p>Eggpreparations:</p> <ul style="list-style-type: none"> • Scotchegg, • Assortedomelettes, • OeufFlorentine • OeufBenedict • OeufFarci • OeufPortugese • OeufDeurMayonnaise <p>SoupsPreparations:</p> <ul style="list-style-type: none"> • CreamSoups • Puree Soups • ConsommeSimpl <p>epotatopreparations</p> <ul style="list-style-type: none"> • Bakedpotatoes • Mashedpotatoes • Frenchfries • Roastedpotatoes • Boiledpotatoes • Lyonnaise potatoes • AllumettesVeg <p>etablepreparations</p> <ul style="list-style-type: none"> • Boiledvegetables • Glazedvegetables • Friedvegetables • Stewed <p>vegetables.Sandwiches</p> <ul style="list-style-type: none"> • Open • Club • Closed • Canapé • Zukuskis • Pinwheel • Checkersboard 	Demonstrations &simpleapplicationsb y students

9	Demonstration & Preparation of simple menu	Demonstration by instructor and applications by students
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PART 'B' - BAKERY & PATISSERIE

S.No	Topic	Method
1	<p align="center">Equipments</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 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 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 align="center">SIMPLE COOKIES</p> <ul style="list-style-type: none"> • Demonstration and Preparation of simple cookies like • Nan Khatai • Golden Goodies • Melting moments • Swisstart • Tricolour biscuits • Chocolate chip • Cookies • Chocolate Cream Fingers • Bachelor Buttons. 	Demonstration by instructor and applications by students

5	<p style="text-align: center;">HOT/ COLDDSSERTS</p> <ul style="list-style-type: none">• CaramelCustard,• BreadandButterPudding• QueenofPudding• Soufflé–Lemon/Pineapple• Mousse(ChocolateCoffee)• Bavaroise• DiplomatPudding• ApricotPudding• SteamedPudding- AlbertPudding,CabinetPudding.	Demonstration byinstructor andapplications bystudents
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DetailedSyllabus

SUBJECT TITLE: Foundation course in Food & Beverage Service-
1SUBJECT CODE:BHM-1102&BHM-1110

SEMESTER: I

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

1. Studentsabletounderstandbasicknowledgeoffoodandbeverage.
2. Ableto understand theclassificationofallthealcoholicand nonalcoholicbeverages.

Contents of Syllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTRODUCTIONTOFOODANDBEVERAGEINDUSTRY:- IntroductiontoFood&BeverageServiceIndustry,Typesofcateringoper- ations–commercial,welfare,transport,others. Roleofcatering establishmentinthehospitalityindustry	
UNIT-II	FOODSERVICEAREAS (F& BOUTLETS) Restaurants,CoffeeShop,Bar,Banquet,Cafeteria,Fast Food(QuickService Restaurants), Grill Room, Vending Machines, Discothèque ANCILLIARY DEPARTMENTS:- Pantry, Food pick-up area,Store,Linenroom,Kitchenstewarding	
UNIT-III	DEPARTMENTALORGANISATION&STAFFING: Organization of F&B department of hotel, Principal staff of varioustypesofF&Boperations,JobDescriptions&JobSpecificationsof F&BServiceStaff,Frenchtermsrelatedto F&Bstaff,AttributesofF&BPersonnel,Interand Intra departmentalrelationship.	
UNIT-IV	F & B SERVICE EQUIPMENT:-Familiarization & Selectionfactors of:- Cutlery, Crockery, Glassware, Flatware, Hollowware,Allother equipmentusedinF&BService,Frenchtermsrelatedtothe above PREPARATIONFORSERVICE:OrganizingMise-en- scene,OrganizingMise-en-place NON-ALCOHOLIC BEVERAGES: Classification (Nourishing,Stimulating and Refreshing), Tea- Origin, Manufacture, Types&Brands,Coffee- Origin,Manufacture,Types&Brands,JuicesandSoftDrinks,Cocoa &MaltedBeverages-Origin &Manufacture	

REFERENCES:	<ul style="list-style-type: none"> • Food&BeverageService- BobbyGeorge&SandeepChatterjee,JaicoPublishingHouse • Food & Beverage Service- R. Singaravelavan, OxfordUniversityPress,NewDelhi. • Food & Beverage Service - Dennis R. Lillicrap. &John.A.Cousins.Publisher:ELBS • Food&BeverageServiceTrainingManual- SudhirAndrews,TataMcGrawHill. • TheWaiter HandbookByGrahmBrown,Publisher:GlobalBooks&SubscriptionServicesNewDelhi. 	
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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.

BHM1109FOUNDATIONCOURSEINFOOD&BEVERAGE SERVICE(PRACTICAL)

S.No	Topic	
01	FamiliarizationofF&BServiceequipment	
02	BasicTechnicalSkills Task-01: Holding Service Spoon &Fork Task-02: Carrying a Tray /Salver Task-03:LayingaTableCloth Task- 04:ChangingaTableClothduringserviceTask-05: Placing meal plates & Clearing soiledplatesTask-06:StockingSideboard Task-07:ServiceofWater Task- 08:UsingServicePlate&CrumbingDownTa sk-09:NapkinFolds Task-10: Changing dirtyashtray Task-11:WipingofTableware,Chinaware,Glassware	Demonstrationby y instructorand applicationsbyst udents
03	PREPARATIONFORSERVICE(RESTAURANT) A. OrganizingMise-en-scene B. OrganizingMise-en-Place C. Opening,Operating&Closingduties	Demonstrationby y instructorand applicationsbyst udents
04	Briefing/debriefing	
05	Tea&CoffeeService	

DetailedSyllabus

SUBJECT TITLE: Foundation Course in Front Office –

ISUBJECT CODE: BHM-1103 & BHM-

1111SEMESTER:I

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

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

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	<p align="center">IntroductiontoHospitalityIndustry</p> <p>Hospitality and its origin, Tourism and hotel Industry, its importance,and scope, Evolution of Tourism and Hotel Industry, Introduction ofWorld’s leading Hotel Operators and their brands, Introduction toIndianleadingandemergingHotelOperatorsandtheirbrands,Role of Tourism industry in Indian economy with a special emphasis onHotelIndustry.</p>	
UNIT-II	<p align="center">Classification ofHotels</p> <p>Abriefintroductiontohotelcoreareas. Classification of Hotels on the basis of Size, Location, Type of guest,Lengthofstayofguest. Ownership basis :- Independent Hotels, Chain Hotels, Franchise andManagement Contracts Hotels, Marketing/Retailing/Consumer’s Co-operatives/Referral Groups with examples, Vacation ownership/TimeshareandCondominiumHotelswithexamplesofhotelgr oupsinvolvedinthisbusinessconcept, StarClassificationofHotels Government’s Classification Committee, Star ratings and HeritageClassificationsadoptedinIndia,BasisonwhichStarratingsaregr antedalongwiththe Performa ofStarClassification. OverviewofOtherconcepts Spa, Boutique hotels, All Suite, Budget Hotels, Green Hotels, Ecotelsetc.,Supplementary/AlternativeAccommodations,examplesof NationalandInternationalHotelswithitstype,categoryandclassification.</p>	
UNIT-III	<p align="center">FrontOfficeOrganization</p> <p>IntroductiontoFrontOfficeinHotels,TypesofRooms,Sub-</p>	
	<p align="center">sections/FunctionareasinFrontOfficeDepartmentandtheir functionsinFrontOfficeandhotelindetails,LayoutofFrontOfficeDep</p>	

	<p style="text-align: center;">artment. FrontOfficePersonnel Personality traits, Duties and Responsibilities, Hierarchy/OrganizationalchartofFrontOfficeDepartment– Large,Medium andSmallHotels/Resorts/Spa.</p>	
UNIT-IV	<p style="text-align: center;">VacationOwnershipandCondominiums VacationOwnership/Timeshare,Condominium,Howaretheydiffere nt from Hotel business? Deeded ownership and Right to useownership Types of timeshares/Vacation ownerships, Examples withlist of hotel operating companies offering vacation ownerships andCondominiumconcepts. FrontOfficeEquipment:-automated, semiautomated,nonautomated BellDesk:-FunctionsProceduresandFormats. French To be taught by professional French language teacher,Understanding and uses of accents, orthographic signs andpunctuation, knowledgeofcardinauxandordinaux(Ordinaland cardinal),Days,Dates,Time,MonthsandSeasons</p>	
References	<ul style="list-style-type: none"> • Front Officetrainingmanual-SudhirAndrews • Front officeoperations and management – JatashankarR.Tewari • FrontOfficeOperations–ColinDix,ChrisBaird • ProfessionalHotelFrontOfficeManagement – AnutoshBhakta • HotelFrontOfficeManagement–James. A.Bardi • Front Office Operations and Management – AhmedIsmail(ThompsonDelmar) • Front OfficeOperation Management – S. K.Bhatnagar • Managing Front Office Operations – MichealKasavanaandbrooks • Principles of Front Office Operations – Sue Baker&JermyHuyton 	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM-1103	Identify the knowledge of the Hospitality industry and their classification
CO2	BHM-1103	Able to Demonstrate categorization of hotels and their differences
CO3	BHM-1103	Students able to understand the value of staff hierarchy in front office and their responsibilities
CO4	BHM-1103	Students able to develop skills in French language

BHM-1110FOUNDATIONCOURSEINFRONTOFFICE(PRACTICAL'S)

S.No	Topic	
1	<ul style="list-style-type: none"> GroomingandHospitalityetiquettes. Personalitytraitsoffrontofficepersonnel 	
2	<ul style="list-style-type: none"> Identificationofequipmentsand furnitureused inFrontOfficeDepartment FrontDeskCounterandBellDesk 	
3	<ul style="list-style-type: none"> Countries,theircapitals,currencies,airlinesandtheir flags, 	
4	Role Play:- <ul style="list-style-type: none"> Reservations:FIT, Corporateguestandgroup. LuggageHandling:FIT,Walk-in,ScantyBaggage,regular,crewandgroup 	Demonstration by instructorand applications by students
5	Great PersonalitiesofHotelIndustry(min3personalitiesto be givenasassignment)	

DetailedSyllabus

SUBJECT TITLE: Foundation Course in Accommodation Operations –

ISUBJECT CODE:BHM-1104&BHM-1112

SEMESTER: I

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectives

1. Studentsabletounderstanddifferentsectionofhousekeepingdepartment
2. Extensiveknowledgeofstaffhierarchyandtheir responsibilities

ContentsofSyllabus:

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 subsection 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: equipments, 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	

	<p style="text-align: center;">liquid</p> <p>waste,sullageandsewage,disposalofsolidwaste,Sewagetreatment,Pollutionrelatedtohotelindustry,Waterpollution,sewage pollution, Air pollution, noise pollution, thermal pollution,LegalRequirements</p> <p>INTER DEPARTMENTALRELATIONSHIP:WithFrontOffice, With Maintenance, WithSecurity, WithStores, WithAccounts, WithPersonnel ,UseofComputersinHouseKeeping department</p>	
REFERENCES:	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping –by Joan CBranson&Margaret • Lennox, ELBSwithHodder &StoughtenLtd. • HotelHouseKeepingATraining ManualbySudhirAndrews,TataMcGraw • HillpublishingcompanylimitedNewDelhi. • HotelHousekeepingOperations&ManagementbyRaghubalan,Oxford UniversityPress. • Management of Hotel & Motel Security (OccupationalSafetyandHealth) byH. Burstein, CRCPublisher. • Professional Management of Housekeeping Operations (IIEdn.)byRobert J. Martin&ThomasJ.A. Jones, WileyPublications • TheProfessionalHousekeeperbyTuckerSchneider, WileyPublications • Professionalmanagement ofHousekeepingbyManojMadhuka,RajatPublications 	

FUNDATIONCOURSEINACCOMMODATIONOPERATIONS(PRACTICALS)

S.No	Topic	
01	<p style="text-align: center;">CleaningEquipment-(manualandmechanical)</p> <ul style="list-style-type: none"> • Familiarization • Differentparts • Function • Careandmaintenance 	Demonstrationbyinstructorand applicationsbystudents
02	<p style="text-align: center;">CleaningAgent</p> <ul style="list-style-type: none"> • Familiarizationaccordingtoclassification • Function 	Demonstrationbyinstructorand applicationsbystudents
03	<p style="text-align: center;">Maid'strolley</p> <ul style="list-style-type: none"> • Contents • Trolleysetup 	
04	<p style="text-align: center;">SampleLayoutofGuestRooms</p> <ul style="list-style-type: none"> • Singleroom • Doubleroom • Twin room 	Demonstrationbyinstructorand applicationsbystudents

	<ul style="list-style-type: none"> • Suite 	
05	<p style="text-align: center;">GuestRoomSuppliesandPosition</p> <ul style="list-style-type: none"> • Standardroom • Suite • VIProomspecialamenities 	
06	<p style="text-align: center;">PublicAreaCleaningProcedure</p> <p style="text-align: center;">A.SILVER/EPNS</p> <ul style="list-style-type: none"> • Platepowder method • Polivitmethod • Proprietarysolution(Silvo) <p style="text-align: center;">C.BRASS</p> <ul style="list-style-type: none"> • Traditional/domestic1Method • Proprietarysolution1(brasso) <p style="text-align: center;">D.GLASS</p> <ul style="list-style-type: none"> • Glasscleanser • Economicalmethod(newspaper) <p style="text-align: center;">E. WALL-careandmaintenanceofdifferenttypesandparts</p> <ul style="list-style-type: none"> • Skirting • Dado • Differenttypesofpaints(distemperEmulsion,oilpaintetc) 	<p>Demonstrationby yinstructorand applicationsbyst uidents</p>

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

DetailedSyllabus

SUBJECTTITLE:English&CommunicationSkillsSU

BJECT CODE BHM-1105

SEMESTER:I

CONTACTHOURS/WEEK:

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

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

1. To encouragethestudentsto speak English
2. TobuilduptheirconfidenceintheusageofEnglish

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	<p>TheoreticalconceptsofCommunication: MeaningandDefinition,Processofcommunication,Objectives,Features/Characteristics/7 C's of communication, Types : Verbal &Non-verbal, Formal & Informal, Barriers, Effective Communicationand Roleandimportance ofcommunicationin hospitality.</p> <p>Listening: Meaninganddefinitions,Differencebetweenlisteningandhearing,Barriers ,Effectivelisting.</p>	10
UNIT-II	<p>Reading:Style&Techniquesofreading–Skimming, Scanning,Intensive andExtensive Comprehensionexercises/Essaytypequestions/MCQonthefollowin gselectivereadings :</p> <ul style="list-style-type: none"> • MyStruggleforAnEducation(BookerT.Washington) • AbrahamLincoln'sLettertothisSon'sHeadmaster • ThePortraitofaLady(KhuswantSingh) • AServiceofLove(O.Henry) • AllTheWorld'sAStage(WilliamShakespeare) 	12

	<ul style="list-style-type: none"> Stoppingbywoodsona snowyEvening(RobertFrost) 	
UNIT-III	Writing: LetterWriting(Business&officialonly), ParagraphWriting.	6
UNIT-IV	VocabularyandGrammar: PartsofSpeech,Formationanduseof Tenses, One word substitution, Antonyms & Synonyms, Idioms, Pairofwords,Prefixes andSuffixes.	12

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 Englishin day-to-daycommunication
CO2	BHM-1105	Students can build up their confidence in the usage of English
CO3	BHM-1105	Students enhancethestudents'communicationskills bygivingadequateexposureinreading, writing,listeningandspeakingskills andtherelatedsub-skills
CO4	BHM-1105	Student inculcate reading skills and the reading habit in them

SUBJECT TITLE: ENGLISH & COMMUNICATION SKILLS – I
(Pr.)SUBJECTCODE:HM1113

Lecture(L)	Tutorial(T)	Practical(P)	Credit (C)
0	0	2	1

SEMESTER: I

CONTACTHOURS/WEEK:

Internal Assessment:
60End Term Exam:
40DurationofExam:1Hr

Objectives:

- To explain Process of communication
- To understand Role and importance ofcommunicationin hospitality.

ContentsofSyllabus:

***Thefollowingactivitiesto beconductedinComm.SkillsLab.**

Sr.No	Contents	Contact Hours
UNIT-I	Speaking : IntroducingOneself,SituationalIntroductions,SituationalConversations ,JAMsessions,HandshakeEtiquette	6

UNIT-II	EmployabilitySkills: Group discussions, Interview techniques: Group Interview, Face-to-face Interview&Telephonic Interviews. Corporate Grooming Tips: Dressing for office: Do's and Don'tsforManandWomen.	8
UNIT-III	SoftSkills: EtiquetteandManners:BasicTableManner.Time&Stress Management ,Teamwork,Leadership,Problemsolvingskills	6

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	HM1105.1	Students able understand Role and importance ofcommunicationin hospitality
CO2	HM1105.2	Able to known Verbal &Non-verbal, Formal & Informal, Barriers, Effective Communication
CO3	HM1105.3	Able to do Difference between listening and hearing
CO4	HM1105.4	Studentswill be able Effective listening.

RecommendedBooks:

1. FluencyinEnglish- PartII,OxfordUniversity, 2006
2. ProseParablesbyOrientBlackswan
3. AnIntroductiontoPoetrybyMacmillan,2006
4. BusinessEnglish, Pearson,2008
5. Language,LiteratureandCreativity,Orient Blackswan,2013

6. Language through Literature (forthcoming) ed. Dr. Gauri Mishra, Dr. Ranjana Kaul, Dr. B. Rati Biswas
7. The Students' Companion, Wilfred D. Best
8. English for Effective Communication by Navjot S. Deol
9. An Approach to Communication Skills by Indrajit Bhattacharya
10. Business Communication by Varinder Kumar and Bodh Raj
11. Personality Development and Soft Skills by Achhru Singh and Dharminder Singh Ubha
12. Business Communication by M. K. Sehgal and Vandana Khetarpal

Detailed Syllabus

SUBJECT TITLE: Computer Fundamentals S

OBJECT CODE: BHM-1106

SEMESTER: I

CONTACT HOURS/WEEK:

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

Objectives

- 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.	

	<p>Thecentralprocessingunit,ReadOnlyMemory(ROM),Randomaccess Memory(RAM) Externalstoragedevices- Magneticapes,USBDrives,hardDrives,CDTechnologyandVirtualStorage. ComputerSecurity:ComputerVirusandAntivirus.</p>	
UNIT-III	<p>BASICSOFCOMPUTERSOFTWARE; MeaningofSoftware, RelationshipbetweenHardwareandSoftware. Types of Software- Meaning of System,ApplicationandServiceSoftware. BasicsofMicrosoftOffice- Word,Excel,Publisherandpowerpoint (Meaning & Importance) & Its Applications in TourismandHospitalityIndustry.</p>	
UNIT-4	<p>NETWORK; WorldWideWeb;TheInternet&TheHospitalityIndustry,Email,Browsing&Searching. Networks Types– LAN, MAN , WAN and theirComparisons.NetworkTopologies- Bus,Star,Ring,Tree,Mash&Hybrid. Guided Media-Fiber Optics Cables, Twisted Cables, Co-axialCables.</p>	
	<p>PARTB(Practical) WORDPROCESSING,SPREADSHEETSandPRESENTATIONS i)Genericapplicationsoftwareinhospitality- Wordprocessingsoftware workingwithsoftcopy,on-screeneditingtechniques,formatting documents, special features, Use of wordprocessors in preparing simple forms, printing ofdocuments ii) Electronicspreadsheetsoftware,spreadsheetdesign,creating a spreadsheet, updating data & recalculations,common spreadsheet commands, graphics capability, specialfeatures,useofspreadsheetinhospitalitybusinesstransactioninmaintainingaccounts. iii) Power pointpresentation iv)Internetusage v)Audio visual equipments: Various audio visual equipmentused in hotel, Care and cleaning of overhead projector, slideprojector,LCDandpowerpointpresentationunits,Maintenanceof computers:, Care and cleaning of PC, CPU, Modem, UPS,Printer, Laptops, Sensors – Various sensors used in differentlocationsofahotel–type,usesand costeffectiveness</p>	

REFERENCES:	<ul style="list-style-type: none"> · DigitalComputer Design:ThomasBartee · IntroductiontoComputerScience:Rajaraman.V. · Flowcharting, Programming, software, Designing and - ComputerProblemsolving:Beyer,B.B · PCSoftwareMadeSimple:R.K.Taxali:TataMcGrawHill · UnderstandingDbase(I)Plus:AlanSimpson · FundamentalofComputers:V.Ragashman,pHI RaganemanV.:Analysis&DesigningInformationSystem,PHI 	
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Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM1106.1	Studentsabletorecognizethebasicknowledgeofcomputer itsneedandrequirementinhotelindustry
CO2	BHM1106.2	Abletodescribethevariouscomputersystems:inputsandoutputsdevice
CO3	BHM1106.3	Studentswillbeabletousedifferentsoftwaresusedincomputersystem
CO4	BHM1106.4	Studentswillbeabletoidentifyvariousnetworksandinternetuses inthehospitalityindustry



DetailedSyllabus

SUBJECTTITLE:HotelEngineering

SUBJECT CODE: BHM-1107

SEMESTER:I

CONTACTHOURS/WEEK:

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

**Intern
al**

Objectives

- **Students will learn to perform routine and preventative maintainance**
- **Demonstrate the students to protect the assests of the hotel to keep the hotel running smoothy**

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	<p>MAINTENANCE:</p> <p>A. Preventiveandbreakdownmaintenance,comparisons</p> <p>B. Roll & Importance of maintenance department in the hotelindustrywithemphasison itsrelationwithotherdepartmentsofthehotel.</p> <p>C. Organizationchartofmaintenancedepartment,dutiesan dresponsibilitiesofmaintenancedepartment</p> <p>Fuelsusedincateringindustry:</p> <p>A. Typesoffuelusedincateringindustry;calorificvalue;com parative studyofdifferentfuels</p> <p>B. Calculationofamountoffuelrequiredandcost.</p> <p>Gas:</p> <p>A. Heattermsand units;methodoftransfer</p> <p>B. LPG and its properties; principles of Bunsen and burner,precautionstobetakenwhilehandlinggas;lowandhig h-pressure burners,correspondingheatoutput.</p> <p>C. Gasbank,location,differenttypesofmanifolds</p>	11

UNIT-II	<p style="text-align: center;">Electricity:</p> <p>A. Fundamentals of electricity, insulators, conductors, current,potentialdifferenceresistance,power,energyconcepts; definitions, their units and relationships, AC and DC; singlephaseandthreephaseanditsimportanceonequipmentspecifications</p> <p>B. Electric circuits, open circuits and close circuits, symbols ofcircuitelements,seriesandparallelconnections,shortcircuit, fuses; MCB, earthing, reason for placing switches onlive wireside.</p> <p>C. Electricwiresandtypesofwiring</p> <p>D. Calculation of electricenergy consumption of equipment,safetyprecautiontobeobservedwhileusingelectricalappliances.</p> <p>E. Types of lighting, different lighting devices, incandescentlamps,fluorescentlamps,othergasdischargedlamps,illumination,andunitsofillumination.</p> <p>F. Externallighting</p> <p>G. Safetyinhandlingelectricalequipment.</p> <p style="text-align: center;">Watersystems:</p> <p>A. Waterdistributionsystemin ahotel</p> <p>B. Coldwatersystems inIndia</p> <p>C. Hardnessofwater, watersoftening, baseexchangemethod(Demonstration)</p> <p>D. Coldwatercisternswimmingpools</p> <p>E. Hotwatersupplysysteminhotels</p> <p>F. Flushingsystem,watertaps,trapsandclosets.</p> <p style="text-align: center;">Refrigeration & Air-conditioning:</p> <p>A. Basicprinciples,latentheat,boilingpointanditsdependenceonpressure,vapourcompressorsystemofrefrigerationandrefrigerants</p> <p>B. Vapourabsorptionsystem,careandmaintenanceofrefrigerators, defrosting, types of refrigerant units, their careandmaintenance.(Demonstration)</p> <p>C. Conditionsforcomfort, relativehumidity,humidification,dehumidifying, duepointcontrol,unitofairconditioning</p> <p>D. Windowtypeairconditioner,centralairconditioning,preventivemaintenance</p> <p>E. Verticaltransportation, elevators,escalators.</p>	20
UNIT-III	<p style="text-align: center;">Firepreventionandfirefightingsystem:</p> <p>A. Classesoffire,methodsofextinguishingfires(Demonstration)</p> <p>B. Fireextinguishers,portableandstationery</p> <p>C. Fire detectorsandalarm</p>	10

	<p>D. Automatic fire detectors cum extinguishing devices E. Structural protection F. Legal requirements</p> <p align="center">Waste disposal and pollution control:</p> <p>A. Solid and liquid waste, sullage and sewage, disposal of solid waste B. Sewage treatment C. Pollution related to hotel industry D. Water pollution, sewage pollution E. Air pollution, noise pollution, thermal pollution F. Legal Requirements</p> <p align="center">Safety:</p> <p>A. Accident prevention B. Slips and falls C. Other safety topics</p>	
UNIT-IV	<p align="center">Equipment replacement policy:</p> <p>A. Circumstances under which equipment are replaced. B. Replacement policy of items which gradually deteriorates C. Replacement when the average annual cost is minimum D. Replacement when the present cost is minimum E. Economic replacement cycle for suddenly failing equipment</p> <p align="center">Audio visual equipment:</p> <p>A. Various audio visual equipment used in hotel B. Care and cleaning of overhead projector, slide projector, LCD and power point presentation units C. Maintenance of computers: D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops E. Sensors – Various sensors used in different locations of a hotel</p> <p align="center">—</p> <p>type, uses and cost effectiveness</p> <p align="center">Contract maintenance:</p> <p>A. Necessity of contract maintenance, advantages and disadvantages of contract maintenance B. Essential requirements of a contract, types of contract, their comparative advantages and disadvantages. C. Procedure for inviting and processing tenders, negotiating and finalizing</p>	16

Recommended Books:

Ghosal, Sujit(2011):“Hotel Engineering”

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM1107.1	Demonstratebasicknowledgeonmaintenancedepartment&itsimportance
CO2	BHM1107.2	Identifythevariousequipment,machinery&tools
CO3	BHM1107.3	Classifyvarioustypesoffuels
CO4	BHM1107.4	Examinewatersystemsandfireprevention

DetailedSyllabus

SUBJECT TITLE: Nutrition

SUBJECT CODE: BHM-1108SEMESTER:II

CONTACTHOURS/WEEK:

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

Objectives

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

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	<p>BASIC ASPECTS: Definition of the terms Health, Nutritionand Nutrients, Importance of Food – (Physiological,Psychological and Social function of food) in maintaining goodhealth.,Classificationofnutrients.</p> <p>ENERGY:DefinitionofEnergyandUnitsofitsmeasurement(Kcal),Energy Contributionfrommacronutrients(Carbohydrates,ProteinsandFat),Factors affecting energy requirements, Concept ofBMR,SDA,Thermodynamicaction of food, Dietary sources ofenergy.Conceptofenergybalance and the healthhazards associatedwithUnderweight,Overweight.</p>	

UNIT-II	MACRO NUTRIENTS: Carbohydrates- Definition,Classification (mono, di and polysaccharides), Dietary Sources,Functions, Significance of dietary fiber (Prevention/treatment of diseases)Lipids- Definition,Classification:Saturatedandunsaturatedfats,Dietary Sources,Functions,SignificanceofFatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health,Cholesterol – Dietary sources and the Concept of dietary andblood cholesterol ,Proteins- Definition, Classification based uponamino acid composition, Dietary sources, Functions, Methods ofimprovingqualityofproteininfood(specialemphasis onSoya proteinsand wheyproteins)	
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UNIT-III	<p>MACRO NUTRIENTS: Vitamins-Definition and Classification(waterandfatssolublevitamins),Food Sources,function andsignificance of: Fat soluble vitamins (Vitamin A, D, E, K),Watersolublevitamins(VitaminC,Thiamine,Riboflavin,Niacin ,CyanocobalaminFolicacidMINERALS- DefinitionandClassification (major andminor),Food Sources, functions andsignificanceof:Calcium,Iron,Sodium,Iodine&FlourineWATE R:Definition,DietarySources(visible,invisible),Functions of water, Role of water in maintaining health (waterbalance).BALANCEDDIET: Definition,Importanceofbalanceddiet,RDAforvarious nutrients–age,gender,physiologicalstate</p>	
UNIT-4	<p>MENU PLANNING: Planning of nutritionally balanced mealsbased upon the three foods group system-Factors affecting mealplanning,CriticalevaluationoffewmealservedattheInstitutes/ Hotelsbasedontheprincipleofmealplanning.Calculationofnutritive value ofdishes/meals. Foodprocessing,Evaluationoffood,Emulsions,Colloids,Flavor,Br own MASS FOOD PRODUCTION: Effect of cooking on nutritivevalue of food (QFP). NEWER TRENDS IN FOOD SERVICEINDUSTRY INRELEVANCE TO NUTRITIONANDHEALTH:Needforintroducingnutritionally balancedandhealthspecificmeals,Critical evaluation of fast foods, New products being launched in themarket(nutritional evaluation)</p>	
REFERENCES:	<ul style="list-style-type: none"> • Robinson,C.H.Lawlar,M.R.ChenowethW.L.and Garwick A.E.(1986):NormalandTherapeuticNutrition, Macmillan PublishingCo. • Swaminathan, M.S. (1985): Essentials ofFood and Nutrition VI: FundamentalAspectsVIIAppliedAspects. • Hughes,O,Bennion, M(1970):Introductoryfoods,MacmillanCompany. • Williams,S.R.(1989):NutritionandDiet Therapy,C.V.MosbyCo. • Guthrie,A.H.(1986):IntroductoryNutrition, C.V.MosbyCo. • Joshi, S.A. (1998), Nutrition and Dietetics, Tata McGraw HillPublishingCo.Ltd., • MahayN.S.,Shadaksharaswamy, M(2001) foods:FactsandPrinciples,NewDelhiInternationalPublis hers. 	

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

CO1	BHM1108.1	Demonstrate Nutritionand Nutrients
CO2	BHM1108.2	Identifythe Contribution from macro nutrients
CO3	BHM1108.3	Planning of nutritionally balanced mealsbased upon the three foods group system

CO4	BHM1108.4	Importanceofbalanceddiet
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SUBJECT TITLE: Foundation Course in Food Production –

IISUBJECT CODE:BHM-1201&BHM-1208

SEMESTER:II

CONTACTHOURS/WEEK:

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

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

Objectives

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

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-1	<p>MENUPLANNING:MeaningTypesandimportance.MenuEngineeringitsneedandImportance.</p> <p>INTRODUCTIONTOINDIANCOOKERYBASICS. Introduction to Indian food, Spices used in Indian cookery, Role ofspices in Indian cookery, Indian equivalent of spices (names)MASALAS:Blending ofspices,Differentmasalasusedin Indian cookery-Wet masalas, Dry masalas, Composition ofdifferentmasalas,Varietiesofmasalasavailableinregionalareas,Specialmasalas blends</p> <p>Gravies:DifferenttypesHaryali,Makhni,Shahi/white,ChoppedMasala,karahai, Yellow Gravy</p> <p>Basic Tandoori Preparations Indian marinades and PastesCommodities in Indian cuisine:- Souring Agents, colouringagents,tenderizingagent,Flavoring&AeromaticAgents,SpicingAgents</p> <p>RICE,CEREALS&PULSES:Introduction,Classificationandidentification, Cookingofrice,cerealsand pulses,Varietiesofriceandother cereals</p>	08
UNIT-2	<p>MEATCOOKERY:Introductiontomeatcookery,Cutsofbeef/veal, Cuts of lamb/mutton, Cuts of pork, Variety meats (offal's),Poultry,(Withmenuexamplesofeach)</p> <p>FISHCOOKERY:Introduction tofish cookery,classification offish with examples, Cuts of fish with menu examples, Selection offishandshellfish,Cookingoffish(Effectsofheat)</p>	04
UNIT-3	<p>PASTRY:Shortcrust,Laminated,Choux,Hotwater/Roughpuff, Recipesandmethodsofpreparation,Differences,Usesofeachpastry,Care tobetakenwhilepreparingpastry,Roleofeach</p>	16

	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 breadmaking, Simple yeast breads, Role of each ingredient in breadmaking, 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, Pasteurisation –Homogenisation, 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- Various Temperature	04
REFERENCES:	<ul style="list-style-type: none"> • The Professional Chef (4th Edition) By LeRol A. Polson • The Professional Pastry Chef, Fourth Edition By Bo Friborg Publisher: Wiley & Sons INC • Theory of Catering By Kinton & Cessarani • 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 India Bakers • Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani 	

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 of fish 	Demonstrations & simple applications
2	<ul style="list-style-type: none"> • Identification, Selection and processing of Meat, Fish and poultry. • Slaughtering and dressing 	Demonstrations at the site in local Area/ Slaughtering house/ Market

3	Preparationofmenu Salads&soups -Waldrofsalad,Fruit salad,Russiansalad,saladenicoise,	Demonstration byinstructorand applicationsbystudent s
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	Soupspreparation: Chowder,Bisque, Veloute,BrothInternationalsoups	
4	Chicken,MuttonandFishPreparations- Fishorly,a laanglaise,colbert,meuniere,poached,baked Entrée-Lamb stew, hot pot, shepherd's pie,grilled steaks & lamb/Pork chops, Roast chicken,grilledchicken,LegofLamb,Beef	Demonstrationbyinstru ctor andapplicationsbystude nts
5	Indiancookery- Ricedishes,Breads,Maincourse,BasicVe getables,PaneerPreparations Marinades,PasteandTandooriPreparationofM eat,fishVegetablesandPaneer	Demonstrationbyinstru ctor andapplicationsbystude nts

PART 'B'-BAKERY&PATISSERIE

S.No	Topic	Method
1	PASTRY: DemonstrationandPreparationofdishesusingvarietiesofPastry <ul style="list-style-type: none"> • ShortCrust–Jamtarts,Turnovers • Laminated– Palmiers,KharaBiscuits,DanishPastry,Cream Horns • ChouxPaste–Eclairs, Profiteroles 	Demonstration byinstructor andapplications byStudents
2	COLDSWEET <ul style="list-style-type: none"> • Honeycombould • Butterscotchponge • Coffeemousse • Lemonsponge • Trifle • Blancmange • Chocolatemousse • Lemonsoufflé 	Demonstration byinstructor andapplications bystudents
3	HOTSWEET <ul style="list-style-type: none"> • Bread&butterpudding • Caramelcustard • Albertpudding • Christmaspudding 	Demonstration byinstructor andapplications bystudents
4	INDIANSWEETS Simpleonessuchaschicoti, gajarhalwa, kheer	Demonstration byinstructor andapplications byStudents

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

DetailedSyllabus

SUBJECT TITLE: Foundation Course in Food & Beverage Service –

IISUBJECT CODE:BHM-1202&BHM-1209

SEMESTER:II

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End TermExam:60

DurationofExam:3Hrs

Objectives

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

ContentsofSyllabus:

Sr.No	Contents	ContactHours
UNIT-I	TYPESOFFOODSERVICE: Silverservice, Americanservice, Frenchservice,Russianservice,Gueridonservice,Assistedservice,Self-service,Singlepointservice,SpecializedService.	
UNIT-II	MENU PLANNING: Origin of Menu, Objectives of Menu Planning,Factors to be consider while planning a menu,Menu terminology,TypesofMenu,CoursesofFrenchClassicalMenu-Sequence,Examples from each course, Cover of each course, Accompaniments,FrenchNames ofdishes Types of Meals: Early Morning Tea, Breakfast(English, AmericanContinental, Indian),Brunch,Lunch,Afternoon/HighTea,Dinner,Supper	
UNIT-III	ROOMSERVICE: Introduction,personnel,takingtheorder,routingtheorder,preparingtheorder,deliveringtheorder,providingamenities, Room service menu, sequence of service, Forms & formats. SALECONTROLSYSTEM: KOT/Bill Control System(Manual)- TriplicateCheckingSystem,DuplicateCheckingSystem,Checkandbillsystem,Service withorder,computerizedsystem,circumstantialKOT,AlcoholicBeverage order,Billing	
UNIT-IV	TOBACCO: History, Processing for cigarettes, pipe tobacco & cigars, Cigarettes – Types and Brand names, Pipe Tobacco – Types and Brandnames,Cigars–shapes,sizes,coloursandBrandnames,Careand Storageofcigarettes&cigars,	

REFERENCE S:	<ul style="list-style-type: none"> • Food & Beverage Service- Bobby George & SandeepChatterjee,JaicoPublishingHouse • Food & Beverage Service- R. Singaravelavan, OxfordUniversityPress,New Delhi. • Food&BeverageService-DennisR.Lillicrap.&John .A.Cousins.Publisher: ELBS • Food&BeverageServiceTrainingManual- SudhirAndrews,Tata McGrawHill. • TheWaiterHandbookByGrahmBrown,Publisher:GlobalBooks&SubscriptionServicesNewDelhi • Foodand BeverageService– VijayDhawan 	
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BHM1202.1Abletoexplainvarioustypesoffoodservice

BHM1202.2Studentswillbeabletoconstructmenuforthedifferentevents

BHM1202.3Abletodemonstrateroomservicesandhowtocontrolsales

BHM1202.4studentswillbe able torecognizevarioustypes oftobaccos andcigarettes

FOUNDATIONCOURSEINFOOD&BEVERAGESERVICE(PRACTICAL)

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

03	<p style="text-align: center;">TABLELAY-UP&SERVICE</p> <p>Task-01: A La Carte Cover Task-02: Table d' Hote 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</p> <p style="text-align: center;">TRAY/TROLLEYSET-UP&SERVICE</p> <p>Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup</p>	Demonstration by instructor and applications by students
04	Social Skills	

	Task-01:HandlingGuestCompl aints Task-02:Telephonemanners Task-03:Dining &Serviceetiquettes	
05	SpecialFoodService- (Cover, Accompaniments&Service) Task-01: Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate deFoie Gras,Snails,Melon,Grapefruit,Asparagus Task-02: Cheese Task-03: Dessert(FreshFruit&Nuts) ServiceofTobacco CigarettesandCigar	
6.	CompilingofamenuinFrench, ServiceofNon-alcoholicbeverages	



DetailedSyllabus

SUBJECTTITLE:FoundationCourseinFrontOffice –
IISUBJECTCODE:BHM-1203&BHM-
1210SEMESTER:II
CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectives

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

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	TariffStructure Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use,HotelDayrate,BasisofChargingRoomRent,Variousfactorsaffecting Room rent, Fixing Room Tariffs through Cost based pricing&Marketbased pricing,RuleofThumb,Hubbartformula FrontOfficeCoordination,MealPlans, andTypeofGuests Role of Tour operators and Travel agents in hotel business, MealPlans –Type,needs and use of such plans,Type of Guests– FIT,VIP,CIP,GIT,Businesstravellers,Specialinteresttours,domestic, foreigner etc, Front Office coordination with different departments inhotels.	
UNIT-II	GuestCycleandReservations Introduction to guest cycle – Pre arrival, Arrival, During guest stay,DepartureandAfterdeparture, Reservation and its importance, Basic tools of reservation – RoomStatus Board, ALC, DCC with formats, Handling reservation andreservation form with formats, Modes of Payment while reservation - anintroduction,SourcesofReservation,SystemsofReservation,Types of Reservations, Cancellations and Amendments, , ReservationreportsandstatisticsOverbooking,Upselling,Noshow,Walk -in guest, scanty baggage, stay over, over stay, under stay, early arrival,turnaway,timelimit,overstayetc.	
UNIT-III	Registration Registrationanditsimportance,Typesofregistrationrecords– Boundbookregister,looseleafregisterandGuestRegistrationCard	

	(GRC)andtheirformats GuestHandling ,Preregistrationactivities,ProcedureofGuestHandling–Prearrival,OnArrivalandPostArrivalprocedures,Handlingreservedguests,ProcedureforHandlingFree IndividualTraveller(FIT),Chanceguests,VIP,Grouparrival,Foreignerguest(C-forms,Foreigncurrencyexchange),SingleLadyguest,Corporateguest,Layoverpassenger,Check-inforguestholdingDiscount voucher,Turn-awayguest	
UNIT-IV	FrontDeskFunctions Procedure for Room Assignment, Room not clear, Wash and ChangeRoom,Complimentarystay,SuiteCheck-in,Upgradingaguest,Downgradingaguest,HandlingrequestforLateCheck-out,Precautions for Scanty Baggage guest, Guest Stationery, Handlingrequest for Rental Equipment, Up selling, Material Requisition, ShiftBriefing,MorningandAfternoonShiftHandover,NightShiftHandover,GuestRelations,CourtesyCalls,RoomamenitiesforCorporate/VVIP/CIPguest,HandlingAwkwardguests,RoomChangeProcedure,HandlingMails,MessageandPaging,Key controlprocedures.	
References	<ul style="list-style-type: none"> • Front Officetrainingmanual-SudhirAndrews • Frontofficeoperationsand management–Jatashankar R.Tewari • FrontOfficeOperations–ColinDix,ChrisBaird • Professional Hotel Front Office Management – AnutoshBhakta • HotelFrontOfficeManagement–James. A.Bardi • Front Office Operations and Management – AhmedIsmail(ThompsonDelmar) • FrontOfficeOperationManagement–S.K.Bhatnagar • ManagingFront OfficeOperations– MichealKasavanaandbrooks • PrinciplesofFrontOfficeOperations– SueBaker&JermyHuyton • Check-incheck-out –JeromeValley • AManualofHotelReception – J.R.S.Beavis,S.MedlikHeinemannProfessional 	

BHM1203.1Studentsabletoidentifyvarioustariffstructure, discountsandpricinginhotels.

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

BHM1203.3Studentsable toselectthe equipmentsusedinfrontoffice

BHM1203.4Studentswillbeabletodifferentiatethecheck-incheck-outprocedures

FOUNDATIONCOURSEINFRONTOFFICE(PRACTICAL'S)

S.No	Topic	
1	<ul style="list-style-type: none">• ReviewofSemesterone	
2	<ul style="list-style-type: none">• Welcoming/Greetingofguest• ProvidingInformation totheGuest• Telephonehandling,Howtohandleenquiries• Suggestiveselling	
3	<ul style="list-style-type: none">• FillingupofvariousFormsandFormats	
4	<ul style="list-style-type: none">• Registrations:FIT,VIP,Corporate,Groups/Crew• SecurityDepositBoxHandling• CreditCardHandlingProcedure• ForeignCurrencyExchangeProcedure	Demonstration by instructorand 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 on to cashier code	
	10 Process a reservation deposit	
	11 Pre-register a guest	
	12 Put message and locator for a guest	
	13 Put trace for a 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 Programme keys continuously	
	24 Re-programme keys	
	25 Programme one key for two rooms	

DetailedSyllabus

SUBJECTTITLE: FoundationCourseinAccommodationOperations–

IISUBJECT CODE: BHM-1204&BHM-1211

SEMESTER:II

CONTACTHOURS/WEEK:

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

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectives

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

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	<p>CLEANINGAGENTS:GeneralCriteriaforselection,Polishes,Floorseats,Use,careand Storage,Distributionand Controls,</p> <p>AREA CLEANING: Guest rooms, Front-of-the-house Areas, Back-of- the house Areas, Work routine and associated problems e.g. hightraffic areas,Façadecleaningetc.</p> <p>WATER SYSTEMS IN HOTEL: Water distribution system in ahotel,ColdwatersystemsIndia,Hardnessofwater,watersoftening, base exchange method (Demonstration),Cold water cisternswimmingpools,Hotwatersupplysysteminhotels,Flushing system,watertaps,trapsandclosetsClassification,UseofEco-friendlyproductsinHousekeeping.(HE)</p>	
UNIT-II	<p>COMPOSTION, CARE AND CLEANINGOFDIFFERENT SURFACES:Metals,Glass,Leather,Leatherites,Rexines,Plastic,Ceramics,Wood,Wall finishes,FloorFinishes,</p>	
UNIT-III	<p>ROUTINESYSTEMSANDRECORDSOFHOUSEKEEPING (3rdto 2nd)</p> <p>DEPARTMENT:ReportingStaffplacement,RoomOccupancy Report, Guest Room Inspection, Entering Checklists, Floor Register,Work Orders, Log Sheet., Lost and Found Register and Enquiry File,Maid’sReport and Housekeeper’sReport,Handover Records, Guest’s Special Requests Register, Record of Special Cleaning,</p>	

	CallRegister, VIP Lists Guestroom layout, type of bed & mattresses	
UNIT-IV	KEYS: Types of keys, Computerized keycards, Key control OVERVIEW OF MAINTENANCE DEPARTMENT: Roll,	

	Responsibilities & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments 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 	

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS (PRACTICALS)

S.No	Topic	
01	Review of semester 1	Demonstration by instructor and applications by students
02	Servicing guestroom (checkout/occupied and vacant) <i>ROOM</i> Task 1- open curtain and adjust lighting Task 2- clean ash and remove trays if any Task 3- strip and make bed Task 4- dust and clean drawers and replenish supplies Task 5- dust and clean furniture, clockwise or anticlockwise Task 6- clean mirror Task 7- replenish hall supplies Task 8- clean and replenish minibar Task 9- vacuum clean carpet Task 10- check for stains and spot cleaning <i>BATHROOM</i> Task 1- disposed soiled linen Task 2- clean ashtray Task 3- clean WC	Demonstration by instructor and applications by students

	Task 4-clean bath and batharea Task5- wipeandcleanshowercurtain Task 6- clean mirrorTask 7-clean toothglass Task 8- cleanvanitor yunit Task 9- replenish bathsupplies Task10-mopthefloor	
03	Bed makingsupplies(daybed/nightbed) Step 1-spread the first sheet(fromone side) Step 2-make miter corner (on both corner ofyourside) Step3- spreadsecondsheet(upsidedown)Step4- spreadblanket Step5-Spreadcrinklesheet Step6-maketwofoldsonheadsideshowwithallthree(second sheet,blanketandcrinklesheet) Step7-tuckthefoldson yourside Step8-makemitercorner withallthreeon yourside Step9-changesideandfinishthebedinthesame way Step10-spreadthebed spreadand placepillow	
04	Records <ul style="list-style-type: none"> • Roomoccupancyreport • Checklist • Floorregister • Work/maintenance order] • Lostandfound • Maid'sreport • Housekeeper'sreport • Logbook • Guestspecialrequestregister • Recordofspecialcleaning • Callregister • VIPlist • Floorlinenbook/register 	Demonstrationby instructorand applicationsby students
05	Guestroominspection	
06	Minibarmanagement <ul style="list-style-type: none"> • Issue • stocktaking • checkingexpirydate 	Demonstrationby instructorand applicationsby students

	<p style="text-align: center;">Handlingroomlinen/guestsupplies</p> <ul style="list-style-type: none"> • maintainingregister/record • replenishing floorpantry • stocktaking 	
	<p style="text-align: center;">Guesthandling</p> <ul style="list-style-type: none"> • Guestrequest • Guest complaints 	

BHM1204.1Studentsabletoidentifycleaning procedure

BHM1204.2Abletoselectdifferentsurfacescleaningandcleaningagents

BHM1204.3Studentsabletoexplainroutinesystemanddifferentrecordsmaintain inhousekeepingdepartment

BHM1204.4Studentswillbe able todevelopknowledge ofthe Keycontrolsystem

DetailedSyllabus

SUBJECTTITLE:ForeignLanguageSkills –

I(French)SUBJECT CODE:BHM-1205

SEMESTER:II

CONTACTHOURS/WEEK:

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

Internal

Assessment:40End

TermExam:60Durationo

fExam:3Hrs

Objectives

- Students will learn to enhance the kistening skills and memory
- Students will demonstrate high level of proficiency in the language

ContentsofSyllabus:

Sr.No	Contents	Contact Hours

UNIT-1	Pronunciation -The Alphabet- The Accents; 'Formules de politesse'; The numbers: Cardinal –Ordinal; Time (only 24hr clock); Weights & Measures; The subjective pronouns; Auxiliary Verbs: <i>être</i> and <i>avoir</i>	
UNIT-2	Self introduction ; presenting and introducing other person; Na me of vegetables and fruits; Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles	

<p align="center">UNIT-3</p>	<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>	
<p align="center">UNIT-4</p>	<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>	
<p>REFERENCES:</p>	<ul style="list-style-type: none"> · Larousse compact Dictionary: French-English/English-French · Conjugaison- Le Robert & Nathan · Larousse French Grammar · Grammaire Collection "Le Nouvel Entraînez vous" level debutant · Parlez à l'hôtel by A. Talukdar · A Votre Service 1 · French for Hotel and Tourism Industry by S. Bhattacharya · Jumelage 1 by Manjiri Khandekar and Roopa Luktuke · Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav 	

BHM1205.1 Students able to translate Foreign Language

BHM1205.2 Able to use various words, sentence in French

BHM1205.3 Able to execute their view in French Language

BHM1205.4 Students able to discuss with guest in Foreign Language

SUBJECTTITLE:Accountancy
SUBJECT CODE: BHM-
1206SEMESTER:II
CONTACTHOURS/WEEK:

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

Internal Assessment:
40End
TermExam:60DurationofE
xam:3Hrs
Objectives

1. **Students will learn to maintaining a systematic redords of all the financial transactions**
2. **Students will learn about the accounting fundamentals like assests, liabilities and capital**

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTRODUCTIONTOACCOUNTING A. MeaningandDefinition B. TypesandClassification C. Principlesofaccounting D. Systemsofaccounting PRIMARYBOOKS(JOURNAL) A. MeaningandDefinition B. FormatofJournal C. RulesofDebitandCredit D. Openingentry,SimpleandCompoundentries	14

	E.Practical	
UNIT-II	SECONDARYBOOK(LEDGER) A. MeaningandUses B. Formats C. Posting D. Practical SUBSIDIARYBOOKS A. NeedandUse B. Classification <ul style="list-style-type: none"> • PurchaseBook • SalesBook • PurchaseReturns • SalesReturns • JournalProper • Practical 	12
UNIT-III	CASH BOOK A. Meaning B. Advantages C. Simple,DoubleandThreeColumn D. PettyCashBookwithImprestSystem(simpleandtabularforms) E. Practical BANKRECONCILIATIONSTATEMENT A. Meaning B. ReasonsfordifferenceinPassBookandCashBookBalances C. PreparationofBankReconciliationStatement	14

	D.NoPractical	
UNIT-IV	TRIALBALANCE A. Meaning B. Methods C. Advantages D. Limitations E. Practical FINALACCOUNTS A. Meaning B. ProcedureforpreparationofFinalAccounts C. Difference between Trading Accounts, Profit & LossAccountsandBalanceSheet D. Adjustments(Onlyfour) <ul style="list-style-type: none"> • Closing Stock • Pre-paidExpenses • OutstandingExpenses • Depreciation 	18

RecommendedBooks:

MichaelMColtman: “HospitalityManagement Accounting”

S.P.Jain&K.L.Narang:

“HotelAccountancy&Finance”,KalyaniPublisherLudhianaEarnestB.Horwath&LuisToth:“HotelAccounting”

BHM1206.1 Demonstratebasicaccountingknowledge

BHM1206.2.Identification of accounting books – primary and secondary

BHM1206.3 Demonstratepracticalskillsrequiredinvariousaccountingrecords

BHM1206.4 Knowledgetodesignfinalaccounts

Detailed

SyllabusSUBJECT TITLE: Environment Studies &

PracticalSUBJECT CODE: BHM-1207 & BHM-

1212SEMESTER:II

CONTACTHOURS/WEEK:

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

Internal Assessment:

40End

TermExam:60Durationo

Objectives

- **Students will understand the globe scale enviornmental problems**
- **Imparting students the basic knowledge about the enviornmentand its allied problems**

fExam:3Hrs

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	Introductiontoenvironmentalstudies A. Multidisciplinarynatureofenvironmentalstudies; B. Scopeandimportance;Conceptofsustainabilityandsustainable development.	08
UNIT-II	Ecosystems Whatisanecosystem?Structureandfunctionofecosystem;Energyflowinanecosystem:foodchains,foodwebsandecological succession. Casestudiesofthefollowingecosystems : a)Forestecosystem	06

	b) Grasslandecosystem c) Desertecosystem d) Aquaticecosystems(ponds,streams, lakes,rivers,oceans,estuaries)	
UNIT-III	NaturalResources: RenewableandNon-renewableResources&Biodiversity A. Land resources andland use change; Landdegradation, soilerosionanddesertification. B. Deforestation: Causesandimpactsduetomining,dambuildingonenvironment, forests, biodiversityandtribalpopulations. C. Water:Useand over-exploitationofsurfaceand groundwater,floods, droughts, conflicts over water (international& inter-state). D. Energy resources: Renewable and non renewable energysources, use of alternate energy sources, growing energynneeds,casestudies. E. Levelsofbiologicaldiversity,Threatstobiodiversity,Ec osystemandbiodiversityservices	06
UNIT-IV	EnvironmentalPollution,HumanCommunities&Policies A. Environmentalpollution:types,causes,effectsandcontrols;Air,w ater,soilandnoise pollution B. Nuclearhazardsandhumanhealthrisks C. Solidwastemanagement:Controlmeasuresofurbanandindustrial waste. D. Pollutioncasestudies. E. Climatechange,globalwarming,ozonelayerdepletion,acidrainan dimpactsonhumancommunitiesandagriculture F. Environment Laws G. Human population growth, Disaster management,Environmentalmovements,Environmentalethics,	04

Note:Forpractical

Fieldwork

- a. Visittoanareatodocumentenvironmentalassets:river/forest/flora/fauna, etc.
- b. Visit to alocalpollutedsite-Urban/Rural/Industrial/Agricultural.
- c. Studyofcommonplants,insects, birdsandbasicprinciplesofidentification.
- d. Studyofsimpleecosystems-pond,river,DelhiRidge,etc.

RECOMMENDED BOOKS:

1. Carson,R.2002.SilentSpring.HoughtonMifflinHarcourt.
2. Gadgil,M.,&Guha,R.1993.ThisFissuredLand:AnEcologicalHistoryofIndia.Univ.ofCalifornia Press.
3. Gleeson,B.andLow,N.(eds.)1999.GlobalEthicsandEnvironment,London,Routledge.
4. Gleick,P.H.1993.WaterinCrisis.PacificInstituteforStudiesinDev.,Environment&Security.Stockholm Env.Institute,OxfordUniv.Press.
5. Groom,MarthaJ.,GaryK.Meffe,andCarlRonaldCarroll.PrinciplesofConservationBiology.Sunderland: SinauerAssociates,2006.
6. Grumbine,R.Edward,andPandit,M.K.2013.ThreatsfromIndia’sHimalayadams.Science,339:36-37.
7. McCully,P.1996.Riversnomore: theenvironmentaleffectsofdams(pp.29-64).Zed Books.
8. McNeill,JohnR.2000.SomethingNewUndertheSun:AnEnvironmental History oftheTwentiethCentury.
9. Odum,E.P., Odum, H.T. &Andrews, J. 1971.FundamentalsofEcology. Philadelphia:Saunders.
10. Pepper,I.L.,Gerba,C.P.&Brusseau,M.L.2011.EnvironmentalandPollutionScience.AcademicPress.

BHM1207.1Toable todescribe Multidisciplinarynatureofenvironmental

BHM1207.2 To explain Structure and function of ecosystem

BHM1207.3 To able to define nuclear hazards and human health risks

BHM1207.4Toable tounderstandEnvironmentLaws

SUBJECTTITLE:FoodProductionOperationsS

UBJECT CODE: BHM-2301& BHM-

2308SEMESTER:III

CONTACTHOURS/WEEK:

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

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

Objectiveandoutcomeofcourse:

- Tounderstandthebasicsofquantitykitchen
- Tounderstand menuplanning &itsimportance

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-1	<p>QUANTITYFOODPRODUCTIONEQUIPMENT:Equipment requiredformass/volumefeeding</p> <p>Heat and cold generating equipment, Care and maintenance of thisequipment,Moderndevelopmentsinequipmentmanufacture</p> <p>MENUPLANNING:Basicprinciplesofmenuplanning– recapitulation,PointstoconsiderinmenuplanningforvariousvolumefeedingoutletssuchasIndustrial,Institutional,MobileCateringUnits,PlanningmenusforSchool/collegestudents,Industrialworkers,Hospitals,Out doorparties,Themedinners,Transportfacilities,cruise lines, airlines,railway,Nutritionalfactors fortheabove</p>	08
UNIT-2	<p>INDENTING: Principles of Indenting for volume feeding, Portionsizesofvariousitemsfordifferenttypesofvolumefeeding,Modifying recipes for indenting for large scale catering, Practicaldifficultieswhileindentingforvolumefeeding,</p> <p>PLANNING: Principles of planningfor quantity food productionwithregardtoSpace allocation,Equipmentsselection,Staffing</p>	04
UNIT-3	<p>VOLUME FEEDING: Institutional and Industrial Catering, Typesof Institutional &Industrial Catering, Problems associated with thistypeofcatering,Scopefordevelopmentandgrowth,HospitalCatering, Highlights of Hospital Catering for patients, staff, visitors,Dietmenus and nutritional requirements, Off Premises Catering,Reasons for growth and development, Menu Planning and ThemeParties Concept of a Central Production Unit Problems associatedwith off-premises catering Mobile Catering Characteristics of Rail,Airline(FlightKitchensandSeaCatering)BranchesofMobileCatering, Quantity Purchase & Storage, Introduction to purchasing,Purchasingsystem,Purchasespecifications,Purchasingtechniques, Storage</p>	16
UNIT-4	<p>REGIONAL INDIAN CUISINE: Introduction to Regional IndianCuisine, Heritage of Indian, Cuisine, Factors that affect eating habitsindifferentpartsofthecountry,Cuisineanditshighlightsofdifferent states/regions/communities</p> <p>To bediscussed:Geographiclocation,Historicalbackground,Seasonalavailability,Specialequipment, Staple diets, Specialty cuisine for festivals and specialoccasions</p> <p align="center">STATES</p> <p>Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, MadhyaPradesh, Maharashtra, NorthEasternStates, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p>COMMUNITIES</p> <p>Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian, ChristianandBohri</p> <p>DISCUSSIONS</p> <p>IndianBreads, IndianSweets, IndianSnacks</p>	04

REFERENCES:	<ul style="list-style-type: none"> • TheProfessionalPastryChef,FourthEditionByBoFrib ergPublisher:Wiley&SonsINC • TheoryofCookeryByKArora,Publisher:FrankBrothers • Accompaniments&Garnishesfromwaiter;C ommunicate:FullerJ.Barrie&Jenkins • Bakery&ConfectioneryByS.CDubey,Publisher: SocietyofIndianBakers • ModernCookery(Vol-I) ByPhilipE.Thangam,Publisher:OrientLongman 	
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Course outcome

- BHM2301.1** Learnhowtoindentaccurately
BHM2301.2 Knowledgeofregionalcuisines
BHM2301.3 PreparationofvariousIndianregionalmenus
BHM2301.4 PreparationofvariousIndianbreads

FOODPRODUCTIONOPERATIONS(PRACTICAL)PARTA

S.No	Topic	Method
	Toformulate36setsofmenusfromthefollowingdishes and to include more dishes from therespectiveregions.	Demonstrations &simpleapplicatio ns
	Maharashtra, Awadhi, Bengal, Goa,Punjabi, South India (Tamilnadu,Karnataka,Kerala),Rajasthan,Gujarat,Hyderabad,Kashmiri	Demonstrations &simpleapplicationsb ystudents
	Suggested Menus:MAHARASTRIAN MENU01 Masala Bhat, Kolhapuri Mutton,BatataBhajee,MasalaPoori,Koshimbi r,CoconutPoli. MENU02 MoongDalKhichdee,PatraniMacchi, TomatoSaar, Tilgul	Demonstrations &simpleapplicationsb ystudents

<p>Chapatti,Amti,Basundi. AWADHI MENU01 YakhniPulao,MughlaiParatha,GoshtDo Piaza,BadinJaan,KulfiwithFalooda. MENU02 GaloutiKebab,bakarkhani,GoshtKorma,PaneerPasanda, Muzzafar. BENGALIMENU0 1 GheeBhat,MacherJhol,Aloo Posto,MistiDoi. MENU02 DoiMach,TikoniPratha,BaigunBhaja,Payesh. MENU03 MachBhape,Luchi,Sukto,KalaJamun. MENU04 PrawanPulao,MuttonVidalloo, BeansFoogath, Dodol. GOAN MENU01 Arroz, GalinaXacutti, ToorDalSorak,AlleBelle. MENU02 Coconut Pulao,FishCaldeen,CabbageFoogath,Bibinca. PUNJABI</p>	<p>Demonstrations&sim pleapplicationsbystud ents</p>
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<p style="text-align: center;">MENU01</p> <p>RadaMeat, MatarPulao,Kadhi, PunjabiGobhi,Kheer.</p> <p style="text-align: center;">MENU02</p> <p>AmritsariMacchi,RajmahMasala,PindiChana,Bhaturas,R owDiKheer.</p> <p style="text-align: center;">MENU03</p> <p>SarsonDaSaag,MakkiDiRoti,PeshawariChole,MotiaPula o,SoojiDaHalwa.MENU04</p> <p>TandooriRoti,TandooriMurg,DalMakhani,PudiniaChutn y, BainganBhartha,Savian.</p> <p style="text-align: center;">SOUTHINDIAN</p> <p style="text-align: center;">MENU01</p> <p>MeenPoriyal,CurdRice,Thoran,Rasam,PalPayasam.</p> <p style="text-align: center;">MENU02</p> <p>LimeRice,MeenMoilee,Olan,MalabariPratha,ParappuPa yasam.</p> <p style="text-align: center;">MENU03</p> <p>TamarindRice,KoriGashi,Kalan,Sambhar,SavianPayasa m.</p> <p style="text-align: center;">MENU04</p> <p>Coconut Rice,ChickenChettinad,Avial,Huli,MysorePak.</p> <p style="text-align: center;">RAJASTHANIM</p> <p style="text-align: center;">ENU01</p> <p>GatteKaPulao, LalMaas,MakkiKaSoweta,Chutny(Garlic),DalHalwa.</p> <p style="text-align: center;">MENU02</p> <p>DalBattiChurma,BesanKeGatte,RataluKiSubzi,SafedMa ss.</p> <p style="text-align: center;">GUJRATIMENU</p> <p style="text-align: center;">01</p> <p>Sarki,BrownRice,SalliMurg,GujratiDal,MethiThepla,Sh rikhand.</p> <p style="text-align: center;">MENU02</p> <p>Gujrati Khichadi, Oondhiyu, Batata Nu Tomato,Osaman,Jeera Poori,Mohanthal.</p> <p style="text-align: center;">HYDERABADIM</p> <p style="text-align: center;">ENU01</p> <p>SofyaniBiryani,MethiMurg, TomatoKut,HarePiazkaRaita,DoubleKaMeetha.</p> <p style="text-align: center;">MENU02</p> <p>KachiBiryani,Dalcha,MirchiKaSalan,Mix Veg.Raita,Khu maniKaMeetha.</p> <p style="text-align: center;">KASHMIRI</p> <p>TwomenusmaybeformedoutoftheDishesgivenasunder:</p> <p>RiceandBreadPreparations:Mutaegen,Pulao(Kashmiri) ,Plain Rice,Girdeh,Lawas</p> <p>MeatPreparations:Gushtaba,Rista,Marchevangankorm a, MacchKofta, YakheanKaliya, TabakMaaz,RogonJosh</p> <p>VegetablesandPotato:Ruwanganchaman,Choekwanga n,ChamanQaliyanAlleh Yakhean, DumAlooKashmiri,NaderPalak,Razma</p>	
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	<p>Gogji</p> <p>SweetDishes: KongehPhirin(SoojiphirniwithSaffron),Aae'tphirin(WheatFlourPhirni),Halwa</p> <p>Chutneys: Mujehcheten, GandaCheten, Dueencheten, Alehcheten(pumpkinchutney)</p> <ul style="list-style-type: none"> Note: Inadditiontoaboveeachinstitutetofor mulate 08 (eight) set of regional menusincluding snacks,sweets etc. 	
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DetailedSyllabus

SUBJECTTITLE: Food&BeverageOperations

SUBJECT CODE: BHM-2302 & BHM-2309

SEMESTER:III

CONTACTHOURS/WEEK:

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

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

Internal Assessment: 40End

Objectiveandoutcomeofcourse:

- Demonstrateknowledgeofalcoholicbeverages
- Understandtheproductionprocessesofalcoholicbeverages

ContentsofSyllabus:

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

	Australia),Food&WineHarmony,Storageofwines,Wineterminology(English&French)	
UNIT-II	DISPENSE BAR: Introduction and definition, Bar layout – physical layout of bar, Bar stock – alcohol & non alcoholic 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-Lussac) 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 flavour & 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 Graham 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	
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01	DispenseBar- OrganizingMise-en-place Task- 01Wineserviceequip ment Task-02 Beer serviceequipment Task-03 Cocktail barequipment Task-04 Liqueur /WineTrolley Task-05 Bar stock - alcoholic &non-alcoholic beveragesTask-06Baraccompaniments&garnishes Task-07Baraccessories&disposables	
02	<p style="text-align: center;">ServiceofWines</p> Task- 01ServiceofRedWineTask- 02 Service ofWhite/RoseWine Task-03Serviceof	Demonstrationby instructorand applicationsbyst udents

	Sparkling WinesTask-04 Service ofFortified WinesTask-05 Service ofAromatizedWin es Task-06 ServiceofCider,Perry&Sake	
03	ServiceofAperitifs Task-01 Service ofBitters Task-02 Service ofVermouths	Demonstrationby y instructorand applicationsbyst udents
04	ServiceofBeer Task- 01ServiceofBottled&cann edBeers Task- 02ServiceofDraughtBeers	
05	ServiceofSpirits Task-01 Service styles - neat/on-the- rocks/withappropriatemixers Task-02 ServiceofWhiskyTask- 03Service ofVodka Task- 04ServiceofRu m Task-05 ServiceofGin Task-06 ServiceofBrand yTask- 07 Service ofTequila	
06	ServiceofLiqueurs Task-01Servicestyles -neat/on-the-rocks/with cream/enfrappeTask- 02ServicefromtheBarTask-03 ServicefromLiqueurTrolley	
07	Wine&Drink List Task- 01Wine BarTask- 02Beer BarTask- 03 CocktailBar	

08	<p align="center">Matching Wines with</p> <p>FoodTask-</p> <p>01MenuPlanningwithaccompanyingWines</p> <p>Continental</p> <p>CuisineIndian</p> <p>RegionalCuisine</p> <p>Task-</p> <p>02Tablelaying&ServiceofmenuwithaccompanyingWinesContinentalCuisine</p> <p>IndianRegionalCuisine</p>	
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09	DispenseBar- OrganizingMise-en-place Task- 01Wineserviceequip ment Task-02 Beer serviceequipment Task-03 Cocktail barequipment Task-04 LiqueurWineTr olley Task-05 Bar stock - alcoholic &non-alcoholic beveragesTask-06Baraccompaniments&garnishes Task-07Baraccessories&disposables	
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DetailedSyllabus

SUBJECT TITLE: Front Office Operations
SUBJECT CODE: BHM-2303 & BHM-2310
SEMESTER:III
CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Demonstrategoodcommunication&leadershipskills
- Demonstrateskillsforconductingaguestcheckout

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	COMPUTERAPPLICATIONINFRONTOFFICE OPERATION: Role of information technology in the hospitalityindustry, FactorsforneedofaPMSinthehotel, Factorsforpurchaseof PMS by the hotel, Introduction to OPERA & Amadeus CONTROL OF CASHANDCREDIT	
UNIT-II	FRONTOFFICE(AACCOUNTING): Accountingfundamentals,Guestan dnon guest accounts, Accounting system(Non automated, semiautomatedandfullyautomated)	
UNIT-III	CHECK OUT PROCEDURES: Guest accounts settlement (Cashand credit, Indian currency and foreign currency, Transfer of guestaccounts,Expresscheckout) NIGHTAUDITING: Functions,Auditprocedures(Nonautomated,se miautomatedandfullyautomated)	
UNIT-IV	FRONTOFFICEANDGUESTSAFETYANDSECURITY: Importance of security systems, Safe deposit, Key control, Emergencysituations(Accident,illness,theft,fire,bomb) FRENCH Expressions de politesse et les commanderetExpressionsd’encouragement,Basicconversationrelate dtoFrontOfficeactivitiessuchas{ Reservations(personalandtelephonic), Reception (Doorman,Bell Boys,Receptionistetc.),CleaningofRoom&changeofRoometc. }	
References	<ul style="list-style-type: none"> • Front OfficeTraining manual–SudhirAndrews. Publisher: Tata Mac Grew Hill, Managing Front OfficeOperations– 	



ProgramName: (BHM)Bachelors ofHotelManagement

ProgramCode:HM303

	Karsavina&BrooksEducationalInstitution	
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	<p>HAMA, Front Office – operations and management – Ahmed Ismail (Thomson Delmar), Front office Operation Management- SKI Bhavnagar, Publisher:Frank Brothers, Managing Front Office Operations ByKarsavina&Brooks, HotelFrontOfficeManagement, 4thEditionbyJames SocratesBard;WileyInternational</p>	
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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 on to a hotel code	
10	Process a reservation deposit	
11	Pre-register a guest	
12	Put message and locator for a guest	
13	Put trace for a guest	
14	Check in a reserved guest	
15	Check in a day use	
16	Check in a walk-in guest	
17	Maintain guest history	
18	Make a share reservation	
19	Add a share to a reservation	
20	Make A/R account	
21	Take a 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 advance for in-house guest	
27	Put routing instructions	
28	Print guest folios during stay	
29	Processing foreign currency exchange / cheque exchange	

30	Processguestcheckoutbycashandcreditcard	
31	Checkoutwithoutclosing folio-Skipperaccounts	
32	Handlepaymasterfolios	

33	Checkoutusingcityledger	
34	Printguestfolio duringcheckout	
35	Closebankatendofeachshift	
36	Check roomrateandvariancereport	
37	TallyAllowancesforthedayatnight	
38	Tallypaidoutsforthedayatnight	
39	Tallyforexfor thedayatnight	
40	Creditcheckreport	

DetailedSyllabus

SUBJECTTITLE:AccommodationOperationsS

UBJECT CODE: BHM-2304 & BHM-

2311SEMESTER:III

CONTACTHOURS/WEEK:

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

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Demonstratehousekeepingtechnicalknowledgeandskills
- Demonstrateextensiveknowledgeoflaundryoperations

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	LINEN ROOM: Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various LinenItems & fabrics suitable for this purpose, Purchase of Linen,CalculationofLinenrequirements,Linencontrol-proceduresand records,Stocktaking-proceduresand records,Recycling ofdiscardedlinen,LinenHire	
UNIT-II	UNIFORMS: Advantages of providing uniforms to staff, Issuingandexchangeofuniforms;typeofuniforms,Selectionanddesigni ngofuniforms,LayoutoftheUniformroom SEWINGROOM: Activitiesandareastobeprovided,Equipmentprov ided	
UNIT-III	LAUNDRY: CommercialandOn-siteLaundry, FlowprocessofIndustrialLaundering- OPL,StagesintheWashCycle,Laundry EquipmentandMachines,LayoutoftheLaundry,LaundryAgents,DryCle aning, GuestLaundry/Valetservice,Stainremoval	
UNIT-IV	FLOWER ARRANGEMENT: Flower arrangement in Hotels,Equipmentandmaterialrequired forflowerarrangement,Conditioning of plant material, Styles of flower arrangements,Principlesofdesignasappliedtoflowerarrangement INDOORPLANTS: Selectionandcare	
REFERENCES:	<ul style="list-style-type: none"> • HotelHostelandHospitalHousekeeping– byJoanCBranson &Margaret Lennox, ELBS with Holder&StoughtonLtd. • Hotel House Keeping a Training Manual by SudhirAndrews,TataMcGrawHillpublishingcompanylimi ted 	

	<p>NewDelhi.</p> <ul style="list-style-type: none"> • HotelHousekeeping Operations &ManagementbyRaghubalan,OxfordUniversityPre ss. • ManagementofHotel&MotelSecurity(OccupationalSaf etyand Health)byH.Burstein,CRCPublisher. • ProfessionalManagementofHousekeepingOperations(I I End.) by Robert J. Martin & Thomas J.A. Jones,WileyPublications • TheProfessionalHousekeeperbyTuckerSchneider,Wi leyPublications • ProfessionalmanagementofHousekeepingby ManojMadhukar,RajatPublications 	
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Course outcome
BHM2304.1Understood thelinenusageandcleaningprocedures

BHM2304.2Possesspracticalskillsfor makingdifferent flowerarrangements.

BHM2304.3 Learned about different Uniforms

BHM2304.4Learned about different indoor plants

FOUNDATIONCOURSEINACCOMMODATIONOPERATIONS(PRACTICALS)

S.No	Topic	
01	LayoutofLinenandUniformRoom/Laundry	Demonstrationby instructorand applicationsbyst uents
02	LaundryMachineryand Equipment	Demonstrationby instructorand applicationsbyst uents
03	StainRemoval	
04	FlowerArrangement	Demonstrationby instructoranda pplications bystudents
05	Selectionand DesigningofUniforms	

06	PublicAreaCleaning	Demonstrationb y instructor and applicationsbyst udents
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DetailedSyllabus

SUBJECTTITLE:Food&BeverageControlsS

UBJECT CODE:BHM-2306

SEMESTER:III

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- StudentsabletounderstandFoodcontrolcycle, PurchasingControl
- Able toknowstoring&issuingcontrolprocessors

ContentsofSyllabus:

Sr.No	Contents	Conta ctHou rs
UNIT-I	FOODCOST CONTROL: IntroductiontoCostControl,DefineCostControl, The Objectives and Advantages of Cost Control, Basic Costing,FoodCosting RECEIVINGCONTROL: AimsofReceiving,JobDescriptionofReceivingCl erk/Personnel,Equipmentrequiredforreceiving,DocumentsbytheSupplier(incl udingformat),DeliveryNotes,Bills/Invoices,CreditNotes, Statements, Records maintained in the ReceivingDepartment,GoodsReceivedBook,DailyReceivingRepo rt,MeatTags,ReceivingProcedure,BlindReceiving,Assessingtheperformance andefficiencyofreceivingdepartment,Frauds intheReceivingDepartment,Hygieneand cleanlinessofarea.	
UNIT-II	FOODCONTROL CYCLE: PurchasingControl,Aimsof PurchasingPolicy,Job Description of Purchase Manager/Personnel,Types of FoodPurchase,QualityPurchasing,FoodQualityFactorsfordifferentcommoditi es,DefinitionofYield,Teststoarriveatstandaryield,DefinitionofStandardPurc haseSpecification,AdvantagesofStandardYield and Standard Purchase Specification, Purchasing Procedure, DifferentMethods of Food Purchasing, Sources of Supply, Purchasing by Contract,PeriodicalPurchasing,OpenMarketPurchasing,StandingOrderPurch asing,CentralizedPurchasing,MethodsofPurchasinginHotels,PurchaseOrder Forms,OrderingCost,CarryingCost,EconomicOrder Quantity,PracticalProblems.	
UNIT-III	STORING&ISSUINGCONTROL: StoringControl,AimsofStoreControl,Job DescriptionofFoodStoreRoomClerk/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, R.D. Boardman, Publisher: Heinemann 3. Introductory Foods. Hughes, D. and Bannion M., The Macmillan Co. Ltd., New York 4. Modern Cookery for Teaching and the Trade, Philip T.E., Vol-I, Orient Longman Ltd., 	

Course outcome

- **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

DetailedSyllabus

SUBJECT TITLE: Food Safety & Quality
SUBJECT CODE: BHM-2305
SEMESTER:III
CONTACTHOURS/WEEK:

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

Objectives

- Demonstrateunderstandingonfoodsafety, hazardsandrisk

- Learnandunderstandabout micro-organismsandthecontamina tiontheycause

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

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	<p>INTRODUCTION:FoodSafety,FoodHazards&Risks,ContaminantsandFoodHygiene</p> <p>MICRO-ORGANISMS IN FOOD: General Characteristics ofMicro-Organisms,basedontheirOccurrenceandStructure,Factors affecting their Growth in Food (Intrinsic And Extrinsic),CommonFoodBorneMicro-Organisms: { Bacteria,(Spores/Capsules),Fungi, Viruses,Parasites</p> <p>FOODSPOILAGE&FOODPRESERVATION:Types& CausesofSpoilage,SourcesofContamination,SpoilageofDifferent Products (Milk and Milk Products, Cereals and CerealProducts, Meat, Eggs, Fruits and Vegetables, Canned Products),Basic Principles of Food Preservation, Methods of Preservation(HighTemperature,LowTemperature,Drying,Preservatives &Irradiation)</p>	
UNIT-II	<p>BENEFICIAL ROLE OF MICRO-ORGANISMS: Fermentation&Roleoflacticandbacteria,FermentationinFoods(Dairyfoods,vegetable,Indianfoods,Bakeryproductsandalcoholicbeverages),Miscellaneous(Vinegar&anti-biotic)</p> <p>FOODBORNEDISEASES:Types(Infectionsandintoxications),Commondiseasescausedbyfoodbornepathogens,Preventivemeasure</p>	

	FOODADDITIVES: Introduction,Types(Preservatives,Anti-Oxidants,Sweeteners,FoodColoursand Flavours,Stabilizersand Emulsifiers)	
UNIT-III	<p>FOODCONTAMINANTS&ADULTERANTS:IntroductionToFoodStandards,TypesofFoodContaminants(PesticideResidues,BacterialToxins,Mycotoxins,SeafoodToxins,MetallicContaminants,ResiduesfromPackagingMaterial),CommonAdulterantsinFood,MethodofDetection(BasicPrinciple).</p> <p>FOODLAWSANDREGULATIONS:National–PFAEssentialCommoditiesAct(FPO,MPOetc.),International–CodexAlimentarius,ISO,RegulatoryAgencies–WTO,ConsumerProtectionAct.</p> <p>QUALITYASSURANCE:Introduction toConceptofTQM,GMPandRiskAssessment,RelevanceofMicrobiologicalstandardsforfoodsafety,HACCP(BasicPrincipleandimplementation)</p>	
UNIT-4	<p>HYGIENEANDSANITATIONINFOODSECTOR:General Principles Of Food Hygiene, GHP For Commodities, Equipment,Work Area and Personnel, Cleaning and Disinfection (Methodsand Agents Commonly Used in the Hospitality Industry), SafetyAspects of Processing Water (Uses &Standards), Waste Water &WasteDisposal,</p> <p>RECENTCONCERNS:EmergingPathogens,GeneticallyModifiedFoods,FoodLabeling.NewerTrendsinFood PackagingandTechnology,BSE(BovineSerumEncephalopathy)</p>	
REFERENCES:	<ol style="list-style-type: none"> 1. TheNewCateringRepertoire,Vol.I,H.L. Cracknell&G.Nobis,Macmillan 2. Mahay,N.S.,Shadaksharaswamy,M (2001)foods:FactsandPrinciples, InternationalPublishers, NewDelhi 3. Food&BeverageLaw:FoodSafetyandHygiene,AmanPublications 4. TheHACCPFoodSafetyTrainingManual,WileyPublishers 5. ThePreventionofFoodAdulterationAct,1954 	

Course outcome

BHM2305.1 Gained knowledge on food preservation

BHM2305.2 Awarred about food adulterants and contaminations

BHM2305.3 Learned about the risk associated with contaminated foods

BHM2305.4 Learned about mislabeled and adulterated food.

DetailedSyllabus

SUBJECTTITLE:ForeignLanguageSkills–
II(French)SUBJECT CODE:BHM-2307
SEMESTER:III

CONTACTHOURS/WEEK:

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

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

Objectiveandoutcomeofcourse:

- StudentsabletounderstandForeignLanguage
- Abletospeakvariouswords,sentenceinFrench

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-1	RestaurantBrigade; Hotplatelanguageandterminology;Nameofherbs andspices;Plural ofNouns;Possessiveadjectives;Conversationbasic:Introducingeachother,ShortGuest Interactions.	
UNIT-2	KitchenBrigade; NameofMeat,PoultryandGame;Conjugationofirregularverbs :partir, faire,prendre,sortir,voir,vouloir,pouvoir;Theinterrogationwith<est-ceque,qu'est-ceque etquiest-ce>;Conversation basic:Intherestaurant(howtoplace/take order,billingetc.)	
UNIT-3	NameofFrench wines ,Frenchcheeseandseasonings; Readingawinelable;Therecent pasttense;Theimmediatefuturetense;Conversationbasic:	

	<p>hotel room reservation</p> <p>(tomake/cancelthereservatio n)</p>	
UNIT-4	<p>The French Classical Menu with classic - examples of eachcourse;Hotplate</p> <p>languageandterminology;Interrogation;Conversationbasic: Making/Cancellinareservati on(intrain/onflight)(Oral)</p> <p>Role- playingofdifferentssituationsUnders tandingquestionsConversation Picturecomposition</p>	
REFERENCES:	<ul style="list-style-type: none"> · LaroussecompactDictionary:French-English/English-French · Conjugaison- LeRobert&Nathan · LarousseFrenchGrammar · GrammaireCollection"LeNouvelEntrenezvous"leveldeb utant · Parlezàl'hotelbyA. Talukdar · AVotreServiceI · French forHotelandTorismIndustrybyS.Bhattacharya · JumelageI byManjiri Khandekarand RoopaLuktuke · BasicFrenchCourseforTheHotelIndustrybyCatherineLobo&So naliJadhav 	

Course outcome

BHM2307.1 Learned to expresstheirviewinFrenchLanguage

BHM2307.2 Students learned toconversationwithguestinForeignLanguage

BHM2307.3 Students can satisfy requirement of everyday situations.

BHM2307.4 Students can support opinions and hypothesize.

SUBJECT TITLE: Advance Food Production Operations –

ISUBJECTCODE:BHM-2401&BHM-2406

SEMESTER:IV

CONTACTHOURS/WEEK:

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

Internal

Assessment:40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Performand apply basicculinarymath inthefoodserviceindustry
- Prepareavarietyofsaladsand dressingand evaluateflavors.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-1	<p>LARDER-LAYOUT&EQUIPMENT:IntroductionofLarderWork,Definition, Equipmentfoundinthelarder,Layoutofatypicallarderwithequipmentand varioussections.</p> <p>TERMS &LARDERCONTROL: Common terms usedin theLarder and Larder control, Essentials of Larder Control, Importanceof Larder Control, Devising Larder Control Systems, Leasing withotherDepartments,YieldTesting,</p> <p>DUTIESANDRESPONSIBILITIESOFTHELARDERCHEF: Functions of the Larder, Hierarchy of Larder Staff, Sections of theLarder,Duties&Responsibilities ofalarderChef.</p>	08
UNIT-2	<p>CHARCUTERIE: Introduction to charcuterie, SAUSAGES: Types& Varieties, CASINGS: Types & Varieties, FILLINGS: Types & Varieties,Additives& PreservativesFORCEMEATS: Typesofforcemeats,Preparationofforcemeats,Usesofforcemeats,BRI NES,CURES &MARINADES: Types of Brines, Preparation ofBrines,MethodsofCuring,TypesofMarinades,UsesofMarinades ,Differencebetween Brines, Cures&Marinades, HAM, BACON&GAMMON:CutsofHam,Bacon&Gammon,DifferencesbetweenHam,Bacon&GammonProcessingofHam&Bacon,GreenBacon, Usesofdifferentcuts,GALANTINES:Makingofgalantines,TypesofGalantineBallotines,PATES:TypesofPate,Patedefoie gras,MakingofPate,CommercialpateandPateMaisonTruffle-</p>	04

	sources, CultivationandusesandTypesoftruffle	
UNIT-3	<p>MOUSE&MOUSSELINE:Typesofmousse,Preparationofmousse, Preparation of mousseline, Difference between mousse andmousseline. CHAUDFROID: Meaning of Chaud froid, Makingofchaud frod &Pecautions, Types of chaud froid ,Uses of chaud froid</p> <p>.ASPIC&GELEE:DefinitionofAspicandGelee,Differencebetween the two, Making of Aspic andGelee UsesofAspicandGelee.QUENELLES, PARFAITS, ROULADES: PreparationofQuenelles,Parfaits and RouladesNONEDIBLE DISPLAYS:Icecarvings,Tallowsculpture,Fruit&vegetableDisplays, Salt dough,Pastillage,JellyLogo,Thermocolwork</p>	16
UNIT-4	<p>APPETIZERS&GARNISHES- ClassificationofAppetizers,Examples of Appetizers, Historic importance of culinary Garnishes,ExplanationofdifferentGarnishes.SANDWICHES- PartsofSandwiches,TypesofBread,Typesoffilling:Classification,Spre adsandGarnishes,TypesofSandwiches,Makingof Sandwiches,StoringofSandwiches</p>	04
REFERENCES:	<p>LeRolA.Polsom. TheProfessionalChef Bo Friberg (2002) The Professional Pastry Chef, FourthEditionWiley&Sons INC Cessarani&Kinton(2007).TheoryofCatering.HodderEducationPublisher KArora(2008),TheoryofCookery.FrankBrothersFuller J. Barrie & Jenkins. Accompaniments &Garnishesfromwaiter S.CDubey.Bakery&Confectionery.SocietyofIndianBakers Philip E.Thangam(2010)ModernCookery(Vol-I)OrientBlackSwan</p> <ul style="list-style-type: none"> • Kinton R Cessarani V., Foskett D. (2000) Practical Cookery(9thedition)HodderEducation 	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM2601.1	Able to demonstrateunderstandingofstandardweights, measuresandscalingofingredients
CO2	BHM2601.2	Will be performand apply basicculinarymath inthefoodserviceindustry
CO3	BHM2601.3	Students can prepare a varietyofbakedgoods anddesserts
CO4	BHM2601.4	Able to know globalcuisinesand preparemealsinspiredbythecuisines

FOUNDATIONCOURSEINFOODPRODUCTION–I(PRACTICALS)
PART‘A’

S.No	Topic	Method
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1	MENU01 Consommé Carmen, Poulet Sauté Chasseur, Pommes Loretta, Haricots Verts MENU 02 Bisque D'écrevisse, Escalope De Veau viennoise, Pommes ailles, Epinards au Gratin MENU03 Crème Du Barry, Darné De Saumon Grillé, Sauce paloise, Pommes Fondant, Petits Pois A La Flamande MENU 04 Veloute Dame Blanche, Cote De Porc Charcuterie, Pommes De Terre A La Crème, Carottes Glaçage Au Gingembre MENU05 Cabbage Chowder, Poulet A La Rex, Pommes Marguises, Ratatouille	Demonstrations & simple applications
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<p>MENU06BarquettesAssortis, StroganoffDeBoeuf,PommesPersilles,Riz Pilaf</p> <p>MENU 07 Duchesse Nantua, Poulet Maryland,Croquettepotatoes,Bananafritters, Corngallets</p> <p>MENU08Kromeskies,Filet DeSolsWalweska,PommesLyonnaise,FunghiMar irati</p> <p>MENU09 Vol-Au-VentDeVolailleEtJambon,Pouleta la kiev, Creamy Mashed Potatoes, Butter tossed greenpeas</p> <p>MENU10QuicheLorraine,RoastLamb,Mintsauce, PommesParisienne</p> <p>iv)Plus5BuffetsColdBuffet,HotContinental,Hot Indian, Buffet Desserts, Bread Displays Demonstrationof:CharcuterieGalantines,Pate,Terrines, Mousselines</p>	
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PART‘B’-BAKERY&PATISSERIE

S.No	Topic	Method
1	BriocheBabaauRhum	
2	SoftRolls,ChocolateParfait	
3	FrenchBread,TarteTartin	
4	GarlicRolls,CrêpeSuzette	
5	HarlequinBread, ChocolateCreamPuffs	
6	Foccacia,CrèmeBrûlée	
7	ViennaRoll,MousseAuChocolat	
8	BreadSticks,SouffleMilanaise	
9	BrownBread,PâteDesPommes	
10	CloverLeafRolls,Savarindesfruits	
11	WholeWheatBread,CharlotteRoyal	
12	Herb&PotatoLoaf,Doughnuts	
13	MilkBread,GateauxdesPeache	
14	Ciabatta,ChocolateBrownie	
15	Buffetdesserts,ModernPlatingStyles	

DetailedSyllabus

SUBJECTTITLE:AdvancedFood&BeverageOperationSU
BJECTCODE:BHM-2402&BHM-2407SEMESTER:IV
CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Extensiveknowledgeondifferentbanquetsetups,servicestylesandrecords
- Gaininsightinto kitchenstewarding

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	FUNCTIONCATERING: - BANQUETS: History, Types, OrganizationofBanquetdepartment,Duties&responsibilities,Sales,Boo king procedure,Banquetmenus. BANQUETPROTOCOL: SpaceArearequirement,Tableplans/arrange ment, Misc-en-place, Service, Toast &Toast procedures. INFORMAL BANQUET: Reception, Cocktail parties, Convention,Seminar,Exhibition,Fashionshows,TradeFair,Wedding,O outdoor catering	
UNIT-II	FUNCTIONCATERING:- BUFFETS: Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence offood,Menuplanning,Types of Buffet,Display,Sitdown,Fork,Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Checklist	
UNIT-III	COCKTAILS&MIXEDDRINKS: DefinitionandHistory,Classificati on,Parts,Methodsofmixing,measures,pourersandpouring,Garnishes,Ba reequipments,Cocktailglasses,Syrupsandothernon- alcoholicingredients,Juices,Liqueursincocktails,serviceof cocktails.	

	PREPARATION AND SERVICE OF INNOVATIVE COCKTAILS: Infuseddrinks,Sourdrinks,trendydrinks,longdrinks,shortdrinks,creamdrinks,winebaseddrinks, Hotdrinks,Mocktails.	
UNIT-IV	PREPARATIONANDSERVICEOFCLASSICCOCKTAILS: Martini-Dry&Sweet,Manhattan-Dry&Sweet,MaiTai,LIIT,Mojito,Cosmopolitan, Caipirinha, Bellini, Mint Julep, Side Car, Tom CollinsGin FIZZ, Flips, Noggs, Champagne Cocktail, Between the Sheets,Daiquiri, Bloody Mary, Screw Driver, Tequilla Sunrise, Gin-Sling,Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, Black Russian,Margarita,Gimlet - Dry &Sweet, Cuba Libre, Whisky Sour,Blue Lagoon, Harvey WallBanger,BombayCocktail	
REFERENCES:	<ul style="list-style-type: none"> • Food&BeverageService- DennisR.Lillicrap.&John.A.Cousins.Publisher:ELBS • Food&BeverageServiceTrainingManual-Sudhir Andrews,Tata McGraw Hill. Food & Beverage Service Lillicrap &Cousins,ELBS • ModernRestaurantService–JohnFuller,Hutchinson • Professional Food &Beverage Service Management - BrianVarghese <ul style="list-style-type: none"> • The Waiter Handbook By Graham Brown, Publisher: GlobalBooks 	

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM2402.1	Able to demonstrategoodcommunication&leadershipskills
CO2	BHM2402.2	Will be gain Extensiveknowledgeondifferentbanquetsetups,servicestylesandrecords
CO3	BHM2402.3	Students can Gaininsightinto kitchenstewarding
CO4	BHM2402.4	Able to know learntoprepareFlambedishes

S.No	Topic	
01	BAR OPERATIONS PREPARATIONANDSERVICEOFINNOVATIVECOCKTAILS: Infuseddrinks, Sourdrinks, trendydrinks,longdrinks,shortdrinks,creamdrinks, winebaseddrinks,Hotdrinks,Mocktails.	
02	FUNCTIONCATERING–BANQUETS <ul style="list-style-type: none"> • Planning&organizingFormal&InformalBanquets • Planning&organizingOutdoorcaterings 	Demonstrationby instructor and applicationsby students
03	FUNCTIONCATERING –BUFFETS <ul style="list-style-type: none"> • Planning&organizingvarioustypesofBuffet 	Demonstrationby instructorand applications by students

04	<p style="text-align: center;">BAR OPERATIONS</p> <ul style="list-style-type: none">• Designing&Settingthebar• Barnise-en-place• Preparation&ServiceofClassicCocktail&MixedDrinks	
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DetailedSyllabus

SUBJECTTITLE:AccommodationManagementS

UBJECT CODE: BHM-2403 & BHM-

2408SEMESTER:IV

CONTACTHOURS/WEEK:

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

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- Demonstrate knowledgeon planning&organizinginHousekeepingdepartment
- UnderstandtheimportanceofEnergy&Water Conservation

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	SAFETYAND SECURITY:- Work environmentSafety andjobsafetyanalysis,PotentialHazardsinHousekeeping,Safetyaware nessandaccidentprevention,slipsandfalls,Crimeprevention anddealingwithemergencysituation,Thefts,FirstAid,	
UNIT-II	INTERIORDECORATION: Elementsofdesign,Coloranditsrole in décor, Types of color schemes, Windows and windowtreatment,Floor finishes,Carpets,Furnitureandfittings,Accessories ELECTRICITY AND LIGHTING: Fundamentals of electricity,Lightingandlightingfixtures,Typesoflighting,Differentli ghtingdevices,Incandescentlamps,Fluorescentlampsandother gasdischarged lamps,Illuminationandunitsofillumination,External lighting, Safetyinhandlingelectricalequipment.	
UNIT-III	LAYOUT OF GUEST ROOMS: Sizes of rooms, Sizes of furniture,Furniturearrangement,Principlesofdesign,Refurbishingand redecoration	
UNIT-IV	NEWPROPERTYCOUNTDOWN	
References	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping –by Joan CBranson & Margaret Lennox, ELBS with Hodder &StoughtenLtd. • Hotel House Keeping A Training Manual by SudhirAndrews,TataMcGrawHillpublishingcompanylimi ted NewDelhi. 	

	<ul style="list-style-type: none"> • HotelHousekeepingOperations &ManagementbyRaghubalan,OxfordUniversityPre ss. • Management of Hotel & Motel Security (OccupationalSafetyand Health)byH.Burstein,CRCPunlisher. • Professional Management of Housekeeping Operations (IEdn.) by Robert J. Martin & Thomas J.A. Jones,WileyPublications <ul style="list-style-type: none"> • TheProfessionalHousekeeperbyTuckerSchneider,Wi leyPublications 	
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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

ACCOMMODATIONMANAGEMENT(Practical)

S.No	Topic	
1	STANDARDOPERATINGPROCEDURE <ul style="list-style-type: none"> • SkillOrientedTask(e.g.cleaningand polishingglass,brassetc) 	
2	FIRSTAID <ul style="list-style-type: none"> • FirstAidKit • Dealing WithEmergencySituation • MaintainingRecords 	
3	SPECIAL DECORATION (THEME RELATED TO HOSPITALITYINDUSTRY) <ul style="list-style-type: none"> • Indenting • Costing • PlanningWithTimeSplit • Executing 	
4	LAYOUTOFGUESTROOM <ul style="list-style-type: none"> • ToTheScale • EarmarkPillars • SpecificationOfColors,Furniture,Fixture,Fitting,SoftFurnishingAnd AccessoriesEtcUsed 	Demonstration by instructorand applications by students
5	STANDARDOPERATINGPROCEDURE <ul style="list-style-type: none"> • SkillOrientedTask(e.g.cleaningand polishingglass,brassetc) 	

DetailedSyllabus

SUBJECTTITLE:Food&BeverageManagementS

UBJECT CODE:BHM-2404

SEMESTER:IV

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- TounderstandtheroleofFood&Beveragecontrolsdepartment
- Understandvarioussystemsandtechniquesofcontrollingfoodandbeveragecosts

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	F&BMANAGEMENTINFOODANDBEVE RAGEOPERATIONS: Introduction ,Objectives of F&B Management, constraints of F&BManagement ,Basic policies – Financial, Marketing and Catering (Fast food and Popular catering, Industrial catering, School cateringand Hospitalcatering)OrganizingandStaffing,Controlandperformancemea surements,Approachestoqualitymanagement, ManagingQuality	
UNIT-II	COSTDYNAMICS: Elementsofcost,Classificationofcost. SALESCO NCEPTS: Varioussalesconcept,Usesofsalesconcept INVENTORYC ONTROL: Importance,Objectives,Methods,Levelsandtechnique,Perp etualinventory,Monthlyinventory,Pricingofcommodities,Comparison ofphysicalandperpetual inventory	
UNIT-III	BEVERAGECONTROL: Purchasing, Receiving, Storing, Issuing,ProductionControl,StandardRecipe,StandardPortionSize,BarF rauds,Booksmaintained,BeverageControl. SALESCONTROL: ProcedureofCashControl,MachineSystem, ElectronicCash Register, National Cash Register, Preset Machines,PointofSale,Reports,Thefts,CashHandling,	

	BUDGETARY CONTROL: DefineBudget,DefineBudgetaryControl,Objectives ,FrameWork,Key Factors,TypesofBudget, BudgetaryControl	
UNIT-IV	VARIANCEANALYSIS: Standardcost,Standardcosting,Costvariances, Material variances, Labor variances, Overhead variance,Fixedoverheadvariance, Sales variance,Profit variance. BREAKEVENANALYSIS: Breakevenchart,PVRatio,Contribution, Marginalcost,graphs. MENUMERCHANDISING: Menucontrol,Menustructure,Planning and pricing of menus, Types of menus, Menu as marketingtool,Layout,Constraints ofmenuplanning. ManagementInformationSystem: Reports,Statisticalrevenue report,c umulativeandnon-cumulative	
REFERENCES:	<ul style="list-style-type: none"> • Text Book of Food and Beverage Management, bySudhirAndrews, TataMcGrawHillEducationPrivateLimitedNewDelhi • FoodandBeverageComprehensiveCostControlSystemMa nagement, by Kamal Manaktola and Alok Prasad,KanishkaPublishersandDistributorsNewDelhi. • FoodandBeverageManagementCostControl,byJag mohan Singh Negi, Kanishka Publishers andDistributorNewDelhi. 	

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

DetailedSyllabus

**SUBJECT TITLE: Hotel
LawSUBJECT CODE: BHM-
2405SEMESTER:IV
CONTACTHOURS/WEEK:02**

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

InternalAssessment:40

End TermExam:60

DurationofExam:3Hrs

Objectiveandoutcomeofcourse:

- To understand the lawsrelatingtothe hospitalityindustry
- UnderstandtheIndianlegalstructurefor hotelbusiness

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	<p align="center">INTRODUCTION TO INDIAN HOSPITALITY &RELATED LAWS</p> <p>A. Introduction B. LegalPerspectives C. KeyIssues D. Legal Requirements for Hotel Business – Before &After</p>	04
UNIT-II	<p align="center">LAWSRELATEDTOHOTELOPERATIONSININDIA</p> <p>A. Doing HotelBusinessinIndia B. BusinessContracts C. HotelLicenses&Regulations D. HotelInsurance</p>	04
UNIT-III	<p align="center">LAWSRELATEDTOEMPLOYEES,GUESTS,PUBLICHEALTH&SAFETY</p> <p>A. Introduction& OverviewofLabourlaws B. HospitalityLaws C. PublicHealthLaws&EnvironmentLaws</p>	04
UNIT-IV	<p align="center">LAWSRELATEDTOFOOD&BEVERAGESERVICES</p> <p>A. FoodLegislation B. Liquorlicensing</p>	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 lawsrelatingtothe hospitalityindustry
CO2	BHM2405.2	Will be learn&understandlegalrequirementsbeforeopeningahotellernaboutinventoryandstockrecords.
CO3	BHM2405.3	Students can understandthedifferenttypesoflaws
CO4	BHM2405.4	Able to understandtheIndianlegalstructurefor hotelbusiness

RecommendedBooks:

AmitabhDevendra	“Hotellaws,OxfordUniversitypress”
StephenBharath	“HospitalityLaw– ManagingLegalIssuesintheHospitalityIndustry
JagmohanNegi	“Hotel& TourismLaws”

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:

- Learn and prepare various international cuisines
- Understand the significance of region specific dishes

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, Lard 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. 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,YieldManagement. PRODUCT&RESEARCHDEVELOPMENT: Testingnew equipment,Developingnewrecipes,FoodTrails,Organoleptic&Sensory Evaluation.	
UNIT-4	FOODPRESENTATIONPRINCIPLES: Basicpresentations,Modern perspectives, Use oftechnology, Use ofcontemporaryplates,Roleand useof garnish, Unconventional garnishes, Plate Presentationtechniques	04
REFERENCES:	<ul style="list-style-type: none"> • TheProfessionalChef(4thEdition)ByLeRoIA.Polsom • TheProfessionalPastryChef,FourthEditionByBo Friberg Publisher:Wiley&SonsINC • TheoryofCateringByKinton&Cessarani • TheoryofCookeryByKArora,Publisher:FrankBrothers • Accompaniments&Garnishesfromwaiter;Communicate:Fuller J.Barrie&Jenkins • Bakery&ConfectioneryByS.CDubey,Publisher:SocietyofIndianBakers • ModernCookery(Vol-I) ByPhilipE.Thangam,Publisher:OrientLongman • PracticalCookeryByKinton&Cessarani 	

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

CO1	BHM3601.1	Students will be Learnandprepare variousinternationalcuisines
CO2	BHM3601.2	Able to Understandthesignificanceofregionspecificdishes.
CO3	BHM3601.3	Students Learnaboutproductionmanagement
CO4	BHM3601.4	Will be Understandaboutvariousbakeryproducts

AdvancedFoodProduction

COUNTRY	Topic	Method
CHINESE	MENU01 PrawnBallSoup,FriedWantons,Sweet&SourPork,HakkaNoddle's MENU 02 Hot &Sour soup, Beans Sichuan, StirFried Chicken &Peppers, Chinese Fried Rice MENU 03 Sweet Corn Soup, Shao Mai, Tung-PoMutton, YangchowFriedRice MENU04 WontonSoup, SpringRolls, StirFriedBeef&Celery ChowMein MENU 05 Prawns in Garlic Sauce, FishSzechwan, Hot&SourCabbage, Steam ed Noddle's	Demonstrations &simpleapplicatio ns
SPAIN	MENU06 ,Gazpacho,PolloEnPepitoria,Paella,FritataDePat ata,Pastel DeMazaana	Demonstrations &simpleapplicationsb ystudents

ITALY	MENU07 Minestrone, Ravioli Arabeata, Fettocine Carbonara, Pollo Alla Cacciatore, Medanzane Parmigiane	Market survey/tour
GERMANY	MENU08 Linsensuppe, Sauerbaaten, Spatzale, German Potato Salad	Demonstrations & simple applications by students

U.K.	MENU09 ScotchBroth, RoastBeef, YorkshirePudding, Glazed Carrots&Turnips, RoastPotato	Demonstrations & simple applications by students
GREECE	MENU10 SoupeAvogolemeno, MoussakaALa Greque, Dolmas, Tzaziki	Demonstrations & simple applications

PART 'B'-BAKERY&PÂTISSERIE

S.No	Topic	Method
1	Grissini, Tiramisu	
2	Pumpernickle, ApfelStrudel	
3	YorkshireCurdTart, CrustyBread	
4	Baklava, HarlequinBread	
5	Baguette, CrepeNormandy	
6	Croissants, BlackForestCake	
7	Pizza base, HoneyPralineParfait	
8	DanishPastry, ColdCheeseCake	
9	SoupRolls, ChocolateTrufflecake	
10.	GingerBread, Blancmange	
11.	Lavash, ChocolateParfait	
12.	Cinnamon&RaisinRolls, SouffléChaudVanilla	
13.	FruitBread, PlumPudding	
14.	Demonstrationof: Meringues, Icings&Topping's	
15.	Demonstrationof: WeddingCake&Ornamentalcakes	

DetailedSyllabus

SUBJECTTITLE:GuestServiceManagementS
UBJECT CODE: BHM-3602 BHM-3607SEMESTER:VI
CONTACTHOURS/WEEK:03

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

Internal Assessment:
40End

TermExam:60Durationo
fExam:3Hrs

Objectiveandoutcomeofcourse:

- TolearnhowtoMonitoringofcomplaintsand compliments
- TolearnIdentifyingtraininganddevelopmentincustomerservice

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	ANINTRODUCTIONTOGUESTSERVICE A. NatureofGuestservice B. Changing Guestbehaviorand expectation C. Guestretention D. Whatisexcellentervice E. Personalversusmaterialservice F. CustomerSegmentation	04
UNIT-II	GUESTLISTENING A. Barrierstolistening B. Monitoringofcomplaintsandcompliments C. Monitoringguestsatisfaction D. Measuringguestloyalty E. InvolvingemployeeswhenmeasuringprocessRecognizingac hievement.	04
UNIT-III	GUESTRELATIONEXECUTIVE A. JobdescriptionofGRE B. RoleofGREinHotels C. Duties& responsibilityofGRE D. GREin varioussectors	04

UNIT-IV	<p>A. TRAINING AND DEVELOPMENT FOR GUESTS SERVICE Importance of training and development in guest service, Identifying training and development objectives, Training and development for managers</p> <p>B. COMMUNICATIONS Disseminating the message, developing a communications strategy, Reinforcing the message, Tips on effective internal communication</p> <p>C. CRM IN HOSPITALITY Customer relations management in Hotels, Analytical CRM, CRM market aspects, Operational CRM.</p>	06
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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 – donnaknapp
 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"> • Roleplay • Case studies 	

02	Etiquettes <ul style="list-style-type: none">• BasicEtiquette• SocialEtiquette• CorporateEtiquette• TelephoneEtiquette	
03	Verbal& Non-Verbalcommunication Writtencommunication,Facialexpressions, Gestures, Eyecontact,	

	SmallGroupCommunication,PublicCommunication	
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DetailedSyllabus

SUBJECTTITLE: MaterialManagement

SUBJECT CODE: BHM-

3603SEMESTER:VI

CONTACTHOURS/WEEK:03

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

Internal Assessment:

40End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

- TolearnPurchaseManagement
- To learn&understand theart ofNegotiationwhile Purchasing

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTRODUCTIONTOMATERIALMANAGEMENT A. Meaning& Scope B. Objectives&SignificanceofMaterialManagement C. MaterialManagementinotherareasofManagementFuncio ns	04
UNIT-II	ABCANALYSIS A. MeaningofABCAnalysis B. PurposeofABCAnalysis C. Advantages&Limitations D. SimpleNumericalofABCAnalysis	04
UNIT-III	CODING&STANDARDIZATION A. BasisofCoding B. CodingbyGroupClassification C. CharacteristicsofGoodCoding System D. TypesofCoding E. Standardization& itsbenefits	04
UNIT-IV	PURCHASEMANAGEMENT A. Meaning,Objectives&Functions B. PurchaseParameters –8R’sofPurchasing	

	C.KARDEX SystemNEGOTIATION A. Meaningof Negotiation B. Objectives&Techniques C. QualitiesofGoodNegotiator D. Tactics/Strategiesused inNegotiation	06
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Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM3603.1	To understand Coding & Standardization
CO2	BHM3603.2	To understand the basics of Material Management
CO3	BHM3603.3	To learn the ABC analysis
CO4	BHM3603.4	To learn & understand developing a communications strategy

REFERENCEBOOKS:

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

DetailedSyllabus

SUBJECTTITLE:EntrepreneurshipDevelopmentS

UBJECT CODE:BHM-3604

SEMESTER: VI

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

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

ContentsofSyllabus:

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

	PROJECT: financial,technicalandsocialfeasibilityoftheproject, Preparingabusinessplan&projectreport	
UNIT-IV	INSTITUTIONAL&GOVERNMENTASSISTANCETO SMALL SCALE ENTERPRISES: Roleofcentralandstategovernmentinpromotingentr epreneurship,Introductiontovariousincentives,subsidiesandgrants.Ex portOrientedUnits. Financial assistancethroughSFC's, SIDBI,CommercialBanks	
REFERENCES:	<ul style="list-style-type: none"> • Entrepreneurship-A South-Asian perspective byD.F.Kuratko..CengageLearningIndiaPvt.Ltd. Delhi • EntrepreneurshipDevelopmentbyD.Hisrich,R.,&Pet er,P.M..Tata Mc.GrawHilledition. • Dynamics of Entrepreneurial Development andManagement.byDesai, V.HimalayaPublishingHouse,Delhi • EntrepreneurshipDevelopment. BySrinivasan, N.,&Gupta,G.P.Sultan chand&Sons 	

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

DetailedSyllabus

SUBJECTTITLE:PrinciplesofManagementS

UBJECT CODE:BHM-3605

SEMESTER: VI

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectiveandoutcomeofcourse:

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

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	MANAGEMENTCONCEPTANDNATURE: scienceorart,proc ess&functions;managementlevels,managerialskills& managerialroles.Management andSociety.	

	ROLEOFMANAGER: Managementasaprofession,Professional Manager & his tasks, Managerial Skills, Roles &Levels,Managerialethics&organizationsculture,Management process,External& internal,Factorsthat affectManagement.	
UNIT-II	PLANNING: Nature,Purpose,Typesandprocess.Managementby Objectives,Strategiesand policies,Decision making. ORGANIZING: conceptoforganizingandorganization.Line and Staff, authority and responsibility, span of Control,Delegation,Decentralization,Organizationalstructureandde sign	
UNIT-III	MOTIVATION: Basicconcept &Definition,Theoriesandpracticesof motivatingpeopleinorganizations	
UNIT-IV	LEADERSHIP: Basic Concepts & Definitions,Theories&Styles,SituationalLead, Teambuilding CONTROLLING: basicConcepts&Definitions,Process,M ethods&Techniques CO-ORDINATION: Meaning&Techniques	
REFERENCES:	<ul style="list-style-type: none"> • PrinciplesOfManagement&AdministrationbyCh andra Bose,PrenticeHaloOfIndia • Management Theory & Practice by C.B. Gupta(CBG)SultanChand&Sons • ManagementStoner,byFreeman&GilbertPr entice HaloofIndiaPvt.Ltd. • Management Today:PrinciplesandPracticebyBurton, Jene, Tata Mc-Graw-Hill PublishingCo.Ltd. • Management: A global perspective byWeihrich, Heinzand Koontz,Harold, TataMcGraw-HillPublicationCompany, 1993.New Delhi 	

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

SUBJECTTITLE:FoodProductionOperationsManagementS

UBJECT CODE:BHM-4701&BHM-4709

SEMESTER:VICONTACT

HOURS/WEEK:

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

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

Objectives

- Studentsabletounderstand
Moleculargastronomy,SousVide,CookFreeze,CookChill,BlastFreezing,Vegancuisine
- StudentsabletoknowUseofnon-ediblecomponents,Roleofdimension

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-1	CONTEMPORARYISSUESININTERNATIONALCUISINE: Genetically modified food, Organic food, Slow food movement,Molecular gastronomy, Sous Vide, Cook Freeze, Cook Chill, BlastFreezing, Vegan cuisine, INTERNATIONALSPICESANDCONDIMENTS: Types of spices and condiments, Usage incooking, Availability, Medicinal and therapeutic properties,International sauces, condiments, marinades, spice blends and rubsrecipes. FOODPRESERVATION: Simplepreservation methodsusing natural and chemicalpreservatives, dehydration,jamsandjellies,squashandsyrups,dehydratedfoods,chutneys,picklesandpreservesrecipes.	08
UNIT-2	FOODSTYLING: Useofnon-ediblecomponents,Roleofdimension CENTRALIZED KITCHENS: Preparation of food incentralizedoutlets,Advantagesanddisadvantagesofusingcentralized outlets,Equipmentsrequiredforcentralizedpreparation, H.A.C.C.P.proceduresfollowed during centralized preparation, Transportation of food to differentoutlets	04
UNIT-3	PLATEDPRESENTATIONART: Essentialsofplatepresentation,Ga rnishes– tulipPaste,chocolatestencils,nougatgarnishes,etc.,Buffetpresentation s,Modern trendsinPresentation, Portioningusageofcontemporaryplates,technology,etc.	16
UNIT-4	SUGAR COOKING TECHNIQUES: Spun sugar, carameldecorations,Pouredsugarworks,PulledSugar,Blow nSugar,Rock	04

	<p>sugar, Nougatine UNCOOKED SUGAR DISPLAYS: Pastillage,GumpasteMolding,Modellingtechniques,Marzipan(cooked/Uncooked)Modellingcutouts, Royallcingstencils, filigreeworks,Center pieceprepared usingsugarworksBREADARTS:BreadCenterpieces,BreadBasket, BraidedBread,SaltillageSalt dough,Typesandtechniques, Usage</p>	
REFERENCES:	<ul style="list-style-type: none"> • LeRolA.Polsom. TheProfessionalChef • BoFriberg(2002).<i>TheProfessionalPastryChef,FourthEdition.</i> Wiley&SonsINC • Ceserani&Kinton (2007). <i>Theory of Catering.</i>HodderEducationPublishers • KARora(2008).<i>TheoryofCookery.</i>FrankBrothers • Fuller J. Barrie & Jenkins. <i>Accompaniments &Garnishesfromwaiter.</i> • S. C Dubey. <i>Bakery & Confectionery.</i> Society ofIndianBakers • PhilipE.Thangam(2010).<i>ModernCookery(Vol-I).</i>OrientBlackSwan • KintonR., CeseraniV., FoskettD.(2000).<i>PracticalCookery(9thedition).</i> HodderEducation 	

Course Outcome

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM4701.1	Students will have Extensive knowledge of Equipments
CO2	BHM4701.2	Students will learn forcentralizedpreparation,H.A.C.C.P.procedures
CO3	BHM4701.3	Studentsabletounderstandplatedpresentationart,
CO4	BHM4701.4	Students will have sugar cooking techniques

ADVANCEDFOODPRODUCTIONOPERATIONS(Practical)

S.No	Topic	Method
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1	Preparation of menus using only organic raw ingredient Preparation of 4 Vegan Menus Preparation of 5 menus using molecular gastronomy techniques Preparation of Jams, Jellies, Preserves, Pickles etc. Fruit and Vegetable Carvings, Thermocol v) Cook Chill, Blast Freeze, Cook Freeze Cold Buffet presentation	Demonstrations & simple applications
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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 pastillage centred displays	

4	PreparationofPlatedDesserts	
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DetailedSyllabus

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

SEMESTER:VII

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectives

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

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	CELLAR OPERATIONS: The Cellar, Cellar Products,RefrigerationSystems&StorageConditions,Safety&Maintenance, StockManagement, GasSystems,KeysHandling &Storage,SafetyProcedures	
UNIT-II	EVENT MANAGEMENT: Role of events for promotion ofhospitality products, Types of Events-Cultural, festivals, religious,businessetc.Needofeventmanagement,Keyfactorsforbesteventmanagement.Casestudyofsomeevents. MICE: Introduction, Concept of MICE, Definition of conferenceand the components of the conference market. The nature ofconferencemarketsanddemandforconferencefacilities.Theimpact ofconventionson localand nationalcommunities.	

UNIT-III	REVENUE MANAGEMENT INF & SERVICE Budgeting, Forecasting, Restaurant Revenue Management HUMAN RESOURCE MANAGEMENT:- Recruiting, Selecting, Hiring, Orienting, and Training, Employee motivation, Employee	
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	evaluationandCompensation,Employee discipline.	
UNIT-IV	CONTEMPORARY ISSUES AND TRENDS Future of quickservice restaurants, Concepts of dining practices, Technology in foodandbeverage industry,Innovativepracticesused infoodandbeverage Industry	
REFERENCES:	<ul style="list-style-type: none"> • Dennis R. Lillicrap. & John .A. Cousins (2006). <i>Food & Beverage Service</i>.EdwardArnold • Sudhir Andrews (2013). <i>Food & Beverage Service TrainingManual</i>.TataMcGrawHill. • JohnFuller, Hutchinson(1990).<i>ModernRestaurant Service</i>. NelsonThornes • BrownG.&Hapner K.(1996).TheWaiter Handbook.HospitalityPress • Brian Varghese. Professional Food &BeverageServiceManagement. • GrahmBrown.TheWaiterHandbook.GlobalBooks. 	

Course outcome

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM4702.1	StudentsabletoknowBudgeting,Forecasting.
CO2	BHM4702.2	Studentsabletounderstand Futureofquick servicereaurants.
CO3	BHM4702.3	Students will be educated about RestaurantRevenueManagement
CO4	BHM4702.4	Students will learn the Conceptsofdining practices

ADVANCEDFOOD&BEVERAGEOPERATION(Practical)

S.No	Topic	
01	CellarOperations:Maintenanceandupkeepofcellarregisters,Practicing stockmanagement,Practicingafetyprocedures	
02	Event Management: Practicing theme setups, Layout for MICE, PlanchecklistforeventsandMICE,Planningdifferentthememenus,Planningfor outdoorcatering	Demonstrationby instructorand applications bystudents
03	PlanninganoperatingbudgetforF&Boutlets, ManagingRevenuemanagementSoftware's	Demonstrationby instructorand applications bystudents

04	ProjectPlanningforfastfoodrestaurants,Reportoninnovativepractices used inservice industry,Menu merchandising forquickservicerestaurants	
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DetailedSyllabus

SUBJECTTITLE:AdvancedFrontOfficeOperations

Management

SUBJECT CODE: BHM-4703 & BHM-

4711SEMESTER:VII

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectives

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

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	YIELDMANAGEMENT: Conceptand importance,Applicabilitytorooms division, Capacity management, Discount allocation, Durationcontrol,Measurementyield,Potentialhighandlowdemandtactics, Yieldmanagementsoftware,Yield managementteam	
UNIT-II	TIMESHARE&VACATIONOWNERSHIP: Definitionandtypes oftimeshareoptions,DifficultiesfacedinmarketingtimesharebusinessAdvantages&disadvantagesoftimesharebusiness.	
UNIT-III	EXCHANGECOMPANIES: ResortCondominiumInternational,Intervals International, How to improve the timeshare / referral/condominiumconceptinIndia-Government'srole/industryrole	
UNIT-IV	FRENCH: Conversation with guests, Providing information toguestabout the hotel, city, sightseeing, car rentals, historical places, banks,airlines,travelagents,shoppingcentersandworshipplacesetc. Departure(Cashier,BillsSectionandBellDesk)	

References	<ul style="list-style-type: none">• Sudhir Andrews. <i>Front Office Training Manual</i>. Tata MacGraw Hill Kasavana&Brooks. <i>ManagingFrontOfficeOperations</i>EducationalInstitutionA HMA	
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	<ul style="list-style-type: none"> • Ahmed Ismail. <i>Front Office – operations andmanagement</i>. ThomsonDelmar. • Kasavana&Cahell. <i>ManagingComputersinHospitality Industry</i>. • ColinDix&ChrisBaird. <i>FrontOfficeOperations</i>. • S.K Bhatnagar. <i>Front office Operation Management</i>. FrankBrothers. • Kasavana&Brooks. <i>ManagingFrontOfficeOperations</i>. • Sue Baker &JermyHuyton, Continuum. <i>Principles of HotelFrontOfficeOperations</i>. • JeromeVallen. <i>CheckinCheckout</i>. <ul style="list-style-type: none"> • JamesSocrates. <i>BardiHotelFrontOfficeManagement, 4th Edition</i>. Wiley 	
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Course Outcome

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM4703.1	StudentsabletoknowResort CondominiumInternational, IntervalsInternational
CO2	BHM4703.2	Studentsabletoperformin Frenchlanguageto attendtheguest.
CO3	BHM4703.3	Students will learn Conversationwithguests.
CO4	BHM4703.4	Students will learn about Providinginformationtoguestaboutthehotel

FRONTOFFICEMANAGEMENT(PRACTICAL)

S.No.	Topic	
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1	<p>Handsonpracticeofcomputer application(HotelManagementSystem)relatedtofrontofficeproceduressuchas</p> <p>Nightaudit,In comeaudit,A ccounts</p> <p>YieldManagement</p> <p>Situationhandling- handlingguests&internalsituationsrequiringmanagementtactics/strategies</p> <p>InterviewSkills: ResumeWriting,SelfIntroduction,Mock GroupDiscussions,MockPersonalInterviews,CurrentAffairs,InterviewQuestions,DifferentEliminationrounds,Outsidetheinterviewroom,PsychometricTests</p>	
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DetailedSyllabus

SUBJECTTITLE:AdvancedAccommodationOperations

Management

SUBJECTCODE:BHM-4704&BHM-4712

SEMESTER:VIICONTACT

HOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectives

- Studentsabletounderstandplanningandorganizing thehousekeepingdepartment
- StudentsabletounderstandBudgetandbudgetarycontrolsThebudgetprocess

ContentsofSyllabus:

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

Course Outcomes (CO)/Learning Outcomes On successful completion of this course, the learner will be able to		
CO1	BHM4704.1	<ul style="list-style-type: none"> • Students able to know contract services, advantages and disadvantages of contract
CO2	BHM4704.2	<ul style="list-style-type: none"> • Extensive knowledge of Recruiting, Selecting, Hiring, Orienting, and Training, Employee motivation
CO3	BHM4704.3	<ul style="list-style-type: none"> • Students will learn about Budgeting
CO4	BHM4704.4	<ul style="list-style-type: none"> • Students will learn about Equipment Replacement Policy

ACCOMMODATIONMANAGEMENT(PRACTICAL)

S.No	Topic	
01	<p style="text-align: center;">TEAMCLEANING</p> <ul style="list-style-type: none"> •Planning •Organizing •Executing •Evaluating 	<p>Demonstrationby instructorand applicationsbystudents</p>
02	<p style="text-align: center;">INSPECTIONCHECKLIST</p>	<p>Demonstrationby instructorand applicationsbystudents</p>
03	<p style="text-align: center;">TIMEANDMOTION STUDY</p> <ul style="list-style-type: none"> • Stepsofbedmaking • Stepsinservicingaguestroometc 	

04	<p align="center">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 align="center">PREPARING SOP</p> <ul style="list-style-type: none"> a) Guestroom cleaning b) Bedmaking c) Glass cleaning d) Stain removal e) Metal polishing 	
06	<p align="center">PREPARING OPERATING BUDGET FOR HOUSEKEEPING DEPARTMENT</p>	Demonstration by instructor and applications by students

Detailed Syllabus

SUBJECT TITLE: Project Management S

UBJECT 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

fExam: 3Hrs

Objectives

- Students able to know Introduction, Need for project management, Project Lifecycle
- 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

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	<p>BASICS OF PROJECT MANAGEMENT: Introduction, Needfor project management, Project Life cycle, Essential of projectManagement.</p> <p>PROJECT IDENTIFICATION AND SELECTION: Introduction,projectIdentificationprocess,projectinitiation,Pre-feasibility study, Feasibility studies, and Project breakevenpoint.</p> <p>PROJECTPLANNING:Introduction,Projectplanningprocess,W orkbreakdownstructure,LEGAL CONSIDERATIONS</p>	
UNIT-II	<p>ORGANIZATIONALSTRUCTUREAND ORGANIZATIONALISSUES: Introduction,Conceptoforganizationalstructure,Rolesandresponsibilityof projectleader,Relationshipbetweenprojectmanagerandlinemanager,Leadershipstylesforproject managers,Conflictsresolution,Teammanagement.</p>	
UNIT-III	<p>PERTAndCPM:Introduction,Developmentofprojectnetwork, Time estimation, Determination of the Critical path,PERTModel,Measuresofvariability,CPMModel.RESOUR CECONSIDERATIONINPROJECT: Introduction,Resourceallocationscheduling,Projectcostestimates and budget,Costforecast,Financialresources.PROJECTRISKMANA GEMENT:Introduction,RiskManagement,Risk identification,Risk Analysis,Reducingrisk</p>	
UNIT-IV	<p>ProjectQuality:Projectqualitymanagement,Projectperformance measurement and evaluation, Project execution &control,Projectmanagementsoftware's,CasestudiesonHotel/ Restaurantprojects.</p>	

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REFERENCES:	Clifford F Gray. Project Management- the ManagerialProcess. ErikWLarson, TataMcGraw-HillPublishingcoltd. JamesPLewis.ProjectPlanning,SchedulingandControl. TataMcGraw-HillPublishingcoltd. JohnMNicholas.ProjectManagement forBusinessandTechnology. Prentice HallofIndia Pvt.Ltd.	
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Course Outcome

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.

DetailedSyllabus

SUBJECTTITLE:StrategicManagements

UBJECT CODE: BHM-

4706SEMESTER:VII

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectives

- StudentsabletounderstandStrategy;andstrategicmanagement,Processofstrategicmana gement
- StudentsabletoknowMethodsandtechniquesusedfororganizationalappraisal.

ContentsofSyllabus:

Sr.No	Contents	Contact Hours

UNIT-I	<p>STRATEGY:Definition,nature,scope,need,benefitsandimportance of Strategy;andstrategicmanagement,Processof strategic management and levels at whichstrategyoperates.</p> <p>DEFININGSTRATEGICINTENT: Vision,Mission,GoalsandObjectives.</p> <p>ENVIRONMENTALAPPRAISAL: Concept of environment, components ofenvironment(Economic,legal, social,political and technological). Environmentalsscanningtechniques-ETOP,QUEST,PEST andSWOT(TOWS)</p>	
UNIT-II	<p>INTERNALAPPRAISAL:Theinternalenvironment,organizationalcapabilities,Methodsandtechniquesusedfororganizationalappraisal.</p> <p>CORPORATE LEVEL STRATEGIES: Stability, Expansion,RetrenchmentandCombinationstrategies.</p>	

	<p>TYPESOFSTRATEGIES:Forwardintegration,Backwardintegration, Horizontal integration, Market penetration, Marketdevelopment, Product development, Concentric diversification,Conglomeratediversification,Horizontaldiversification,Joint Venture,Retrenchment, Liquidation</p>	
UNIT-III	<p>STRATEGICANALYSIS AND CHOICE: Criteria for evaluatingstrategicalternatives.</p> <p>INPUTSTAGE:Internalfactorevaluationmatrix,Externalfactorevaluationmatrix,andCompetitiveprofilematrix.MATCHINGSTAGE:Threatsoportunitiesweaknessesstrengthsmatrix(TOWS),Strategicpositionandactionevaluationmatrix(SPAC),Bostonconsultinggroupmatrix(BCGM),Internal-Externalmatrix,GrandStrategymatrix.</p> <p>DecisionStage- QuantitativeStrategicPlanningmatrix(QSPM)</p>	
UNIT-4	<p>STRATEGIC IMPLEMENTATION: Analyzing & managingStrategic Change, Issues in strategy implementation, Matchingthe organizationalstructuretoStrategy.</p> <p>FUNCTIONALIMPLEMENTATIONOFSTRATEGIES: Operationspolicies,MarketingPolicies,financialpolicies,Humanpolicies,Managementinformationsystem.STRATEGICEVALUATION&CONTROLTechniquesof strategic evaluation&control</p>	
REFERENCES:	<ul style="list-style-type: none"> • RaoP.<i>Himalaya.StrategicManagement.</i> PublishingHouseMumbai • Hill,Charles W.L.andJones.<i>StrategicManagement.</i> • GarethR.,<i>IndianAdaptation</i>DreamtechPressIndia. • Hitt,MichaelandHodkinson.<i>Strategicmanagemen t: Competitiveness and globalization.</i>RobertE.,SouthWestern Thomson. • HungerJ.David,Wheelen,ThomasL.andWheelenTom. <i>Essentials of Strategic Management.</i> Prentice Hall ofIndia. • Porter,M.E.<i>CompetitiveAdvantage.</i>TheFreePress,NewYork. • Thompson,ArtherA.,Strickland,A.J.andGamble,JohnE. <i>Strategic Management, ConceptsandCases.</i>TataMcGrawHill. 	

Course Outcome

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.

DetailedSyllabus

SUBJECTTITLE:PrinciplesofMarketingS

UBJECT CODEBHM-

4707SEMESTER:VII

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectives

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

ContentsofSyllabus:

Sr.No	Contents	Contact Hours
UNIT-I	INTRODUCTION TO MARKETING: Meaning and definition,NatureandScope,Feature,Characteristics,Concepts of Marketing, Customer Expectations from hospitalityservices,SolvingCustomersproblems,Relevanceofmarketing inthe HospitalityIndustry	

UNIT-II	HOSPITALITYMARKETINGMIX: Meaningand Definition ofMarketingMix,TheSevenPsofmarketing	
UNIT-III	THE MARKETING ENVIRONMENT: The importance ofEnvironmental scanning, Types of Environments, SWOTanalysis,ThefutureofhospitalitymarketinginIndia. MARKETINGSEGMENTATION,TARGETINGAND POSITIONING: Meaning, Importance and basis of marketsegmentation,Essentialsofsoundmarket segmentation,STPStrategies	
UNIT-IV	CONSUMER BEHAVIOUR IN HOTEL INDUSTRY: Factors influencing Consumer behavior, Buying decision	

	process. MARKETINGRESEARCH: Meaning and definition of marketingresearch,Stagesofmarketingresearchforservices,Typesandmethods ofmarketresearch	
REFERENCES:	<ul style="list-style-type: none"> • ZeitalValerire.ServicesMarketing. • AandMaryJoBaiter Publisher:McGrawHill • Philip Kotler, Prentice. Marketing Management,– HallofIndia.NewDelhi • RobertLewisand RichardChambers.MarketingLeadershipinHospitality-Foundationsandpractices. • PrasannaKumar.MarketingofHospitalityand TourismServices.TataMcGrawHill,2010 	

Course Outcomes

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

DetailedSyllabus

SUBJECTTITLE:FacilityPlanningS

UBJECT CODE BHM-

4708SEMESTER:VII

CONTACTHOURS/WEEK:

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

InternalAssessment:40

End

TermExam:60Durationo

fExam:3Hrs

Objectives

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



ProgramName:(BHM)BachelorsofHotelManagement

ProgramCode:HM303

one&heritage

ContentsofSyllabus:

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. FACILITY PLANNING: The systematic layout planning pattern (SLP), Planning consideration, Flow process & Flow diagram, Procedure for determining space considering the guiding factors for guestroom/public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel Architectural consideration, Difference between carpet area, plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas), Approximate cost of construction estimation, Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guestroom, Approximate requirement and Estimation of water/electrical load gas, ventilation.</p>	
UNIT-II	<p>STAR CLASSIFICATION OF HOTEL: Criteria for star classification of hotel (Five, four, three, two, one & heritage). KITCHEN EQUIPMENT: requirement for commercial kitchen. Heating-gas/electrical, Cooling (for various catering establishment). Developing Specification for various Kitchen equipments. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities). KITCHEN LAYOUT & DESIGN: Principles of kitchen layout and design, Areas of the various kitchens with recommended dimension, Factors that affect kitchen design, Placement of equipment, Flow of work, Space allocation, Kitchen equipment, manufacturers and selection, Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen), Budgeting for kitchen equipment</p>	

UNIT-III	KITCHEN STEWARDING LAYOUT AND DESIGN: Importanceofkitchenstewarding,Kitchenstewardingdepartmentlay outanddesignEquipmentfoundinkitchenstewardingdepartment, ST ORES- LAYOUTANDESIGN: Storeslayoutandplanning(dry,coldand bar)Variousequipmentofthestores,	
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	Workflowinstores.	
UNIT-IV	CAR PARKING Calculation of car park area for different typesofhotels. PLANNING FOR PHYSICALLY CHALLENGED MANAGEMENT: IntroductiontoNetworkanalysis,Basicrulesand procedurefornetworkanalysis,C.P.M.andPERT,ComparisonofCP MandPERT,Classroomexercises,Network crashingdeterminingcrashcost,normalcost	
REFERENCES:	<ul style="list-style-type: none"> TarunDayal.HotelFacilityPlanning.OxfordUn iversityPress,New Delhi 	

Course Outcome

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



ProgramName:(BHM)BachelorsofHotelManagement
ProgramCode:HM303