PROPOSED SYLLABI FOR UTTARANCHAL TECHNICAL UNIVERSITY, DEHRADUN

2007-2008
## PROPOSED SYLLABI FOR UTTARANCHAL TECHNICAL UNIVERSITY, DEHRADUN

### COURSE: BHMCT

#### BHMCT-I 1st YEAR COURSE STRUCTURE & MARKS SCHEME

<table>
<thead>
<tr>
<th>NO</th>
<th>SUBJECT CODE</th>
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NOTE: Every candidate will have to undergo a six months industrial training in one of the leading hotels/ resort properties, after due approval from the Institute. Though the Institute may help the incumbent in arranging their training in suitable institutions, the sole responsibility in this context will rest on the student. The student have to submit a comprehensive training report along with duly certified by the competent authority of the training organisation to the Institute for evaluation by a panel of experts (One internal & one external), who would also evaluate the candidate through viva-voce. The students shall have to submit the report at least one month before the commencement of the SECOND YEAR examinations.
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## BHMCT-IV th Year Course Structure & Marks Scheme

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**ELECTIVES:**

**GROUP-A**
- FOOD PRODUCTION AND KITCHEN MANAGEMENT
- F & B SERVICE AND MANAGEMENT

**GROUP-B**
- FRONT OFFICE MANAGEMENT
- ACCOMMODATION OPERATIONS & MANAGEMENT

**GROUP-C**
- FRONT OFFICE MANAGEMENT
- F & B SERVICE AND MANAGEMENT

**NOTE:** Students are supposed to select any one elective group of their choice from the available three groups. Elective evaluation will be done on the basis of viva-voce and practical examination. Subjects are reduced to 9 due to extensive nature of study required for the Elective subjects and field project work. General Proficiency marks will be awarded through interview and other Personality activities.
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<tr>
<td>02</td>
<td>HEIRARCHY&lt;br&gt;The Kitchen Brigade&lt;br&gt;Organisation Chart&lt;br&gt;Modern Staffing in various category hotels.&lt;br&gt;Duties and responsibilities of various chefs.&lt;br&gt;Co-ordination with other departments.</td>
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<td>03</td>
<td>KITCHEN LAYOUT AND DESIGN&lt;br&gt;General layout of the kitchen in various organizations.&lt;br&gt;Layout out of receiving areas.&lt;br&gt;Layout of service and wash-up areas.</td>
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<td>INTRODUCTION TO COOKERY (Introduction to attributes of a chef and Kitchen Environment.)&lt;br&gt;Levels of skill and experience of staff.&lt;br&gt;Attitudes and behaviour on duty.&lt;br&gt;Personal Hygiene.&lt;br&gt;Uniform and protective clothing.&lt;br&gt;Safety procedures in handling equipment.&lt;br&gt;Equipment &amp; fuels used (Advantages &amp; Disadvantages of each. Different equipment used in Food Production, their cleaning and maintenance.</td>
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<td>AIMS &amp; OBJECTIVES OF COOKING FOOD&lt;br&gt;Aims &amp; Objectives of cooking food (balanced diet, etc.)&lt;br&gt;Various textures.&lt;br&gt;Various consistencies.&lt;br&gt;Techniques used in pre-preparation.&lt;br&gt;Techniques used in preparation (methods of cooking)&lt;br&gt;---- Care &amp; precautions.&lt;br&gt;---- Selection of food for each type</td>
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<td>STOCKS AND SAUCES &amp; SOUPS</td>
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<td>Definition of <strong>Stock</strong> and Types of Stock.</td>
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<td>Use of stocks.</td>
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<td>Care &amp; Precautions.</td>
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<td>Definition &amp; Classification of <strong>Sauces</strong>.</td>
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<td>Recipes of mother sauces. Understanding Derivatives.</td>
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<td>Definition &amp; Classification of <strong>Soups</strong> with examples</td>
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<td>Garnishes &amp; accompaniments with soups.</td>
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<td>Selection, Grading and uses of eggs</td>
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<td>Methods of cooking eggs and different egg preparations.</td>
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<td>Precautions in egg cooking.</td>
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<td>BASIC PRINCIPLES OF FOOD PRODUCTION, VEGETABLE &amp; FRUIT COOKERY</td>
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<td>Introduction &amp; classification of vegetables.</td>
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<td>Effects of heat on vegetables.</td>
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<td>Cuts of vegetable.</td>
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<td>Classification of fruits &amp; Handling of Fruits.</td>
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<td>Uses of fruits in cookery.</td>
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<td>Salads and salad dressing.</td>
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<td>CULINARY TERMS</td>
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<td>List of culinary (common &amp; basic) terms.</td>
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### BHM-102: FOOD PRODUCTION PRACTICAL

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| 01    | PREPERATION OF STOCKS  
Demonstration & preparation of:  
White stock, brown stock and fish stock | 15                        |
| 02    | PREPARATION OF SOUPS  
Cream Soups (spinach, tomato, vegetable)  
Puree soups (lentil, peas, carrot)  
Cut vegetable soups (Broth, Minestrone)  
Velouté (princess, volaille, etc.)  
National soups (mulligatawny, French Onion)  
Consommé (Royal, Julienne, Xavier)  
Demi Glaze, Jus Lie. | 20                        |
| 03    | EGG COOKERY  
Preparation of:  
Hard & soft boiled eggs.  
Fried eggs.  
Poached eggs.  
Scrambled eggs.  
Omelet’s (Plain, Spanish, Stuffed) and Savory. | 05                        |
| 04    | SAUCES  
Demonstration & preparation of:  
Sauce Béchamel + derivatives (Mornary, Mustard)  
Espagnole + derivatives (Lyonnaise, Madeira)  
Tomato + derivatives (Créole, Italienne)  
Velouté + derivatives (Supreme, Allemende)  
Hollandaise + derivative (Béarnaise)  
Mayonnaise + derivative (Tartare, Cocktail) | 25                        |
| 05    | PREPARATION OF VEGETABLES  
Cuts of vegetables  
- Julienne  
- Jardinère  
- Dices  
- Cubes  
- Macedoine  
- Paysanne  
- Shredding  
- Concassé  
- Mire-poix  
Blanching of Vegetables e.g. Tomatoes and Capsicum.  
Cooking vegetables: Boiling (potatoes, peas), Frying (Aubergine, potatoes), Steaming (Cabbage), Baking (Potatoes), Braising (Onions, cabbage) | 05                        |
| 04    | RICE & PULSES COOKING  
Identification of types of rice varieties & pulses.  
Simple preparation of (a) Boiled rice (draining & absorption) | 05                        |
<table>
<thead>
<tr>
<th>05</th>
<th>INDIAN MASALAS</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Composition of basic Indian Masalas.</td>
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<tr>
<td></td>
<td><strong>Note:</strong> Learning objective should include proper handling of knife, hand tools, familiarization with various ingredient and knowledge of First-Aid techniques.</td>
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<td></td>
<td>Total</td>
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<td>80</td>
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</table>

**Note:** All the practicals can be done through compiling three to four course menus and for the same demonstration of culinary techniques is recommended.

Reference books: *Thangam Philip: Modern Cookery; Arora: Theory of Cookery*  
*Paul Hamlyn: Larousse Gastranomique, The Book of Ingredients: Jane Grigson, Chef manual of Kitchen Management: Fuller John,* other references to be added as per revisions.
<table>
<thead>
<tr>
<th>S.NO.</th>
<th>TOPIC</th>
<th>Lecture Hours Recommended</th>
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</table>
| 01    | THE F&B SERVICE INDUSTRY  
Introduction to the Food & Beverage Industry  
Types of Catering Establishments  
Types of F&B operations.  
Welfare Catering- Industrial, Institutional, Railway, Airlines, Cruise Liners. | 06 |
| 02    | DEPARTMENTAL ORGANISATION & STAFFINGS  
Organization chart.  
Job description of F&B Staff.  
Attributes of a waiter.  
Relationship (coordination) with different departments in the F&B services. | 08 |
| 03    | FOOD SERVICE AREAS  
Specialty Restaurants.  
Coffee Shop Service.  
Room Service.  
Banquets & Conferences  
Bar Services. | 08 |
| 04    | F&B SERVICE EQUIPMENTS  
Different equipments and their usage.  
Criteria of selection, quantity and types.  
Types of Furniture and Linen.  
Chinaware, Silverware, Glass ware and Disposables.  
Special Equipments and other equipments.  
Care and Maintenance of equipments. | 08 |
| 05    | SIDE BOARD  
Knowledge of side board  
Upkeep & Usage  
Layout & design  
Preparing checklist of side board amenities. | 04 |
| 06    | FOOD & BEVERAGE SERVICE METHODS  
- Silver/English Service  
- American Service  
- Russian Service  
- Guéridon Service  
- Trolley Service  
- French Service  
- Self Service  
- Cafeteria Service  
- Take away (Packed)  
- Vending Machines & Kiosks.  
- Flight Catering etc.  

Note: Mis-en-scene and mis-en-place, description of cover, table layout & appointments for various types of service, taking the order, seating guests and reservation procedures | 10 |
<table>
<thead>
<tr>
<th>07</th>
<th>TYPES OF MEALS</th>
<th>06</th>
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<tbody>
<tr>
<td></td>
<td>Introduction to Breakfast, types, service methods, a la carte and THD setups.</td>
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<tr>
<td></td>
<td>• Brunch</td>
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<tr>
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<td>• Lunch</td>
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<td></td>
<td>• Hi-Tea</td>
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<td>• Dinner</td>
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<td>• Supper</td>
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<td></td>
<td>• Elevenses and others.</td>
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<th>08</th>
<th>MENU PLANNING</th>
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<tr>
<td></td>
<td>Introduction to types of Menu.</td>
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<td></td>
<td>Menu Planning considerations and constraints.</td>
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<td>Menu Terms.</td>
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<td>Menu Designing.</td>
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<td></td>
<td>Classical French Menu.</td>
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<td>Classical foods and its accompaniments with cover set up.</td>
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<tr>
<td>01</td>
<td>FAMILIARISATION OF Cutlery, Crockery, Glassware, Flatware, Hollow-ware. French terms related to the above, Care and maintenance of EPNS items.</td>
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<tr>
<td>02</td>
<td>BASICS OF RESTAURANT OPERATION Restaurant Etiquettes. Restaurant Hygiene practices. Mis-en-Place and Mis-en-Scene. Laying and Relaying of Table cloth. Carrying a Salver/Tray. Service of Water. Handling the Service Gears. Carrying Plates, Glasses and other equipments. Clearing Ashtray. Writing a menu in French and its equivalent in English.</td>
<td>15</td>
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<tr>
<td>03</td>
<td>ACTUAL SERVICE PRACTICAL English/Silver service.(Breakfast and Lunch) Pre-plated service Taking restaurant reservations. Receiving &amp; Seating guests. Setting Room Service tray for different meals. Setting Room Service trolley. Laying the table covers. TDH and A la Carte cover set-up. Taking the order and Making KOT Crumbing and Clearing. Presenting Bills &amp; delivery of change/receipt copy. Napkin folding (10 folds)</td>
<td>25</td>
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<tr>
<td>04</td>
<td>HANDLING SITUATIONS Handling spillage. Handling accidents. Order Delay. Service of Cold and Hot Non-Alcoholic Beverages.</td>
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<tr>
<td>01</td>
<td>THE HOSPITALITY INDUSTRY</td>
<td></td>
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<tr>
<td></td>
<td>Defining term Hotel.</td>
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<td></td>
<td>Developments of the Hotel industry in India</td>
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<tr>
<td></td>
<td>Developments of the Hotel outside India</td>
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<tr>
<td>02</td>
<td>CLASSIFICATION OF HOTELS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>On the basis of size</td>
<td></td>
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<tr>
<td></td>
<td>On the basis of location/ clientele</td>
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<td></td>
<td>On the basis of levels of service</td>
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<tr>
<td></td>
<td>Management Contract</td>
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<tr>
<td></td>
<td>Franchises/ Affiliated hotels</td>
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<tr>
<td></td>
<td>Chain concept</td>
<td></td>
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<tr>
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<td>Star classification of Hotels in India.</td>
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<tr>
<td>03</td>
<td>TYPES OF HOTELS</td>
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<tr>
<td></td>
<td>• Commercial/ Business/Conference centre(Convention)</td>
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<td>• Resort (Beach/ Golf/ Hill/ Spa)</td>
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<td>• Airport</td>
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<td></td>
<td>• Boatels, Floatels and Rotels</td>
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<td></td>
<td>• Time Share and Condominium</td>
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<td>• Serviced Apartments</td>
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<td>• All suite Hotels</td>
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<td>• Heritage Hotels</td>
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<td>• Eco – hotels</td>
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<td>04</td>
<td>TYPES OF ROOMS &amp; ROOM RATES</td>
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<tr>
<td></td>
<td>Single, Double, Twin, Suites (Presidential, Duplex, Penthouse, Deluxe, Executive and Junior). Size of Beds, Décor, View etc.</td>
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<tr>
<td></td>
<td>Basis for charging Rooms Rates</td>
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<td></td>
<td>Meal Plans, Types, need and usage of such plans. (AP, MAP, EP, CP)</td>
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<td>Hubbart’s formula</td>
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<td>Types of Guest- FIT, Business Travelers, GIT, SIT, Domestic, Foreigners etc.</td>
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<td>Types of Rates (Tariff). (Rack/ F.I.T. Rate, Corporate Rate, Airline Rate, Crib rate, Day Rate, Half Day Rate, Package Rate).</td>
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<td></td>
<td>Executive Floor Concept</td>
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<td>05</td>
<td>FRONT OFFICE ORGANISATION</td>
<td></td>
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<tr>
<td></td>
<td>Organisation Chart</td>
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<tr>
<td></td>
<td>Front Office Functional Areas</td>
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<tr>
<td></td>
<td>Duties &amp; Responsibilities of F.O. Personne l</td>
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<td></td>
<td>Front Office layout and equipment</td>
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<tr>
<td>06</td>
<td>FRONT OFFICE OPERATIONS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The Guest Cycle</td>
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<td></td>
<td>Front Office System.</td>
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<td></td>
<td>Front Office Forms and Formats.</td>
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<td></td>
<td>The Front Desk.</td>
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<td></td>
<td>Telecommunication and its importance.</td>
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<td></td>
<td>Property Management System.</td>
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<td>RESERVATIONS</td>
<td>14</td>
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<td>Importance &amp; Modes</td>
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<tr>
<td>Sources of reservations (Direct, Travel Agent etc.)</td>
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<tr>
<td>Types of reservations (Tentative, Confirmed, Guaranteed)</td>
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<td>Cancellations, amendments and booking</td>
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<tr>
<td>Procedure for Group reservations &amp; Centralised reservation system.</td>
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<td>Determining room availability, offering alternative (when hotel is full)</td>
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<td>Upgrading and discounts.</td>
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<td>Whitney Reservation System. Handling computerized reservation.</td>
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<tr>
<td>The reservation records and its importance.</td>
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<td>Reservation reports.</td>
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<td>Reservation considerations</td>
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<tr>
<th>FRONT OFFICE &amp; GUEST HANDLING</th>
<th>08</th>
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<tbody>
<tr>
<td>Introduction to the Guest Cycle</td>
<td></td>
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<tr>
<td>Pre arrival</td>
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<td>Arrival</td>
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<tr>
<td>Stay</td>
<td></td>
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<tr>
<td>Departure</td>
<td></td>
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<tr>
<td>Co – ordination with other departments</td>
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</tr>
<tr>
<td>Forms and Format (C form), Local Call Voucher, Long Distance Voucher, etc.</td>
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</tr>
<tr>
<td>Handling VIP’s</td>
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<tr>
<td>Handling foreigners.</td>
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**TOTAL** | **60** |
### BHM 106: FRONT OFFICE OPERATIONS PRACTICAL

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<tbody>
<tr>
<td>01</td>
<td><strong>FRONT DESK COMMUNICATION</strong></td>
<td>12</td>
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<tr>
<td></td>
<td>Communication- verbal and non-verbal.</td>
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<td>Learning Telecommunication skills.</td>
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<td></td>
<td>Telephone handling at Reservations and Standard phrases.</td>
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<td>Handling inquiries and suggestive selling</td>
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<td>02</td>
<td><strong>BASICS OF FRONT OFFICE</strong></td>
<td>10</td>
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<tr>
<td></td>
<td>Knowing various country codes, Airline codes, reservation agencies, important destination worldwide and Top Hotels and Chains.</td>
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<td>Identification of F.O. equipment</td>
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<td>Handling Front Office Stationery.</td>
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<td>03</td>
<td><strong>HANDLING RESERVATION</strong></td>
<td>12</td>
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<td></td>
<td>Filling up a Reservation form, familiarizing with different formats &amp; reports.</td>
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<tr>
<td></td>
<td>Glossary of Front Office terms</td>
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<td></td>
<td>Using computer to display reservations menu, blocking accommodation, checking availability and making an amendment/ cancellation.</td>
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<td>Generating various reports</td>
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<td>04</td>
<td><strong>ROLE PLAYS</strong></td>
<td>12</td>
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<td></td>
<td>Role plays for different check-ins- walk in, FIT, Corporate, VIP, CIP and Groups.</td>
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<tr>
<td></td>
<td>Guest Complaint Handling</td>
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<td></td>
<td>Handling critical and Dangerous situations.</td>
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<td>05</td>
<td>Handling PMS system in Lobby and Computer lab.</td>
<td>12</td>
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<td></td>
<td>Familiarisation with various options of PMS system.</td>
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<tr>
<td>01</td>
<td>ROLE OF HOUSEKEEPING</td>
<td>02</td>
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<tr>
<td></td>
<td>Meaning and definition/ importance</td>
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<td></td>
<td>Role in achieving guest satisfaction and repeat business.</td>
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<td>02</td>
<td>ORGANISATION OF HOUSEKEEPING</td>
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<tr>
<td></td>
<td>Organisation Chart of Housekeeping applicable to categories of hotels.</td>
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<td></td>
<td>Role of key Personnel’s of the dept.</td>
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<td></td>
<td>Personality traits of various personnel.</td>
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<td></td>
<td>Layout of the Housekeeping dept.</td>
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<td>Inter – dept co – ordination.</td>
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<td>Identifying responsibilities of House Keeping.</td>
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<td>03</td>
<td>CLEANING ORGANISATION</td>
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<tr>
<td></td>
<td>Principles of cleaning, hygiene and safety factors in cleaning.</td>
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<td>Methods of organizing cleaning.</td>
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<td></td>
<td>Cleaning Schedules for guest rooms (daily, weekly, monthly and special).</td>
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<td>Equipment used (manual and mechanical), care and maintenance.</td>
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<td>Cleaning of Public Area (Lobby, Cloak rooms, Restaurants, Bar, Banquet Halls, Administration Offices, Lifts and Elevators, Staircase, Corridors, Back area and Front area).</td>
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<td></td>
<td>Evening Service.</td>
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<td>System and procedures involved.</td>
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<td>Forms and formats involved.</td>
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<td></td>
<td>Replenishment of Guest supplies and amenities.</td>
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<td>04</td>
<td>CLEANING AGENTS</td>
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<td>Criteria for selection. Classification</td>
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<td>Polishes &amp; Floor seals</td>
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<td>Care and storage</td>
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<td>Maintenance of equipments (vacuum cleaners, mops, brooms, buffing machines, carpet shampoo machines etc.)</td>
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<td>Cleaning of different surfaces: Metal, Wood, Glass, Plastic, Ceramics, Wall finish, Marble/ Granite and Tiles</td>
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<td>05</td>
<td>TYPES OF BEDS &amp; MATTRESSES</td>
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<td>Mattress Protector and Mattresses</td>
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<td>06</td>
<td>KEYS</td>
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<td>Types of keys handled by HK.</td>
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<td>Computerized key cards.</td>
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<td>Key control in the department.</td>
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<td>07</td>
<td>SAFEGUARDING ASSETS</td>
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<td>Concerns &amp; concepts of safety and Security in Housekeeping.</td>
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<td>Controlling Thefts: Employee, Guest and External Person.</td>
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<td>Security in Guest room.</td>
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<td>Safety: Accidents, Fires (causes, procedure and reporting)</td>
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<td>First Aid: Concepts of emergency procedures.</td>
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<td>.rec. procedures. Pest</td>
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<tr>
<td>HOUSE KEEPING SUPERVISION</td>
<td>Importance of Inspections. Checklist preparation. Dirty dozen. Degree of discretion/delegation to cleaning staff. Self-supervision techniques.</td>
<td>04</td>
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<tr>
<td>LINEN/ UNIFORM/ TAILOR ROOM</td>
<td>Layout of different sections. Types of Linen, sizes and linen exchange procedure. Selection and storage of Linen Par Stock calculations and factors affecting it. Management of discard linen. Linen Inventory system. Functions of Tailor room</td>
<td>06</td>
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<td>GLOSSARY OF TERMS</td>
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<tr>
<td>01</td>
<td>Rooms layout and standard supplies (amenities).</td>
<td>5</td>
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<tr>
<td>02</td>
<td>Identification of cleaning equipments both manual and automatic. Usage of different brushes, brooms, mops and other equipments.</td>
<td>5</td>
</tr>
<tr>
<td>03</td>
<td>Cleaning of different surfaces e.g.: windows, tabletops, picture frames, under beds, on carpet, metal surfaces, tiles, marble and granite tops. (Use of different cloths, abrasives, polishes and chemical agents)</td>
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<td>Cleaning of bathrooms (morning and evening service), placing/ replacing guest supplies and soiled linen.</td>
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<td><strong>How to do a guest room inspection:</strong> Use of check list. Making a maintenance order. Follow up with Control Desk.</td>
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<td>Room attendant Trolley: Set up, stocking and usage.</td>
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<td><strong>Bed making:</strong> Identifying of linen. Bed making process. Morning and evening service. Turn down service.</td>
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<td><strong>Public Area Cleaning:</strong> Different procedures. Cleaning of different areas. Preparation of Checklist.</td>
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<td>Entering types of data</td>
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Creating simple formulas
Editing data.
Saving a worksheet & exiting.

**USING A WORKSHEET.**
Selecting cells to format
Formatting cells for currency, comma, percentage and data.
Changing columns width & row height.
Aligning text/text wrapping.
Using boarders.
Inserting columns and rows on a worksheet.
Deleting cells entries
Preview before printing.
Printing part or all pages

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<td>Downloading documents/pictures</td>
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<td>Saving to briefcase</td>
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<td>Typing Email</td>
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<td>Sending Email/Bulk mail/Attachment</td>
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**Total** 107

Reference books: The Sterling Book of Word Perfect: Gralion Vas; V.Raja Ram: Fundamental of Computers; Moseley & Boodey; Mastering Microsoft Office.
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### Managing Computer

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| TOTAL | 60 |

Reference Book: Sinha: Business communication; Bhaskar and Prabhu; English through reading; D'Souza and Shahani: Communication Skills in English.
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<td>Facilities- hotels, transport- air, rail, road, water.</td>
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<td>04</td>
<td>HOSPITALITY DISTRIBUTION CHANNELS</td>
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<tr>
<td></td>
<td>Meaning and Definition.</td>
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<td></td>
<td>Functions and Levels of distribution channels</td>
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<td></td>
<td>Major Hospitality Distribution Channels-Travel Agency, Tour Operator,</td>
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<td>Guides &amp; Escorts, Tourism Information Bureaus</td>
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<td></td>
<td>Consortia and reservation system.</td>
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<td>Global Distribution System.</td>
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<td>05</td>
<td>TOURIST AND TRAVEL ORGANIZATIONS</td>
<td>06</td>
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<tr>
<td></td>
<td>Role and Functions of- WTO, PATA, IATA, DOT, ITDC, ETC.</td>
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<tr>
<td></td>
<td>Domestic and Foreign Tourism (sources, pattern, statistics).</td>
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<td>06</td>
<td>CURRENT SCENARIO</td>
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<tr>
<td></td>
<td>Major players in the Hotel Industry.</td>
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<td>Impact of National and International events.</td>
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<td></td>
<td>Contribution to Indian and Global Economy.</td>
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<td></td>
<td>Emerging Markets.</td>
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<td></td>
<td>New concepts in tourism: Eco tourism, Health tourism etc.</td>
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<td></td>
<td>Future projections of HR issues and Technology in Industry</td>
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<tr>
<td>07</td>
<td>TRAVEL FORMALITIES AND REGULATIONS</td>
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<tr>
<td></td>
<td>Passports: Function, Types, Issuing Procedure and authority.</td>
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<td>VISA: Function, Type, Issuing Authority, Obtaining procedure.</td>
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<td>Other Travel legislations.</td>
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<td>Foreign exchange regulations, formalities and immigration rules.</td>
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</table>

Reference Books: Professional Hospitality – Lynnvander; Hotels for tourism development- JMS Negi; Dynamics of Tourism-R.N.Kaul
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<tr>
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<tbody>
<tr>
<td>01</td>
<td>INTRODUCTION TO MICROBIOLOGY</td>
<td>06</td>
</tr>
<tr>
<td></td>
<td>Classification of Microbes (fungi, bacteria, yeast, mold)</td>
<td>06</td>
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<tr>
<td></td>
<td>Effect of Heating- growth curve of microbial cells, thermal death time-pasteurization, sterilization and disaffection and heat resistance</td>
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<tr>
<td>02</td>
<td>FOOD PRODUCTION</td>
<td>14</td>
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<tr>
<td></td>
<td>Importance</td>
<td>14</td>
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<td></td>
<td>Methods used (high temperature – asepsis, pasteurization, sterilization)</td>
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<tr>
<td></td>
<td>Using low temperature (chilling &amp; freezing, cold storage)</td>
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<tr>
<td></td>
<td>Changes during freezing &amp; thawing of food</td>
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<td>Refrigeration of food</td>
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<td>Preservation by Drying (sun drying, mechanical drying, freeze-drying, smoke drying). Treatment of food before drying &amp; procedure after drying.</td>
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<tr>
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<td>Preservation by food additives (chemicals, salt &amp; sugar, alcohol, wood smoke, spices and other condiments)</td>
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<tr>
<td></td>
<td>Micro- organism in food preparation: a) Mold b) Yeast c) Bacteria</td>
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<tr>
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<td>Structure, Type &amp; Functions.</td>
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<tr>
<td>03</td>
<td>FOOD ADULTERATION</td>
<td>08</td>
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<tr>
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<td>Definition</td>
<td>08</td>
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<tr>
<td></td>
<td>Common food adulterants</td>
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<td>Toxic effects of same chemical adulterants</td>
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<td>Detection of adulterants</td>
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<tr>
<td>04</td>
<td>FOOD SPOILAGE</td>
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<td></td>
<td>Meat</td>
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<td>Fish</td>
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<td></td>
<td>Egg</td>
<td>06</td>
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<tr>
<td></td>
<td>Milk &amp; Milk products</td>
<td>06</td>
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<tr>
<td>05</td>
<td>NUTRITION</td>
<td>06</td>
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<tr>
<td></td>
<td>Definition of terms- health, nutrition and nutrients</td>
<td>06</td>
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<tr>
<td></td>
<td>Importance of food (Physiological, Psychological and social functions) in maintaining good health.</td>
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<tr>
<td></td>
<td>Calories- Kcal (measurement of energy)</td>
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<td>Recommended dietary allowance.</td>
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<td>06</td>
<td>MACRO NUTRIENTS</td>
<td>08</td>
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<td></td>
<td>Carbohydrates, proteins, lipids- Definition, dietary sources, functions, deficiencies.</td>
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<tr>
<td></td>
<td>Vitamins &amp; Minerals – Definitions &amp; Classification, Food sources, digestion and deficiency.</td>
<td>08</td>
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<tr>
<td></td>
<td>Significance of calcium, iron, sodium, iodine and fluorine.</td>
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<tr>
<td></td>
<td>Effects of heat on food &amp; its nutrients.</td>
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<tr>
<td>07</td>
<td>CLASSIFICATION OF RAW MATERIALS INTO FOOD GROUPS</td>
<td>06</td>
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<tr>
<td></td>
<td>Energy yielding</td>
<td>06</td>
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<tr>
<td></td>
<td>Body Building</td>
<td>06</td>
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<td></td>
<td>Protective food</td>
<td>06</td>
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<tr>
<td>08</td>
<td>WATER</td>
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<td>----</td>
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<tr>
<td>Dietary sources (visible/invisible)</td>
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<tr>
<td>Functions of water.</td>
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<tr>
<td>Role of water in maintaining health (water balance)</td>
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<table>
<thead>
<tr>
<th>09</th>
<th>FACTORS EFFECTING FOOD INTAKE</th>
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<tbody>
<tr>
<td>Food Habits.</td>
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<tr>
<td>Various factors effecting food intake: Physiological, Environmental, Behavioral and others.</td>
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<table>
<thead>
<tr>
<th>10</th>
<th>DIETETICS</th>
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<tbody>
<tr>
<td>Planning and balancing meals – for children, adults, old.</td>
<td></td>
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<tr>
<td>Fibre restricted diets &amp; high fiber diets.</td>
<td></td>
</tr>
<tr>
<td>Factors influencing food intake and food habits (Cultured, social, religious, moral, emotion, illness etc.)</td>
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</tr>
<tr>
<td>Calculation of nutritive values of dishes/meals.</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL 60**

Reference: A.K.JOSHNA: Microbiology; M.S.Swamy: Food Facts & Principles; ICMR: Nutritive value for Indian Foods; P.J.Fellow: Principles of Food Technology
<table>
<thead>
<tr>
<th>S.NO.</th>
<th>Topic</th>
<th>Lecture Hours Recommended</th>
</tr>
</thead>
</table>
| 01    | Food commodities  
Classification using food chart with examples and uses in Cookery -  
• Game- meaning- types with examples, Selection and cooking methods used.  
• Fish and Shell fish – Structure, Types, cuts with usage and examples with Selection techniques and cooking methods applicable.  
• Meat – Structure, Types, Cuts with example and usage with different cooking methods, Selection techniques, Grading, tenderizers and its application. Special emphasis on Selection, cuts size and uses of lamb, mutton, beef, veal & pork and offal’s.  
• Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.  
• Nuts- names of nuts commonly used in cooking.  
• Cream- types, description and their uses.  
• Other Milk and Milk Products- types, characteristics, storage and usage.  
• Cereals- types and uses.  
• Pulses used in Indian cooking  
• Herbs- uses of herbs  
• Spices & condiments- uses of different spices and condiments  
• Coloring and Flavoring Agents: Name, Types and Uses | 12 |
| 02    | Vegetable Cookery:  
• Classification of vegetables  
• Importance of vegetables in diet  
• Cooking of vegetables- Retention of color, flavor, and nutrients while cooking.  
• Potatoes - styles of presenting potatoes and their description.  
• Storage -Principles of Vegetable Storage.  
Fruit Cookery:  
• Classification of Fruits  
• Importance of fruits in diet  
• Handling & Cooking of Fruits- Retention of color, flavor, and nutrients while cooking.  
• Styles of presenting Fruits and their description.  
• Storage -Principles of Fruit Storage. | 06 |
| 03    | Introduction to Indian Cookery  
• History and Key characteristics of Indian regional cuisine.  
• Characteristics and role of regional staple food.  
• A detailed study on Indian Regional Cuisine regarding ingredients used, traditional preparation & cooking methods, utensils and accompaniments of following cuisine: Kashmir, Bengal, Assam, Gujarat, Punjab, Rajasthan, Hyderabad, Goa, | 08 |
Tamil Nadu, Karnataka, Andhra Pradesh, etc.
- Basics of Indian masalas, gravies, breads and sweets.
- Specialty cuisines such as Mughlai, Awadhi, Hyderabadi and South Indian.
- Basics of Tandoor: Preparing Tandoor, Types, Marinade preparation, Types of Tandoori dishes, Tandoori breads, Tandoori accompaniments.
- Indian Fast Foods.

<table>
<thead>
<tr>
<th>04</th>
<th>Hors'd'oeuvres:</th>
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<tbody>
<tr>
<td></td>
<td>• Meaning &amp; Types: Single &amp; Hors'd'oeuvres Varies, examples for each type.</td>
</tr>
<tr>
<td></td>
<td>• Salads -Types of salads -simple &amp; composite -salad dressings. Names &amp; recipes for salad dressings only.</td>
</tr>
<tr>
<td></td>
<td>• Sandwiches&amp; Canapé’s -types of bread used. Filling and seasoning used. Points observed while making sandwiches, storage of S/w different types of S/w.</td>
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<tr>
<td></td>
<td>• Garnishes and Accompaniments.</td>
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<table>
<thead>
<tr>
<th>05</th>
<th>Menu Planning:</th>
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<tbody>
<tr>
<td></td>
<td>• Introduction: Types of menus, terms and factors which affect Menu Planning.</td>
</tr>
<tr>
<td></td>
<td>• Development of the Menu.</td>
</tr>
<tr>
<td></td>
<td>• Compiling Menus.</td>
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<tr>
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<td>• Nutritional Aspect of Menu Planning.</td>
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<table>
<thead>
<tr>
<th>06</th>
<th>Basic Bakery and Confectionery:</th>
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<tbody>
<tr>
<td></td>
<td>• Ingredients used in bakery and their role.</td>
</tr>
<tr>
<td></td>
<td>• Types of flour and their uses.</td>
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<tr>
<td></td>
<td>• Yeast dough and the various types of yeast dough products. Faults and remedies in their preparation.</td>
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<tr>
<td></td>
<td>• Types and role of Sugar- degrees of cooking sugar and their uses.</td>
</tr>
<tr>
<td></td>
<td>• Pastes -types of pastes- suet paste &amp; choux paste</td>
</tr>
<tr>
<td></td>
<td>• Types of pastry, faults and remedies.</td>
</tr>
<tr>
<td></td>
<td>• Types of sponges.</td>
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<tr>
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<td>• Cakes – basics mixture for small cakes, faults &amp; remedies.</td>
</tr>
</tbody>
</table>

|    | Total 46 |

Note: All the practicals can be done through compiling three to four course menus and for the same demonstration of culinary techniques is recommended.
Reference books: Thangam Philip: Modern Cookery; Arora: Theory of Cookery
Paul Hamlyn: Larousse Gastronomique, The Book of Ingredients: Jane Grigson, Chef manual of Kitchen Management: Fuller John, other references to be added as per revisions.
<table>
<thead>
<tr>
<th>S.NO.</th>
<th>TOPIC</th>
<th>Lecture Hours Recommended</th>
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<tbody>
<tr>
<td>01</td>
<td>Misc-en Preparation of various - Vegetables, Meat, Poultry, Fish, Shellfish and their cuts. Salad preparation, preparing dressings. Preparation of marinades. Preparation of Garnishes, Accompaniments and Basic Carvings.</td>
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<tr>
<td>02</td>
<td>Preparation of basic gravies and commonly used Indian Masala. Regional Cuisines of India – Preparation of Menus covering various States of India as per the syllabus of BHM201. Preparation of Tandoor Preparation of various Tandoori and non Tandoori Indian dishes- starters, Main meal and Breads. Preparation of Indian Sweets</td>
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<tr>
<td>03</td>
<td>Preparation of hot and cold Hors d ouvere’s</td>
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<tr>
<td>04</td>
<td>Basic Bakery preparations: Dough’s, Paste’s and Pastries Preparation of Sponge and Cakes. Practicing bakery remedies for various product faults</td>
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<tr>
<td>05</td>
<td>BREAKFAST PREPARATION</td>
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<td>(i) International and Indian Breakfast menu’s (planning)</td>
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<td>(ii) Traditional/classical items preparation</td>
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<td>(iii) Power breakfast and Brunch concept.</td>
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<tr>
<td>01</td>
<td>ANCILLIARY DEPARTMENTS</td>
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<td>Pantry</td>
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<td>Food pick up area</td>
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<td>Store</td>
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<td>Kitchen stewarding (role, function, calculation of par stocks)</td>
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<td>Still Rooms</td>
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<td>Linen Room</td>
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<td>02</td>
<td>CONTROL SYSTEMS</td>
<td>04</td>
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<td>KOT, BOT</td>
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<td>Making Bills, Cash handling</td>
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<td>Credit card acceptance</td>
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<tr>
<td>03</td>
<td>NON-ALCOHOLIC BEVERAGES</td>
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<td>(i) Classification (Nourishing, Stimulating &amp; Refreshing Beverages)</td>
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<td>(ii) Tea/Types, Origin &amp; Manufacture</td>
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<td>(iii) Coffee/Types, Origin, Brands.</td>
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<td>(iv) Juices, Squashes &amp; Soft Drinks</td>
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<td>(v) Cocoa &amp; Malted Beverages</td>
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<td>(Brand names of juices, mineral water etc)</td>
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<td>04</td>
<td>ALCOHOLIC BEVERAGES - WINE</td>
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<tr>
<td></td>
<td>Introduction, viticulture, areas of growth, definition.</td>
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<td>Composition</td>
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<td>Harvesting, de-stalking, crushing, pressing, fermentation</td>
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<tr>
<td></td>
<td>Types of grapes</td>
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<td></td>
<td>Racking, Fining, Filtering, Ageing, Bottling &amp; Corking</td>
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<td>Types of Wines:</td>
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<tr>
<td></td>
<td>Table, Sparking, Fortified, Red, White, Rose; Significance of vintage/non-vintage wines, dry/sweet wine.</td>
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<tr>
<td>05</td>
<td>Wines of France:</td>
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<tr>
<td></td>
<td>Wine growing regions (Bordeaux, Burgundy, Loire, Rhone Alsace, Jura, Provence)</td>
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<td>Important brand names ad grapes used.</td>
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<td>French wine control terms (appellation control, vin de pays, CDQS and French wine terminology)</td>
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<td></td>
<td>Champagne vs. Sparkling wine</td>
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<tr>
<td></td>
<td>Champagne Brand Names</td>
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<td>06</td>
<td>Wines of other Countries:</td>
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<tr>
<td></td>
<td>Table wines, Fortified wines, Aperitifs and sparkling wines of the following Countries:</td>
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<tr>
<td></td>
<td>Germany, Italy, Spain, Portugal, Australia, USA, India, South Africa, New Zealand</td>
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<tr>
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<td>Study of terms, special features, grapes used and climatic conditions, regions and label</td>
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<tr>
<td>07</td>
<td>SERVICE OF WINES</td>
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</tr>
<tr>
<td></td>
<td>Types of glasses required</td>
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<td></td>
<td>Serving Temperatures of wines</td>
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<td></td>
<td>Wine service sequence (White red, rose, sparkling)</td>
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<td>Service of fortified wines</td>
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<td>Food &amp; Wine combination (all courses), wines that go with Indian and Chinese food.</td>
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<p>| Total | 40 |</p>
<table>
<thead>
<tr>
<th>S.NO.</th>
<th>TOPIC</th>
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<tbody>
<tr>
<td>01</td>
<td>ROOM SERVICE</td>
<td>08</td>
</tr>
<tr>
<td></td>
<td>Carrying Continental Tray with weight</td>
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<tr>
<td></td>
<td>Role play: Knocking &amp; opening guest door, wishing the guest, placing tray, checking order, presenting bill, greeting at exit.</td>
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<tr>
<td></td>
<td>Order taking on telephone (standard phrases)</td>
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<td></td>
<td>In-room service by student (from trolley)</td>
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<tr>
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<td>Familiarisation of all Room service equipment</td>
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<tr>
<td></td>
<td>Procedure for handling fruit basket’s (amenities) and actual practices of placing same with finger bowl, knife on B&amp;B plate etc. in guest room.</td>
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</tr>
<tr>
<td>02</td>
<td>SERVICE OF WINES</td>
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<tr>
<td></td>
<td>(i) How to open a wine bottle. (Different types of cork screws)</td>
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<tr>
<td></td>
<td>(ii) How to open a sparkling wine.</td>
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<td>Pouring into glass (actual practice)</td>
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<td></td>
<td>Order of service (starting with wine approval from host, wrapping bottle with napkin etc.)</td>
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<td></td>
<td>(i) Temperature for service of wines (White, red, rose, sparkling, fortified, champagne)</td>
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<td></td>
<td>(ii) Use of different glasses, holding &amp; carrying glasses from side station or bar; names of glasses used</td>
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<td>04</td>
<td>Laying &amp; re-laying table clothes; changing a tablecloth during service.</td>
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<td></td>
<td>Practice of napkin folding, cover laying, glasses cleaning, cutlery/crockery cleaning and stacking in side-board.</td>
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<td></td>
<td>Use of chauffing dishes, lighting fuel containers, order of food placement in sequence from soup &amp; starters to dessert. (Practice by making paper labels and having students practice it)</td>
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<td>04</td>
<td>Service of non-alcoholic beverages like tea, coffee, fruit juices, milk shakes, hot milk, hot chocolates etc</td>
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<td>01</td>
<td>LOBBY &amp; BELL DESK OPERATION</td>
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<td>Role of</td>
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<td>Lobby Manager</td>
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<td>Guest relation executive</td>
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<td></td>
<td>Senior Bell Captain</td>
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<td>Bell Captain</td>
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<td>Car Valet/Parking attendant</td>
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<td></td>
<td>Bell Boy</td>
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<tr>
<td></td>
<td>Functions of the Bell Desk</td>
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<td>Luggage handling</td>
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<td>Bell boy errand control</td>
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<td>Stamps &amp; Postage/Franking</td>
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<td>Left luggage procedure</td>
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<td>Wake-up calls handling</td>
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<td>Scanty baggage procedure</td>
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<td>Layout of lobby &amp; equipment used</td>
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<td>Organisation chart &amp; Work Schedule</td>
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<td>GUEST REGISTRATION CYCLE</td>
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<td>Post registration activities</td>
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<td>INFORMATION SERVICE</td>
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<td>GUEST COMPLAINT HANDLING</td>
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<td>What is a complaint?</td>
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<td>Why do guests complain? Examples&amp;</td>
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<td>How to handle complaints?</td>
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<td>Benefits derived from complaint</td>
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<td>05</td>
<td>FRONT OFFICE GUEST SECURITY AND SAFETY</td>
<td>Importance of Security Systems</td>
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<td>Emergency situations</td>
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<td>(Accidents, illness, theft, bomb threats, Fire etc.)</td>
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<td>06</td>
<td>Front Office Cash / Check-out and settlement</td>
<td>• Front Desk Cashier – role &amp; responsibilities.</td>
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<td>• Front Office Cash – importance, take-over &amp; hand-over.</td>
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<td>• Check out and bill settlement – individual and groups.</td>
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<td>• Unpaid account balances.</td>
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<td>• Hotel Credit Policy.</td>
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<td>• Control Measures.</td>
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<td>07</td>
<td>Front Office Accounting</td>
<td>• Introduction.</td>
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<td>• Various Front Office Ratios and Calculations – Occupancy %, No Show ratio, ARR, ADR, etc.</td>
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<td>• Credit arrangements</td>
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<td>• Foreign Currency Handling.</td>
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<td>• Cashiering – introduction.</td>
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<td>• Settlement of bills.</td>
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<td>• The Guest Folio, Guest Ledger, City Ledger.</td>
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<td>• Tracking transactions.</td>
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<td>• Internal Controls – transcripts, cash sheet, cash banks</td>
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<td>08</td>
<td>The Night Audit</td>
<td>• Importance &amp; Functions of Night Audit.</td>
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<td>• Operating models – non-automated, Semi-automated &amp; automated.</td>
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<td>• The Night Audit Process.</td>
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<td>• The Night Audit reports – generation &amp; utility.</td>
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<td>• Verifying the Night Audit.</td>
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<td>09</td>
<td>Front Office Marketing &amp; Sales</td>
<td>• The role of Front Office in Hotel Sales &amp; marketing – need for sales.</td>
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<td>• Identification of markets.</td>
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<td>• Strategy formulation for various market segments.</td>
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<td>• Maximizing revenue &amp; achieving Customer Satisfaction.</td>
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<td>• Training Programme, incentive &amp; evaluation.</td>
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<td>• Sales techniques – Personal Selling, Creative Selling, U.S.P identification.</td>
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<td>• Telemarketing – tools &amp; techniques.</td>
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<tr>
<td>01</td>
<td><strong>REGISTRATION OF GUEST</strong></td>
<td>06</td>
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<td>(i) Pre registration procedure</td>
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<td>(ii) Filling up a guest registration card</td>
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<td>(iii) Determining Room Availability- (Room Position) Formula</td>
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<td></td>
<td>(iv) Errand Card, Key card, Electronic Key cutting replacement of lost electronic key card, issue of lost electronic key car, issue of duplicate)</td>
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<td>(v) Arrival &amp; departure intimation to House Keeping etc.</td>
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<td><strong>FAMILIARISATION WITH RECORD BOOKS, LISTS &amp; FORMS SUCH AS:</strong></td>
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<tr>
<td></td>
<td>(i) Arrival / departure register</td>
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<td>(ii) Departure intimation</td>
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<td>(iii) Arrival/departure list</td>
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<td>(iv) No show/cancellation report</td>
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<td>(v) VIP List</td>
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<tr>
<td></td>
<td>(vi) Fruits &amp; Flowers requisition</td>
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<td>(vii) Left luggage register</td>
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<td>(viii) Bell boy movement control sheet</td>
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<td>(ix) Scanty Baggage Register</td>
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<td>(x) Arrival &amp; Departure errands cards</td>
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<td>(xi) Expected arrival/departure list</td>
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<td><strong>Front Office Cashering</strong></td>
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<td></td>
<td>(i) Preparation of Guest Bill</td>
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<td>(ii) Preparation of Guest weekly Bill</td>
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<td>(iii) Preparation of Guest Folio.</td>
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<td>(iv) Auditing of Bill Statements</td>
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<td>(v) Handling Credit Cards</td>
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<td>(vi) Handling Guest accounting through software</td>
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<td>(vii) Preparing Night Auditors Report,Preparing financial statements.</td>
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<td><strong>Guest Relations</strong></td>
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<td>(i) Guest Complaint Handling</td>
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<td>(ii) Handling GRE &amp; Travel Desk</td>
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<td>(iii) Mock Situations – Role – Plays</td>
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<td>(iv) Preparation of Guest History Cards.</td>
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<td>(v) Filling up of ‘C’ Forms.</td>
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<td>(vi) Role play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc</td>
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<td>01</td>
<td>ROOM LAYOUT &amp; GUEST SUPPLIES</td>
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<td>Devices provided in Guest Rooms e.g. Safety Boxes, fax/ computer terminals, tea/ coffee dispensers. Layout of Standard rooms, VIP rooms, different suites (Types of furniture and fixtures). Handling Guest’s special requests. List of Guest supplies – e.g.: kit for bathroom, main rooms, suites and VIP’s amenities. Hygiene and safe methods of cleaning. Hygiene &amp; Sanitation. Sewage disposal.</td>
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<td>02</td>
<td>FLOOR OPERATIONS</td>
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<td>Rules on the Guest Floor</td>
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<td>Key Handling Procedure - types of keys( grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register- issuing, return, changing of lock, key belts, unusual occurrences. Cleaning Schedules of Different Types of Floor Surfaces Special Services - baby sitting, second service, freshen up service, valet service Handling VIP’s.</td>
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<td>03</td>
<td>ROUTINE SYSTEM &amp; RECORDS</td>
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<td>Reporting and Briefing staff.</td>
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<td>Housekeeping Control Desk, Linen, Uniform, Room organization, lost and found section. Furnishing the maids trolley. Guest Room Inspection. Procedure for indenting Housekeeping items. Room maid’s report and housekeeping discrepancy report. Handover records, guest special request register, record of special cleaning, forms used and registers used.</td>
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<td>LAUNDRY</td>
<td>12</td>
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<td>Need for an in-house laundry vis-à-vis laundry on contract. Organisation chart Duties and responsibilities of Laundry Manager Shift Supervisors Dry Cleaning Supervisors Marker/Sorter Washing/pressing supervisor Valet Laundry attendant Flow chart of guest laundry Stages in wash cycles</td>
<td>12</td>
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<td>Flow chart of house linen and uniforms-handling procedures</td>
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<td>Procedure/handling of dry cleaning</td>
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<td>Equipment used in laundry (calendar, shirt presses, tumble driers, hydro-extractors, washing machines, dry cleaning unit)</td>
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<td>Handling guest laundry – rules &amp; safeguards, laundry list &amp; pricing</td>
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<td>Lost and found, missing and damage procedures and records.</td>
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<td>STAIN REMOVAL</td>
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<td>Different types of stains to be removed by hand using appropriate chemicals</td>
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<td>GUEST ROOMS</td>
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<td>Cleaning a carpeted rooms, tiled room and bathrooms. Familiarisation with guest supplies used in rooms. VIP’s special addition of supplies. Evening/turn down service: Bed/curtains/spring cleaning/bathroom drying/replacing soiled towels.</td>
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<td>LAUNDRY</td>
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<td>Using a washing machine for linen wash after stain removal. Using a hydro extractor Ironing – Uniforms &amp; different types of clothes &amp; linen</td>
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<td>Handling different Fabrics and Type of Cloths in manual and mechanical laundering</td>
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<td>01</td>
<td><strong>ESSENTIALS OF GRAMMAR</strong></td>
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<td>(i)</td>
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<td>Phonetics</td>
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<td><strong>OFFICE MANAGEMENT</strong></td>
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<td>Receipt and Dispatch of Mail</td>
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<td>Filing Systems</td>
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<td>Classification of Mail.</td>
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<td>Role &amp; Function of Correspondence</td>
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<td>Managing Computer</td>
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<td><strong>LETTER &amp; RESUME WRITING</strong></td>
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<td>Types of Letters-Formal / Informal</td>
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<td>(ii)</td>
<td>Importance and Function</td>
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<td>Drafting the Applications</td>
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<td>Helpful Hints</td>
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<td><strong>ORGANISATIONAL COMMUNICATION</strong></td>
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<td>(i)</td>
<td>Upward, downward &amp; lateral communication.</td>
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<td>(ii)</td>
<td>E-mail writing and manners.</td>
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<td>(iii)</td>
<td>Communicating within groups: Role of wit &amp; humour.</td>
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<td><strong>SPEECH IMPROVEMENT</strong></td>
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<td>Importance of speech in hotels</td>
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<td>(iii)</td>
<td>Common phonetic difficulties.</td>
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<td>(iv)</td>
<td>Introduction to commonly used foreign sounds.</td>
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<td><strong>PRESENTATION SKILLS</strong></td>
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<td>Guidelines to make Presentation Interesting</td>
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### Styles of Presentation

#### INTERVIEW PREPARATION

- (i) Types of Interview
- (ii) Preparing for the Interviews
- (iii) Attending the Interview
- (iv) Interview Process
- (v) Employers Expectations
- (vi) General Etiquette
- (vii) Dressing Sense
- (viii) Postures & Gestures

#### GROUP DISCUSSION & PRESENTATION

- (i) Definition
- (ii) Process
- (iii) Guidelines
- (iv) Helpful Expressions
- (v) Evaluation

(Note: Every student shall be given 15 minutes of presentation time & 45 minutes of discussion on his/her presentation.)

| Total | 40 |

**Reference Books:**
<table>
<thead>
<tr>
<th>S.No.</th>
<th>Topic</th>
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<tr>
<td>01</td>
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<td>(i) Meaning and definition.</td>
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<td>(ii) Classification of accounts.</td>
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<td>(iii) Generally accepted accounting principles (GAAP).</td>
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<td>PRIMARY BOOK (JOURNAL)</td>
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<td>(iii) Rules of Debit and Credit.</td>
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<td>(iv) Opening entry, simple and compound entries.</td>
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<td>(v) Practical exercises.</td>
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<td>03</td>
<td>SECONDARY BOOK (LEDGER)</td>
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<td>(i) Meaning and uses.</td>
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<td>d. Journal Proper.</td>
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<td>CASH BOOK</td>
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<td>(i) Meaning and Advantages.</td>
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<tr>
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<td>(ii) Simple, Double and three column.</td>
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<td>(iii) Petty cash book with imprest system (simple and tabular forms).</td>
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<td>(iii) Adjustment: Closing Stock -Depreciation.</td>
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<td>Definition of capital and revenue expenditure</td>
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BHM 212 INDUSTRIAL TRAINING

**Objective:** To provide students with the actual working environment of a Hotel and to help students identify their key operational areas of interest.

**Suggested Training Schedule:**
- F&B Service: 4 Weeks
- F&B Production: 4 Weeks
- Front Office: 4 Weeks
- Housekeeping: 4 Weeks
- Other: 6 Weeks (HR, Sales & Marketing, Finance etc.)

**Total:** 22 Weeks

01 Hotels to be requested to issue a “Certificate” of completion to the trainee within their last 3 days of training.

02 Hotels to be requested to supervise the LOG book notes made by the students on their daily observation and the respective dept supervisors to initial the pages.

03 A performance appraisal form in objective format to be filled in by dept. where student worked.

04 Documents to be submitted after successful completion of IET:
  - WTO (What To Observe) Sheets
  - Training Log – Book (To be issued by Learning Centre)
  - Departmental Appraisal Forms
  - Training Report in 2 Copies (1 for PTU & 1 for LC).
  - Training Certificate from the concerned Hotel Authority.

**CONTENTS:**

**INDUSTRIAL TRAINING LOG BOOK**
- Daily Summary of work done & observed duly signed by the concerned supervisor
- Appraisal Forms

**INDUSTRIAL TRAINING REPORT**
- Contents: About the Hotel, Photographs, Formats, Charts & Diagrams, written material, Summary of WTO sheets etc.

**INDUSTRIAL TRAINING PROJECT (REPORT) PRESENTATION**
(One-to-group presentation)
Time: 60 minutes (Maximum)
To mark on:
- Communication & Presentation skills
- Grooming, Uniform & Body Language
- Presentation Content
- Use of Slides, Multimedia and other presentation aids
- Handling of spot queries/questions from the audience

**Industrial Training**

**WTO (What to Observe Sheets)**
During your tenure as an Industrial Trainee, apart from carrying out the assigned jobs, you are instructed to make the following observations in your department. A concise report (preferably typed) of these
Observations must be prepared and presented to the Institute within one week of completion of training along with the Log Book and Industrial Training Report. These Reports, Presentation & Viva will be the criterions for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of Presentation/Viva shall be announced after you report at Institute. Viva will be conducted by an external evaluator.

**DESIRED:** Reports should contain additional proformas, charts, brochures etc. The Cover page of the Report should contain your name, hotel, department & duration. Attach a copy of this WTO sheet at the beginning of your report. The WTO sheets will be supplemented by the Institute before the training is scheduled.
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<th>S.No.</th>
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<td>01</td>
<td><strong>TANDOOR AND CURRIES</strong></td>
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<td>(i) Mise – en – place - Tandoori veg and non – veg. dishes</td>
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<td>(ii) Mise – en – place for Indian curries.</td>
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<td>(iii) Types of gravies</td>
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<td>(iv) Types of masala used</td>
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<td>(v) Recipes of traditional Mughlai and Tandoori items. (Tandoori Chicken, Butter Chicken, Chicken Tikka Masala, Tandoori Fish, Tandoori Prawns)</td>
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<td>(vi) Care for the Tandoor</td>
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<td>(vii) Tandoor breads preparation (Nan, Roti)</td>
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<td>(viii) Traditional gravy dishes (Chicken)</td>
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<td>02</td>
<td><strong>INTERNATIONAL CUISINES</strong></td>
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<td></td>
<td>(i) Chinese, Thai, Indonesian, Japanese, Middle eastern, American, Scandinavian, French, English, Oriental, Italian, Mexican, Afghan, Sri lankan other Asian cuisines. a.) Introduction</td>
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<td>b.) Historical background</td>
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<td>c.) Regional Cooking Styles</td>
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<td>d.) Methods of cooking</td>
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<td>e.) Equipment used and utensils</td>
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<td>f.) Specialization</td>
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<td><strong>NOUVELLE CUISINE</strong></td>
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<td>(i) Concepts and appearance</td>
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<td>(ii) Popular recipes and method of preparation</td>
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<td>(iii) Use of wine and herbs in cooling</td>
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<td>(iv) Classification of herbs</td>
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<td><strong>APPETISERS AND GARNISHES</strong></td>
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<td>(i) Classification of Appetisers</td>
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<td>(ii) Example of Appetisers</td>
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<td>(iii) Importance of Culinary Garnishes</td>
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<td>(iv) Example and preparation of different garnishes</td>
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<td><strong>KITCHEN MANAGEMENT</strong></td>
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<td>(i) Layout, Production planning and work flow</td>
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<td>(ii) Kitchen stewarding</td>
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<td>(iii) Stores Management- Types, guidelines, principles, layout and control.</td>
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<td>(iv) Indenting</td>
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<td>(vi) Inventory management, EOQ, Re-order levels, Bin management</td>
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<td>07</td>
<td><strong>SYSTEM CATERING</strong></td>
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<tr>
<td>(i)</td>
<td>Cook chill system- purpose, process, equipments and containers.</td>
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<td>(ii)</td>
<td>Cook Freeze System- purpose, process, equipments and containers.</td>
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<td>(iii)</td>
<td>Batch Cooking- purpose, process, equipments and containers.</td>
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<td>(iv)</td>
<td>Invalid Cookery- Low calorie cooking, Low carbohydrate and low cholesterol cooking, Diet cooking, Menu planning for Hospitals.</td>
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<td>(v)</td>
<td>Quantity Cooking- purpose, process, planning the bulk menus, cooking for theme parties, commercial cooking, contract catering, Industrial &amp; Institutional catering, planning checklist for out door catering, Rechauffe, equipments and containers used.</td>
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<td>(vi)</td>
<td>Buffet presentation, types, themes, setups and typical dishes.</td>
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<tr>
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<td>(i)</td>
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<td>(ii)</td>
<td>Preparing Meat cuts for cured, pressed and smoked meats.</td>
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<td>(iii)</td>
<td>Understanding the basics, types and preparation of- pate, terrines, galantines, Ballotines, mousses, quenelles</td>
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<td>Force meat- Preparation, process, casings, seasoning and mixing.</td>
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<td>(v)</td>
<td>Types and process of making- sausages and salamis.</td>
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<td>Cold sauces- Dips, Aspics, Chaudfroid etc.</td>
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<td>SPS, Storage and problems with Charcuterie.</td>
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<td>(viii)</td>
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<td>Salads- Types, characteristics, preparation, dressings, holding</td>
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<td>Plate presentation techniques for hot and cold food</td>
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<td>Purpose, type, process and control</td>
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<td>Varieties of fast foods- Pizza, Burger, Rolls, Foot-long, Steaks, Cutlets, Sandwiches- types, preparation and holding techniques</td>
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<td>TANDOOR CURRIES, BREADS and INDIAN SWEETS</td>
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<td>(i) Preparation of Indian masalas, curries and gravies</td>
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<td>(ii) Preparation of traditional Mughlai and Tandoori items. (Tandoori Chicken, Butter Chicken, Chicken Tikka Masala, Tandoori Fish, Tandoori Prawns)</td>
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<td>(iii) Seasoning of the Tandoor</td>
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<td>(iv) Preparation of Tandoor breads preparation (Nan, Roti, Missi,)</td>
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<td>Preparation and cooking of menu’s from various cuisines-Chinese, Thai, Indonesian, Japanese, Middle eastern, American, Scandinavien, French, English, Oriental, Italian, Mexican, Afghani, Srilankan other Asian cuisines.</td>
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<td>(i) Preparation of food in Batch Cooking</td>
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<td>(ii) Preparation of Low calorie, Low carbohydrate and low cholesterol Diet food.</td>
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<td>(vii) Quantity menu preparation for theme parties, commercial cooking, contract catering, Industrial &amp; Institutional catering</td>
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<td>(i) Preparation of FORCE MEAT - pate, terrines, galantines, Ballotines, mousse, quenelles</td>
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<td>(ii) Cold sauces- Dips, Aspics, Chaudfroid etc.</td>
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<td>(iii) Plate presentation techniques for hot and cold food</td>
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<td>(i) Preparation of Ice creams and its different preparations</td>
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<td>(ii) Preparations of -Custards, Puddings, Mousse, Soufflé’s.</td>
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<td>(i) Sugar Preparation- Stages of sugar cooking, Handling cooked sugar, turning sugar into- toffees, candies, jujubes etc.</td>
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<td>(iii) Preparation of Gateaux-types, decoration techniques,</td>
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<td>01</td>
<td><strong>PLANNING AND OPERATING VARIOUS F &amp; B OUTLETS</strong></td>
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<td>(i) Physical layout of functional and ancillary areas.</td>
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<td>(iv) Menu planning</td>
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<td>(v) Selection and planning of heavy duty and light equipments.</td>
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<td>(vi) Quantities of crockery, cutlery and glassware required.</td>
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<td>(vii) Planning décor, furnishings etc. (NIGHT CLUB, DISCO, BAR, THEME</td>
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<td>RESTAURANT, COFFEE SHOP, ROOM SERVICE, BANQUET HALL)</td>
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<td>02</td>
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<td>Mis-en-place for bed tea, breakfast, lunch and dinner service.</td>
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<td>Tray setting – procedure for service.</td>
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<td>Trolley setting and service procedure</td>
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<td>Clearance of tray/trolley procedure</td>
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<td>Situation arising – e.g. Guest not in room, room double – locked (DND), registered guest not present, items of cutlery/crockery missed Complaint handling and what guests usually complain about. Co-ordination with other departments (Housekeeping, Front office)</td>
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<td><strong>(BHM303 F&amp;B SERVICE MANAGEMENT)</strong></td>
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<td>03</td>
<td><strong>MANAGING AN F &amp; B OUTLET</strong></td>
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<td></td>
<td>(i) Supervisory skills required</td>
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<td></td>
<td>(ii) Developing efficiency</td>
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<td>(iii) Standard Operating procedures</td>
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<td><strong>FUNCTION CATERING</strong></td>
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<td><strong>A. BANQUETS</strong></td>
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<td>(ii) Types</td>
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<td>(iii) Organization of Banquet department.</td>
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<td>(iv) Duties and responsibilities of the Banquet Manager.</td>
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<td>(v) Booking procedures.</td>
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<td>(vi) Banquet menus.</td>
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<td><strong>B. INFORMAL BANQUETS</strong></td>
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<td>(ii) Cocktail parties (Standing &amp; Sit down)</td>
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<td>(iii) Conventions</td>
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<td>(iv) Seminars</td>
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<td>(v) Exhibitions</td>
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<td>(vi) Fashion Shows</td>
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<td>Outdoor Catering</td>
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<td><strong>BUFFETS</strong></td>
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<td>Introduction</td>
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<td>Planning buffets</td>
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<td>(iii)</td>
<td>Area requirement and sequence of food</td>
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<td>(iv)</td>
<td>Menu planning</td>
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<td>Display</td>
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<td>Checklist</td>
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<td><strong>GUÉRIDON SERVICE</strong></td>
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<td>History and definition</td>
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<td>Advantages and disadvantages</td>
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<td>(III)</td>
<td>Guéridon equipments and ingredients</td>
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<td>(IV)</td>
<td>Ingredients used, Mise -en-place for gué'ridon. Common preparations.</td>
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<td>(V)</td>
<td>Carving and jointing at the table, carving trolley, and dishes prepared on the gué'ridon.</td>
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<td>(VI)</td>
<td>Flambéing, carving, salad making</td>
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<td>(VII)</td>
<td>Taking the order. Methods of serving a dish at the table</td>
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<td><strong>07</strong></td>
<td><strong>BAR OPERATIONS</strong></td>
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<td>Types of Bars</td>
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<td>Dispensing</td>
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<td>Cocktail</td>
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<td>Mobile</td>
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<td>(ii)</td>
<td>Bar display, pouring brands, garnish &amp; snacks provided, containers used</td>
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<td>(iii)</td>
<td>Opening and closing duties.</td>
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<td>(iv)</td>
<td>Bar staffing and control</td>
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<td><strong>08</strong></td>
<td><strong>SPRITS</strong></td>
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<tr>
<td>(i)</td>
<td>Introduction to Sprits</td>
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<tr>
<td>(ii)</td>
<td>Types, Production, Brands and Service</td>
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<td>(iii)</td>
<td>Other alcoholic beverages – Absinthe, Aquavit, Slivovitz, Arrack, Feni, Grappa, Calvados, etc.</td>
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<td>(iv)</td>
<td>Liqueurs – Type, production, usage, characteristics and storage</td>
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<td>Cocktails- Introduction, History, Types and Preparation, innovative cocktails and mocktail’s, Cocktails bar equipment, garnishes and decorative accessories.</td>
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<td>(vi)</td>
<td>Terms related to alcoholic beverages</td>
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<td>Interaction with guests, suggestive selling</td>
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<td><strong>TOBACCO</strong></td>
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<tr>
<td>(i)</td>
<td>Cigar - Production, types, brands, Storage and service</td>
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<td>Cigarettes - Production, types, brands, Storage and service</td>
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<td>Planning and operating various F&amp;B Outlets and support / ancillary systems.</td>
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<td>Factors – Concept, Menu, Space, Lighting, Colors and</td>
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<td>OTHER CATERING OPERATIONS</td>
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<td>01</td>
<td>LAYING A BANQUET BUFFET</td>
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<td>Laying of a Banquet Buffet:</td>
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<td>- Frilling the tables</td>
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<td>- Lighting solid fuel</td>
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<td>- Arranging labels for dishes in proper order</td>
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<td>- Arranging cutlery &amp; crockery</td>
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<td>- Buffet Lay-ups, theme Buffet setups</td>
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<td>02</td>
<td>USING THE GUÉRIDON TROLLEY</td>
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<tr>
<td></td>
<td>(i) Preparing mis-en-place</td>
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<td>(ii) Preparing a pepper steak and crepe suzette flambé</td>
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<td>BANQUET MENU PLANNING</td>
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<td>(i) Making menus for snacks &amp; tea</td>
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<td>(ii) Menus for lunch, dinner and birthday party.</td>
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<td>Restaurant setups of different types</td>
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<td>(ii) Service of Afternoon and High Teas</td>
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<td>(iii) Service of Cheese</td>
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<td>(iv) Service of Spirits</td>
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<td>(v) Cocktail Preparation and service</td>
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<td>(vi) Arranging cocktail Parties</td>
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<td>(vii) Service of Tobacco items</td>
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<tr>
<td>01</td>
<td><strong>PLANNING &amp; ORGANISING THE HOUSEKEEPING DEPARTMENT</strong>&lt;br&gt;(i) Time and Motion study of HK Operations&lt;br&gt;(ii) Job allocation and work schedules&lt;br&gt;(iii) Inventory schedules&lt;br&gt;(iv) Calculation of Staff Strength and planning Duty Rosters, teamwork and leadership in Housekeeping&lt;br&gt;(v) Devising training programme for HK Staff&lt;br&gt;(vi) Planning a House keeping Budget:&lt;br&gt; - Linen&lt;br&gt; - Uniforms&lt;br&gt; - Guest Supplies, Cleaning Equip.&amp; detergents&lt;br&gt; - Capital expenditure budget&lt;br&gt;(vii) Purchasing system – method of buying&lt;br&gt;(viii) Stock Records – issue and control</td>
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<td><strong>CONTRACT SERVICES</strong>&lt;br&gt;(i) Types of Contract Services&lt;br&gt;(ii) Guidelines for hiring contract services&lt;br&gt;(iii) Advantages and disadvantages of contract services</td>
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<td>03</td>
<td><strong>ENERGY AND WATER CONSERVATION</strong>&lt;br&gt;- Economy in electricity usage&lt;br&gt;- Guidelines for housekeeping staff</td>
<td>02</td>
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<td><strong>INTERIOR DECORATION</strong>&lt;br&gt;(i) Elements of design&lt;br&gt;(ii) Color and its role in décor – types of color schemes&lt;br&gt;(iii) Windows and Window treatment (double glazing etc.)&lt;br&gt;(iv) Lightning and light fixtures&lt;br&gt;(v) Floor finishes&lt;br&gt;(vi) Carpets&lt;br&gt;(vii) Furniture and fittings&lt;br&gt;(viii) Accessories redecoration and refurbishment of guest rooms</td>
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<td>FLOWER ARRANGEMENT</td>
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<tr>
<td>(i)</td>
<td>Purpose of flower arrangement</td>
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<td>(ii)</td>
<td>Where to place them and why</td>
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<td>(iii)</td>
<td>Equipment and materials required</td>
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<td>(iv)</td>
<td>Styles of flower arrangements (Western, Japanese, Others)</td>
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<td>(v)</td>
<td>Principle of flower arrangement (special arrangement requirements)</td>
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<tr>
<th>06</th>
<th>FIRST AID and FIRE SAFETY</th>
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<tr>
<td>(i)</td>
<td>Need and importance of a first aid kit.</td>
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<td>(ii)</td>
<td>Dealing with an emergency situation (guest + staff)</td>
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<td>(iii)</td>
<td>Fire safety norms and standards</td>
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<td>Fire safety procedure</td>
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<td>Fire drills</td>
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<th>EXTERIOR DECORATION</th>
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<tr>
<td>(i)</td>
<td>Planning Landscapes</td>
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<td>(ii)</td>
<td>Horticultural management</td>
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<td>(iii)</td>
<td>Planning and maintaining exterior surface finishes.</td>
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<td>(iv)</td>
<td>Out sourcing</td>
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<td>Managing waste water and sewage systems</td>
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**Total** 47
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<td>FIRST AID</td>
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<td>- Familiarisation of basic medicines and bandaging, covering cuts and wounds, application of Iodine.</td>
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<td>Fire drills and control exercise</td>
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<td>FLOWER ARRANGEMENT</td>
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<td>- Practice of making fresh flower and dried flower arrangement</td>
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<td>Devising inspection check lists/ cleaning schedules</td>
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<td>06</td>
<td>Planning Interior and Exterior decoration schedules and budgets</td>
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<td>Basic practice of landscape and Horticulture management</td>
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<td>INTRODUCTION TO FRENCH GRAMMAR</td>
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<td>(i) The alphabets</td>
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<td>(ii) Use of Capital letter</td>
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<td>(iii) The accents in French</td>
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<td>(iv) Liaison</td>
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<td>(v) The Vowels &amp; consonant</td>
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<td>(vi) Elision</td>
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<td>THE ARTICLES</td>
<td>08</td>
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<td>(i) Le, La, Les; un, une, des and their usage with common nouns e.g. the table, the chair, a wall, a window etc.</td>
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<td>(iii) Common adjectives – e.g. Grand/Petit</td>
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<td>(iv) Configuration on –er ending regular verbs + the verbs être and avoir (present indicative tense). The verb ‘aller’</td>
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<td>(v) The days of the weeks &amp; months of the year in French.</td>
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<td>03</td>
<td>(a) Adjectives - Of quality</td>
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<td></td>
<td>- Of colour</td>
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<td>- Of possession</td>
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<td>- Demonstrative</td>
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<td>- Comparative</td>
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<td>(b) The superlative</td>
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<td>(c) Configuration of verbs in ‘re’ eg. écrire and lire.</td>
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<td>(d) Other ‘er’ ending verbs-present indicative tense</td>
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<td>04</td>
<td>Comprehensive &amp; translation</td>
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<td>- Between 2 persons</td>
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<td>- Meals (Le repas)</td>
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<td>05</td>
<td>VOCABULARY &amp; COMPREHENSION</td>
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<td>(ii) Counting – Cardinal &amp; ordinal numbers – 1 to 100.</td>
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<td>(iii) Dialogue: Ordering breakfast; translation of French menu</td>
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terms.
(iv) Common greetings and frequently used phrases.
(v) Learning complaint handling in french
(vi) Writing short phrases.

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AU RESTAURANT
(iii) Conversation, role play, case study to be done in French,
(iv) Translation and comprehension.

Total 50

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**BHM 308 PRINCIPLES OF MANAGEMENT**

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<td>01</td>
<td>FOUNDATIONS OF MANAGEMENT</td>
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<td>(i)</td>
<td>Definition and nature, Types of Management</td>
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<td>Functions of Management</td>
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<td>Tasks of a professional manager</td>
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<td>PLANNING</td>
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<td>Planning process</td>
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<td>Management by objectives (MBD), Decision making</td>
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<td>ORGANISING</td>
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<td>Line &amp; staff relationship</td>
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<td>06</td>
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<td>Communication flow in an organization (barriers &amp; breakdown)</td>
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<td>CONTROLLING</td>
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<td>(i)</td>
<td>Concept and need for control, Requirement for effective control</td>
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<td>Control techniques &amp; systems, Co-ordination: The essence of managing</td>
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06  HOTEL ADMINISTRATION & ORGANIZATION  
- Hotel Administration, organizing a hotel - Department Pattern.
- Business Aims
- Human Elements.
- Line Management
- Organization Structure for 5 Star hotels.
- Manager’s job in Hospitality Industry.

07  MANAGEMENT OBJECTIVES & COMMUNICATION  
- Management Philosophy, Managing by Rules
- MBO in Hotels: Modern Objective of HR
- Major Problems in Hotel Business

08  TRAINING AND DEVELOPMENT  
- Training programmes for Hotel Employees
- Basic Principle of Training
- On Job training
- How to instruct on the Job Training
- Performance Evaluation and Appraisals.

Total 64

BHM 309 RESEARCH PROJECT- DESIGN & METHODOLOGY

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Topic</th>
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<tbody>
<tr>
<td>01</td>
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<td></td>
<td>(i) Meaning &amp; Definition</td>
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<td></td>
<td>(ii) Scope &amp; Purpose</td>
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<td>(iii) Areas of research and research procedure</td>
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<td>(iv) Application of Research</td>
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<td>(v) Problems in conducting research</td>
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<td>02</td>
<td>PROJECT THEME</td>
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<td>(i) Identifying theme of Project</td>
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<td>(ii) Selection of Title- Criteria &amp; process</td>
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<td>(iii) Statement of research problems and objective</td>
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<td>(i) Types of research</td>
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<td>(ii) Research approaches- observation, Experiment, Survey</td>
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<td>(iii) Research Instruments- Questionnaire, Interview, Mechanical</td>
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<td>04</td>
<td>SAMPLING PLAN</td>
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<td>(i) Types, Size &amp; Unit</td>
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<td>(ii) Sample selection process</td>
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<td>05</td>
<td>FIELD WORK</td>
<td>06</td>
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<tr>
<td></td>
<td>(i) Planning</td>
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<td>(ii) Organizing</td>
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Supervising  

**DATA ANALYSIS**  
(i) Classification  
(ii) Tabulation  
(iii) Presentation  
(iv) Analysis & Interpretation  

**REPORT WRITING**  
(i) Format of Report  
(ii) Executive Summary  
(iii) Literature review  
(iv) Findings  
(v) Conclusions and Recommendation  
(vi) Bibliography  

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Topic</th>
<th>Lecture Hours Recommended</th>
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</table>
| 01   | MANAGEMENT INFORMATION SYSTEM  
(i) AN OVERVIEW Introduction to M.I.S. – Meaning and Role MIS  
(ii) Objectives & Concept of MIS  
(iii) Elements of MIF & characteristics of MIS  
(iv) MIS Design & Functions  
(v) MIS Security issues  
(vii) Role of Computers in MIS - Data base concepts, Decision support system. |
|      |       | 16                        |
| 02   | HOTEL INFORMATION SYSTEM  
(i) The HIS Concept  
(ii) HIS Terminology and software.  
(iii) HIS Software Modules- Reservation, Guest A/C, Room Management, F&B Management, General Management  
(iv) POS & CAS (Cash Accounting System)  
(v) Touch Screen Terminals, Immediate character Reorganization (ICR) Terminals  
(vi) POSD Printers |
|      |       | 12                        |
| 03   | COMPUTER BASED RESERVATION SYSTEM  
(i) Global distribution system |
|      |       | 03                        |

References:  
(i) How to research & write a thesis in Hospitality & Tourism- James Paynter- John Wiley  
(iii) How to complete research project- Judith Bell UBS publishers.
<table>
<thead>
<tr>
<th></th>
<th>Inter – sell agencies and central reservation (CRS)</th>
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<td>Problems with Manual Data base</td>
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<td>Advantages of using computers for Database</td>
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<td>Learning MICROSOFT ACCESS Database Management System getting started with Microsoft Access - Loading &amp; Quitting Ms- Access, Exploiting the Database Tables, Forms, queries, Reports- Create a Database- Display or change the structure of a database Rename, Delete copy of Move a database</td>
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<td>Working in the Database Window- Creating Tables Opening, Copying, Saving, Renaming and Deleting, working with data, Adding or Editing data, Display or change the structure of a Table selecting, Copying, Moving and Deleting Data, Finding and Replacing Data, Managing Duplicate Records, Working with Primary keys and indexes, Working with Queries</td>
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<td>05</td>
<td><strong>ROLE OF PERSONAL COMPUTER IN OFFICE AUTOMATION</strong></td>
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<td>(i)</td>
<td>Role of personal Computer In Office Automation</td>
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<td>Internet , Office Support System, Management Implications of Office Automation.</td>
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<td>06</td>
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<td>Case Study through a Hotel Management System Package</td>
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<td>(iii)</td>
<td>Merits &amp; Demerits of Computerizing a Hotel.</td>
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<td>THE ENVIRONMENT</td>
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<td>(ii)</td>
<td>Component – atmosphere, hydrosphere, lithosphere and their interactions.</td>
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<td>(iii)</td>
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<td>Population, resources consumption, deforestation, industrialization, agriculture, urbanization, transport.</td>
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<td>03</td>
<td>TYPES OF POLLUTION</td>
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<td>(i)</td>
<td>Air Pollution</td>
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<td>-</td>
<td>Definition</td>
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<td>-</td>
<td>Air quality standards, emission standard and source of air pollution.</td>
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<td>-</td>
<td>Carbon Monoxide, hydrocarbon photochemical smog and ozone.</td>
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<td>Effects of air pollution on human health and aquatic organisms.</td>
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<td>-</td>
<td>Climatic changes including global warming, green house effects, ozone layer depletion, acid rain.</td>
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<td>(ii)</td>
<td>Noise Pollution</td>
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- Sources, standard measurement and control.

(iii) Water Pollution
- Sources of pollution of surface and ground water.
- Types of pollutants – organic and inorganic.
- Effects of pollution on water bodies, oxygen economy, lakes and reservoirs.

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<td>(iv)</td>
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<td>(v)</td>
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<td>02</td>
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<td>Aims and objectives of purchasing policy, central purchasing and identifying regular suppliers</td>
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<td>Job description of Purchase Manager</td>
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<tr>
<td>a.)</td>
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<td>b.)</td>
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<td>g.)</td>
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<td><strong>03</strong></td>
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<td>STORES – RECEIPTS/ISSUE CONTROL</td>
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<td>Aims of Store control</td>
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<td>(ii)</td>
<td>Job description of the Store Manager, Store Incharge</td>
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<td>(iii)</td>
<td>Types of stores in Hotel (Food, Dry, Engineering, Chemical and Cleaning, Beverage, Deep freezer etc.)</td>
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<td>(iv)</td>
<td>Store control procedure and records (bin cards, cardex and computer software used)</td>
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<td>Monthly Inventory/Stock taking procedure</td>
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<td>Maintaining Stock level and lead time</td>
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## BHM 401 & 402 ELECTIVE
### 1. FOOD PRODUCTION AND KITCHEN MANAGEMENT

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<tbody>
<tr>
<td>01</td>
<td><strong>Reviewing Food Production Basics:</strong> Cooking methods, Basics of Continental cookery, Fish, Meat and Poultry cuts and their usage, HACCP principles, SOP’s and Plate presentation techniques.</td>
<td>06</td>
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<tr>
<td>02</td>
<td><strong>Kitchen Management:</strong> Objectives, food preparation areas, kitchen planning and layout, food service system, inventory management, Stores management, purchasing, market survey, selection of suppliers, receiving food, indenting, distribution of food and holding food. Menu planning, Kitchen stewarding, Garbage disposal.</td>
<td>06</td>
</tr>
<tr>
<td>03</td>
<td><strong>Kitchen Controls and Documentation:</strong> Portion control, different records, registers, vouchers, formats, tags and colour coding, Yield Management, Food costing and Inventory control.</td>
<td>06</td>
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<tr>
<td>04</td>
<td><strong>Quantity Food Production:</strong> Different types of catering, Banquet production planning, Bulk portioning and portion control, holding, storage problems, and adjustment, system catering, Centralized production unit, Rechauffe cooking.</td>
<td>06</td>
</tr>
<tr>
<td>05</td>
<td><strong>Understanding National &amp; International Cuisine:</strong> Various popular regional cuisines of India, Basic knowledge of Chinese, Italian, Mexican, Middle Eastern, Thai, Spanish and American cuisine. Fusion of National and International cuisines.</td>
<td>08</td>
</tr>
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</table>

**Total:** 44

### References:
1. Theory of catering- Clinton Cesarani
2. Principles of catering- John Murray
3. On cooking- Labensky Hause
5. Encyclopedia of Indian cookery- Hussain and Fernandez
6. Complete Indian cook book- Mridula Baljekar
7. Hotel management- U.K.Singh
8. Menu planning- Kivela
9. Iced desserts- Farrow and Lewis
## 2. F&B SERVICE AND MANAGEMENT

<table>
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<tr>
<th>S.No.</th>
<th>Topic</th>
<th>Lecture Hours Recommended</th>
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</table>
| 01    | **A) Types of F & B Operations** - Classification, Types of Catering Establishments - Commercial (Non Residential/Residential), Welfare (Industrial/Institutional), Transport (Air, Road, Rail, Sea) Organization Hierarchy of F&B Department, Duties and Responsibilities of F & B personals, Attributes of F & B staff, Order of service  
  **B) Layout of Food Service Area** - Important points to be considered while planning a layout, layout of coffee shop, fast food restaurant, specialty restaurant. Banquets operations, Room Service  
  **C) Menu** – French classical and modified; Planning menus, Accompaniments, Garnishing & Cover for each course.  
  **D) Types of Services** - American, Russian, French, Gueridon, Buffet, Banquet, Cafeteria, Room Service, Hospital Tray, Airline Tray, Coffee Shop, Rail Service, Home Delivery, Lounge Service | 12 |
| 02    | **A) Wines & Liquors** - Brand names & Service  
  **B) Cocktails** - Preparation & service of classical cocktails  
  **C) Tobacco** – Brand names & service of Cigarettes & Cigars | 10 |
| 03    | **Storage and inventory control** - Aims, staffing of storeroom, facilities and equipments, storage and system, location of storage facility, security, stock control, types of store received, records maintained, issuing requisitions, transfer note, stock taking, par-stock, re-order level. | 12 |
| 04    | **Beverage Control** - Aims, Beverage Cost Control Procedure, Preparing daily/ monthly F & B Costs, Reports and analyzing of these reports. | 08 |
| 05    | **Sanitation & safety methods** - HACCP, Quality control points, disease transmission through improper food handling, cooking and safety regulations. Analysis of hazards and critical control points. | 04 |
| 06    | **Hospitality Marketing** - analyzing customers, competition and the business environment as the first step in developing a marketing plan. The study of advertising, sales promotion, publicity and public relations | 04 |
| 07    | **Food Service Management** - familiarizing students with commercial restaurant operations. Topics include dining room service, buffet displays, planning banquets, modern management techniques and design considerations for restaurants. | 06 |
| 08    | **Purchasing and Menu Planning** - Presentation of materials and managerial information needed for the operation of a hotel, motel or food establishment. Study of purchasing functions, organization, policies, sources of supply, quality concepts, pricing, storekeeping and the forecasting of food, beverages and other supplies. | 06 |
|       | **Total**                                                           | 62 |
References:
   a) Text Book of F& B Service- Anita Sharma, Mr Bagchi
   b) F& b Service- Dennis Lillicrap
   c) Menu Planning- Kivella
   d) Wine Encyclopedia
   e) All about Wine- Jonathan Ray
   f) www.wine.com
   g) Readings : 1) Express Hospitality
### 3. FRONT OFFICE MANAGEMENT

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<td><strong>FRONT OFFICE ORGANISATION, SETUP AND IMPORTANCE:</strong></td>
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</tr>
<tr>
<td></td>
<td>A) Layout and working organization diagram, coordination process</td>
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<td>B) Brief introduction to its nature.</td>
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<td>C) Vitality of proper front staff. Theory and applicability,</td>
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<td>02</td>
<td><strong>FRONT OFFICE PRODUCT AND HOTEL GUESTS:</strong></td>
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<td></td>
<td>A) Types of rooms.</td>
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<td>B) Types of guests.</td>
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<td>C) F.O. Terminology.</td>
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<td><strong>FRONT OFFICE SALESMANSHIP</strong></td>
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<td>A) Communication skills.</td>
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<td>B) Developing salesmanship.</td>
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<td>C) Up selling and Techniques.</td>
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<td>D) Role of Reservation department in sales.</td>
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<td>E) Selling for a full house in lean business seasons.</td>
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<td>04</td>
<td><strong>PLANNING AND EVALUATING OPERATIONS:</strong></td>
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<tr>
<td></td>
<td>A) Planning, organizing, staffing, leading, coordinating, budgeting,</td>
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<td>B) Establishing rooms rates, methods.</td>
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<td>A) Recruiting, internet, external,</td>
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<td>B) Selection, hiring, training,</td>
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<td>C) Motivations and retrenchment with retaining systems,</td>
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<td>A. Effect of complaints on brand image and revenue,</td>
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4. ACCOMMODATION OPERATIONS AND MANAGEMENT

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<td>LAUNDRY</td>
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<td>contract laundry, staffing, coordination with housekeeping. Dry</td>
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<td>Staffing, Controlling and Evaluating, Importance of leadership.</td>
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<td>Staff motivation, Cross training, recognition, communication, incentive</td>
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<td>(v) Meals on duty (subsidized/ free)</td>
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<td>Basic principles and thumb rules, Fire safety system, Emergency control</td>
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<td>system, emergency exit procedure.</td>
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<td><strong>Total</strong></td>
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<td>S.No.</td>
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<tr>
<td>01</td>
<td><strong>INDIAN ETHOS FOR MANAGEMENT</strong></td>
<td>06</td>
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<tr>
<td></td>
<td>(i) Holistic approach – equal importance to subjectivity and objectivity: why do I work?</td>
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<td></td>
<td>(ii) Quality of work – Life &amp; work ethics.</td>
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<td></td>
<td>(iii) Co-operation</td>
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<td>(iv) Managerial effectiveness</td>
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<tr>
<td>02</td>
<td><strong>VALUE ORIENTED HOLISTIC MANAGEMENT</strong></td>
<td>08</td>
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<tr>
<td></td>
<td>(i) Importance of character, values</td>
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<td>(ii) Integrity, courage, self-discipline</td>
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<td>(iii) Moral &amp; ethical values vs. skills</td>
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<td>(iv) Exploitation of nature</td>
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<tr>
<td>03</td>
<td><strong>TOTAL QUALITY MANAGEMENT</strong></td>
<td>06</td>
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<tr>
<td></td>
<td>(i) Meaning of quality assurance</td>
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<td></td>
<td>(ii) Three aspects of TQM (internal quality), problem solving tools</td>
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<td>(iii) HRD Interventions in TQM (emphasis on quality of life)</td>
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<td>(iv) Attributes of support team manager – quality management</td>
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<td>04</td>
<td><strong>MANAGEMENT IN THE FUTURE</strong></td>
<td>08</td>
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<tr>
<td></td>
<td>(i) Environmental impact – Management &amp; Ecology</td>
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<td></td>
<td>(ii) Trends affecting management in the future</td>
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<td></td>
<td>(iii) Innovations</td>
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<td>(iv) Internal motivation</td>
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<td>(v) Supervision, middle management, top management.</td>
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<td>(vi) Line and staff conflict management</td>
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<td>(vii) Decision making</td>
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<tr>
<td>05</td>
<td><strong>BUSINESS TO BUSINESS:</strong></td>
<td>06</td>
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<td>(i) Respect of hierarchies – loyalty &amp; speaking well of your firm.</td>
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<td></td>
<td>(ii) The negotiation minefield</td>
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<td></td>
<td>(iii) Confidential material handling and acting honorably</td>
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<td>(iv) The benefit of doubt; being prompt &amp; fair.</td>
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<td>06</td>
<td><strong>ORGANIZATIONAL BEHAVIOUR</strong></td>
<td>12</td>
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<tr>
<td></td>
<td>(i) Definition, relevance &amp; scope.</td>
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<td></td>
<td>(ii) Foundation of Individual behaviour- various factors</td>
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<td></td>
<td>(iii) Foundation of Group behaviour- group dynamics, group formation, group decision making</td>
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<td>(iv) Leadership theories</td>
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<td>(v) Conflict- definition, management and reasons</td>
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<td>(vi) Organisational structure- behavioral implications of different structures.</td>
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<td>(vii) Organisational Culture and communication modes &amp; barriers.</td>
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<tr>
<td>01</td>
<td>Entrepreneurship -Enterprise: Conceptual issues, Need Entrepreneurship vs. Management. Roles and functions of entrepreneurship in relation to the enterprise and in relation to the economy. Entrepreneurship is an interactive process between the individual and the environment. Small business as seedbed of Entrepreneurship. [The teachers should emphasize to students the desirability as well as feasibility of a career in Entrepreneurship in the Indian scenario.] Entrepreneur competencies, Entrepreneur motivation, performance and rewards. [The teachers may make use of Entrepreneurship Development Institute of India’s Inventory of Entrepreneur Competencies and National Institute of Entrepreneurship and Small Business Developments training kit for arousing Entrepreneur motivation and capacity and capability building.]</td>
<td>12</td>
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<tr>
<td>02</td>
<td>Opportunity scouting and idea generation: role of creativity and innovation and business research. Sources of business ideas. Entrepreneur opportunities in contemporary business environment, for example opportunities in network marketing, franchising, business process outsourcing in the early 21 century. [The students be advised to visit various product/service franchises, BPO concerns and meet up/down links in the network marketing.] The process of setting up a small business: Preliminary screening and aspects of the detailed study of the feasibility of the business idea and financing/non-financing support agencies to familiarize themselves with the policies/programs and procedures and the available schemes. Preparation of Project Report and Report on Experiential Learning of successful and unsuccessful entrepreneurs. [The students may be advised to develop a structured instrument questionnaire for conducting surveys of the various aspects of entrepreneur/enterprise. They may also be advised to prepare a comprehensive business plan. The desirability and feasibility of liaison with relevant funding and non-funding agencies may also be explored.]</td>
<td>12</td>
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<tr>
<td>03</td>
<td>Management roles and functions in a small business. Designing and re-designing business process, location, layout, operations planning and control. Basic awareness on the issues impinging on quality, productivity and environment. Managing business growth. The pros and cons of alternative growth options: internal expansion, acquisitions and mergers, integration and diversification. Crisis in business growth.</td>
<td>06</td>
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</table>
### Sources of venture funding:
- Capital, fixed capital, working capital
- Basic awareness of financial services such as leasing and factoring.

### Issues in small business marketing:
- The concept and application of product life cycle
- Advertising and publicity, sales and distribution management.
- The idea of consortium marketing, competitive bidding/tender marketing, negotiating with principal customers.
- The contemporary perspectives on Infrastructure Development, Product and Procurement Reservation, Marketing Assistance, Subsidies and other Fiscal and Monetary Incentives.
- National state level and grass-root level financial and non-financial institutions in support of small business development.

### References
5. Taneja, Gupta, Entrepreneur development New Venture Creation,: 2nd ed. Galgotia Publishing Company
7. Panda, Shiba Charan, Entrepreneurship development, New Delhi, Anmol Publications.
BHM 409 FIELD PROJECT WORK:
Students will go for 1 month field study tour to collect the relevant data pertaining to their project topics.

<table>
<thead>
<tr>
<th>01</th>
<th>PURPOSE OF PROJECT</th>
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<tbody>
<tr>
<td>The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with the operation problems related to core areas of the hospitality industry.</td>
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<th>02</th>
<th>TYPES OF PROJECT</th>
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<td>The project may be one of the following type:</td>
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<tr>
<td>a. Comprehensive case study</td>
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<tr>
<td>b. Inter- organizational study</td>
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<tr>
<td>c. Field study (Empirical study)</td>
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<tr>
<th>03</th>
<th>PROJECT SUPERVISION</th>
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<tr>
<td>Each project shall be guided by a supervisor duly appointed by the department/Coordinator.</td>
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<tr>
<th>04</th>
<th>PROJECT DOCUMENTATION</th>
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<tr>
<td>Project report should be properly documented and will include, executive summary, research design &amp; methodology, literature review, data collection and analysis, conclusions and recommendations and Bibliography.</td>
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<th>05</th>
<th>PROJECT SUBMISSION</th>
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<td>Final draft of the project should be submitted in the department duly certified by the concerned guide.</td>
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<tr>
<th>06</th>
<th>PROJECT PRESENTATION &amp; EVALUATION</th>
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<td>Formal presentation and evaluation of the project before internal panel constituted by the department/ Coordinator.</td>
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