

**PROPOSED SYLLABI FOR UTTARANCHAL TECHNICAL
UNIVERSITY, DEHRADUN**

2007-2008

**PROPOSED SYLLABI FOR UTTARANCHAL TECHNICAL
UNIVERSITY, DEHRADUN**

COURSE: BHMCT

BHMCT-Ist YEAR COURSE STRUCTURE & MARKS SCHEME

NO	SUBJECT CODE	SUBJECT	HOURS PER WEEK	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-101	FOUNDATION COURSE IN FOOD PRODUCTION	3	30	70	100
2	BHM-102	BASIC FOOD PRODUCTION PRACTICAL	8	50	100	150
3	BHM-103	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE	3	30	70	100
4	BHM-104	FOOD & BEVERAGE SERVICE PRACTICAL	4	50	100	150
5	BHM-105	FOUNDATION COURSE IN FRONT OFFICE	3	30	70	100
6	BHM-106	FRONT OFFICE OPERATIONS PRACTICAL	2	30	70	100
7	BHM-107	FOUNDATION COURSE IN ACCOMODATION OPERATION	3	30	70	100
8	BHM-108	ACCOMODATION OPERATION PRACTICAL	3	30	70	100
9	BHM-109	INTRODUCTION TO COMPUTER APPLICATION	3	30	70	100
10	BHM-110	COMPUTER APPLICATION PRACTICAL	2	25	25	50
11	BHM-111	COMMUNICATION SKILLS IN ENGLISH	3	30	70	100
12	BHM-112	INTRODUCTION TO HOSPITALITY & TOURISM INDUSTRY	3	30	70	100
13	BHM-113	FOOD SCIENCE & NUTRITION	3	30	70	100
14	BHM-114	GENERAL PROFICIENCY	2	50	-	50
	TOTAL		46	425	975	1400

BHMCT-IInd YEAR COURSE STRUCTURE & MARKS SCHEME

NO	SUBJECT CODE	SUBJECT	HOURS PER WEEK	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-201	FOOD PRODUCTION OPERATIONS	3	30	70	100
2	BHM-202	ADVANCED FOOD PRODUCTION PRACTICALS	8	50	100	150
3	BHM-203	F&B SERVICE OPERATION	3	30	70	100
4	BHM-204	ADVANCED F&B AND BAR OPERATION PRACTICAL	6	50	100	150
5	BHM-205	FRONT OFFICE OPERATION & MANAGEMENT	3	30	70	100
6	BHM-206	FRONT OFFICE PROCEDURE & SKILLS PRACTICAL	3	30	70	100
7	BHM-207	ACCOMMODATION OPERATION & MANAGEMENT	3	30	70	100
8	BHM-208	ACCOMODATION OPERATION PROCEDURE & SKILLS PRACTICAL	3	30	70	100
9	BHM-209	FOOD SCIENCE & NUTRITION	3	30	70	100
10	BHM-210	HOSPITALITY COMMUNICATION	3	30	70	100
11	BHM-211	BASIC ACCOUNTS	3	30	70	100
12	BHM-212	INDUSTRIAL TRAINING		100	150	250
13	BHM-213	GENERAL PROFICIENCY	3	50		50
	TOTAL		44	520	980	1500

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.

BHMCT-IIIrd YEAR COURSE STRUCTURE & MARKS SCHEME

NO	SUBJECT CODE	SUBJECT	HOURS/WEEK	INTERNAL MARKS	UNIVERSITY EXAM	TOTAL MARKS
			TH	PR	PR	
1	BHM-301	KITCHEN MANagements	3	30	70	100
2	BHM-302	QUANTITY FOOD PREPARATION	8	50	100	150
3	BHM-303	F & B SERVICE MANAGEMENT	3	30	70	100
4	BHM-304	SPECIALITY SERVICE PRACTICAL	4	50	100	150
5	BHM-305	INTERIOR DECORATION & ACCOMODATION MANAGEMENT	3	50	100	150
6	BHM-306	ACCOMODATION MANAGEMENT PRACTICALS	2	30	70	100
7	BHM-307	BASIC FRENCH	3	30	70	100
8	BHM-308	PRINCIPLES OF MANAGEMENT	3	30	70	100
9	BHM-309	RESEARCH PROJECT: DESIGN AND METODOLOGY	3	30	70	100
10	BHM-310	MANAGEMENT INFORMATION SYSTEM	3	30	70	100
11	BHM-311	ENVIRONMENTAL STUDIES	3	30	70	100
12	BHM-312	HOTEL ACCOUNTANCY	3	30	70	100
13	BHM-313	QUALITY CONTROL & STORE MANAGEMENT	3	30	70	100
14	BHM-314	GENRAL PROFICIENCY		50		50
	TOTAL		44	500	1000	1500

BHMCT-IVth YEAR COURSE STRUCTURE & MARKS SCHEME

NO	SUBJECT CODE	SUBJECT	HOURS/WE EK	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-401	ELECTIVE – I	8	100	100	200
2	BHM-402	ELECTIVE II	8	100	100	200
3	BHM-403	HUMAN RESOURCE MANAGEMENT	4	30	70	100
4	BHM-404	FINANCIAL MANAGEMENT IN HOTELS	4	30	70	100
5	BHM-405	HOSPITALITY SALES AND MARKETING	4	30	70	100
6	BHM-406	FACILITY MANAGEMENT	3	30	70	100
7	BHM-407	BUSINESS ETCHICS AND ORGANIZATIONAL BEHAVIOUR	4	30	70	100
8	BHM-408	ENTERPRENURESHIP DEVELOPMENT	4	30	70	100
9	BHM-409	FIELD PROJECT WORK		150	150	300
10	BHM-410	GENERAL PROFICIENCY	4	100		100
	TOTAL		40	630	770	1400

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 ctivities.

UTTRANCHAL TECHNICAL UNIVERSITY

Syllabi and course content BHMCT Programme (1st Year)

BHM 101- FOUNDATION COURSE IN FOOD PRODUCTION

S.No.	Topic	Lecture Hours Recommended
02	HEIRARCHY The Kitchen Brigade Organisation Chart Modern Staffing in various category hotels. Duties and responsibilities of various chefs. Co-ordination with other departments.	04
03	KITCHEN LAYOUT AND DESIGN General layout of the kitchen in various organizations. Layout out of receiving areas. Layout of service and wash-up areas.	04
04	INTRODUCTION TO COOKERY (Introduction to attributes of a chef and Kitchen Environment.) Levels of skill and experience of staff. Attitudes and behaviour on duty. Personal Hygiene. Uniform and protective clothing. Safety procedures in handling equipment. Equipment & fuels used (Advantages & Disadvantages of each. Different equipment used in Food Production, their cleaning and maintenance.	06
05	AIMS & OBJECTIVES OF COOKING FOOD Aims & Objectives of cooking food (balanced diet, etc.) Various textures. Various consistencies. Techniques used in pre-preparation. Techniques used in preparation (methods of cooking) ---- Care & precautions. ---- Selection of food for each type	06

06	<p>STOCKS AND SAUCES & SOUPS</p> <p>Definition of Stock and Types of Stock. Preparation of stock/recipes. Use of stocks. Care & Precautions. Definition & Classification of Sauces. Recipes of mother sauces. Understanding Derivatives. Definition & Classification of Soups with examples Basic recipes and consommé Garnishes & accompaniments with soups.</p>	12
07	<p>EGG COOKERY</p> <p>Introduction to egg cookery Structure of the egg Selection, Grading and uses of eggs Methods of cooking eggs and different egg preparations. Precautions in egg cooking.</p>	02
08	<p>BASIC PRINCIPLES OF FOOD PRODUCTION, VEGETABLE & FRUIT COOKERY</p> <p>Introduction & classification of vegetables. Pigments & colour changes. Effects of heat on vegetables. Cuts of vegetable. Classification of fruits & Handling of Fruits. Uses of fruits in cookery. Salads and salad dressing.</p>	06
09	<p>CULINARY TERMS</p> <p>List of culinary (common & basic) terms. Explanation with examples. French terms: Hierarchy, Methods of cooking, cuts of vegetables, simple menu terminology.</p>	02
10	<p>KITCHEN HYGIENE</p> <p>HACCP principles Food handling & Storage. Sanitation practices. Fumigation.</p>	06
11	Total	60

BHM-102: FOOD PRODUCTION PRACTICAL

S.No.	Topic	Lecture Hours Recommended
01	<p>PREPERATION OF STOCKS Demonstration & preparation of: White stock, brown stock and fish stock</p>	15
02	<p>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.</p>	20
03	<p>EGG COOKERY Preparation of: Hard & soft boiled eggs. Fried eggs. Poached eggs. Scrambled eggs. Omelet's (Plain, Spanish, Stuffed) and Savory.</p>	05
04	<p>SAUCES Demonstration & preparation of: Sauce Béchamel + derivatives (Mornary, Mustard) Espagnole + derivatives (Lyonnaise, Madeira) Tomato + derivatives (Créole, Italienne) Velouté + derivatives (Supreme, Allemande) Hollandaise + derivative (Béarnaise) Mayonnaise + derivative (Tartare, Cocktail)</p>	25
05	<p>PREPARATION OF VEGETABLES Cuts of vegetables</p> <ul style="list-style-type: none"> • Julienne • Jardinère • Dices • Cubes • Macedoine • Paysanne • Shredding • Concassé • Mire-poix <p>Blanching of Vegetables e.g. Tomatoes and Capsicum. Cooking vegetables: Boiling (potatoes, peas), Frying (Aubergine, potatoes), Steaming (Cabbage), Baking (Potatoes), Braising (Onions, cabbage)</p>	05
04	<p>RICE & PULSES COOKING Identification of types of rice varieties & pulses. Simple preparation of (a) Boiled rice (draining & absorption)</p>	05

	method. Fried rice Simple dal preparation. Wheat products like making chapattis, parathas, phulkas, Kulchas & puris.	
05	INDIAN MASALAS Composition of basic Indian Masalas. Note: Learning objective should include proper handling of knife, hand tools, familiarization with various ingredient and knowledge of First-Aid techniques.	05
	Total	80

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.

BHM 103 FOUNDATION COURSE IN F&B SERVICE

S.NO.	TOPIC	Lecture Hours Recommended
01	<p>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.</p>	06
02	<p>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.</p>	08
03	<p>FOOD SERVICE AREAS Specialty Restaurants. Coffee Shop Service. Room Service. Banquets & Conferences Bar Services.</p>	08
04	<p>F&B SERVICE EQUIPMENTS <i>Different equipments and their usage.</i> <i>Criteria of selection, quantity and types.</i> <i>Types of Furniture and Linen.</i> Chinaware, Silverware, Glass ware and Disposables. Special Equipments and other equipments. Care and Maintenance of equipments.</p>	08
05	<p>SIDE BOARD Knowledge of side board Upkeep & Usage Layout & design Preparing checklist of side board amenities.</p>	04
06	<p>FOOD & BEVERAGE SERVICE METHODS</p> <ul style="list-style-type: none"> • 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. <p>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</p>	10

	should be covered.	
07	TYPES OF MEALS Introduction to Breakfast, types, service methods, a la carte and THD setups. <ul style="list-style-type: none"> • Brunch • Lunch • Hi-Tea • Dinner • Supper • Elevenses and others. 	06
08	MENU PLANNING Introduction to types of Menu. Menu Planning considerations and constraints. Menu Terms. Menu Designing. Classical French Menu. Classical foods and its accompaniments with cover set up.	12
	Total	62

BHM -104: FOOD & BEVERAGE SERVICE PRACTICAL

S.NO.	TOPIC	Lecture Hours recommended
01	FAMILIARISATION OF Cutlery, Crockery, Glassware, Flatware, Hollow-ware. French terms related to the above, Care and maintenance of EPNS items.	10
02	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.	15
03	Writing a menu in French and its equivalent in English. ACTUAL SERVICE PRACTICAL English/Silver service.(Breakfast and Lunch) Pre-plated service Taking restaurant reservations. Receiving & 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 & delivery of change/receipt copy. Napkin folding (10 folds)	25
04	HANDLING SITUATIONS Handling spillage. Handling accidents. Order Delay. Service of Cold and Hot Non- Alcoholic Beverages.	20
		48

Reference Books: Lillicrap & Cousins: Food & Beverage Service; Hepner: The Waiters Handbook; John Fuller: Modern Restaurant Service; P.Jones& Cassel: F&B Operations; J.Kivela: Menu Planning; Lipinski: The Restaurant; B.Varghese F&B Service Management and other books referred by subject teachers.

BHM 105: FOUNDATION COURSE IN FRONT OFFICE

S.NO	TOPIC	Lecture Hours Recommended
01	<p>THE HOSPITALITY INDUSTRY</p> <p>Defining term Hotel.</p> <p>Developments of the Hotel industry in India</p> <p>Developments of the Hotel outside India</p>	04
02	<p>CLASSIFICATION OF HOTELS</p> <p>On the basis of size</p> <p>On the basis of location/ clientele</p> <p>On the basis of levels of service</p> <p>Difference between 'Ownership', 'Independent' hotels.</p> <p>Management Contract</p> <p>Franchises/ Affiliated hotels</p> <p>Chain concept</p> <p>Star classification of Hotels in India.</p>	06
03	<p>TYPES OF HOTELS</p> <ul style="list-style-type: none"> • Commercial/ Business/Conference centre(Convention) • Resort (Beach/ Golf/ Hill/ Spa) • Airport • Boatels, Floatels and Rotels • Time Share and Condominium • Serviced Apartments • All suite Hotels • Heritage Hotels • Eco – hotels 	04
04	<p>TYPES OF ROOMS & ROOM RATES</p> <p>Single, Double, Twin, Suites (Presidential, Duplex, Penthouse, Deluxe, Executive and Junior). Size of Beds, Décor, View etc.</p> <p>Basis for charging Rooms Rates</p> <p>Meal Plans, Types, need and usage of such plans. (AP, MAP, EP, CP)</p> <p>Hubbart's formula</p> <p>Types of Guest- FIT, Business Travelers, GIT, SIT, Domestic, Foreigners etc.</p> <p>Types of Rates (Tariff). (Rack/ F.I.T. Rate, Corporate Rate, Airline Rate, Crib rate, Day Rate, Half Day Rate, Package Rate).</p> <p>Executive Floor Concept.</p>	12
05	<p>FRONT OFFICE ORGANISATION</p> <p>Organisation Chart</p> <p>Front Office Functional Areas</p> <p>Duties & Responsibilities of F.O. Personnel</p> <p>Front Office layout and equipment</p>	06
06	<p>FRONT OFFICE OPERATIONS</p> <p>The Guest Cycle</p> <p>Front Office System.</p> <p>Front Office Forms and Formats.</p> <p>The Front Desk.</p> <p>Telecommunication and its importance.</p> <p>Property Management System.</p>	06

07	RESERVATIONS Importance & Modes Sources of reservations (Direct, Travel Agent etc.) Types of reservations (Tentative, Confirmed, Guaranteed) Cancellations, amendments and booking Procedure for Group reservations & Centralised reservation system. Determining room availability, offering alternative (when hotel is full) upgrading and discounts. Whitney Reservation System. Handling computerized reservation. The reservation records and its importance. Reservation reports. Reservation considerations	14
08	FRONT OFFICE & GUEST HANDLING Introduction to the Guest Cycle Pre arrival Arrival Stay Departure Co – ordination with other departments Forms and Format (C form), Local Call Voucher, Long Distance Voucher, etc. Handling VIP's Handling foreigners.	08
	TOTAL	60

BHM 106: FRONT OFFICE OPERATIONS PRACTICAL

S.NO.	TOPIC	Lecture Hours Recommended
01	FRONT DESK COMMUNICATION Communication- verbal and non-verbal. Learning Telecommunication skills. Telephone handling at Reservations and Standard phrases. Handling inquiries and suggestive selling	12
02	BASICS OF FRONT OFFICE Knowing various country codes, Airline codes, reservation agencies, important destination worldwide and Top Hotels and Chains. Identification of F.O. equipment Handling Front Office Stationery.	10
03	HANDLING RESERVATION Filling up a Reservation form, familiarizing with different formats& reports. Glossary of Front Office terms Using computer to display reservations menu, blocking accommodation, checking availability and making an amendment/ cancellation. Generating various reports	12
04	ROLE PLAYS Role plays for different check-ins- walk in, FIT, Corporate, VIP, CIP and Groups. Guest Complaint Handling Handling critical and Dangerous situations.	12
05	Handling PMS system in Lobby and Computer lab. Familiarisation with various options of PMS system.	12
	Total	58

Reference Books: S.K Bhattacharya - Front Office Management; Michael Kasavana: Managing Front Office operations; Wagen/ Lynnvander: Professional Hospitality, an introduction; Colin Dix: Front Office Operations; J.Bardi: Hotel Front Office Management; S.Bakers: Principles of Front Office Operations; S.Andrews: Front Office Training Manual; P.Abott: Front Office procedures, social skills and Management.

BHM – 107: FOUNDATION COURSE IN ACCOMODATION OPERATIONS

S.NO.	TOPIC	Lecture Hours Recommended
01	ROLE OF HOUSEKEEPING Meaning and definition/ importance Role in achieving guest satisfaction and repeat business.	02
02	ORGANISATION OF HOUSEKEEPING Organisation Chart of Housekeeping applicable to categories of hotels. Role of key Personnel's of the dept. Personality traits of various personnel. Layout of the Housekeeping dept. Inter – dept co – ordination. Identifying responsibilities of House Keeping.	12
03	CLEANING ORGANSATION Principles of cleaning, hygiene and safety factors in cleaning. Methods of organizing cleaning. Cleaning Schedules for guest rooms (daily, weekly, monthly and special). Equipment used (manual and mechanical), care and maintenance. Cleaning of Public Area (Lobby, Cloak rooms, Restaurants, Bar, Banquet Halls, Administration Offices, Lifts and Elevators, Staircase, Corridors, Back area and Front area). Evening Service. System and procedures involved. Forms and formats involved. Replenishment of Guest supplies and amenities.	12
04	CLEANING AGENTS Criteria for selection, Classification Polishes & Floor seals Care and storage Maintenance of equipments (vacuum cleaners, mops, brooms, buffing machines, carpet shampoo machines etc.) Cleaning of different surfaces: Metal, Wood, Glass, Plastic, Ceramics, Wall finish, Marble/ Granite and Tiles	08
05	TYPES OF BEDS & MATTRESSES Single, Double, Queen, King Mattress Protector and Mattresses	02
06	KEYS Types of keys handled by HK. Computerized key cards. Key control in the department.	02
07	SAFEGUARDING ASSETS Concerns & concepts of safety and Security in Housekeeping. Controlling Thefts: Employee, Guest and External Person. Security in Guest room. Safety: Accidents, Fires (causes, procedure and reporting) First Aid: Concepts of emergency procedures.	06
08	PEST CONTROL	04

	Types of Pest. Control procedures. Pest control schedules.	
09	HOUSE KEEPING SUPERVISION Importance of Inspections. Checklist preparation. Dirty dozen. Degree of discretion/delegation to cleaning staff. Self-supervision techniques.	04
10	LINEN/ UNIFORM/ TAILOR ROOM 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	06
	GLOSARRY OF TERMS	02
	TOTAL	60

BHM 108: ACCOMMODATION OPERATION PRACTICAL

S.NO.	TOPIC	Lecture Hours Recommended
01	Rooms layout and standard supplies (amenities).	5
02	Identification of cleaning equipments both manual and automatic. Usage of different brushes, brooms, mops and other equipments.	5
03	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)	4
04	Cleaning of bathrooms (morning and evening service), placing/replacing guest supplies and soiled linen.	5
05	How to do a guest room inspection: Use of check list. Making a maintenance order. Follow up with Control Desk.	10
06	Room attendant Trolley: Set up, stocking and usage.	10
07	Bed making: Identifying of linen. Bed making process. Morning and evening service. Turn down service.	4
08	Public Area Cleaning: Different procedures. Cleaning of different areas. Preparation of Checklist.	10
	Total	58

Reference Books: Branson: Hotel, Hostel & Hospital Housekeeping; S.Andrews; Hotel House keeping; T.Schneider: The Professional Housekeeper; Wiley; Professional management of House Keeping Operations; Hienemann: Housekeeping Management for Hotels; M.Kappa; Managing House Keeping Operations.

BHM – 109 INTRODUCTION TO COMPUTER APPLICATION

S.NO.	TOPIC	Lecture Hours Recommended
01	COMPUTER FUNDAMENTALS Definition of Computer. Block Diagram Components of a computer System. Basics of Programming Languages. Types of storage devices (FD, CDR etc.).	06
02	ELEMENTS OF A COMPUTER SYSTEM Characteristics of Computers. Classification of Components. Limitations	04
03	SOFTWARE CONCEPTS Introduction to software. Creating a database. Usage of different software like FOX PRO, ACCESS.	04
04	OPERATING SYSTEM Basics of MS – DOS (Internal & External Commands). Introduction to Windows Xp Professional. Functions of Windows. Introduction to Internet and its usage/ search engines used and website advantages.	12
05	INTRODUCTION TO DBMS Data and Data types Advantages of DBMS. Creating a Database, Searching, Sorting, Indexing and an overview of MS Access.	08
06	WORDPROCESSING, SPREAD SHEETS and PRESENTATIONS What is Word processing? Features of MS WORD. Editing Commands and Mail merge. Knowing Spread sheet. Features, Formulae and Functions. Preparing sample worksheets. Features of POWER POINT. Preparing presentations. Preparing organisation charts.	14
07	INTRODUCTION TO INTERNET Knowing Internet, Net Browsing. Planning and setting up of Network. Search Engine E-Mail, E-Communication. Basics of Web Hosting. Basics of E-Commerce.	12
	TOTAL	60

BHM -110: COMPUTER APPLICATIONS PRACTICAL

S.NO.	TOPIC	Lecture Hours Recommended
01	MS WORD PRACTICAL (i) Creating a document by entering text. (ii) Saving document. (iii) Editing a saved document. (iv) Saving to disk/ floppy. (v) Deleting a document (vi) Printing a document.	10
02	CUT, COPY & PASTE OPERATION Marking blocks. Copying & pasting block. Cutting & pasting a block. Deleting a block. Formatting a block. Using 'find' & 'replace' in a block.	15
03	FORMATTING A DOCUMENT Identifying a document. Changing paragraph indents. Setting TABS & MARGINS. Using Bullets & Numbering. Headers/ Footers. Pagination/ Re – pagination.	10
04	SPECIAL EFFECTS Changing fonts. Bold, Italics, Underline and Superscript. Changing the Case	10
05	USING MS TOOLS Spellings & Grammar. Mail merge. Printing envelopes and labels.	05
06	GRAPHICS Using Clip Art. Using Word Art. Borders & Shading. Inserting Shapes/ Picture.	05
07	PRINT OPTIONS Previewing a document. Printing a while document. Printing a selection. Printing more than one copy. Printing in landscape or portrait mode.	10
08	MS EXCEL PRACTICAL CREATING A SPREADSHEET. How to use excel Parts of 'Worksheet' Navigation on a worksheet Entering types of data	17

	<p>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 borders. Inserting columns and rows on a worksheet. Deleting cells entries Preview before printing. Printing part or all pages</p>	
09	<p>MS POWER POINT Making a simple presentation Using wizards & templates Power point five- views Slides (creating, inserting & setup). Creating an organization chart.</p>	10
10	<p>INTERNET & EMAIL Logging on, virus protection Using a search engine. Opening a website Downloading documents/pictures Saving to briefcase Typing Email Sending Email/Bulk mail/Attachment Printing a selection.</p>	15
	Total	107

Reference books: The Sterling Book of Word Perfect: Galion Vas; V.RajaRam: Fundamental of Computers; Moseley&Boodey; Mastering Microsoft Office.

BHM 111- COMMUNICATION SKILLS IN ENGLISH

S.NO.	TOPIC	Lecture Hours Recommended
01.	BUSINESS COMMUNICATION Need, Purpose, Nature, Modes Barriers of Communication & overcoming them. Process of Communication and various factors. Communication in Hospitality organisation its effects on performance.	08
02.	LISTENING Definition Levels & types of listening Listening barriers Guidelines for effective listening Overcoming barriers for effective communication	06
03.	SPEAKING Restaurant & Front Office English. Standard phrases – handling enquires and responding. Addressing a group. Qualities of a good speaker. Speech organizing ideas & delivery.	06
04.	NON VERBAL COMMUNICATION Definition, advantage & use. Kinesics: Body movement, facial expressions, posture, eye contact etc. Proteomics: Communication -use of space. Paralanguage: Vocal behaviour and its impact on verbal communication.	04
05.	USING THE TELEPHONE Nature of Telephone activity in the Hotel Industry. Need for Telephone skills and developing them. Responding to queries, using tone of voice, proper modulation of speech. Pronunciation, stress, accent.	04
06	WRITING SKILLS Note making/making drafts. Write ups concerning materials and hand outs, posters. Writing a Bio - Data, application, complaint & reports. Précis writing. LOG book writing. Project writing. Correspondence; letter to Company, Guest, Government bodies, write ups concerning various events.	12
07	OFFICE MANAGEMENT Types of Correspondence Receipt and Dispatch of Mail Filing Systems Classification of Mail. Role & Function of Correspondence.	06

	Managing Computer	
08	PRESENTATION BASICS Importance of Presentation Skills Guidelines to make Presentation Interesting Body Language Voice Modulation Audience Awareness Presentation Plan Visual Aids Forms of Layout Styles of Presentation.	08
09	INTERVIEW BASICS Types of Interview Preparing for the Interviews Interview Process General Etiquette Postures & Gestures Group discussion process	06
	TOTAL	60

Reference Book: Sinha: Business communication; Bhaskar and Prabhu; English through reading; D'Souza and Shahani: Communication Skills in English.

BHM 112 INTRODUCTION TO HOSPITALITY AND TOURISM INDUSTRY

S.NO.	TOPIC	Lecture Hours Recommended
01	<p>HOSPITALITY INDUSTRY- A PROFILE Meaning and definition of Hospitality & Tourism. Historical evolution & development. Complimentary role with other Industry. Segment of Tourism Industry. Tourist – Definition of pleasure and business traveler. Why people travel.</p>	08
02	<p>HOSPITALITY PRODUCTS & SERVICES Hospitality accommodation and Food & Beverage. Support Services & Departments e.g. Business Centre, Sales marketing, Health Club & Spa etc.</p>	04
03	<p>TOURIST PRODUCT Meaning or concept, how they are different from other consumer products. Components of tourist product. Attractions-tourist destinations or places & tourist spots having tourist value from heritage or historical point of view or sports and recreational point of view, dance, fair festivals, trade fair, conferences and exhibitions etc. Religion based- Hindu, Muslim, Sikh, Buddhist, Jain and Christian Wild life sanctuaries- national parks, adventure, eco tourism destinations Facilities- hotels, transport- air, rail, road, water.</p>	14
04	<p>HOSPITALITY DISTRIBUTION CHANNELS Meaning and Definition. Functions and Levels of distribution channels Major Hospitality Distribution Channels-Travel Agency, Tour Operator, Guides & Escorts, Tourism Information Bureaus Consortia and reservation system. Global Distribution System.</p>	10
05	<p>TOURIST AND TRAVEL ORGANIZATIONS Role and Functions of- WTO, PATA, IATA, DOT, ITDC, ETC. Domestic and Foreign Tourism (sources, pattern, statistics).</p>	06
06	<p>CURRENT SCENARIO Major players in the Hotel Industry. Impact of National and International events. Contribution to Indian and Global Economy. Emerging Markets. New concepts in tourism: Eco tourism, Health tourism etc. Future projections of HR issues and Technology in Industry</p>	10

07	TRAVEL FORMALITIES AND REGULATIONS Passports: Function, Types, Issuing Procedure and authority. VISA: Function, Type, Issuing Authority, Optaining procedure. Other Travel legislations. Foreign exchange regulations, formalities and immigration r ules.	08
TOTAL		60

**Reference Books: Professional Hospitality – Lynnvander; Hotels for tourism development-
JMS Negi; Dynamics of Tourism-R.N.Kaul**

BHM113- FOOD SCIENCE AND NUTRITION

S.NO.	TOPIC	Lecture Hours Recommended
01	INTRODUCTION TO MICROBIOLOGY Classification of Microbes (fungi, bacteria, yeast, mold) Effect of Heating- growth curve of microbial cells, thermal death time- pasteurization, sterilization and disaffection and heat resistance	06
02	FOOD PRODUCTION Importance Methods used (high temperature – asepsis, pasteurization, sterilization) Using low temperature (chilling & freezing, cold storage) Changes during freezing & thawing of food Refrigeration of food Preservation by Drying (sun drying, mechanical drying, freeze-drying, smoke drying). Treatment of food before drying & procedure after drying. Preservation by food additives (chemicals, salt & sugar, alcohol, wood smoke, spices and other condiments) Micro- organism in food preparation: a) Mold b) Yeast c) Bacteria Structure, Type & Functions.	14
03	FOOD ADULTERATION Definition Common food adulterants Toxic effects of some chemical adulterants Detection of adulterants	08
04	FOOD SPOILAGE Meat Fish Egg Milk & Milk products	06
05	NUTRITION Definition of terms- health, nutrition and nutrients Importance of food (Physiological, Psychological and social functions) in maintaining good health. Calories-Kcal (measurement of energy) Recommended dietary allowance.	06
06	MACRO NUTRIENTS Carbohydrates, proteins, lipids- Definition, dietary sources, functions, deficiencies. Vitamins & Minerals – Definitions & Classification, Food sources, digestion and deficiency. Significance of calcium, iron, sodium, iodine and fluorine. Effects of heat on food & its nutrients.	08
07	CLASSIFICATION OF RAW MATERIALS INTO FOOD GROUPS Energy yielding Body Building Protective food	06

	Dietary sources of energy Concept of energy balance and health hazard associated with overweight & underweight.	
08	WATER Definition Dietary sources (visible/invisible) Functions of water. Role of water in maintaining health (water balance)	02
09	FACTORS EFFECTING FOOD INTAKE Food Habits. Various factors effecting food intake: Physiological, Environmental, Behavioral and others.	04
10	DIETETICS Planning and balancing meals – for children, adults, old. Fibre restricted diets & high fiber diets. Factors influencing food intake and food habits (Cultured, social, religious, moral, emotion, illness etc.) Calculation of nutritive values of dishes/meals. TOTAL	10 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

BHM-201: FOOD PRODUCTION OPERATION

S.NO.	TOPIC	Lecture Hours Recommended
01	<p>Food commodities Classification using food chart with examples and uses in Cookery -</p> <ul style="list-style-type: none"> • 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	<p>Vegetable Cookery:</p> <ul style="list-style-type: none"> • 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. <p>Fruit Cookery:</p> <ul style="list-style-type: none"> • 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	<p>Introduction to Indian Cookery</p> <ul style="list-style-type: none"> • 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, Hydrabad, Goa, 	08

	<p>Tamil Nadu, Karnataka, Andhra Pradesh, etc.</p> <ul style="list-style-type: none"> • 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. 	
04	<p>Horsd'oeuvres :</p> <ul style="list-style-type: none"> • Meaning & Types: Single & Horsd'oeuvre s Varies, examples for each type. • Salads -Types of salads -simple & composite -salad dressings. Names & recipes for salad dressings only. • Sandwiches& Canapé's -types of bread used. Filling and seasoning used. Points observed while making sandwiches, storage of S/w different types of S/w. • Garnishes and Accompaniments. 	06
05	<p>Menu Planning:</p> <ul style="list-style-type: none"> • Introduction: Types of menus, terms and factors which affect Menu Planning. • Development of the Menu. • Compiling Menus. • Nutritional Aspect of Menu Planning. 	04
06	<p>Basic Bakery and Confectionery:</p> <ul style="list-style-type: none"> • Ingredients used in bakery and their role. • Types of flour and their uses. • Yeast dough and the various types of yeast dough products. Faults and remedies in their preparation. • Types and role of Sugar- degrees of cooking sugar and their uses. • Pastes -types of pastes- suet paste & choux paste • Types of pastry, faults and remedies. • Types of sponges. • Cakes – basics mixture for small cakes, faults & remedies. 	10
	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.

BHM -202: ADVANCED FOOD PRODUCTION PRACTICALS

S.NO.	TOPIC	Lecture Hours Recommended
01	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.	10
02	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	15
03	Preparation of hot and cold Hors d'oeuvre's	20
04	Basic Bakery preparations: Dough's, Paste's and Pastries Preparation of Sponge and Cakes. Practicing bakery remedies for various product faults	10
05	BREAKFAST PREPARATION (i) International and Indian Breakfast menu's (planning) (ii) Traditional/classical items preparation (iii) Power breakfast and Brunch concept.	10
	Total	65

HM203 F&B SERVICE OPERATION

S.NO.	TOPIC	Lecture Hours Recommended
01	ANCILLIARY DEPARTMENTS Pantry Food pick up area Store Kitchen stewarding (role, function, calculation of par stocks) Still Rooms Linen Room	04
02	CONTROL SYSTEMS KOT, BOT Making Bills, Cash handling Credit card acceptance	04
03	NON-ALCOHOLIC BEVERAGES (i) Classification (Nourishing, Stimulating & Refreshing Beverages) (ii) Tea/Types, Origin & Manufacture (iii) Coffee/Types, Origin, Brands. (iv) Juices, Squashes & Soft Drinks (v) Cocoa & Malted Beverages (Brand names of juices, mineral water etc)	08
04	ALCOHOLIC BEVERAGES - WINE Introduction, viticulture, areas of growth, definition. Composition Harvesting, de-stalking, crushing, pressing, fermentation Types of grapes Racking, Fining. Filtering, Ageing, Bottling & Corking Types of Wines: Table, Sparking, Fortified, Red, White, Rose; Significance of vintage/non-vintage wines, dry/sweet wine.	06
05	Wines of France: Wine growing regions (Bordeaux, Burgundy, Loire, Rhone Alsace, Jura, Provence) Important brand names ad grapes used. French wine control terms (appellation control, vin de pays, CDQS and French wine terminology) Champagne vs. Sparkling wine Champagne Brand Names	08
06	Wines of other Countries: Table wines, Fortified wines, Aperitifs and sparkling wines of the following Countries: Germany, Italy, Spain, Portugal, Australia, USA, India, South Africa, New Zealand Study of terms, special features, grapes used and climatic conditions, regions and label	06

07	SERVICE OF WINES Types of glasses required Serving Temperatures of wines Wine service sequence (White red, rose, sparkling) Service of fortified wines Food & Wine combination (all courses), wines that go with Indian and Chinese food.	04
	Total	40

BHM 204 ADVANCED F&B AND BAR OPERATION PRACTICAL

S.NO.	TOPIC	Lecture Hours Recommended
01	ROOM SERVICE Carrying Continental Tray with weight Role play: Knocking & opening guest door, wishing the guest, placing tray, checking order, presenting bill, greeting at exit. Order taking on telephone (standard phrases) In-room service by student (from trolley) Familiarisation of all Room service equipment Procedure for handling fruit basket's (amenities) and actual practices of placing same with finger bowl, knife on B&B plate etc. in guest room.	08
02	SERVICE OF WINES (i) How to open a wine bottle. (Different types of cork screws) (ii) How to open a sparkling wine. Pouring into glass (actual practice) Order of service (starting with wine approval from host, wrapping bottle with napkin etc.) (i) Temperature for service of wines (White, red, rose, sparkling, fortified, champagne) (ii) Use of different glasses, holding & carrying glasses from side station or bar; names of glasses used	08
04	Laying & re-laying table clothes; changing a tablecloth during service. Practice of napkin folding, cover laying, glasses cleaning, cutlery/crockery cleaning and stacking in side-board. Use of chauffing dishes, lighting fuel containers, order of food placement in sequence from soup & starters to dessert. (Practice by making paper labels and having students practice it)	08
04	Service of non-alcoholic beverages like tea, coffee, fruit juices, milk shakes, hot milk, hot chocolates etc	08
	Total	32

BHM205 FRONT OFFICE OPERATION & MANAGEMENT

S.NO.	TOPIC	Lecture Hours Recommended
01	LOBBY & BELL DESK OPERATION Role of Lobby Manager Guest relation executive Senior Bell Captain Bell Captain Doorman Concierge Airport Representative Car Valet/Parking attendant Bell Boy Functions of the Bell Desk Luggage handling Bell boy errand control Stamps & Postage/Franking Left luggage procedure Wake-up calls handling Master Key usage Scanty baggage procedure Forms and formats used Layout of lobby & equipment used Organisation chart & Work Schedule 'Room Change' Procedure	10
02	GUEST REGISTRATION CYCLE Pre registration activities Registration Hotel Stay Post registration activities. Registration / non-automatic, semi automatic, automatic Records maintained for FIT, Crew, Group, VIP, no-show, walk in Credit list, black list, late arrival, early arrival.	04
03	INFORMATON SERVICE Mail & Message handling. Telephonic message handling. Key handling Room selling techniques Complaint handling Guest Handling Guest History & Forwarding address Paging	04
04	GUEST COMPLAINT HANDLING What is a complaint? Why do guests complain? Examples& case study. How to handle complaints? Benefits derived from complaint handling.	04

05	<p>FRONT OFFICE GUEST SECURITY AND SAFETY</p> <p>Importance of Security Systems</p> <p>Safe deposit</p> <p>Key control</p> <p>Emergency situations</p> <p>(Accidents, illness, theft, bomb threats, Fire etc.)</p>	04
06	<p>Front Office Cash / Check-out and settlement</p> <ul style="list-style-type: none"> • Front Desk Cashier – role & responsibilities. • Front Office Cash – importance, take-over & hand-over. • Check out and bill settlement – individual and groups. • Unpaid account balances. • Hotel Credit Policy. • Control Measures. 	04
07	<p>Front Office Accounting</p> <ul style="list-style-type: none"> • Introduction. • Various Front Office Ratios and Calculations – Occupancy %, No Show ratio, ARR, ADR, etc. • Credit arrangements • Foreign Currency Handling. • Cashiering – introduction. • Settlement of bills. • The Guest Folio, Guest Ledger, City Ledger. • Tracking transactions. • Internal Controls – transcripts, cash sheet, cash banks 	06
08	<p>The Night Audit</p> <ul style="list-style-type: none"> • Importance & Functions of Night Audit. • Operating models – non-automated, Semi-automated & automated. • The Night Audit Process. • The Night Audit reports – generation & utility. • Verifying the Night Audit. 	03
09	<p>Front Office Marketing & Sales</p> <ul style="list-style-type: none"> • The role of Front Office in Hotel Sales & marketing – need for sales. • Identification of markets. • Strategy formulation for various market segments. • Maximizing revenue & achieving Customer Satisfaction. • Training Programme, incentive & evaluation. • Sales techniques – Personal Selling, Creative Selling, U.S.P identification. • Telemarketing – tools & techniques. 	04
	Total	43

BHM206 FRONT OFFICE PROCEDURE & SKILLS PRACTICAL

S.No.	Topic	Lecture Hours Recommended
01	<p align="center">REGISTRATION OF GUEST</p> <ul style="list-style-type: none"> (i) Pre registration procedure (ii) Filling up a guest registration card (iii) Determining Room Availability- (Room Position) Formula (iv) Errand Card, Key card, Electronic Key cutting replacement of lost electronic key card, issue of lost electronic key car, issue of duplicate) (v) Arrival & departure intimation to House Keeping etc. 	06
02	<p align="center">FAMILIARISATION WITH RECORD BOOKS, LISTS & FORMS SUCH AS:</p> <ul style="list-style-type: none"> (i) Arrival / departure register (ii) Departure intimation (iii) Arrival/departure list (iv) No show/cancellation report (v) VIP List (vi) Fruits & Flowers requisition (vii) Left luggage register (viii) Bell boy movement control sheet (ix) Scanty Baggage Register (x) Arrival & Departure errands cards (xi) Expected arrival/departure list 	10
	<p align="center">Front Office Cashing</p> <ul style="list-style-type: none"> (i) Preparation of Guest Bill (ii) Preparation of Guest weekly Bill (iii) Preparation of Guest Folio. (iv) Auditing of Bill Statements (v) Handling Credit Cards (vi) Handling Guest accounting through software (vii) Preparing Night Auditors Report, Preparing financial statements. 	10
	<p align="center">Guest Relations</p> <ul style="list-style-type: none"> (i) Guest Complaint Handling (ii) Handling GRE & Travel Desk (iii) Mock Situations – Role – Plays (iv) Preparation of Guest History Cards. (v) Filling up of 'C' Forms. (vi) Role play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc 	15
	Total	41

BHM-207 ACCOMMODATION OPERATION & MANAGEMENT

S.No.	Topic	Lecture Hours Recommended
01	<p>ROOM LAYOUT & GUEST SUPPLIES 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 & Sanitation. Sewage disposal.</p>	10
02	<p>FLOOR OPERATIONS Rules on the Guest Floor 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.</p>	10
03	<p>ROUTINE SYSTEM & RECORDS Reporting and Briefing staff. 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.</p>	10
04	<p>LAUNDRY 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</p>	12

	Flow chart of house linen and uniforms-handling procedures Procedure/handling of dry cleaning Equipment used in laundry (calendar, shirt presses, tumble driers, hydro-extractors, washing machines, dry cleaning unit) Handling guest laundry – rules & safeguards, laundry list & pricing Lost and found, missing and damage procedures and records.	
	Total	42

**BHM 208-ACCOMMODATION OPERATIONS PROCEDURES AND SKILLS
PRACTICALS**

01	STAIN REMOVAL Different types of stains to be removed by hand using appropriate chemicals	06
02	GUEST ROOMS 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.	06
02	LAUNDRY Using a washing machine for linen wash after stain removal. Using a hydro extractor Ironing – Uniforms & different types of clothes & linen	08
04	Handling different Fabrics and Type of Cloths in manual and mechanical laundering	06
	Total	26

BHM 209 HOSPITALITY COMMUNICATION

S.NO.	TOPIC	Lecture Hours Recommended
01	<p align="center">ESSENTIALS OF GRAMMAR</p> <ul style="list-style-type: none"> (i) Parts of Speech (ii) Punctuation (iii) Vocabulary Building (iv) Phonetics 	04
02	<p align="center">OFFICE MANAGEMENT</p> <ul style="list-style-type: none"> (i) Types of Correspondence (ii) Receipt and Dispatch of Mail (iii) Filing Systems (iv) Classification of Mail. (v) Role & Function of Correspondence (vi) MIS (vii) Managing Computer 	06
03	<p align="center">LETTER & RESUME WRITING</p> <ul style="list-style-type: none"> (i) Types of Letters-Formal / Informal (ii) Importance and Function (iii) Drafting the Applications (iv) Elements of Structure (v) Preparing the Resume (vi) Do's & Don'ts of Resume (vii) Helpful Hints 	04
04	<p align="center">ORGANISATIONAL COMMUNICATION</p> <ul style="list-style-type: none"> (i) Upward, downward & lateral communication. (ii) E-mail writing and manners. (iii) Communicating within groups: Role of wit & humour. 	02
05	<p align="center">SPEECH IMPROVEMENT</p> <ul style="list-style-type: none"> (i) Pronunciation, Stress, accents. (ii) Importance of speech in hotels (iii) Common phonetic difficulties. (iv) Introduction to commonly used foreign sounds. 	04
06	<p align="center">PRESENTATION SKILLS</p> <ul style="list-style-type: none"> (i) Importance of Presentation Skills (ii) Capturing Data (iii) Voice & Picture Integration (iv) Guidelines to make Presentation Interesting (v) Body Language (vi) Voice Modulation (vii) Audience Awareness (viii) Presentation Plan (ix) Visual Aids (x) Forms of Layout 	08

	(xi) Styles of Presentation	
07	<p style="text-align: center;">INTERVIEW PREPARATION</p> <ul style="list-style-type: none"> (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 	08
08	<p style="text-align: center;">GROUP DISCUSSION & PRESENTATION</p> <ul style="list-style-type: none"> (i) Definition (ii) Process (iii) Guidelines (iv) Helpful Expressions (v) Evaluation <p>(Note: Every student shall be given 15 minutes. of presentation time & 45 minutes of discussion on his/ her presentation.)</p>	04
	Total	40

Reference Books :

BHM 211 BASICS ACCOUNTS

S.No.	Topic	Lecture hours recommended
01	<p align="center">INTRODUCTION</p> (i) Meaning and definition. (ii) Classification of accounts. (iii) Generally accepted accounting principles (GAAP).	02
02	<p align="center">PRIMARY BOOK (JOURNAL)</p> (i) Meaning and definition. (ii) Format of Journal. (iii) Rules of Debit and Credit. (iv) Opening entry, simple and compound entries. (v) Practical exercises.	10
03	<p align="center">SECONDARY BOOK (LEDGER)</p> (i) Meaning and uses. (ii) Formats. (iii) Posting. (iv) Practical.	05
04	<p align="center">SUBSIDIARY BOOKS</p> (i) Needs and use. (ii) Classification a. Purchase Book. b. Sales Book. c. Sales Returns. d. Journal Proper. e. Practical.	04
05	<p align="center">CASH BOOK</p> (i) Meaning and Advantages. (ii) Simple, Double and three column. (iii) Petty cash book with imprest system (simple and tabular forms). (iv) Practical.	04
06	<p align="center">BANK RECONCILIATION STATEMENT</p> (i) Meaning (ii) Reasons why Pass Book and Cash Book do not balance.	02
07	<p align="center">FINAL ACCOUNTS</p> (i) Meaning. (ii) Difference between Trading Account, P&L Account and Balance Sheet. (iii) Adjustment: Closing Stock -Depreciation.	06
08	Definition of capital and revenue expenditure	02
	Total	35

BHM 212 INDUSTRIAL TRAINING

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

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.

BHM301 ADVANCED FOOD PRODUCTION AND KITCHEN MANAGEMENT

S.No.	Topic	Lecture Hours Recommended
01	<p align="center">TANDOOR AND CURRIES</p> <ul style="list-style-type: none"> (i) Mise – en – place -Tandoori veg and non – veg. dishes (ii) Mise – en – place for Indian curries. (iii) Types of gravies (iv) Types of masala used (v) Recipes of traditional Mughlai and Tandoori items. (Tandoori Chicken, Butter Chicken, Chicken Tikka Masala, Tandoori Fish, Tandoori Prawns) (vi) Care for the Tandoor (vii) Tandoor breads preparation (Nan, Roti) (viii) Traditional gravy dishes (Chicken) 	10
02	<p align="center">INTERNATIONAL CUISINES</p> <ul style="list-style-type: none"> (i) Chinese, Thai, Indonesian, Japanese, Middle eastern, American, Scandavian, French, English, Oriental, Italian, Mexican, Afghani, Srilankan other Asian cuisines. <ul style="list-style-type: none"> a.) Introduction b.) Historical background c.) Regional Cooking Styles d.) Methods of cooking e.) Equipment used and utensils f.) Specialization 	12
03	<p align="center">INDIAN SWEETS</p> <ul style="list-style-type: none"> (i) Variety (ii) Preparation 	06
04	<p align="center">NOUVELLE CUISINE</p> <ul style="list-style-type: none"> (i) Concepts and appearance (ii) Popular recipes and method of preparation (iii) Use of wine and herbs in cooking (iv) Classification of herbs 	04
05	<p align="center">APPETISERS AND GARNISHES</p> <ul style="list-style-type: none"> (i) Classification of Appetisers (ii) Example of Appetisers (iii) Importance of Culinary Garnishes (iv) Example and preparation of different garnishes 	04
06	<p align="center">KITCHEN MANAGEMENT</p> <ul style="list-style-type: none"> (i) Layout, Production planning and work flow (ii) Kitchen stewarding (iii) Stores Management- Types, guidelines, principles, layout and control. (iv) Indenting (v) New Product Development, standard recipe formulation, recipe conversion and adjustments. (vi) Inventory management, EOQ, Re-order levels, Bin management 	12

	<ul style="list-style-type: none"> (vii) Purchasing and receiving (viii) Quality control, Yield management (ix) HACCP as control tool (x) Food costing and forecasting (xi) Forms and formats 	
07	<p style="text-align: center;">SYSTEM CATERING</p> <ul style="list-style-type: none"> (i) Cook chill system- purpose, process, equipments and containers. (ii) Cook Freeze System- purpose, process, equipments and containers. (iii) Batch Cooking- purpose, process, equipments and containers. (iv) Invalid Cookery- Low calorie cooking, Low carbohydrate and low cholesterol cooking, Diet cooking, Menu planning for Hospitals. (v) Quantity Cooking- purpose, process, planning the bulk menus, cooking for theme parties, commercial cooking, contract catering, Industrial & Institutional catering, planning checklist for out door catering, Rechauffe, equipments and containers used. (vi) Buffet presentation, types, themes, setups and typical dishes. 	10
08	<p style="text-align: center;">Garde manger</p> <ul style="list-style-type: none"> (i) Importance of Garde manger and Butchery- layout and work flow (ii) Preparing Meat cuts for cured, pressed and smoked meats. (iii) Understanding the basics, types and preparation of- pate, terrines, galantines, Ballotines, mousses, quenelles (iv) Force meat- Preparation, process, casings, seasoning and mixing. (v) Types and process of making- sausages and salamis. (vi) Cold sauces- Dips, Aspics, Chaudfroid etc. (vii) SPS, Storage and problems with Charcuterie. (viii) Preparing cold platters (ix) Salads- Types, characteristics, preparation, dressings, holding (x) Plate presentation techniques for hot and cold food 	15
09	<p style="text-align: center;">Fast Food</p> <ul style="list-style-type: none"> (i) Purpose, type, process and control (ii) Varieties of fast foods- Pizza, Burger, Rolls, Foot-long, Steaks, Cutlets, Sandwiches- types, preparation and holding techniques (iii) Convenience food- types, process and characterstics. 	10
10	<p style="text-align: center;">NON – EDIBLE DISPLAYS</p> <ul style="list-style-type: none"> (i) Ice – carvings (ii) Butter Sculpture (iii) Fruit and Vegetable displays (iv) Jelly Logo (v) Thermocol work (carving) 	04

11	<p style="text-align: center;">FROZEN DESSERTS</p> <ul style="list-style-type: none"> (i) Ice creams – definition and method of preparation (ii) Custards, Puddings, Mousse, Soufflé's- Types, preparation and holding. (iii) Addition and preservatives used 	02
12	<p style="text-align: center;">FROSTINGS, MERINGUES & ICINGS</p> <ul style="list-style-type: none"> (i) Making of Meringues and Icings (ii) Factors affecting stability (iii) Types and uses 	03
13	<p style="text-align: center;">ADVANCE BAKERY & CONFECTIONERY</p> <ul style="list-style-type: none"> (i) Types of Sugar Preparation- Stages of sugar cooking, Handling cooked sugar, turning sugar into- toffees, candies, jujubes etc. (ii) Handling & Holding sugar syrups (iii) Gateaux-types, decoration techniques, Conversion and usage (iv) Preparing decorative pieces- types, purpose 	04
Total		96

BHM302 ADVANCED FOOD PRODUCTION AND KITCHEN MANAGEMENT

S.No.	Topic	Lecture Hours Recommended
01	<p align="center">TANDOOR CURRIES, BREADS and INDIAN SWEETS</p> <p>(i) Preparation of Indian masalas, curries and gravies (ii) Preparation of traditional Mughlai and Tandoori items. (Tandoori Chicken, Butter Chicken, Chicken Tikka Masala, Tandoori Fish, Tandoori Prawns) (iii) Seasoning of the Tandoor (iv) Preparation of Tandoor breads preparation (Nan, Roti, Missi.) (v) Preparation of traditional Indian breads. (vi) Preparation of specialty Indian sweets. All the preparation to be done in Quantity Kitchen</p>	20
02	<p align="center">INTERNATIONAL CUISINES</p> <p>Preparation and cooking of menu's from various cuisines-Chinese, Thai, Indonesian, Japanese, Middle eastern, American, Scandinavian, French, English, Oriental, Italian, Mexican, Afghani, Srilankan other Asian cuisines. All the preparation and Cooking to be done in Ala carte kitchen</p>	25
03	<p align="center">APPETISERS AND GARNISHES</p> <p>Preparation of Appetisers, Garnishes and Presentation food- edible and non edible</p>	10
04	<p align="center">SYSTEM CATERING</p> <p>(i) Preparation of food in Batch Cooking (ii) Preparation of Low calorie, Low carbohydrate and low cholesterol Diet food. (vii) Quantity menu preparation for theme parties, commercial cooking, contract catering, Industrial & Institutional catering</p>	
05	<p align="center">Garde manger</p> <p>(i) Preparation of FORCE MEAT - pate, terrines, galantines, Ballotines, mousses, quenelles (ii) Cold sauces- Dips, Aspics, Chaudfroid etc. (iii) Plate presentation techniques for hot and cold food</p>	10
06	<p align="center">FROZEN DESSERTS</p> <p>(i) Preparation of Ice creams and its different preparations (ii) Preparations of -Custards, Puddings, Mousse, Soufflé's.</p>	15
07	<p align="center">FROSTINGS, MERINGUES& ICINGS</p> <p>(i) Preparation of Meringues, Bombes, Glaces and Icings</p>	10
08	<p align="center">ADVANCE BAKERY & CONFECTIONERY</p> <p>(i) Sugar Preparation- Stages of sugar cooking, Handling cooked sugar, turning sugar into- toffees, candies, jujubes etc. (ii) Preparing, Handling & Holding sugar syrups (iii) Preparation of Gateaux-types, decoration techniques, (iv) Preparing decorative pieces</p>	10
	Total	100

BHM303 F&B SERVICE MANAGEMENT

S.No.	Topic	Lecture Hours Recommended
01	<p>PLANNING AND OPERATING VARIOUS F & B OUTLETS</p> <ul style="list-style-type: none"> (i) Physical layout of functional and ancillary areas. (ii) Factors to be considered while planning. (iii) Calculating space requirements. (iv) Menu planning (v) Selection and planning of heavy duty and light equipments. (vi) Quantities of crockery, cutlery and glassware required. (vii) Planning décor, furnishings etc. <p>(NIGHT CLUB, DISCO, BAR, THEME RESTAURANT, COFFEE SHOP, ROOM SERVICE, BANQUET HALL)</p>	12
02	<p>ROOM SERVICE OPERATIONS</p> <p>Organisation structure Qualities of an order taker Staffing schedule for 24 hr. operations -Medium/Large hotel Mis-en-place for bed tea, breakfast, lunch and dinner service. Tray setting – procedure for service. Trolley setting and service procedure Clearance of tray/trolley procedure 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)</p>	06
03	<p>MANAGING AN F & B OUTLET</p> <ul style="list-style-type: none"> (i) Supervisory skills required (ii) Developing efficiency (iii) Standard Operating procedures 	04
04	<p>FUNCTION CATERING</p> <p>A. BANQUETS</p> <ul style="list-style-type: none"> (i) History (ii) Types (iii) Organization of Banquet department. (iv) Duties and responsibilities of the Banquet Manager. (v) Booking procedures. (vi) Banquet menus. <p>B. INFORMAL BANQUETS</p> <ul style="list-style-type: none"> (i) Reception (ii) Cocktail parties (Standing & Sit down) (iii) Conventions (iv) Seminars (v) Exhibitions (vi) Fashion Shows (vii) Trade fairs (viii) Wedding 	04

	(ix) Outdoor Catering	
05	<p style="text-align: center;">BUFFETS</p> <ul style="list-style-type: none"> (i) Introduction (ii) Planning buffets (iii) Area requirement and sequence of food (iv) Menu planning (v) Display (vi) Equipment (vii) Checklist 	20
06	<p style="text-align: center;">GUÉRIDON SERVICE</p> <ul style="list-style-type: none"> (I) History and definition (II) Advantages and disadvantages (III) Guéridon equipments and ingredients (IV) Ingredients used, Mise -en-place for gue'ridon. Common preparations. (V) Carving and jointing at the table, carving trolley, and dishes prepared on the gue'ridon. (VI) Flambéing, carving, salad making (VII) Taking the order. Methods of serving a dish at the table 	04
07	<p style="text-align: center;">BAR OPERATIONS</p> <ul style="list-style-type: none"> (i) Types of Bars <ul style="list-style-type: none"> - Dispensing - Cocktail - Mobile (ii) Bar display, pouring brands, garnish & snacks provided, containers used (iii) Opening and closing duties. (iv) Bar staffing and control 	08
08	<p style="text-align: center;">SPRITS</p> <ul style="list-style-type: none"> (i) Introduction to Sprits (ii) Types, Production, Brands and Service (iii) Other alcoholic beverages – Absinthe, Aquavit, Slivovitz, Arrack, Feni, Grappa, Calvados, etc. (iv) Liqueurs – Type, production, usage, characteristics and storage (v) Cocktails- Introduction, History, Types and Preparation, innovative cocktails and mocktail's, Cocktails bar equipment, garnishes and decorative accessories. (vi) Terms related to alcoholic beverages (vii) Interaction with guests, suggestive selling 	15
09	<p style="text-align: center;">TOBACCO</p> <ul style="list-style-type: none"> (i) Cigar - Production, types, brands, Storage and service (ii) Cigarettes - Production, types, brands, Storage and service 	04
10	<p style="text-align: center;">RESTAURANT PLANNING</p> <ul style="list-style-type: none"> (i) Introduction (ii) Planning and operating various F&B Outlets and support / ancillary systems. (iii) Factors – Concept, Menu, Space, Lighting, Colors and 	06

	<p>Market</p> <p>(iv) Restaurant design team</p> <p>(v) Staffing in a Restaurant – points to be considered.</p> <p>(vi) Duty Rota's, Staff Training.</p>	
11	<p style="text-align: center;">OTHER CATERING OPERATIONS</p> <p>(i) Off – Premises Catering – Outdoor Catering – Meaning – Preliminary survey of place and conduct of party, hiring of service personnel</p> <p>(ii) Making a list of service equipments required for setting up of Counters – Allotting Stations.</p> <p>(iii) Hospital Catering</p> <p>(iv) Industrial & Institutional Catering</p> <p>(v) Airline & Railway Catering</p> <p>(vi) Home Delivery</p> <p>(vii) Takeaways</p>	10
12	<p style="text-align: center;">F&B MANAGEMENT CONTROL</p> <p>(i) Introduction objectives of F&B Control</p> <p>(ii) Problems & Methodology in F&B Control</p> <p>(iii) Personnel Management in F&B Control</p> <p>(iv) Cost and Sales Concept- Definition, Elements, Classification of Cost, Sales defined Cost/Volume/Profit Relationships (Breakeven Analysis)</p> <p>(v) Budgetary Control- Introduction, Objectives & types of Budget, Budgetary Control Process, Stages in the preparation of Budgets, Budgeting for F&B Operations.</p> <p>(vi) Food & Beverage Controls- Food – Purchasing, Receiving, Storage and Issuing Controls</p> <p>(vii) Food – Production, Food Cost Controls</p> <p>(viii) Food Sales Controls</p> <p>(ix) Standard Yield, Standard Portion sizes, Standard Recipes.</p> <p>(x) Beverage – Purchasing, Receiving, Storage and Issuing Controls</p> <p>(xi) Beverage – Production, Cost and Sales Control.</p> <p>(xii) Frauds in Purchasing Receiving Storing Issuing Preparing and selling stages of F&B Control, Prevention of Frauds</p> <p>(xiii) Inventory Control- Importance, Objectives, Methods, Levels and Techniques, Perpetual Inventory, Monthly Inventory, Comparison of Physical and Perpetual Inventory.</p> <p>(xiv) Pricing of Commodity</p> <p>(xv) Performance Measurements.</p>	10
	Total	97

BHM 304 SPECIALITY SERVICE PRACTICAL

S.No.	Topic	Lecture Hours Recommended
01	LAYING A BANQUET BUFFET Laying of a Banquet Buffet: - Frilling the tables - Lighting solid fuel - Arranging labels for dishes in proper order - Arranging cutlery & crockery - Buffet Lay-ups, theme Buffet setups	10
02	USING THE GUÉRIDON TROLLY (i) Preparing mis-en-place (ii) Preparing a pepper steak and crepe suzette flambé	06
03	BANQUET MENU PLANNING (i) Making menus for snacks & tea (ii) Menus for lunch, dinner and birthday party.	06
04	(i) Restaurant setups of different types (ii) Service of Afternoon and High Teas (iii) Service of Cheese (iv) Service of Spirits (v) Cocktail Preparation and service (vi) Arranging cocktail Parties (vii) Service of Tobacco items	
	Total	22

BHM305 INTERIOR DECORATION & ACCOMMODATION MANAGEMENT

S.No.	Topic	Lecture Hours Recommended
01	PLANNING & ORGANISING THE HOUSEKEEPING DEPARTMENT (i) Time and Motion study of HK Operations (ii) Job allocation and work schedules (iii) Inventory schedules (iv) Calculation of Staff Strength and planning Duty Rosters, teamwork and leadership in Housekeeping (v) Devising training programme for HK Staff (vi) Planning a House keeping Budget: - Linen - Uniforms - Guest Supplies, Cleaning Equip.& detergents - Capital expenditure budget (vii) Purchasing system – method of buying (viii) Stock Records – issue and control	14
02	CONTRACT SERVICES (i) Types of Contract Services (ii) Guidelines for hiring contract services (iii) Advantages and disadvantages of contract services	06
03	ENERGY AND WATER CONSERVATION - Economy in electricity usage - Guidelines for housekeeping staff	02
04	INTERIOR DECORATION (i) Elements of design (ii) Color and its role in décor – types of color schemes (iii) Windows and Window treatment (double glazing etc.) (iv) Lightning and light fixtures (v) Floor finishes (vi) Carpets (vii) Furniture and fittings (viii) Accessories redecoration and refurbishment of guest rooms	15

05	<p style="text-align: center;">FLOWER ARRANGEMENT</p> <ul style="list-style-type: none"> (i) Purpose of flower arrangement (ii) Where to place them and why (iii) Equipment and materials required (iv) Styles of flower arrangements (Western, Japanese, Others) (v) Principle of flower arrangement (special arrangement requirements) 	08
06	<p style="text-align: center;">FIRST AID and FIRE SAFETY</p> <ul style="list-style-type: none"> (i) Need and importance of a first aid kit. (ii) Dealing with an emergency situation (guest + staff) (iii) Fire safety norms and standards (iv) Fire safety procedure (v) Fire drills 	02
07	<p style="text-align: center;">EXTERIOR DECORATION</p> <ul style="list-style-type: none"> (i) Planning Landscapes (ii) Horticultural management (iii) Planning and maintaining exterior surface finishes. (iv) Out sourcing (v) Managing waste water and sewage systems 	
	Total	47

BHM 306 ACCOMMODATION MANAGEMENT PRACTICALS

S.No.	Topic	Lecture Hours Recommended
01	TEAM CLEANING (Various Areas)	16
02	FIRST AID - Familiarisation of basic medicines and bandaging, covering cuts and wounds, application of Iodine.	12
03	Fire drills and control exercise	
04	FLOWER ARRANGEMENT - Practice of making fresh flower and dried flower arrangement	12
05	Devising inspection check lists/ cleaning schedules	12
06	Planning Interior and Exterior decoration schedules and budgets	06
07	Basic practice of landscape and Horticulture management	06
	Total	64

BHM 307 BASIC FRENCH

S.No.	Topic	Lecture Hours Recommended
01	INTRODUCTION TO FRENCH GRAMMAR (i) The alphabets (ii) Use of Capital letter (iii) The accents in French (iv) Liason (v) The Vowels & consonant (vi) Elision	08
02	THE ARTICLES (i) Le, La, Les; un, une, des and their usage with common nouns e.g. the table, the chair, a wall, a window etc. (ii) Counting Numbers Ordinal & Cardinal: 1-50; 1st-50 th . (iii) Common adjectives – e.g. Grand/Petit (iv) Configuration on –er ending regular verbs + the verbs être and avoir (present indicative tense). The verb ‘aller’ (v) The days of the weeks & months of the year in French.	08
03	(a) Adjectives - Of quality - Of colour - Of possession - Demonstrative - Comparative (b) The superlative (c) Configuration of verbs in ‘re’ eg. écrire and lire. (d) Other ‘er’ ending verbs-present indicative tense	12
04	Comprehensive & translation - Between 2 persons - Meals (Le repas)	06
05	VOCABULARY & COMPREHENSION (i) The seasons- Conjugation (present tense) of verbs ‘faire’, ‘sourir’, ‘manger’ and ‘commencer’, ‘boire and ‘servir’. (ii) Counting – Cardinal & ordinal numbers – 1 to 100. (iii) Dialogue: Ordering breakfast; translation of French menu	10

	terms. (iv) Common greetings and frequently used phrases. (v) Learning complaint handling in french (vi) Writing short phrases.	
06	PARTIE (i) Translation & comprehension - reception - conversation (ii) Role play - Case study to be done in French. AU RESTAURANT (iii) Conversation, role play, case study to be done in French, (iv) Translation and comprehension.	06
	Total	50

BHM 308 PRINCIPLES OF MANAGEMENT

S.No.	Topic	Lecture Hours Recommended
01	FOUNDATIONS OF MANAGEMENT (i) Definition and nature, Types of Management (ii) Functions of Management (iii) Tasks of a professional manager	06
02	PLANNING (i) Meaning & Significance, Limitation (ii) Planning process (iii) Management by objectives (MBD), Decision making	12
03	ORGANISING (i) Concept & significance (ii) Formal & informal organization (iii) Organisation chart (iv) Delegation & authority (v) Centralization and decentralization (vi) Line & staff relationship	08
04	DIRECTING (i) Meaning, Significance & techniques (ii) Communication flow in an organization (barriers & breakdown)	06
05	CONTROLLING (i) Concept and need for control, Requirement for effective control (ii) Control techniques & systems, Co-ordination: The essence of managing	04

06	<p>HOTEL ADMINISTRATION & ORGANIZATION</p> <p>(i) Hotel Administration, organizing a hotel - Department Pattern.</p> <p>(ii) Business Aims</p> <p>(iii) Human Elements.</p> <p>(iv) Line Management</p> <p>(v) Organization Structure for 5 Star hotels.</p> <p>(vi) Manager's job in Hospitality Industry.</p>	10
07	<p>MANAGEMENT OBJECTIVES & COMMUNICATION</p> <p>(i) Management Philosophy, Managing by Rules</p> <p>(ii) MBO in Hotels :Modern Objective of HR</p> <p>(iii) Major Problems in Hotel Business</p>	06
08	<p>TRAINING AND DEVELOPMENT</p> <p>(i) Training programmes for Hotel Employees</p> <p>(ii) Basic Principle of Training</p> <p>(iii) On Job training</p> <p>(iv) How to instruct on the Job Training</p> <p>(v) Performance Evaluation and Appraisals.</p>	12
	Total	64

BHM 309 RESEARCH PROJECT- DESIGN & METHODOLOGY

S.No.	Topic	Lecture Hours Recommended
01	<p>INTRODUCTION</p> <p>(i) Meaning & Definition</p> <p>(ii) Scope & Purpose</p> <p>(iii) Areas of research and research procedure</p> <p>(iv) Application of Research</p> <p>(v) Problems in conducting research</p>	08
02	<p>PROJECT THEME</p> <p>(i) Identifying theme of Project</p> <p>(ii) Selection of Title- Criteria & process</p> <p>(iii) Statement of research problems and objective</p> <p>(iv) Rationale for conducting study</p>	06
03	<p>RESEARCH DESIGN & DATA COLLECTION</p> <p>(i) Types of research</p> <p>(ii) Research approaches- observation, Experiment, Survey</p> <p>(iii) Research Instruments- Questionnaire, Interview, Mechanical</p>	06
04	<p>SAMPLING PLAN</p> <p>(i) Types, Size & Unit</p> <p>(ii) Sample selection process</p> <p>(iii) Sampling Media</p> <p>(iv) Sample analysis</p>	08
05	<p>FIELD WORK</p> <p>(i) Planning</p> <p>(ii) Organizing</p>	06

	(iii) Supervising	
06	DATA ANALYSIS (i) Classification (ii) Tabulation (iii) Presentation (iv) Analysis & Interpretation	08
07	REPORT WRITING (i) Format of Report (ii) Executive Summary (iii) Literature review (iv) Findings (v) Conclusions and Recommendation (vi) Bibliography	08
	Total	50

References:

- (i) How to research & write a thesis in Hospitality & Tourism- James Paynter- John Wiley
- (ii) Marketing Research- Harper W Boyd , Richard D Irwin, Inc.
- (iii) How to complete research project- Judith Bell UBS publishers.

BHM 310 MANAGEMENT INFORMATION SYSTEM

S.No.	Topic	Lecture Hours Recommended
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 (vi) Application of MIS - Accounting and Finance Management, Marketing Management , Materials Management, Production Management, Personnel Management (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

	<ul style="list-style-type: none"> (ii) Inter – sell agencies and central reservation (CRS) (iii) Reservation through the internet 	
04	<p style="text-align: center;">DATABASE MANAGEMENT SYSTEM</p> <ul style="list-style-type: none"> (i) kinds of DBMS packages (ii) Data base definition (iii) Problems with Manual Data base (iv) Advantages of using computers for Database (v) Learning MICROSOFT ACCESS Database Management System getting started with Microsoft Access -Loading & 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 (vi) 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 	08
05	<p style="text-align: center;">ROLE OF PERSONAL COMPUTER IN OFFICE AUTOMATION</p> <ul style="list-style-type: none"> (i) Role of personal Computer In Office Automation (ii) Introduction Information system activities -Word Processing, Desk top Publishing , Image Processing, Electronic Spread sheets, Interactive Video, Electronic Communications System, Electronic Meeting systems, Telecommuting (iii) Internet , Office Support System, Management Implications of Office Automation. 	06
06	<p style="text-align: center;">GENRATING REPORTS AND STATEMENTS</p> <ul style="list-style-type: none"> (i) Case Study through a Hotel Management System Package (ii) Preparing Reports: Daily Operation Report, Room Occupancy, Revenue analysis, Hotel Statement of Income, Room Division Income Statement, Room Division Budget, Reports, Operations Ratio and Ratio Standards, Discrepancy reports. (iii) Merits & Demerits of Computerizing a Hotel. 	06
	Total	51

BHM 311 ENVIRONMENTAL STUDIES

S.No.	Topic	Lecture Hours Recommended
01	THE ECOLOGY (i) Ecosystem concept, structure and development (ii) Components of the ecosystems (i) Forest ecosystems, Grassland, Fresh Water, Agro eco system.	04
02	THE ENVIRONMENT (i) Definition (ii) Component – atmosphere, hydrosphere, lithosphere and their interactions. (iii) Causes of environmental pollution. (iv) Population, resources consumption, deforestation, industrialization, agriculture, urbanization, transport.	06
03	TYPES OF POLLUTION (i) Air Pollution - Definition - Air quality standards, emission standard and source of air pollution. - Carbon Monoxide, hydrocarbon photochemical smog and ozone. - Effects of air pollution on human health and aquatic organisms. - Climatic changes including global warming, green house effects, ozone layer depletion, acid rain. (ii) Noise Pollution	08

	<ul style="list-style-type: none"> - Sources, standard measurement and control. <p>(iii) Water Pollution</p> <ul style="list-style-type: none"> - 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. 	
	Total	20

BHM312 HOTEL ACCOUNTANCY

S.No.	Topic	Lecture Hours Recommended
01	UNIFORM SYSTEM OF ACCOUNTS <ul style="list-style-type: none"> (i) Introduction to the uniform system (ii) Contents of the income statements (iii) Practical problems (iv) Reading the balance sheet (uniform system) (v) Departmental Income/ expense statement 	10
02	INTERNAL CONTROL <ul style="list-style-type: none"> (i) Definition and objectives (ii) Characteristics of the internal control (iii) Implementation and control 	06
03	INTERNAL AND STATUORY AUDIT <ul style="list-style-type: none"> (i) Meaning (ii) Difference between Internal and statutory audit (iii) Implementation and review of internal audit 	04
04	DEPARTMENT ACCOUNTING <ul style="list-style-type: none"> (i) Introduction (ii) Allocation and appointment of expense (iii) Advantages/ drawbacks of allocation (iv) Basis of allocation (e.g. HLP – heat light, power) and practical problems 	08
05	NIGHT AUDITING <ul style="list-style-type: none"> (i) Process (ii) Report analysis and generation (iii) Purpose 	04
	Total	32

BHM 314 QUALITY CONTROL& STORE MANAGEMENT

S.No.	Topic	Lecture Hours Recommended
01	PURCHASING (i) Aims and objectives of purchasing policy, central purchasing and identifying regular suppliers (ii) Job description of Purchase Manager (iii) Types of Purchases/ Methods employed a.) Perishables (Meat, Poultry, Fruits and Vegetables) b.) Dairy products c.) Chemicals and cleaning supplies d.) Engineering items (spares) e.) Capital supplies f.) Out of routine purchase items g.) Beverage, soft and hard	16
02	PURCHASE ORDER GENERATION (i) Sources and methods of ordering (ii) Consideration of cost (iii) Forms and Formats (iv) Practical problems	04
03	RECEIVING (i) Aims of Receiving department (ii) Jobs description of the Receiving Manager (iii) Equipment required for receiving (iv) Documents required while receiving (from hotel and from supplier) (v) Use of Standards and Specifications while receiving (vi) Goods Receiving Report (vii) Daily Receiving report (viii) Receiving procedure (ix) Blind receiving (x) Hygiene and cleanliness of area	08
04	STORES – RECIEPTS/ ISSUE CONTROL (i) Aims of Store control (ii) Job description of the Store Manager, Store Incharge (iii) Types of stores in Hotel (Food, Dry, Engineering, Chemical and Cleaning, Beverage, Deep freezer etc. (iv) Store control procedure and records (bin cards, cardex and computer software used) (v) Security aspects (vi) Monthly Inventory/ Stock taking procedure (vii) Maintaining Stock level and lead time (viii) Practical problems	10
	Total	38

BHM 401& 402 ELECTIVE**1. FOOD PRODUCTION AND KITCHEN MANAGEMENT**

S.No.	Topic	Lecture Hours Recommended
01	Reviewing Food Production Basics: Cooking methods, Basics of Continental cookery, Fish, Meat and Poultry cuts and their usage, HACCP principles, SOP's and Plate presentation techniques.	06
02	Kitchen Management: 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	06
03	Kitchen Controls and Documentation: Portion control, different records, registers, vouchers, formats, tags and colour coding, Yield Management, Food costing and Inventory control.	06
04	Quantity Food Production: Different types of catering, Banquet production planning, Bulk portioning and portion control, holding, storage problems, and adjustment, system catering, Centralized production unit, Rechauffe cooking	06
05	Understanding National & International Cuisine: 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.	08
06	Bakery: 1. Custards- Basic custards, creams and puddings, Soufflés and mousses, Different dessert sauces, meringues. 2. Pastry- Sponges, Short Crust, Laminated, Choux, Hot Water /Rough Puff, Yeast raised cakes, cookies (different types) 3. Breads- Principles of Bread Making, Yeast Breads, different types 4. Fruit desserts & still frozen desserts-Ice-cream, bombes, sorbets 5. Sugar preparations, Icings, chocolates, candies etc.	12
	Total	44

References:

1. Theory of catering- Clinton Cesarani
2. Principles of catering- John Murray
3. On cooking- Labensky Hause
4. Theory of cookery- K.Arora.
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

10. International kitchen- Van Nostrand

2. F&B SERVICE AND MANAGEMENT

S.No.	Topic	Lecture Hours Recommended
01	<p>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</p> <p>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</p> <p>C) Menu – French classical and modified; Planning menus, Accompaniments, Garnishing & Cover for each course.</p> <p>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</p>	12
02	<p>A) Wines & Liquors- Brand names & Service</p> <p>B) Cocktails - Preparation & service of classical cocktails</p> <p>C) Tobacco – Brand names & service of Cigarettes & Cigars</p>	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

S.No.	Topic	Lecture Hours Recommended
01	FRONT OFFICE ORGANISATION, SETUP AND IMPORTANCE : A) Layout and working organization diagram, coordination process B) Brief introduction to its nature. C) Vitality of proper front staff. Theory and applicability,	12
02	FRONT OFFICE PRODUCT AND HOTEL GUESTS: A) Types of rooms. B) Types of guests. C) F.O. Terminology.	04
03	FRONT OFFICE SALESMANSHIP A) Communication skills. B) Developing salesmanship. C) Up selling and Techniques. D) Role of Reservation department in sales. E) Selling for a full house in lean business seasons.	06
04	PLANNING AND EVALUATING OPERATIONS : A) Planning, organizing, controlling, staffing, leading, coordinating, budgeting, B) Establishing rooms rates , methods. C) Evaluating operations : Daily operations report, Occupancy report. Room revenue analysis, Income statement. Rooms income statement,	12
05	MANAGING HUMAN RESOURCES AT FRONT OFFICE: A) Recruiting, internet, external, B) Selection, hiring, training, C) Motivations and retrenchment with retaining systems,	08
06	ANALYSIS OF GUEST RELATIONS COMPLAINTS : A. Effect of complaints on brand image and revenue, B. Analysis of complaints, C. Methods of resolving them, D. Follow up systems	04
	Total	46

4. ACCOMMODATION OPERATIONS AND MANAGEMENT

S.No.	Topic	Lecture Hours Recommended
01	Scope of Professional Housekeeper. a. Managerial responsibilities. b. Operations. - Budgeting & inventory control.	04
02	LAUNDRY Laundry layout, different kinds of equipments used on premise and contract laundry, staffing, coordination with housekeeping. Dry cleaning, Laundry, procedure and handling of guest laundry, different types of stains, stain removal agents/ safety precaution while handling chemicals.	12
03	ROOM INTERIORS - Flooring or floor finishes. - Carpets - Wall Coverings - Fabrics - Soft furnishings - Furniture - Selection Similarity, Cost availability. 1 Lighting 2 Colour. 3 Flower Arrangement	18
04	MANAGERIAL SKILLS FOR ROOM DIVISION MANAGEMENT Room division management functions – Planning, Organising, Coordinating, Staffing, Controlling and Evaluating, Importance of leadership.	06
05	ORGANISATION Staff motivation, Cross training, recognition, communication, incentive programs, performance appraisals. Skills training- prepares to train, present the training, practice skills.	08
06	PROCEDURES Housekeeping control desk, Coordination within department and with other departments, files and registers maintained at control desk. Coordination & control (inter & intra). Guest priorities and handling guest requests. Cleaning routines of guest rooms, public area. Daily, periodic & spring cleaning procedure. Basic cleaning agent, their uses and control measures .Cleaning equipments, maintenance of equipment & storage.Contract Cleaning.	06
	Total	54

BHM 403 HUMAN RESOURCE MANAGEMENT

S.No.	Topic	Lecture Hours Recommended
01	INTRODUCTION (i) Introduction to Personnel Management (ii) Definition, role of the Personnel Manager (iii) Organizing, planning and controlling the personnel function.	04
02	HRD (i) Human Resource Planning (ii) Recruitment – processing and techniques (iii) Induction – importance of; process and techniques	05
03	DEVELOPMENT (i) Individual/ Organization development training (ii) Evaluating performance/ linking development (iii) Performance appraisal and system used (iv) Employee/ Executive development programmes	08
04	WELFARE (i) Factors affecting compensation policy (ii) Comparable value (iii) Fringe benefits (iv) Types of leave (maternity leave policy followed for lady staff, casual, sick, privilege, compensatory) (v) Meals on duty (subsidized/ free) (vi) Career Planning and internal promotion	10
05	INTEGRATION (i) Nature of Human resources (ii) Importance of Human Relations (iii) Nature of human needs – Maslow’s/ Mc Gregor’s theory. (iv) Motivation (v) Quality of work life	08
06	CONFLICT MANAGEMENT (i) Unions – handling unions (ii) Nature and dynamics of collective bargaining (iii) Misconduct: - Procedure for handling - Enquiry proceedings - Principles of Natural Justice - Punishment, code of conduct, rules etc. - Meaning of ‘Warning Letter’, charge sheet, show – cause notice. - Suspension procedure.	10
07	SEPERATION (i) Modes – e.g. termination, Retirement, Lay – off, Resignation, Study leave etc. (ii) Legal aspects of termination, lay – off, resignation etc.	05
	Total	50

BHM404 FINANCIAL MANAGEMENT IN HOTELS

S.No.	Topic	Lecture Hours Recommended
01	Financial Management Meaning & Objective Concept & purpose Different approaches	06
02	Financial Statements Types of Financial Management systems- meaning & objective Financial analysis- tools for analysis Trends and common- size analysis Statement generation fundamentals	06
03	Ratio Analysis Meaning & Objective Classification – Profitability ratios, Financial ratios & Operational ratios (i) Fund flow and Cash flow statements (ii) Liquidity ratio's: - Current Ratio - Acid test ration (iii) Solvency Ratio's - Debts – equity ratio - Number times interest earned ratio - Long term debt to Total Capitalisation ratio - Fixed Charge Coverage ratio - Operating cash flows to Total Liabilities ratio (iv) Activity Ratio's (v) Profitability Ratio's	12
04	Capitalisation Meaning, over & under capitilisation	02
05	Sources of Finance Short, Mid & Long term finances Role of commercial banks Financing Institutions Corporate Share capital & Corporate debt Different forms of Securities	
06	Working Capital Concept, Source, Management of working capital	04
07	Budgets Meaning & Importance Types Steps in budgeting Pay back period, ARR, NPV & P.Index	06
08	Depreciation Policies Meaning, causes, Objectives, Determination	04

09	Cost – volume – profit analysis (i) Meaning (ii) Principles of measuring cost and benefits (iii) Break-even analysis (iv) Margin of safety (v) Problems	06
	Total	46

BHM 405 HOSPITALITY SALES AND MARKETING

S.No.	Topic	Lecture Hours Recommended
01	SALES MANAGEMENT (i) Salesmanship – methods (ii) Sales promotion (iii) Role of personal selling (iv) Managing the sales team (v) Target setting and evaluation of business received (vi) Sponsorship/ advantages and disadvantages	10
02	MARKETING FUNDAMENTALS (i) Overview of the Service Sector and Hospitality (ii) Definition of Marketing vis a vis sales. (iii) Introduction to the market mix (iv) Methods of marketing research (v) Factors affecting consumer behaviour (vi) Market segmentation (potential and target markets)	12
03	PRODUCT (i) The hotel product and physical aspects of its components (ii) Service and image (iii) Product life cycle (iv) Product differentiation in the hotel and catering industry	08
04	PRICING (i) Principles of pricing (ii) Factors influencing price formulation (iii) Cost oriented/ market oriented pricing strategies	04
05	DISTRIBUTION (i) Marketing channels in the Hotel Industry (ii) Current trends	04
06	PROMOTIONAL ACTIVITIES (i) Advantages – aims and objectives (ii) Methods used: direct mail shot, merchandising, public relations, sales promotion and publicity.	06
	Total	44

BHM 406 FACILITY MANAGEMENT

S.No.	Topic	Lecture Hours Recommended
01	Introduction Principles And purpose Space planning and cost control Operational services Life cycle costing.	06
02	Health and safety Current good practice User needs evaluation Outsourcing Managing people	06
03	Building Management Service Management	06
04	Principles of risk & security management Risk profiles External and Internal audits Time path analysis Risk & Security awareness Organization of risk & security function Security products	06
05	Water and Waste Water System Water system- Quality, Heating, Swimming pool water system, conservation mechanism Waste water system- Management, recycling	06
06	Electrical System Distribution panels, Types of wiring, Control mechanism, AC &DC Systems, Power back up system, Three phase controls, Lighting systems-principles and type, Conservation techniques, Guidelines for avoiding hazards.	06
07	HVAC System Types and Mechanism, Centralized and decentralized systems, Factors influencing building comforts, Maintenance cycle and process.	04
08	SAFETY AND SECURITY SYSTEM Basic principles and thumb rules, Fire safety system, Emergency control system, emergency exit procedure.	06
	Total	46

BHM 407 BUSINESS ETHICS AND ORGANISATIONAL BEHAVIOUR

S.No.	Topic	Lecture Hours Recommended
01	INDIAN ETHOS FOR MANAGEMENT (i) Holistic approach – equal importance to subjectivity and objectivity: why do I work? (ii) Quality of work – Life & work ethics. (iii) Co-operation (iv) Managerial effectiveness	06
02	VALUE ORIENTED HOLISTIC MANAGEMENT (i) Importance of character, values (ii) Integrity, courage, self-discipline (iii) Moral & ethical values vs. skills (iv) Exploitation of nature.	08
03	TOTAL QUALITY MANAGEMENT (i) Meaning of quality assurance (ii) Three aspects of TQM (internal quality), problem solving tools (iii) HRD Interventions in TQM (emphasis on quality of life) (iv) Attributes of support team manager – quality management	06
04	MANAGEMENT IN THE FUTURE (i) Environmental impact – Management & Ecology (ii) Trends affecting management in the future (iii) Innovations (iv) Internal motivation (v) Supervision, middle management, top management. (vi) Line and staff conflict management (vii) Decision making	08
05	BUSINESS TO BUSINESS: (i) Respect of hierarchies – loyalty & speaking well of your firm. (ii) The negotiation minefield (iii) Confidential material handling and acting honorably (iv) The benefit of doubt; being prompt & fair.	06
06	ORGANIZATIONAL BEHAVIOUR (i) Definition, relevance & scope. (ii) Foundation of Individual behaviour- various factors (iii) Foundation of Group behaviour- group dynamics, group formation, group decision making (iv) Leadership theories (v) Conflict- definition, management and reasons (vi) Organisational structure- behavioral implications of different structures. (vii) Organisational Culture and communication modes & barriers.	12
	Total	46

BHM 408 ENTREPRENEURSHIP DEVELOPMENT

S.No.	Topic	Lecture Hours Recommended
01	<p>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].</p>	12
02	<p>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 net-work 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 net-work 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.]</p>	12
03	<p>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.</p>	06

04	Sources of venture funding: capital, fixed capital, working capital Basic awareness of financial services such as leasing and factoring.	
05	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.	12
	Total	42

References

1. Brandt, Steven C., The 10 Commandments for Building a Growth Company, Third Edition, Macmillan Business Books, Delhi, 1977
2. Bhide, Amar V., The Origin and Evolution of New Business, Oxford University Press, New York, 2000.
3. Dollinger M.J., 'Entrepreneurship strategies and Resources', 3rd edition, Pearson Education, New Delhi 2006.
4. Desai, Vasant Dr. (2004) Management of small scale enterprises New Delhi: Himalaya Publishing House,
5. Taneja, Gupta, Entrepreneur development New Venture Creation,,: 2nd ed. Galgotia Publishing Company
6. Holt, David H., Entrepreneurship: Strategies and Resources, Illinois, Irwin, 1955.
7. Panda, Shiba Charan, Entrepreneurship development, New Delhi, Anmol Publications.
8. Patel, V.G., The Seven Business Crises and How to Beat Them, Tata-Mcgraw, New Delhi, 1995.
9. SIDBI Report n Small Scale Industries Sector[latest edition]
10. Verma, J.C., and Gural Singh, Small Business and Industry-A Handbook for Entrepreneurs, Sage, New Delhi, 2002
11. Vesper, Karl H., New Venture Strategies, [Revised Edition], New Jersey, Prentice

BHM 409 FIELD PROJECT WORK:

Students will go for 1 month field study tour to collect the relevant data pertaining to their project topics.

01	PURPOSE OF PROJECT 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.	
02	TYPES OF PROJECT The project may be one of the following type: a. Comprehensive case study b. Inter- organizational study c. Field study (Empirical study)	
03	PROJECT SUPERVISION Each project shall be guided by a supervisor duly appointed by the department/coordinator.	
04	PROJECT DOCUMENTATION Project report should be properly documented and will include, executive summary, research design & methodology, literature review, data collection and analysis, conclusions and recommendations and Bibliography.	
05	PROJECT SUBMISSION Final draft of the project should be submitted in the department duly certified by the concerned guide.	
06	PROJECT PRESENTATION & EVALUATION Formal presentation and evaluation of the project before internal panel constituted by the department/ coordinator.	