

SCHEME OF EXAMINATION

&

SYLLABUS

of

BACHELOR OF HOTEL MANAGEMENT

W.E.F. ACADEMIC SESSION 2011-2012

**Deenbandhu Chhotu Ram University of Science &
Technology, Murthal**

**SCHEME OF EXAMINATION OF
BACHELOR OF HOTEL MANAGEMENT (BHM)**

wef Session 30-12

FIRST YEAR

First Semester

Paper Code	Subject	Periods			Credit	External Exam	Internal Exam	Sub Total	Practical	Total
		L	T	P						
BHM 101	Food Production Foundation - I	3	1	2	5	70	30	100	50	150
BHM 103	Food & Beverage Service Foundation -I	3	1	2	5	70	30	100	50	150
BHM 105	Housekeeping- I	3	1	2	5	70	30	100	50	150
BHM 107	Front Office-1	3	1	2	5	70	30	100	50	150
BHM 109	Application of Computers	3	1	2	5	70	30	100	50	150
BHM 111	Personality Development*	3	2		5		50		50	100

* BHM 111 viva voce will be conducted by an external examiner appointed by Vice chancellor on the recommendation of chairman, PGBOS.

Second Semester

Paper Code	Subject	Periods			Credit	External Marks	Internal Marks	Sub Total	Practical	Total
		L	T	P						
BHM 102	Food Production Foundation - II	3	1	2	5	70	30	100	50	150
BHM 104	Food & Beverage Service Foundation –II	3	1	2	5	70	30	100	50	150
BHM 106	Housekeeping-II	3	1	2	5	70	30	100	50	150
BHM 108	Front Office-II	3	1	2	5	70	30	100	50	150
BHM 110	Foundation Course in Management	3	2		5	70	30	100		100
BHM 112	Business Communication	3	2		5	70	30	100	50	150
BHM 114	Environmental Studies	3	2		5	70	30	100	-	100

SECOND YEAR
Third Semester

Devoted to Industrial Exposure (20 Weeks)

Paper Code	Subject	Credit	Training Report	Viva Voce	Total
BHM 201	Training Report & Viva Voce on Food & Beverage Production	10	100	100	200
BHM 203	Training Report & Viva Voce on Food & Beverage Service	10	100	100	200
BHM 205	Training Report & Viva Voce on Housekeeping Operation	10	100	100	200
BHM 207	Training Report & Viva Voce on Front Office Operation	10	100	100	200
BHM 209	Presentation on IE & Log Book	5		100	100

For BHM 201, Training report will be evaluated by internal examiner appointed by the chairman of the Department of concerned institute and one external examiner appointed by Vice Chancellor on the recommendation of Chairman, PGBOS. The same panel will take the viva-voce of the training report of the candidate.

For BHM 203, Training report will be evaluated by internal examiner appointed by the chairman of the Department of concerned institute and one external examiner appointed by Vice Chancellor on the recommendation of Chairman, PGBOS. The same panel will take the viva-voce of the training report of the candidate.

For BHM 205, BHM 203, BHM 205, BHM 207, Training report will be evaluated by internal examiner appointed by the chairman of the Department of concerned institute and one external examiner appointed by Vice Chancellor on the recommendation of Chairman, PGBOS. The same panel will take the viva-voce of the training report of the candidate.

For BHM 205, BHM 203, BHM 205, BHM 207, Training report will be evaluated by internal examiner appointed by the chairman of the Department of concerned institute and one external examiner appointed by Vice Chancellor on the recommendation of Chairman, PGBOS. The same panel will take the viva-voce of the training report of the candidate.

For BHM 304, the viva voce will be taken by an external examiner appointed by Vice Chancellor on the recommendation of Chairman, PGBOS

Fourth Semester

Paper Code	Subject	Periods			Credit	External Marks	Internal Marks	Sub Total	Practical	Total
		L	T	P						
BHM 202	Food Production Operation	3	1	2	5	70	30	100	50	150
BHM 204	Food & Beverages Service Operation	3	1	2	5	70	30	100	50	150
BHM 206	Housekeeping Operation	3	1	2	5	70	30	100	50	150
BHM 208	Front Office Operation	3	1	2	5	70	30	100	50	150
BHM 210	Foreign Language - French	3	2		5	70	30	100	50	150
BHM 212	Accounting for Hospitality & Tourism	3	2	-	5	70	30	100		100

THIRD YEAR**Fifth Semester**

Paper Code	Subject	Periods			Credit	External Marks	Internal Marks	Sub Total	Practical	Total
		L	T	P						
BHM 301	Food Production Management	3	1	2	5	70	30	100	50	150
BHM 303	Food & Beverage Service Management & Control	3	1	2	5	70	30	100	50	150
BHM 305	Housekeeping Management	3	1	2	5	70	30	100	50	150
BHM 307	Front Office Management	3	1	2	5	70	30	100	50	150
BHM 309	Marketing for Hospitality & Tourism	3	2	-	5	70	30	100	-	100
BHM 311	Human Resource Management	3	2	-	5	70	30	100	-	100

Sixth Semester
Devoted to Industrial Exposure (20 Weeks)

Paper Code	Subject	Credit	Report Evaluation	Viva Voce	Total
BHM 302	Training Report*	20	200	200	400
BHM 304	Presentation on IE & Log Book	5	-	100	100
BHM 306	Project Report	20	200	200	400

* Training report will be made while doing training in any of the Hotel / Hospitality Operational Areas.

For BHM 302, Training report will be evaluated by internal examiner appointed by the Chairman of the Department of concerned institute and one external examiner appointed by Vice Chancellor on the recommendation of Chairman, PGBOS. The same panel will take the viva-voce of the training report of the candidate.

For BHM 304, the viva voce will be taken by an external examiner appointed by Vice Chancellor on the recommendation of Chairman, PGBOS

For BHM 306, Project report will be evaluated by internal examiner appointed by the Chairman of the Department of concerned institute and one external examiner appointed by Vice Chancellor on the recommendation of Chairman, PGBOS. The same panel will take the viva-voce of the project report of the candidate

FOOD PRODUCTION FOUNDATION -1
BHM 101

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Course Contents:

- Unit – 1** **Cooking:** –Introduction, Definition, and its importance.
Hygiene: introduction, importance and types.
Qualities of F&B production employees
- Unit- 2** **Handling kitchen accidents** e.g. burns, cuts, fractures and Heart attack.
Fire: Introduction, Types and how to extinguish different types of fire
Basic food nutrients, their importance and effect of heat on these.
- Unit- 3** **Ingredients used in cooking-I:** Cereals and Grains, Fruits and Vegetables,
and Sweeteners- Types, Purchasing and Storing considerations.
- Unit- 4** **Ingredients used in cooking-II:** Egg, Milk and Milk Products, Salt and Oil & Fat
- Introduction, Types, Purchasing and Storing considerations.

Practical

01. Proper usage of a kitchen knife and hand tools
02. Understanding the usage of small equipments
03. Familiarization, identification of commonly used raw material
04. Basic hygiene practices to be observed in the kitchen
05. First aid for cuts & burns
- 06 **EGG COOKERY**
Preparation of :
 - (i) Hard & soft boiled eggs.
 - (ii) Fried eggs.
 - (iii) Poached eggs.
 - (iv) Scrambled eggs.
 - (v) Omlelet's (Plain, Spanish, Stuffed)

07 PREPARATION OF VEGETABLES

- (i) Cuts of vegetables
Julienne
Jardinière
Dices
Cubes
Macedoine
Paysanne
Shredding

Concassé
Mire-poix
- (ii) Blanching of Tomatoes and Capsicum.
- (iii) Cooking vegetables :
Boiling (potatoes, peas)

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

- Frying (Aubergine, Potatoes)
- Steaming (Cabbage)
- Braising (Potatoes)
- Braising (Onions, cabbage)
- 08 **RICE & PULSES COOKING**
 - (i) Identification of types of rice varieties & pulses.
 - (ii) Simple preparation of (a) Boiled rice (Draining & absorption) Method.
 - (iii) Fried rice.
 - (iv) Simple dal preparation
 - (v) Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.
- 09 **INDIAN BREAKFAST**
 - (i) Preparation of Puri/Bhaji, Aloo Paratha, Chola Bhatura,

Suggested Readings:

1. Food Production and Operations, Bali, Oxford University Press.
2. Food Science & Nutrition, today, Oxford university Press, Delhi
3. Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
4. Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
5. Cooking Essentials for the New Professional Chef
6. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
7. Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
8. Practical Cookery By Kinton & Cessarani
9. Practical Professional Cookery By Kauffman & Cracknell
10. Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
11. Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
12. The Professional Chef (4th Edition) By Le Rol A.Polsom
13. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
14. Theory of Catering By Kinton & Cessarani
15. Theory of Cookery By K Arora, Publisher: Frank Brothers

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

FOOD & BEVERAGE SERVICE FOUNDATION -1
BHM103

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Theory

- Unit – 1** **F&B Services:** –Introduction, Importance, Function, Sections
Classification of catering establishment- commercial and non commercial
- Unit- 2** **Departmental Organization & Staffing** – Organization Structure of F&B
Services in different types of Hotels.
Job Descriptions and Job specifications of different F&B service positions,
attributes of F&B personnel
- Unit- 3** **Food & Beverage Service equipments:**Introduction, Classification and
features.
- Unit-4** **Food & Beverage Service Methods:** Introduction, Classification and features.

Practical:

- Personal grooming
- Knowledge of equipments
- Knowledge of various food service methods
- F&B service terminology

Suggested Readings:

1. Food & Beverages Services Singaravelavan, Oxford University Press
2. Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
3. Food & Beverage Service Management- Brian Varghese
4. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
Food & Beverage Service Lillicrap & Cousins, ELBS
5. Introduction F& BService- Brown, Heppner & Deegan
6. Menu Planning- Jaksa Kivela, Hospitality Press
7. Modern Restaurant Service – John Fuller, Hutchinson
8. Professional Food & Beverage Service Management -Brian Varghese
9. The Restaurant (From Concept to Operation)
10. The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription
Services New Delhi

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

HOUSEKEEPING – I

BHM-105

External Marks: 70
Internal Marks: 30
External Practical: 50
Time :3 Hrs

Theory

Unit-1

Introduction: Meaning and definition. Importance of Housekeeping, Responsibility of the Housekeeping department, a career in the Housekeeping department.. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department.

Unit-2

Housekeeping Procedures: Briefing, Debriefing, Gate pass, indenting from stores. Inventory of Housekeeping Items, House keeping control desk, Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Formats and registers used in the Control Desk, Paging systems and methods, Handling of Guest queries, problem, request, General operations of control desk..

Unit-3

The Hotel Guest Room: Layout of guest room (Types), Layout of corridor and floor pantry, Types of guest rooms. Guest Room Features – Housekeeping Perspective.

Unit-4

Cleaning Science: Characteristics of a good cleaning agent, PH scale and cleaning agent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial)., Cleaning Equipment: Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment. Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

Practical

- 01 Rooms layout and standard supplies. (Amenities)
- 02 Identification of cleaning equipments both manual and Mechanical. Use of different Brushes, brooms, mops, identification of cleaning agents.
- 03 Maids Trolley: Set Up, Stocking and usage.
- 04 Bed making:
 - Identifying of linen.
 - Step by step procedure for making bed/ Turn down service.

Suggested Readings:

1. Hotel Housekeeping 2/e, Raghubalan, , Oxford University Press.
2. Hotel and Catering Studies – Ursula Jones

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

3. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
4. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
5. House Craft – Valerie Paul
6. House Keeping Management - Matt A. Casado; Wiley Publications
7. Housekeeping and Front Office – Jones
8. Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
9. In House Management by A.K. Bhatiya.
10. Key of House Keeping by Dr. Lal
11. Commercial Housekeeping & Maintenance – Stanley Thornes
12. Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
13. Managing Housekeeping Custodial Operation – Edwin B. Feldman
14. Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
15. Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones, Wiley Publications
16. Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer
Publisher: Traveler's Tales
17. Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
18. The Professional Housekeeper – Tucker Schneider, ; Wiley Publications

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

FRONT OFFICE –I
BHM 107

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Theory:

Unit 1:

Tourism Industry: Introduction, 5 A's of tourism, Hospitality Industry: Introduction, origin and its nature, Development and growth in India

Unit 2:

Accommodation Industry, Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others.

Unit 3:

Organization structure of hotels, Various departments and sub-departments in a hotel, Their profile and activities.

Unit 4:

Front Office: Functions and its importance, Different sections of the front office department and their importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier.

Inter and intra-department coordination

(Practical)

- Know DO'S and Don'ts of conducting themselves in the front office
- Personal grooming
- Knowledge of equipments
- Inter department and intra department co-ordination/linkages
- Handling situations
- Front office terminology

Suggested Readings:

1. Hotel Front Office – Tewari, Oxford University Press, Delhi
2. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
3. Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
4. Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
5. Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
6. Front Office Operations – Colin Dix & Chris Baird.
7. Front office Operation Management-S.K Bhatnagar, Publisher:Frank Brothers
8. Managing Front Office Operations By Kasavana & Brooks
9. Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
10. Check in Check out- Jerome Vallen
11. Hotel Front Office Management, James Socrates Bardi; Wiley Internatioanl

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

**APPLICATION OF COMPUTERS
BHM 109**

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Unit I

Introduction to Computers

Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotel.

Unit II

Introduction to Computer Hardware's

Components of Computers-Hardware: Hardware elements - input, storage, processing & output devices. Block diagram of computer,

Unit II

Introduction to Computer Software's

Types of Software, System Software, Application Software, Utility Software's, Use of MS-Office: Basics of MS-Word. MS-Excel and MS-Power Point;

Unit IV

Introduction to Internet

Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing).Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines.

Suggested Readings:

1. Noron, Introduction to computers, TMH, New Delhi
2. Comer 4e, Computer networks and Internet, Pearson Education
3. Leon & Leon, Introduction to Computers, Vikas Publishing House, New Delhi.
4. June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
5. White, Data Communications & Computer Network, Thomson Learning, Bombay.

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

**PERSONALITY DEVELOPMENT
BHM 111**

Internal Marks: 50
External Practical: 50
Time:3 Hrs

(a) Personality Enrichment

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good Conversation, Art of Intelligent Listening

(b) Stress Management

Meaning, purpose, techniques

(c) Personality Development Strategies

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business

(d) Interpersonal Skills

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place

(e) Group Discussion

Team behavior, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression

(f) Telephone conversation

Thumb rules, voice modulation, tone, do's & don'ts, manners and accent

(g) Basic concept of Recruitment and Selection

Intent and purpose, selection procedure, types of interviews

(h) Preparing for interviews

Self planning, writing winning resume, knowledge of company profiles, academics and professional knowledge review, update on current affairs and possible questions

(i) Facing an interview panel

Time – keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self – introduction, panel addressing, mental frame – work during interviews

(j) Presentation

Presentation skills, seminar skills role – plays

(k) Electronic Communication Techniques:E mail, Fax,

(l) Travel & Hospitality Etiquettes:Bus , Train, Flight, Hotel Manners

Suggested Readings:

1. Personality Development and Soft Skills, , Oxford University Press
2. Personal management and Human Resources, by C.S. Venkata Ratanam and B.K. Srivastava, Published by Tata McGraw Hill Publishing Ltd. New Delhi
3. Human Behaviour at Work, By : Keith Davis, Published By : Tata McGraw Hill Pub. Ltd. N. Delhi
4. Im OK, You re OK, by : Thomas A. Harris, Published By : Pan Books, London and Sydney
5. Pleasure of your Company, by : Ranjana Salgaocar, Published By : Pyramid Publishers, Goa
6. How to get the job you want, by : Arun Agarwal, Published By : Vision Books, New Delhi

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

7. Get That Job, Rohit Anand & Sanjeev Bikhchandani, Harper Collins
8. How to succeed at interviews, by : Sudhir Andrews, Published By : Tata McGraw Hill Pub. N. Delhi
9. Interview for all competitive exams, G.K. Puri, Published by : I.I.M, Near Masjid Road, New Delhi
10. Introduction to Hospitality Industry – Bagri & Dahiya, Aman Publications New Delhi
11. Interview in a nutshell, S.K. Sachdeva, Published by : Competition Review Pvt. Ltd. New Delhi

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

Semester-II
FOOD PRODUCTION FOUNDATION-II
BHM 102

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Theory

- Unit – 1** **Equipments-** Introduction, Classifications, use and Selection criterion
Fuel- Introduction, Types, characteristics, advantages and disadvantages.
Pre-preparation techniques: Introduction, types and their detail.
- Unit- 2** **Cooking Methods-I:** introduction, types and their detailed description (Moist cooking methods).
Cooking Methods-II: Introduction, types and their detailed description (Dry and Oil/Fat cooking methods).
- Unit- 3** **Hotel Kitchen:** Introduction and its sections.
Food Production Organisational Hierarchy: introduction, duties and responsibilities of staff.
- Unit-4** **Cuisine:** Concept.
Indian Cuisine: Introduction, main ingredients used and special features.
French Cuisine: Introduction, main ingredients used and special features.

Practical

- Knowledge of cooking ingredients.
- Knowledge of basic first aid
- Knowledge of equipments.
- Knowledge of Fuels.
- Knowledge of pre-preparation techniques.
- Knowledge of various cooking methods.
- Preparation of Indian and French dishes.
- F&B production terminology.

Suggested Readings:

1. Art of Indian Cookery, Rocky Mohan, Roli Prasad
2. Cooking with Masters, J. Inder Singh Kalra, Allied
3. Modern Cookery (Vol-I) For Teaching & Trade, Philip E. Thangam, Orient Longman
Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
4. The Complete Guide to the Art of Modern Cookery, Escoffier

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

FOOD & BEVERAGE SERVICE FOUNDATION-II
BHM 104

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Theory

- Unit – 1** **Menu:** –Introduction, Importance, and Types (detailed description of each type):
A la Carte &TDH, Factors affecting menu item selection. French Classical Menu
- Unit- 2** **Non Alcoholic Beverages:** Classification & Services, Storage.
- Unit- 3** **Breakfast Service:** Introduction, types, features, table layouts and service.
KOT
- Unit-4** **Room Service:** Introduction, Organisation, Cycle, Equipments, Types, Menu
and various forms.

Practical:

- Various Menu services, their table layouts and service sequences for:
 - o A La Carte and TDH
 - o Room Service
 - o Breakfast
- **BREAKFAST SERVICES PRACTICAL**
 - (i) Laying of Difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
 - (ii) Laying a room service tray for bed tea and breakfast (Continental & English)
- **Room Service:** - Trolley Tray Breakfast set up and service for rooms.

Suggested Readings:

1. Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
2. Food & Beverage Service Management- Brian Varghese
3. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
Food & Beverage Service Lillicrap & Cousins, ELBS
4. Introduction F& BService- Brown, Heppner & Deegan
5. Menu Planning- Jaksa Kivela, Hospitality Press
6. Modern Restaurant Service – John Fuller, Hutchinson
7. Professional Food & Beverage Service Management -Brian Varghese
8. The Restaurant (From Concept to Operation)
9. The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription
Services New Delhi

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

HOUSEKEEPING – II

BHM 106

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Theory

Unit-1

Cleaning of Public Areas: Cleaning process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

Unit-2

Cleaning of Guest Rooms: Daily cleaning of (Occupied/Departure vacant Under repair VIP rooms, Weekly cleaning/spring cleaning, Evening service, Systems & procedures involved, Forms and Formats, Guest room cleaning - Replenishment of Guest supplies and amenities.

Unit-3

Housekeeping Supervision: Importance of inspection, Check-list for inspection, Typical areas usually neglected where special attention is required, Self-supervision techniques for cleaning staff, Degree of discretion / delegation to cleaning staff.

Unit-4

Linen/Uniform Tailor Room: Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions, Par stock: Factors affecting par stock, calculation of par stock, Discard Management, Linen Inventory system, Uniform designing: Importance, types, characteristics, selection, par stock.

Practical

S.No. Topic

- 01 (i) Layout of linen room and uniform room
(ii) Cleaning of Public Areas & Inspection of public areas (lobby, Restaurant, staircase, cloak rooms, corridor, offices, Back areas)
- 02 Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and soiled linen.
- 03 Cleaning of different surfaces e.g. windows , tablespots, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

Suggested Readings:

1. Hotel and Catering Studies – Ursula Jones
2. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
3. Hotel House Keeping – Sudhir Andrews Publisher:Tata McGraw Hill.
4. Hotel Housekeeping –Operations & Management : G. Raghubalan, Oxford University Press
5. House Craft – Valerie Paul
6. House Keeping Management by Dr. D.K. Agarwal
7. Housekeeping and Front Office – Jones

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

8. Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
9. In House Management by A.K. Bhatiya.
10. Key of House Keeping by Dr. Lal
11. Commercial Housekeeping & Maintenance – Stanley Thornes
12. Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
13. Managing Housekeeping Custodial Operation – Edwin B. Feldman
14. Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
15. Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones
16. Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer
Publisher: Traveler's Tales
17. Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
18. The Professional Housekeeper – Tucker Schneider, Publisher:VNR.

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

FRONT OFFICE –II
BHM 108

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Theory

Unit 1:

Organization structure of front office of different category of hotels, Qualities of Front office staff, Job description and specification of front office staff

Unit 2:

Equipments used at front office - Room Rack, Mail, Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments , Knowledge of rooms and plans, Basis of Room charging, Tariff fixation

Unit 3:

Front desk operations & functions during different stages of guest cycle. Role and functions of lobby manager, handling complaints.

Unit 4:

Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups, procedure

Practical

- Skill to handle guest arrival (FIT and groups) including registering the guests and rooming the guest functions.
- Skills to handle telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Identification of F.O. equipment.
- Telephone handling at Reservations and Standard phrases.
- Role play :
At the porch, Guest driving in. Doorman opening the door and saluting guest;
Calling bellboy.
At the Front Desk : Guest arriving ; greeting & offering welcome drink,
Checking if there is a booking.
- **FAMILIRISATION WITH RECORD BOOKS, LISTS &FORMS SUCH. AS**
:
 - (i) Arrival/ departure register
 - (ii) Departure intimation
 - (iii) Arrival/ Departure list
 - (iv) No show/ cancellation report
 - (v) VIP List
 - (vi) Fruits & Flowers requisition

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

- (vii) Left luggage register
- (viii) Bell boy movement control sheet
- (ix) Scanty Baggage Register
- (x) Arrival & Departure errands cards
- (xi) Expected arrival/ departure list

Suggested Readings:

1. Hotel Front Office – Tewari, Oxford University Press, Delhi
2. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
3. Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
4. Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
5. Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
6. Front Office Operations – Colin Dix & Chris Baird.
7. Front office Operation Management-S.K Bhatnagar, Publisher:Frank Brothers
8. Managing Front Office Operations By Kasavana & Brooks
9. Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
10. Check in Check out- Jerome Vallen

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

**FOUNDATION COURSE IN MANAGEMENT
BHM 110**

External Marks: 70
Internal Marks: 30
Time:3 Hrs

Unit 1:

Concept And Nature Of Management: Concept & Definitions, Features Of Management, Management As Science, Art & Profession, Levels Of Management, Nature Of Management Process, Classification Of Managerial Functions, Evolution Of Management Thought Approaches To Management (Classical, Behavioral, Quantitative Contingency), Contribution Of Leading Thinkers, Recent Trends In Management Thought.

Unit 2:

Planning - Process And Types ,Decision Making Process ,Management By Objectives (MBO), Forecasting

Unit 3:

Organizing: Nature & Principles Of Organization, Span Of Management, Authority & Responsibility, Delegation And Decentralization, Forms Of Organization Structure, Line & Staff Authority Relationships

Unit-4

Motivation – Concept and content theories, Communication – Process, Barriers and types , Leadership- concept, styles and skills, Coordination, Controlling: Nature & Process Of Controlling

Suggested Readings:

1. Chandra Bose/Principles Of Management & Administration, Prentice Hall Of India
2. Essential Of Management Koontz & Wrihich Tata McGraw-Hill Publishing Co. Ltd.
3. Essentials of Management - Chatterji
4. Essentials of Management - Koontz & O'donnel
5. Fundamentals of Management - J. S. Chandran Principles of management - P. N, Reddy
6. Management - Stoner & Freeman
7. Management and Organisation - M. Louis Allen Management Theory and Practice - Earnest Dale
8. Management Stoner, Freeman & Gilbert Prentice Hall Of India Pvt Ltd.
9. Management Tasks - Peter F Drucker Management Process - Davar R
10. Management Theory & Practice C.B.Gupta (CBG) Sultan Chand & Sons
11. Management Today: Principles and Practice - Burton, Jene, TMH, New Delhi
12. Personnel Management & Industrial Relations - Verma & Agarwal
13. Satya Raju/Management – Text & Cases, Prentice Hall Of India

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

**BUSINESS COMMUNICATION
BHM 112**

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Unit-I

COMMUNICATION –TYPES & PROCESS

Introduction, definitions, Process of communication, Types of communication, upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Interpersonal communication - one way/ two way, Mediums of communication, Listening, Barriers to Communication

Unit-II

WRITTEN COMMUNICATION

Business report, business representation, formal letter. Drafting effective letter, formats, style of writing, Use of jargons. Handling meetings: Types of meetings, Structuring a meeting: agenda and minutes, Conducting a meeting.

Unit-III

SPEECHES

Drafting, a speech, presentation, Personal grooming, Paragraphs and creative writing, Extempore

Unit – IV

GROUP PRESENTATION

Realizing the difference between a team and a group. Audience orientation, group projects. Planning a presentation - Mind Mapping, Theme, Subject, Handling question and feed back.

Practical's:

Remedial Grammar: Agreement of verb and subject; Nouns: singular or plural? Some special cases; The partitive use of *of*; Tenses: Simple and progressive (continuous) forms of the present tense, simple and progressive forms of the past tense, the progressive form of the perfect and tense with since; the courtesy words *please* and *thank you*; Dates and The Time.

Listening On The Job: Definition, importance and types of listening, Listening barriers, Guidelines for effective listening. **Effective Speaking:** Addressing a group, Essential qualities of a good speaker, Audience analysis, Defining the purpose of a speech, organizing the ideas and delivering the speech: Practice delivering the speech.
Suggested Topics :Like1. Promotion of awareness among high school students towards career in hospitality Industry. 2 Effective Communication for successful career etc

Introduction to Group Discussion Techniques with Debate and Extempore, Employment Interview,

Dialogue Writing focusing situations in hospitality sector. Hotel Terminology.

Practical aspects like :

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

1. Practicing role-play
2. Organize group discussion on : how to succeed in an interview
3. Organize debate competition.

Suggested Reading:

1. Bhaskar, W.W.S., AND Prabhu, NS., “ English Through Reading”, Publisher: MacMillan, 1978
2. Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
3. Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
4. Business Communication- K.K.Sinha
5. Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
6. How to win Friends and Influence People By Dale Carnegie, Publisher: Pocket Books
7. Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills
8. Body Language By Allan Pease, Publisher Sheldon Press
9. Business Correspondence and Report Writing", Sharma, RC. and Mohan, K., Tata McGraw Hill, 1994 "Model Business Letters", Gartside, L., Pitman, 1992
10. Communications in Tourism & Hospitality, Lynn Van Oer Wagen, Hospitality Press

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

ENVIRONMENTAL STUDIES

BHM-114

External Marks: 70

Internal Marks: 30

Time: 3 hrs.

UNIT-I

Environmental studies – Nature, scope and importance, need for public awareness; natural resources – renewable and non-renewable resources, use and over-exploitation/over-utilization of various resources and consequences; role of an individual in conservation of natural resources; equitable use of resources for sustainable lifestyles

UNIT-II

Ecosystems – concept, structure and function of an ecosystem; energy flow in the ecosystem; ecological succession; food chains, food webs and ecological pyramids; types of ecosystem – forest ecosystem, grassland ecosystem, desert ecosystem, aquatic ecosystems

Environmental Pollution – Definition, cause, effects and control measures of different types of pollutions – air pollution, water pollution, soil pollution, marine pollution, noise pollution, thermal pollution, nuclear hazards; solid waste management – causes, effects and control measures of urban and industrial wastes; role of an individual in prevention of pollution

UNIT-III

Social issues and the environment – Sustainable development, urban problems related to energy, water conservation, rain water harvesting, watershed management; resettlement and rehabilitation of people, its problems and concerns; climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust; Wasteland reclamation, consumerism and waste products

UNIT-IV

Environmental legislation – Environment Protection Act. Air (prevention and control of pollution) Act. Water (prevention and control of pollution) Act, Wildlife Protection Act, Forest Conservation Act

SUGGESTED READINGS:

1. Rajagopalan R, Environmental Studies 2/e, Oxford University Press, New Delhi
2. Kaushik Anubha, C.P. Kaushik, Perspective in Environmental Studies, New Age International (P) Ltd. Publishers
3. Joseph Benny, Environmental Studies, TMH, N.Delhi
4. Ubaroi, N.K., Environment Management, Excel Books, New Delhi

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

SEMESTER - III

INDUSTRIAL EXPOSURE (SEMESTER- III) BHM 201, BHM-203, BHM-205, BHM-207 and BHM-209

Duration of Exposure: 30 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel. 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager / Concerned Officer of the unit trained in. Industrial Exposure will require an input of 120 working days (30 weeks x 06 days = 120 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term end examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results.

Once the student has been selected / deputed for industrial exposure by the institute, he/ she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel / training unit to other of their own. The training in III semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure in both semesters.

Training Schedule:

V Semester

Housekeeping: 4 weeks; Front Office: 4 weeks; Food and Beverage Service: 4 weeks

Food Production: 4 weeks; Others (In the areas of Interest/ Project) 4 weeks

Total weeks: 20 weeks.

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, Project, Others as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental / sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned / observed. (*Refer to What to Observe Sheets for more details.*)

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook. ;
2. Appraisals;
3. A copy of the training certificate.
4. IT Report in all four Departments.

5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure

WTO (What to Observe)

During your tenure as an Industrial Exposure, apart from carrying out the assigned jobs, you are suggested to make the following observations in your department.

WHAT TO OBSERVE

Food & Beverage Service

BANQUETS

1. What is banquetting – the need to have banquet facilities, scope, purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used-their different makes and sizes
- . Par stock maintained (glasses, cutlery, crockery etc.)
12. Store room - stacking and functioning

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover from the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
- . Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and other service accessories kept at the station
14. K.O.T. handling, check preparation, ordering and the timely pickup

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f& b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles

6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drinks made by the bar tender

ROOM SERVICE/ INROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedures
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

WHAT TO OBSERVE

F&B Production

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la carte orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)

17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe / Leftover Cooking

WHAT TO OBSERVE

Front Office

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, vip 's etc
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handling of room changes / rate amendments / date amendments / joiners / one person departure / allowances / paid outs and all formats accompanying them
27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievances, requests etc
29. BELL DESK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedures, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. TRAVEL DESK: coordination, booking, transfers etc.

WHAT TO OBSERVE

Housekeeping

LINEN & UNIFORM

1. Learn to identify the linen / uniform by category/size even when in fold
2. Study the Pest Control procedure followed & learns how the linen/uniform is preserved against mildew
3. Observe system & quantum of Linen Exchange with Laundry, Room, and Restaurants

4. Note the discard procedure & observe the percentage of discard
5. Observe procedure for exchange of uniforms and linen
6. Note procedure followed for uniform/linen exchange after closing hours
7. Note arrangement of linen/uniforms systematically in shelves/hangers.
8. Understand the need & use of par stocks maintained
9. Study total number and variety of items

ROOMS

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom and bathroom. Understand the procedure for procurement and replenishment of guest supplies
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guests facilities e.g. telephone, channel music, A/C, T. V. etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleanliness in the corridors and other Public areas on the floors
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other services (like shoe shine etc.)

THE CONTROL DESK

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handling of work during peak hours
6. Observe the formats used by the department and study various records maintained

PUBLIC AREA

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

Semester - IV

FOOD PRODUCTION OPERATION BHM 202

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

- Unit-1** **Larder-** Introduction and importance in hotel kitchens. Equipments
Fish- Introduction, Types, Selection criterion, Nutritional value, and Cuts.
Poultry- Introduction, Types, Selection criterion, Nutritional value, and Cuts.
- Unit – 2** **Lamb/Mutton-** Introduction, Types, Selection criterion, Nutritional value,
and Cuts.
Beef/Veal and Pork- Introduction, Types, Selection criterion, Nutritional
value, and Cuts.
- Unit-3** **Stock-** Introduction, Classification, and their recipes
Soup- Introduction, Classification, and their recipes
- Unit – 4** **Sauce-** Introduction, Classification, and their recipes
Baking – Introduction & importance of Baking Ingredients

.Practical

- Knowledge of Types, Selection criterion, Nutritional value, and Cuts of Fish, Lamb/Mutton, Pork, and Beef/Veal.
- Preparation of Stocks.
- Preparation of Soups.
- Preparation of Sauces.
- F&B production terminology

Books Recommend

1. Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
2. Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
3. Cooking Essentials for the New Professional Chef
4. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
5. Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
6. Practical Cookery By Kinton & Cessarani
7. Practical Professional Cookery By Kauffman & Cracknell
8. Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
9. Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale
einstein and John M. Stefanelli
10. The Professional Chef (4th Edition) By Le Rol A. Polsom
11. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
12. Theory of Catering By Kinton & Cessarani
13. Theory of Cookery By K Arora, Publisher: Frank Brothers
14. Food Heritage of India-Vimal Patil

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

15. Indian Recipes- Vincent Joseph
16. Favourite Indian Desserts- Roli Books
17. Step by Step Indian Recipes Curries-Roli Books

Suggested Reading:

1. Food Production – Bali, Oxford University Press, Delhi
2. Quality Food Production Operations and Indian Cuisine – Bali, Oxford University Press

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

FOOD & BEVERAGE SERVICE OPERATION
BHM 204

External Marks: 70
Internal Marks: 30
External Practical: 50
Time :3 Hrs

Unit-1

Bar: –Introduction, Importance, and Types, Organisation structure, Layout, Equipments used and BOT & Bar Menus.

Unit-2

Alcoholic Beverages: Wines - Introduction, types, production process, storage and its service. Major Indian and International Brands., Wine glasses and equipment, Storage and service of wine.

Unit-3

Beers: Introduction, Ingredients Used, Production, Types and Brands, Indian and International. Service, bottled, canned and draught beers. Other Fermented & Brewed Beverages: Sake, Cider, Perry, Alcohol Free Wines.

Unit-4

Spirits: Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila), Spirits- Types, Production, Brands Indian and International & Service, Other Alcoholic Beverages- Liqueurs & Tobacco: Types, Production, Brands & Service -Indian and International.

Practical

1. Service of Alcoholic Beverages :- Wines, Spirits.
2. Opening & closing of wines corks (Champagne, Red & White wines)
3. Service of Spirits & Liqueurs
4. Bar setup and operations
5. Cocktail Mocktail Preparation, presentation and service
6. Service of Cigars & cigarettes
7. Conducting Briefing/De-Briefing for F & B outlets
8. Service of Beer, Sake and Other Fermented & Brewed Beverages.
9. Service of Sparkling, Aromatized, Fortified, Still Wines.
10. Set up a table with Prepared Menu with wines

Books Recommended

1. Singaravelavan: Food & Beverages Services, Oxford University Press.
2. Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
3. Food & Beverage Service Management- Brian Varghese
4. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
Food & Beverage Service Lillicrap & Cousins, ELBS
5. Introduction F& B Service- Brown, Heppner & Deegan
6. Menu Planning- Jaks Kivela, Hospitality Press
7. Modern Restaurant Service – John Fuller, Hutchinson
8. Professional Food & Beverage Service Management -Brian Varghese
9. The Restaurant (From Concept to Operation)
10. The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

HOUSEKEEPING OPERATIONS

BHM 206

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Theory

Unit-1

Interior Decoration: Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture.

Unit-2 Colors: Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance, Applications. Furniture Arrangements: Principles, Types of joints, Selection.

Unit-3 Floor & Wall Covering: Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. Windows, Curtains, and Blinds Soft Furnishings and Accessories: Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative. Flower Arrangement: Concept & Importance, Types & Shapes, Principles.

Unit-4 Safety Awareness and First Aid: Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/Staff/Public areas/Rooms/Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration).

PRACTICAL

1. TEAM CLEANING { VARIOUS AREAS }
2. First Aid Familiarization of basic medicines and bandaging, Covering cuts and wounds.
3. Flower arrangements
4. Special Decorations
5. How to do a guestroom inspection :
 - Use of check list.
 - Making a maintenance order
 - Follow up with control Desk.

Books Recommended

1. Hotel housekeeping, G.Raghubalan & Smritee Raghubalan, Oxford University Press, Delhi
2. Accommodation & Cleaning Services, Vol. I & II, David, Allen,Hutchinson
3. Hotel and Catering Studies – Ursula Jones
4. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
5. Hotel House Keeping – Sudhir Andrews Publisher:Tata McGraw Hill.

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

6. House Craft – Valerie Paul
7. House Keeping Management by Dr. D.K. Agarwal .
8. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
9. Housekeeping and Front Office – Jones
10. Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
11. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
12. In House Management by A.K. Bhatiya.
13. Key of House Keeping by Dr. Lal
14. Commercial Housekeeping & Maintenance – Stanley Thornes
15. Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
16. Managing Housekeeping Custodial Operation – Edwin B. Feldman
17. Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
18. Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones
19. Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer
Publisher: Traveler's Tales
20. Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
21. The Professional Housekeeper – Tucker Schneider, Publisher:VNR.

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

**FRONT OFFICE OPERATION
BHM 208**

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Theory

Unit 1:

Registration: concept, systems and its procedure, Registration form and C Form
Bell Desk and concierge: functions; luggage, paging, message and left luggage handling procedure

Unit 2:

Guest Security: Introduction and importance, handling emergency situations
Key control

Unit 3:

Guest check out procedures and systems, Cash and billing operations, manual and computer accounting, Foreign exchange handling

Unit 4:

Front Office Accounting:Ledger, Guest Ledger, City Ledger, Cash paid out, Tips and advances
Front office Cashiering, Foreign currency awareness and handling procedures, The guest folio, Tracking transactions - account allowance.

Practical

01 HANDS ON PRACTICAL OF MANUAL / COMPUTER APPLICATION ON SOFTWARE, STUDENTS SHOULD BE ABLE TO :

- (i) Register- in a reservation
- (ii) Register an arrival
- (iii) Amend a reservation
- (iv) Cancel a reservation
- (v) Post a charge
- (vi) Make a group reservation
- (vii) Make a folio
- (viii) Make a room change
- (ix) Show a departure/ checkout
- (x) Print a folio
- (xi) Print reports such as expected arrivals and departure for the day.

02 FAMILIRISATION WITH RECORD BOOKS, LISTS &FORMS SUCH. AS

:

- a) Arrival/ departure register
- b) Departure intimation

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

- c) Arrival/ Departure list
 - d) No show/ cancellation report
 - e) VIP List
 - f) Fruits & Flowers requisition
 - g) Left luggage register
 - h) Bell boy movement control sheet
 - i) Scanty Baggage Register
 - j) Arrival & Departure errands cards
 - k) Expected arrival/ departure list
- Skills to handle luggage, paging, message and left luggage
 - Skills to handle Guest check out procedures

Books Recommended

1. Tewari Hotel; Front Office, Oxford University Press.
2. Front office operations by Colin Dix & Chirs Baird
3. Hotel front office management by James Bardi
4. Managing front office operations by Kasavana & Brooks
5. Front office training manual by Sudhir Andrews
6. Managerial accounting and hospitality accounting by Raymond S Schmidgall
7. Managing computers in hospitality industry by Michael Kasavana and Cahell
8. Principles of Hotel Front Office Operations, Sue Baker& Jeremy Huyton, Continuum

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

FOREIGN LANGUAGE FRENCH (Theory)
BHM 210

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Unit-1

Vocabulary & written expression: Les accents, les salutations.

Grammar : Les pronoms sujets, les verbes être et avoir, les jours de la semaine.

Oral / Situation: to be given by concerned teacher.

Unit-2

Vocabulary & written expression : Se présenter, les nombres cardinaux, Les mois de l'année.

Grammar : Les verbes du premier groupe, l'article indéfini.

Oral / Situation: Présentez-vous.

Unit-3

Vocabulary & written expression: Présenter quelqu' un, L'expression de temps.

Grammar: Les verbes du deuxième groupe, l'article défini, Pluriel des noms

Oral / Situation: Présentez votre ami(e), votre famille.

Unit-4

Vocabulary & written expression: Demander l'identité d'un objet ou personne, les verbes aller et venir.

Grammar: Négation, L'interrogation << Qu'est- ce que c'est?>> ; <<Qui est-ce?>>; Féminin et pluriel des adjectifs.

Oral / Situation: Décrivez votre personnalité et votre ville.

Simple translation and Comprehension basd on simple text.

(Practical)

- Role-playing of different situations
- Understanding questions
- Conversation
- Picture composition

Suggested Books:

1. .Larousse compact Dictionary: French-English/ English-French
2. Conjugaison - Le Robert & Nathan
3. Larousse French Grammar
4. Grammaire Collection "Le Nouvel Entraînez vous" level debutant
5. Parlez à l'hotel by A. Talukdar
6. A Votre Service 1
7. French for Hotel and Torism IndustrybyS.Bhattacharya

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

ACCOUNTING FOR HOSPITALITY & TOURISM
BHM 212

External Marks: 70

Internal Marks: 30

Time: 3 Hours

Theory

Unit-1

Accounting Theory: Business Transaction and Basic Terminology, Need To Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles - Concepts and Conventions.

Unit-2

Account Records: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books - Cash, Sales & Purchase books, Bank Reconciliation statement.

Unit-3

Financial Statements: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,

Unit-4

Depreciation Reserves and Provisions - Meaning, basic Methods, Computer Applications - Preparation of Records and Financial Statements.

Books Recommended:

1. Hospitality Management Accounting, Michael M Coltman
2. Hotel Accountancy & Finance- S.P.Jain & K.L Narang, First 1999 Kalyani Publishers, B 1/1292, Rajinder Nagar, Ludhiana
3. Hotel Accounting Earnest B. Horwath & Luis Toth
4. Uniform System of Accounts, Publisher:EIAH & LA,USA
5. Hotel Accounting & Financial Control By Ozi A.D'Cunha & Gleson O. D'Cunha
Publisher: Dicky,s Enterprize, Kandivali, Mumbai
6. Hospitality Accounting- Publisher: Prentia Hall Upper Sadde, River New Jersey
7. Accounting for Management, S K Bhattacharya, Vikas Publishing House
8. Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
9. Accounting in the Hotel & Catering Industry- Richard Kotas-Four- 1981-
International Textbook Company
10. Comprehensive Accountancy, SA Siddiqui
11. A Complete Course in Accounting Volume - I , N.D. Kapoor
12. Double-Entry Book-Keeping, Rc. Chawla & C. Juneja
13. Introduction to Accountancy, T.S. Grewal

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

Semester - V
FOOD PRODUCTION MANAGEMENT
BHM 301

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Theory

- Unit – 1** **Cake** - Introduction, Ingredients, types and Methods of making.
Unit – 2 **Pastry**- Introduction, Ingredients, types and Methods of making.
Unit – 3 **Kitchen:** Layout types and work flow.
 Food Production Systems: introduction and types with details.
Unit- 4 **Food Quality:** Concept and introduction of various Food Quality programmes
 (special emphasis on BS EN ISO 9002:1994)
 HACCP: Introduction, Importance, Principles and their implementation.

Practical

- Knowledge of pre-preparation techniques.
- Knowledge of various cooking methods.
- Knowledge of preparation techniques of Cakes.
- Knowledge of preparation techniques of pastries.
- Planning Kitchen for various types of hotels.
- Preparing HACCP documents.
- Preparing Food and Beverage Cost Controlling forms.

Books Recommended

1. Quantity Food Production, Oxford University Press.
2. Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
3. Bakery & Confectionery ByS. C Dubey, Publisher: Society of Indian Bakers
4. Classical food preparation & presentation, WKH. Bode Classical Recipes of the World, Smith, He
5. Cooking Essentials for the New Professional Chef
6. Larder ChefBy M J Leto & W K H Bode Publisher: Butterworth- Heinemann
7. Modern Cookery (Vol-I) By Philip E. Thangam, Publisher:Orient Longman
8. Practical Cookery By Kinton & Cessarani
9. Practical Professional Cookery By Kauffman & Cracknell
10. Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
11. Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
12. The Larder-Chef, MJ. Leto & WH.K. Bode, Butterworth Heinemann Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn
13. The Professional Chef (4th Edition) By Le Rol A.Polsom
14. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
15. Theory of Catering ByKinton & Cessarani
16. Theory of Cookery By K Arora, Publisher: Frank Brothers

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

FOOD & BEVERAGE SERVICE MANAGEMENT AND CONTROL
BHM 303

External Marks: 70
Internal Marks: 30
External Practical: 50
Time:3 Hrs

Theory

Unit-1

Restaurant Planning: Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors-Concept, Menu, Space& Lighting ,Colors and Market, Restaurant Design team. Restaurant Problems and Guest Situation Handling - (thumb rules)

Unit-2

Buffet: Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function, Function Administration & Organization-Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off- Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, Afternoon & High Teas: Introduction, Menu, Cover & Service.

Unit-3

F&B Control-Overview: Introduction, Objectives of F&B Control, Problems in F&B Control, Methodology of F&B Control, Personnel Management in F&B Control. Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sales defined, Ways of expressing sales concepts. Cost Volume/Profit Relationships (Break-even analysis).

Unit-4

Budgetary Control: Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F&B Operations.

1. Food & Beverage Control: Purchasing Control, Receiving Control, Storing and Issuing Control, Food Production Control, Food / Bev Cost Control, Food / Bev Sales Control, Standard Yield, Standard Portion Sizes, Standard Recipes
2. Menu Management: Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In-House Marketing, Tool.

Practical

1. Restaurant Set-ups of different types
2. Service of Afternoon & High teas
3. Buffet Lay -up, theme Buffets set up
4. Cocktail parties
5. Role Plays & Situation handling in Restaurants
6. Gueridon Service

Books Recommended

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

1. Financial & Cost control techniques in hotel & Catering Industry-Dr J.M.S. Negi
2. Food & Beverage Control By: Richard Kotas and Bernard Davis
3. Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
4. Food & Beverage ManagementBy: Bernard Davis & Sally Stone
5. Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
6. Food & Beverage Service Management- Brian Varghese
7. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
8. Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
9. Introduction F& BService- Brown, Heppner & Deegan
10. Menu Planning- Jaksu Kivela, Hospitality Press
11. Modern Restaurant Service – John Fuller, Hutchinson
12. Principles of Food, Beverage, and labour Cost Control By: Paul R. Dittmer
13. Professional Food & Beverage Service Management -Brian Varghese
14. Published by: International Text book Company Limited, Glassgow.
15. The Restaurant (From Concept to Operation)
16. The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

HOUSEKEEPING MANAGEMENT BHM 305

External Marks: 70
Internal Marks: 30
External Practical: 50
Time: 3 Hrs

Theory

Unit-1

Housekeeping Budgeting: Concept & Importance, The Budget process, Operational and capital budget, Housekeeping Room cost, Housekeeping Expenses.

Unit-2

Laundry Management: In-house Laundry vis contract Laundry: merits & demerits, Layout, Laundry Flow process, Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables), Stains and Stain removal, Laundry detergents.

Unit-3

Planning Trends in Housekeeping: Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, Planning for the provision of Leisure facilities for the guest, Boutique hotel concept.

5. Planning and Organising in the House Keeping: Area Inventory list, Frequency schedules, Performance standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals, Job Allocation, Manpower planning, Planning duty roster.

Unit-4

Special Provisions for Handicapped Guests: Guest room - added features and modifications, Public Areas: Wash - rooms, restaurants, main entrance etc. added features and modifications.

Situation Handling/Service Design, for typical Market Segment (Safety, security & comfort): Airlines crew guest rooms, Single lady guests, Children, Typical house-keeping complaints, situations handling, Interdepartmental coordination specially with Room-service, Maintenance, Telephone, security and front desk.

Practical

1. Laundry equipment handling
2. Laundry operations
3. Handling different types of fabrics in manual & mechanical laundry
4. Special decorations
4. Stain Removal: Different types of stains to be removed by hand using different chemicals.

Books Recommended

1. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
2. Hotel and Catering Studies – Ursula Jones
3. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
4. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
5. House Craft – Valerie Paul
6. House Keeping Management by Dr. D.K. Agarwal .
7. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
8. Housekeeping and Front Office – Jones
9. Housekeeping Management – Margaret M. Leappa & Aleta Nitschke

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

10. In House Management by A.K. Bhatiya.
11. Key of House Keeping by Dr. Lal Commercial
12. Housekeeping & Maintenance – Stanley Thornes
13. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
14. Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
15. Managing Housekeeping Custodial Operation – Edwin B. Feldman
16. Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
17. Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones
18. Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales
19. Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
20. The Professional Housekeeper – Tucker Schneider, Publisher:VNR.

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

FRONT OFFICE MANAGEMENT
BHM 307

External Marks: 70
Internal Marks: 30
External Practical: 50
Time: 3 Hrs

Theory

Unit 1:

Night Auditing: Introduction, Objectives and job description of Night Auditor
Night Audit process
Preparing night audit reports

Unit 2:

Yield Management: Objective and benefits
Tools and strategies
Formulas for measuring yield

Unit 3:

Ownership Structure of Hotels: Introduction, Concept, Types, their features advantages and disadvantages
Management Contract, Chains & Franchise/ Affiliated, Time Share.

Unit 4:

Computers in Hotel and Knowledge of Property Management Systems as required by Hotels

Practical

1. Yield management calculations. Preparing statistical data based on actual calculations
2. Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet
3. Preparation of sales letters, brochure, tariff cards and other sales documents
4. Computer proficiency in all hotel computer applications - actual computer lab hours

Books Recommended

1. Hotel Front Office, Tewari, Oxford University Press, Delhi
2. Front office operations by Colin Dix & Chirs Baird
3. Hotel Front Office Management by James Bardi
4. Managing front office operations by Kasavana & Brooks
5. Front office training manual by Sudhir Andrews
6. Managerial accounting and hospitality accounting by Raymond S Schmidgall
7. Managing computers in hospitality industry by Michael Kasavana and Cahell

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

MARKETING FOR HOSPITALITY & TOURISM
BHM309

External Marks - 70

Internal Marks - 30

Time- 3 Hrs

Unit I

Introduction to Marketing

Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process, Service Characteristic of Hospitality and Tourism Business

Unit II

Marketing Environment, Consumer Markets and Consumer Buyer Behavior

Micro and Macro Environment, Characteristics, Factors Affecting Consumer Behavior, Buying Decision Behavior, The Buyer Decision Process.

Unit III

Distribution Channels, Product Pricing and Services Strategy

Nature and Importance of Distribution System, Marketing Intermediaries, What is Product, Product Classification, Individual Product Decisions, Product Life Cycle, Approaches to hospitality service pricing.

Unit IV

Public Relations, Sales Promotions and Integrated Marketing Communication

The Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Marketing Communication, Advertising, Sales Promotion, Public Relations, The Public Relation Process, Personnel Selling, Direct Marketing.

Suggested Readings:

1. Tourism Marketing, Chaudhary, Oxford University Press, Delhi
2. Tourism Operations and Management, Roday, Biwal & Joshi, Oxford university Press, Delhi
3. Services Marketing – Ravishankar
4. Services Marketing- Zeital Valerire- A and Mary Jo Baiter Publisher: Mcgraw Hill Company
5. Service Marketing- Wood ruffe Helen Publisher Macmillan
6. Foundation and Practices Marketing of Services- Strategies for Success, Harsh V. Verma, Professional Manager,s Library, Global Business Press
7. Marketing Management, Philip Kotler, Prentice –Hall of India, New Delhi
8. Hospitality & Travel Marketing,Alastair M. Morrison
9. Strategic Hotel and Motel Marketing- Hart & Troy
10. Marketing For Hospitality Industry- Robert

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

11. Marketing Management in South Asian Perspective, Kotler, Philip, Kevin Keller, A. Koshy and M. Jha, - Pearson Education, New Delhi
12. Marketing - Kerin, Hartley, Berkowitz and Rudelius,, TMH, New Delhi
13. Marketing: Concepts and Cases- Etzel, Michael J, TMH, New Delhi

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

**HUMAN RESOURCE MANAGEMENT
BHM 311**

External Marks - 70

Internal Marks - 30

Time- 3 Hrs

Theory

Unit 1:

Concept of HRM and HRD; role of HR practitioner; managing the HR function; scope of HRM, contemporary issues in HRM

Unit 2:

Job, role and competence analysis; human resource planning; recruitment and selection; induction; redundancy, outplacement and dismissal; maintenance and welfare activities - employee health and safety, fatigue and welfare activities.

Unit 3:

Training and its methods; Executive development and its techniques
Career management; transfer and promotion

Unit 4

Aims, components, factor influencing employee compensation; internal equity, external equity and individual worth; pay structure; incentive payments, performance appraisal; 360 degree feedback.

Books Recommended

1. Human Resource Development & Management in The Hotel Industry- S.K. Bhatia, Nirmal Singh
2. Principles and Techniques of Personnel Management Human Resource Management- Dr. Jagmohan Negi
3. Human Resource Development Practice in Travel and Tourism- S.C. Bagri
4. Jyothi: Human Resource Management, Oxford University Press.

Examiner will set eight questions in all, selecting two questions from each unit. The candidates have to attempt five questions in all, selecting at-least one question from each unit.

SEMISTER - VI

INDUSTRIAL EXPOSURE – II BHM302 , BHM-304, BHM-306

Duration of Exposure: 20 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel. 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager / Concerned Officer of the unit trained in. Industrial Exposure will require an input of 120 working days (30 weeks x 06 days = 120 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term end examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results.

Once the student has been selected / deputed for industrial exposure by the institute, he/ she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel / training unit to other of their own. The training in VI semester *can be with operational training in reputed Fast Food Operations, Airlines, Resorts, and similar industry in accordance with course curriculum so as to enable a candidate sharpen his skills in his functional area of choice in trade & help him in placements. Prior written approval to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure in both semesters.*

Training Schedule:

VI Semester *the exposure shall be in one or More Departments based of choice of functional specialization of a candidate & A Project needs to be completed at the place of exposure after prior approval from faculty coordinator/ HOD*

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, Project, Others as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental / sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report on the department of their choice in VI Semester, on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned / observed. (*Refer to What to Observe Sheets for more details.*)

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook ;
2. Appraisals;
3. A copy of the training certificate.
4. IT Report on the department of his / her choice.
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.
8. Project Report

PROJECT REPORT BHM 306

Project Report: - As you know the diverse nature of tourism & hospitality industry & its long-term implications on the economy, society, culture & environment. It is mandatory to do some project work so as to sharpen your research skills, develop a practical understanding of the Hospitality system, attain some field experience etc.

Students are required to prepare a project report on a topic of their choice approved from Faculty from Institute/ Training Manager/ Head of that Department (F.O/F&Bs/ F.P/ A.Op) Computer Typed {Times New Roman} compiled & hard bound copy (Two print Copies) and One soft copy in C.D.

The Project report should include:-

- The First page should include Name of The Hotel, Project undertaken, your roll Number & Name.
- Certificate by Candidate of genuine work.
- Acknowledgement.
- Certificate of approval.
- Introduction to the topic
- Problem Definition
 - Need of study
 - Problem Definition
 - Research objective
 - List of Information
- Research Methodology
 - Research design
 - Source of data
 - Instrumentation of data collection
 - Sampling Design
- Analysis, Findings & Interpretation.
- Suggestions & Recommendations.
- Conclusion or Silent Findings
- Limitation
- Bibliography
- Annexure

Selecting A Topic: -

Selecting a topic is the first issue. About the only thing you will be sure of should be that do you want to write on a subject that directly relates to Hotels or is associated with tourism. A lot of thinking & creativity is required at planning stage.

The purpose of project for you is to –

- Learn about various hospitality issues.
- Learn how to evaluate the potential.
- Improve organizing & managerial skills.

Sample themes of Research are: -

Accommodation Management-

- “ Technology in Hotel Accommodation Services-: A case study of Hotel-ABC.”

Various topics can be selected suggested themes are-

- Surveying of Guests Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System
- Segmentation of Guests staying in unit.
- Profiling of Tourists/ Guests
- Comparative analysis of Tariff Strategies.
- Linkages amongst various constituents of Hospitality industry
- HRD-Policies of Unit/Chain
- Cost Control in Housekeeping/Kitchen
- Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. You are free to select a topic of your choice with due consultation with the faculty member & from Operational Head of that area of the Unit you are undergoing your training.