CURRICULUM

For

UNDERGRADUATE DEGREE COURSE IN

# BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

## [W.E.F. 2019-20]

**CHOICE BASED CREDIT SYSTEM**



**IIMT University, Meerut**

**(Established by Govt. of U.P. vide U.P Act No. 32 of 2016)**

**FOOD PRODUCTION – I**

 **BHM -111**

**Course Objective:-**

The Student will get knowledge about:

1. Know the history of cooking, its modern developments and develop brief idea of various cuisines;
2. Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
3. Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
4. Have through knowledge of methods of cooking and understanding raw materials.
5. Know in detail about Indian cuisine.

**Learning outcome:-**

At the end of course the student should know about:-

1. History of cooking, its modern developments.
2. Kitchen and personal hygiene.
3. Kitchen organization.
4. Methods of cooking, knowledge of raw materials
5. Basic knowledge about cuisine.

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| **UNIT** | **COURSE TOPICS** | **TOTAL HOURS** |
|  1 | **Introduction to professional cookery:**1. Culinary history.
2. Origins of modern cookery.
3. Kitchen – Cooking & Raw Materials
4. Modes of transference of Heat.

**Kitchen & Personal Hygiene:**1. Personal hygiene
2. Cleanliness of surface & garbage disposal
 |  10 |
|  2 | **Kitchen organization:**1. Kitchen brigade
2. Duties and responsibilities of kitchen staff
3. Responsibilities of each section

**Equipment and tools:**1. Pre-preparation & preparation equipments
2. Ancillary equipments: Knives, Utensils, Pots and Pans.
3. Bakery equipment
4. Modern development/inventions in equipments
 |  15 |
|  3 | **Basic Methods of Cookery:**Modes of heat transferVarious methods of cooking: definition, rules, associated terms, moist methods: boiling, poaching, steaming, stewing, braising.Dry methods: frying, grilling, roasting, broiling, baking.Modern Methods – Microwave, Infrared & Induction |  15 |
|  4 | **Understanding raw materials:**Understanding of common ingredients classification and  available forms, Uses and storage Salt, liquids, sweetening, fats, and oils, raising or leavening agents. Thickening and binding agents, flavorings and seasoning. Various cuts of Vegetables, Meat & Poultry **Knowledge of Basic Mother Sauces with their derivatives** |   20 |

**REFERENCE BOOKS:**

Sudhir K. Shibal : The Ashok book of Favourite Indian Recipes

Madhur Jaffery’s : Cook Book

**FOOD PRODUCTION LAB- I**

 **BHM-111P**

**Course Objective:-**

The Student will get knowledge about:

1. Preparing and cooking of vegetables.
2. Preparing and cooking stocks.
3. Various cuts of vegetables and fruits

**Learning outcome:-**

At the end of course the student should know about:-

1. Preparing and cooking various egg dishes.
2. Preparation of various types of gravies.
3. Preparation of fish and shellfish dishes

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| **Unit** | **Course Topics** | **Total Hours** |
|   1 | 1. Demonstration classes to make students familiar with:The pre-preparation, preparation and method of cookery. |   05 |
|  2 | Preparing and cooking vegetables.Preparing and cooking Eggs |   05 |
|  3 | Preparing and cooking Stocks Preparation of Basic Indian Gravies |  10 |
|  4 | Preparing and cooking Fish & Shellfish Preparing and cooking Poultry Menus comprising of five Dishes each to cover Indian RegionalCuisine |  10 |

**REFERENCE BOOKS:**

Sudhir K. Shibal : The Ashok book of Favourite Indian Recipes

Madhur Jaffery’s : Cook Book

Chandal Padmanabhan : Dakskhin Veg. Delicacies from South India

J. Inder S. Kalra : Prasad Cooking

Jane Grigson : The Book of Ingredients

K.T. Achaya, Oxford : Indian Food

Le rol a. Polsom : The Professional Chef

**FOOD AND BEVERAGE SERVICE-I**

**BHM -112**

**Course Objective:-**

The Student will get knowledge about:

1. Develop an insight into the growth of Catering Industry. In the world from medieval period till recent times.

2. Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional Competence at basic levels in the principles of Food service and its related activities.

3. Acquire the requisite technical skills for competent service of Food and Beverage

4. Understand different non-alcoholic beverages with their preparation and services.

**Learning outcome:-**

At the end of course the student should know about:-

1. Understand the role of F & B department its functions and staffing

2. Identify and use the different types of restaurant equipment’s.

3. Understand the Professional attributes of F& B staff.

4. Understand the role of Ancillary deportment in F&B.

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| **Unit** | **Course Topics** | **Total Hours** |
|  1 | **INTRODUCTION TO THE CATERING INDUSTRY:**1. Introduction and growth of catering-industry.
2. Classification of catering establishments: Commercial,

& Welfare. Various types of Catering.**DEPARTMENTAL ORGANIZATION:**1. Organization of the hotel
2. Relationship between F & B service department with other departments of the hotel;
3. Types of F & B outlets
4. Organization of staff in various F & B Outlets
5. Duties and responsibilities of all F & B staff

Attributes of F & B Service Personnel |  20 |
|  2 | **RESTAURANT EQUIPMENTS:**1. Crockery, Glassware.
2. Cutlery, Flatware, Hollow ware - Silver and stainless steel
3. Linens, Furnishing, fittings, and disposable.
4. Care and maintenance of restaurant equipment.

**ANCILLARY DEPARTMENTS:**Pantry, still room, plate room, hotplate, kitchen stewarding a brief description. |   12 |
|  3 | **NON-ALCOHOLIC BEVERAGES:**1. Tea & coffee: Types, manufacturing, brand, Varieties.
2. Milk based drinks.
3. Juices.
4. Soft drinks.
5. Mineral Water and tonic water.

Mise-en-place & Service of the above Beverages. |  16 |
|  4 | **ROOM SERVICE:**1. Type of Room Service / Centralised / Decentralised /Decentralised Mobile
2. Equipments for room service
3. House Rules for Room Service Waiter

Room Service Menu |  12 |

 **FOOD AND BEVERAGE SERVICE LAB-I**

 **BHM-112P**

**Course Objective:-**

The Student will get knowledge about:

1. Opening and inspection of restaurant
2. Knowledge of special equipment’s used in service.
3. Knowledge of cover layout

**Learning outcome:-**

At the end of course the student should know about:-

1. Various equipments used in restaurant.
2. Identification of various glassware’s ,cutlery, crockery used in restaurant
3. Cover layout as per layout

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| **Unit** | **Course Topics** | **Total Hours** |
|   1 | Opening and inspecting cleaning a restaurant:: Routine Cleaning Non-Routine Cleaning Identification of restaurant equipments. Special equipments used in restaurant. |   03 |
|   2 | Special equipments used in restaurant. Wiping: - Glassware- Cutlery- Crockery holding are using service gears, carrying plating by using trays &salver, using service plate, carrying clearance of dirty cutleries & crockery’s Polishing silver, silvo method, burnishing method |  02 |
|   3 | Arrangement and use of side board - Check list. Laying a table cloth, Re-laying a table cloth Using a tray, Salver |  05 |
|   4 | Procedure for laying tablei) Basic a la carteii) Basic Table D’hôteiii) Service of Breakfast- Continental, English & American.11) Room service tray setup. |   05 |

**REFERENCE BOOKS:**

Sudhir Andrews: F & B Service Training. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

Brown, Heppner & Deegan: Introduction to F&B Service

**FRONT OFFICE - I**

**BHM -113**

**Course Objective:-**

The Student will get knowledge about:

1. Classification and categorization of Hotels and its Evolution.
2. Duties & responsibilities of the staff in the different sections.
3. Types of rooms, food plan, Tariff and room rent.
4. Importance, Modes, Tools of reservation.
5. Basic Terminologies of front office

**Learning outcome:-**

By the end of this course student would be able to:

1. Understand the evolution, meaning and classifications of Hotel.
2. Understand the various layouts of Front office in the Hotel.
3. He would become aware of attributes and hierarchy of front office staff.
4. Understand and able to handle guest reservations.

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| **Unit** | **Course Topics** | **Total Hours** |
|   1 | **INTRODUCTION TO FRONT OFFICE**1. Introduction to hotel industry, Evolution, Definition of modern hotel, Classification and categorization. Position, Role and Importance of Front office in the hotel.
 |  05 |
|   2 | **ORGANIZATIONAL STRUCTURE OF FRONT OFFICE**1. Structure and functions of each section, Duties and responsibilities of Front office staff. Layout of Front office department.
 |  05 |
|  3 | **ATTRIBUTES OF FRONT OFFICE STAFF AND FRONT OFFICE TERMINOLOGY**1. Attributes of Front office staff. Front office terminology regarding guests, plans, rooms hotels tariff and other front office activities.
 |  05 |
|  4 | **RESERVATION OPERATIONS:**1. The importance of reservation section.
2. The modes of reservation: C.R.S. and I.R.S, Various tools of reservation: Room status board. Reservation form, Advance-letting chart, Density control chart, Hotel Diary, Whitney system of reservation. Cancellation and amendment procedure.
3. Preparation of arrival list/movement list. Group reservation
 |  15 |

**Reference books:**

Dennis L. Foster: Back Office Operation & Admn.

Dennis L. Foster: Front Office Operation & Admn

 **FRONT OFFICE LAB –I**

 **BHM -113P**

**Course Objective:-**

The Student will get knowledge about:

1. Telephone etiquettes
2. Knowledge of various forms and registers used in Front Office Department.
3. How to handle guest concerns.

**Learning outcome:-**

By the end of this course student would be able to:

1. Receive telephone calls of guest and management.
2. Handle cancellation and amendments in reservations.
3. Prepare movement list.

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| **Unit** | **Course Topics** | **Total Hours** |
|   1 | Receiving telephone calls.Familiarization of reservation tools. |   05 |
|   2 | Receiving reservation requests.Finding room availability on Advance letting chart, updating itFinding room availability on Density Control chart, updating it |  05 |
|   3 | Updating Hotel diary and preparation of movement list.Handling Cancellation and Amendments. |  05 |

**Reference books:**

Dennis L. Foster: Back Office Operation & Admn.

Dennis L. Foster: Front Office Operation & Admn

**ACCOMMODATION OPERATION - I**

 **BHM-114**

**Course Objective:-**

The students will get knowledge about**:**

1. Organization, function of Housekeeping department and its different sections.

2. Procedure of cleaning different status of room.

3. Cleaning equipments and cleaning agent.

**Learning outcome:-**

By end of this semester students able to know about**:**

1. Co-ordination with other department of hotel.

2. Perform different types of cleaning.

3. Handling of cleaning equipment & cleaning agents.

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| **Unit** | **Course Topics** | **Total Hours** |
|   1 | **Housekeeping As A Department:**Importance of housekeeping. Responsibilities of housekeeping department and housekeeping layout. Interdepartmental co-operation & co-ordination of Housekeeping. Different sections of Housekeeping departments.**Organization Structure Of Housekeeping Department:**Small hotels, Medium hotels, large hotels. Duties & responsibilities of Executive Housekeeping. Duties & responsibilities of Housekeeping Staff. |  10 |
|   2 | **Guest Rooms-**Types of guest room with sizes. Guest room status report.Floor rules, Service and facilities offered by various hotels. |   05 |
|  3 | **Cleaning Organization** Principles of cleaning ,Method of organizing cleaning Frequency of cleaning daily, periodic and special, Design features that simplify cleaning. |   05 |
|   4 | **Cleaning equipment:**General considerations & selections, Classification & Types of equipments, Floor trolley, Vacuum Cleaner, etc., Method of use & mechanism for each type, Care & maintenance.**Cleaning agents:**General criteria for selection, Classification. |  10 |

**Reference books:**

Sudhir Andrews: Hotel Housekeeping

Joan C. Branson: Hotel, Hostel & Hospital Housekeeping

**ACCOMMODATION OPERATION LAB-I**

 **BHM-114P**

**Course Objective:-**

The students will get knowledge about**:**

1. Identification and use of various hand tools.
2. Basic cleaning procedure of guest room.
3. Various procedures of bed making.

**Learning outcome:-**

By end of this semester students able to know about**:**

1. Identification and use of various cleaning equipment’s.
2. Cleaning procedures of: check-out room, Occupied room and Vacant room.
3. Procedure of preparing : Day bed & Night bed

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| **Unit** | **Course Topics** | **Total Hours** |
|   1 | Introduction, identification, uses and care of hand tools, cleaningEquipments and cleaning agents (Paste chart / drawing as applicable), Basic cleaning procedure in Guest room: Check-out room, Occupied room, Vacant room |  10 |
|  2 | Evening service, Procedure for Bed making:, Day Bed, Night Bed Procedure for cleaning bathrooms,Organizing for completing the assigned task, preparing work plan. |  05 |

**Reference books:**

Sudhir Andrews: Hotel Housekeeping

Joan C. Branson: Hotel, Hostel & Hospital Housekeeping

**IIMT University, Meerut**

**Academic Session 2019-20**

**English Communication NHU -111**

**Syllabus**

**-1Introduction to Communication**

* Nature and Process of Communication
* Levels of Communication
* Language as a tool of Communication

**-2 Language of Communication**

* Verbal and Non-Verbal
* Spoken and Written
* Personal, Social and Business
* Barriers to Communication(Intra-personal, Inter-personal and Organizational communication)

**-3 Speaking Skills**

* Monologue
* Dialogue
* Group Discussion (Methodology & Guidelines)
* Interview (Types & Frequently Asked Questions)
* Public Speaking (Dos & Don'ts)

**-4Reading and Understanding**

* Reading Comprehension
* Difference between Abstract &Summary
* Paraphrasing
* Precis Writing

**-5Writing Skills**

* Notices, Agenda , Minutes of Meeting
* Letter writing (Formal & Informal)
* Email Writing
* Report Writing (Kinds, Structure)

**Recommended Readings:**

1. Fluency in English- Part II, Oxford University Press, 2006.
2. Business English, Pearson, 2008.
3. Language, Literature and Creativity, Orient Blackswan, 2013.
4. Language through Literature (forthcoming)ed. Dr.GauriMishra, Dr Ranjana Kaul, Dr Brati Biswas
5. Oxford Guide to writing and speaking , John Seely, O.U.P
6. Effective Technical Communication, M. Asraf Rizvi, Tata McGraw Hill
7. English Grammar & composition,Wren & Martin
8. Technical Communication, Meenakshi Raman & Sangeeta Raman

**BASICS OF HOSPITALITY INDUSTRY**

 **BHM–115**

**Course Objective:-**

The students will get knowledge about**:**

1. Hospitality Industry

2. Various Management Concepts

3. Knowledge of various departments of tourism

**Learning outcome:-**

By end of this semester students able to know about**:**

1. History and brief idea of various reputed chains of hotels

2. Major hospitality distribution channel

3. Inter relationship between Travel, Tourism and Hospitality

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| **Unit** | **Course Topics** | **Total Hours** |
|  1 | **HOSPITALITY INDUSTRY-** Meaning & Definition, Historical Evolution & Development, Hospitality as Industry**HOSPITALITY SECTOR S** – Hotels, Motels, Resorts, Rotels etc.**History of reputed chain of Hotels-** Taj, Oberoi, ITC, Welcome Group, Marriott etc.**Brief idea about reputed international chain of Hotels.****Airlines-** International & Domestic.**Cruise Liners**, **Luxury Trains** between tourist destinations. |  05 |
|   2 | **INTRODUCTION TO TOURISM :**Definition and meaning or concept of tourism and tourist. Nature of Travel & Tourism Industry, Importance or significance of tourism, Multiplier Effect. Inter relationship between Travel, Tourism and Hospitality. |  05 |
|  3 | **THE TOURISM ORGANIZATIONS**Objective, role & function of Government organizations: Department Of Tourism, ITDC, ASI, Domestic Organizations: TAAI, FHRAI,IATOInternational Organizations: WTO,IATA,PATA**MANAGEMENT CONCEPTS: -** Definitions, Functions, Limitations.Managerial skills- Requisite for performance in Hospitality & Tourism Industry |  10 |
|  4 | **HOSPITALITY DISTRIBUTION CHANNELS:**Meaning & Definition, Functions & Levels of Distribution channels.Major Hospitality Distribution Channels – Travel agents, Tour operators, Consortia & Reservation System.Global Distribution System (GDS), and Internet Classification. |  10 |

**REFERENCE BOOKS:**

Wherich & Koontz: Principles of Management

L. M. Prasad: introduction to management concept

Tripathi & Reddy: Principles of Management

A K Bhatia: International Management

R N Kaul : Dynamics of Tourism

**Second Semester**

**Food Production - II**

**BHM - 121**

**Course Objective:-**

The Student will get knowledge about:

1. The various commodities required for food production, their market forms, selection, storage and use.
2. The fundamentals of menu planning & standard recipes
3. The basic culinary skills
4. The bread& cake making process and various pastes

**Learning outcome:-**

 At the end of course the student should know about:-

1. Various commodities.
2. Menu planning and standard recipe.
3. Culinary skills.
4. Bakery science.

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **COMMODITIES**1. MILK AND MILK PRODUCTS: Composition of milk, storage, types of milk, cream, Butter, curd.
2. Yeast & Raising agents.
3. CHEESE Production of cheese, types of cheese, Cheese varieties from different countries.
4. VEGETABLES: Classification, selection
5. FRUITS: Classification, selection
6. **CEREALS:** Sources, variety of cereals, uses, storage.
7. **FATS & OILS:** Sources, types (animal and vegetable fats), uses, storage, Hydrogenization and rancidity.
8. **EGGS:** Structure of an egg, purchase specifications & quality grading, composition & food storage

 **Creams**: Types and uses |   20 |
|  2 | **MENU PLANNING & RECIPE FORMULATION:**Menu Planning: Factors affecting menu planning.Standard Recipes: Definition, Format, writing, Costing.**PRINCIPLES OF MENU PLANNING:**Recipe development and conversion |   10 |
|  3 | **BREAD MAKING**1. Identification and handling of raw materials -Wheat

& wheat flour, sugar, fat, Yeast, water, salt, milk etc.1. Functions of ingredients in bakery products.
2. Method of bread making:
3. Straight dough method, Sponge and dough method, Salt delayed method, Flying ferment method, Bread faults and remedies: Bread varieties
 |   20 |
|  4 | **BREAKFAST COOKERY**1. English, American, Continental Breakfast.
2. Indian -regional Breakfast with Accompaniments
3. Eggs, Cereals ,Yeast, Rolls and other breakfast varieties.
 |  10 |

**REFERENCE BOOKS:**

Larouse Gastronomique-Cookery Encyclopedia, Paul Hamlyn

Professional Baking-Wayne Glasslen

Modern Cookery-Philip E Thangam

**Food Production Lab-II**

 **BHM – 121P**

**Course Objective:-**

The Student will get knowledge about:

1. Various methods of bread making.
2. Various types of pastries.
3. Various types of sponges and cakes.

**Learning outcome:-**

 At the end of course the student should know about:-

1. How to prepare various items for breakfast.
2. How to assemble cake.
3. Preparation of various types of cookies.

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| **Unit** | **Course Topics** | **Total Hours** |
|  1 | 1. Various Breakfasts preparations.2. Bakery practical to cover the following:a. Bread making straight dough method, breakfast rolls.b. Short crust pastry and its products: Tarts, Pie etc.c. Flaky & Puff, pastry and their products: Patties, palmers, cheese straws, vol-au-vent, cream horns etc. |  08 |
|  2 | Choux pastry and its products: Éclairs, profit rolls.e. Sponge cakes: Genoise sponge, fatless sponge.f. Icing: Butter, icing, glazed, icing.g. Assembling cakes.h. Heavy cake: Pound cake.i. Cookies with basic cookie paste |  07 |

**REFERENCE BOOKS:**

Larouse Gastronomique-Cookery Encyclopedia, Paul Hamlyn

Professional Baking-Wayne Glasslen

Modern Cookery-Philip E Thangam

Baking-Martha Day

Classical Food Preparation & Presentation-W K H Bode

The Creative Art Of Garnishes-Yvette Stachowiak

**Food & Beverage Service-II**

**BHM-122**

**Course Objective:-**

The Student will get knowledge about:

1. Understand various restaurant services.

2. Understand type of meal and menu.

3. Develop knowledge of the restaurant control system.

4. Understand the processing manufacturing and service of cigar and cigarettes.

**Learning outcome:-**

At the end of course the student should know about

1. Understand the difference among various services eg. American Service, Russian Service, English Service, French Service.

2. Understand the various types of standard Menus used in star hotels

3. Understand the Food & Beverages Outlets Operation Control System.

4. Understand about the tobacco products that are used in the star hotels.

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| **Unit** | **Course Topics** | **Total Hours** |
|  1 | **RESTURANT SERVICE:**1. Forms and methods of services: English; French & Russian
2. Mise- en place, Mise-en-scene arranging side-board,
3. Receiving the Guests.
4. Service of a Table

Types of meal: Breakfast Lunch/Dinner/Supper/Brunch/High tea / Afternoon Tea/ Elevenses. |  10 |
|  2 | **MENU:**1. Menu: Table d’hôtel, A la carte, carte-du-jour.
2. Courses of French classical menu
3. Menu terminology
4. Fundamental of menu planning, Continental, Indian menus with accompaniments.
5. Breakfast: English, American, Continental, Indian.

High tea and Afternoon tea with menu: |  10 |
|  3 | **RESTAURANT OPERATION CONTROL SYSTEM:**1. Necessity of good control system.
2. Functions of control system.
3. K.O.T & B.O.T System.
4. Taking order and presenting bills.
5. Duplicate and triplicate checking system.
6. Inter-departmental transfer, summary sheet, control of cash & credit sales.
7. Volume forecasting.

Control by selling price. |  20 |
|  4 | **TOBACCO:**1. Processing and manufacturing of cigarettes, cigar & pipe.

Storage and service of cigarettes and cigars | 20 |

**REFERENCE BOOKS:**

Sudhir Andrews: F & B Service Trg. Manual

Denni R. Lillicrap: F & B Service

**Food & Beverage Service Lab-II**

**BHM-122P**

**Course Objective:-**

The Student will get knowledge about:

1. Various restaurant services.

2. Various types of napkin folds for table layout.

3. Knowledge of basic service methods of food.

4. Understand the processing manufacturing and service of cigar and cigarettes.

**Learning outcome:-**

At the end of course the student should know about

1. Service of non-alcoholic beverages.
2. Procedure of receiving and order taking of food.
3. Preparation and presentation of bills

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| **Unit** | **Course Topics** | **Total Hours** |
|  1 | 1. Revision of F&B Practical’s.2. Layout of different food service areas and ancillary departments (Drawing).3. Various types of napkin folding.4. Receiving guests.5. Order taking for food & beverages, preparation for K.O.T. |  07 |
|  2 | 6. Basic service methods e.g. silver service, American service, Russian service etc.7. Service of non-alcoholic beverages.8. Service of cigar & cigarettes.9. Preparation of bills and its presentation of the guest.10. Arrangement & use of side board practice of mise-en place & mise en scene. |  08 |

**REFERENCE BOOKS:**

Sudhir Andrews: F & B Service Trg. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

Brown, Heppner & Deegan: Introduction to F&B Service

 **FRONT OFFICE - II**

**BHM - 123**

**Course Objective:-**

The Student will get knowledge about:

1. Registration, its types, importance and other aspects.

2. Check in procedure for various categories of guest.

3. Meaning and Procedure of Night Auditing.

4. Room Tariff Fixation.

**Learning outcome:-**

By the end of this course student would be able to

1. Understand and handle FIT & GIT guest arrival.
2. Understand the procedure of Night Auditing and various reports prepared by night auditor
3. Understand various types of Tariff found in Hotels.
4. Understand Room Keys Handling

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **CHECK IN PROCEDURE:**1. Greeting the guest.
2. Registration: Types of registration, importance of registration, registration of foreigners, legal aspects of registration, C-Form, Pakistani Guests. Allotment of rooms. Handover of keys.

 Work flow chart. |   10 |
| 2 | **HANDLING GROUP ARRIVALS:**1. Types of groups, Rooming list, Pre arrival procedures.
2. Welcoming and handling of check-in at the time of actual check-in, Post arrival activities will reference to group types, Flow chart.

 Room change procedure. |  05 |
| 3 | **NIGHT AUDIT:**1. Job, duties and responsibilities of night auditor, Completion of reports and statistics, Preparation of transcript.
2. Forecasting and planning for next day’s arrival, departures, VIP movements etc.
 |   05 |
| 4 | **WORK SHIFTS & HAND OVER PROCESS:-**Starting & ending work shift, handling over to next shift general awareness and knowledge**International Airlines****Debit & Credit Cards.** |  10 |

**Reference books:**

Dennis L. Foster: Back Office Operation & Admn.

Dennis L. Foster: Front Office Operation & Admn.

Sudhir Andrews: Hotel Front Office

 **FRONT OFFICE LAB-II**

 **BHM–123P**

**Course Objective:-**

The Student will get knowledge about:

1. Registration procedure of various types of guests.
2. Knowledge of post arrival activities at reception.
3. Check-in procedure for VIP and group.

**Learning outcome:-**

By the end of this course student would be able to

1. Greet and receive the guest
2. Process of shift handover.
3. Planning for arrivals and departures

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 |  Recapitulation of the semester – I, Greeting and receiving the guest, Registration procedure of guests: walk-in, reserved, Allotment of room and handling over keys, Post arrival activities at the reception, Check-in procedures for foreigners |   10 |
| 2 | Check-in procedures for VIP, Group check-in, Statistical methods. Shift hand over procedures, Planning for following day’s arrival and departures |  05 |

**Reference books:**

Dennis L. Foster: Back Office Operation & Admn.

Dennis L. Foster: Front Office Operation & Admn.

Sudhir Andrews: Hotel Front Office

**ACCOMMODATION OPERATION-II**

**BHM-124**

**Course Objective:-**

The students will get knowledge about:

1. The public area cleaning task.

2. Floors – types of floor finishes, methods of cleaning.

3. Learn about inspection of guest room.

4. Cleaning and care of metals: Brass, silver etc. and their compositions.

**Learning outcome:-**

By end of this semester students able to know about:-

1. The different area of hotel and their cleaning process.

2. Wall and floor finishes and their use in hotel.

3. Experience of all housekeeping routines system.

4. The uses and composition metal, leather glass, wood etc.

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **PUBLIC AREA CLEANING:**a. Periodical cleaning; task, schedule.b. Special cleaning program: routine and spring cleaning of upholstery, carpet & Drapery.**FLOOR FINISHES:**Classification and characteristics: Hard and soft floor finishes methods of cleaning. | 25 |
| 2 | **WALL FINISHES:**Different wall finishes in rooms, public and back areas,Wall papers: Uses, merits and demerits | 40 |
| 3 | **DAILY ROUTINES & SYSTEMS OF HOUSEKEEPING DEPARTMENT:**Control Desk Activities.Staff Allocation, Duty Roasters. Key Co-ordination areas.**RECORDS AND FORMATS MAINTAINED IN THE HOUSEKEEPING DEPARTMENT** | 30 |
| 4 | **GUEST ROOM INSPECTION – CHECK-LIST****COMPOSITION, CARE AND CLEANING OF:**Metals, glass, leather, plastic, ceramic and wood. | 25 |

**REFERENCE BOOKS:**

Sudhir Andrews: Hotel Housekeeping

Joan C. Branson: Hotel, Hostel & Hospital Housekeeping

Georgi ra Tucker: The Professional Housekeeper

Rose Mary & Heinemann: Housekeeping Management for Hotels

Devid Allen, Hutchinson: Accommodation & Cleaning Services

G. Raghubalan – Hotel Housekeeping

**ACCOMMODATION OPERATION LAB-II**

**BHM – 124P**

**Course Objective:-**

The students will get knowledge about:

1. Basic cleaning procedure of guest room.
2. Scheduling for regular, periodic and spring cleaning.
3. Procedure of polishing and finishing of various surfaces.

**Learning outcome:-**

By end of this semester students able to know about:-

1. How to clean : check-out room, occupied room and Vacant room.
2. Cleaning and care of different metals
3. How to prepare and follow guest inspection checklist

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| **Unit** | **Course Topics** | **Total Hours** |
|  1 | **1. Basic cleaning procedure in guest room:** Check-out room, Occupied room, Vacant room, Evening service, Clerical jobs to undertaken in the above cases.**2. Public area cleaning programmed:**a. Regular (Daily), Periodical (Weekly),Special (spring) |  05 |
|  2 | **3. Floor polishing and finishing:****a**. Different stones like granite, marble, sand stone and other hard surfaces. **b**. Wooden **c**. Synthetic flooring **d**. Soft flooring.**4. Cleaning and care of:**a. Different metals e.g. brass silver and E.P.N.S., stainless steel, copper, iron etc.b. Glassc. Plasticd. Leathere. Ceramic**5. Guest room inspection: Check-list** |   10 |

**REFERENCE BOOKS:**

Sudhir Andrews: Hotel Housekeeping

Joan C. Branson: Hotel, Hostel & Hospital Housekeeping

Georgi ra Tucker: The Professional Housekeeper

Rose Mary & Heinemann: Housekeeping Management for Hotels

Devid Allen, Hutchinson: Accommodation & Cleaning Services

G. Raghubalan – Hotel Housekeeping

Third Semester

**FOOD PRODUCTION - III**

**BHM - 231**

**Course Objective:-**

The Student will get knowledge about:

1. The various types of soups, sauces and stocks.
2. Food commodities.
3. Fish and poultry.
4. Meat and pork

**Learning outcome:-**

At the end of course the student will have the knowledge about:-

1. Basics of continental cookery.
2. Soups, sauces and stocks.
3. Various food commodities.
4. Deep knowledge of fish, poultry, meat, pork, their cuts and usage

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| **Module** | **Course Topics** | **Total Hours** |
|  1 | **BASICS OF CONTINENTAL COOKERY:** Stock: Definition & Classification ,Types, Rules for stock Preparation, Recipe of Various Stocks, Soups: Definition, Classification of Soup; Examples. Garnishes and Accompaniments.. |  10 |
|  2 | **KNOWLEDGE OF INDIAN FOOD**: Ingredients, spices& gravies (Red , Brown, White, Green) study of various regional’s cuisines.**Study of Indian starters ,sweets, accompaniments& Indian breads** |  10 |
|  3 | **MEAT: Lamb & Beef**Types of meats used in cookery, Butchering Procedure, Rigor Mortis, Cuts of meats i.e.( Beef, lamb), purchasing and quality grading, factors that gives meat a good quality, handling, knowledge of offal’s & other edible parts, food value, storage, application & cooking methods.**PORK**Cuts, food value, purchasing, butchering procedure, **Processed Meat**-Ham, Bacon, Sausages, Salami |  20 |
|  4 | **FISH:**Classification of Fishes , purchasing & selection qualities, handling-scaling, filleting, skinning, pulling bones, Fish cuts and uses, storage, application & cooking methods.**POULTRY:**Various Poultry & Games used in cookery, classification, Cuts, Purchasing &Selection qualities, food value, storage, application & cooking methods, cutting, deboning, Trussing & stuffing. |  20 |

**RECOMMENDED BOOKS**

1. Theory of cookery - Cinton Cesarane.

2. Theory of cookery – Krishna Arora.

**FOOD PRODUCTION LAB-III**

 **BHM – 231P**

**Course Objective:-**

The Student will get knowledge about:

1. Various types of stocks and soups
2. Knowledge of mother sauces and its derivatives.
3. Various dishes and their accompaniments

**Learning outcome:-**

At the end of course the student will have the knowledge about:-

1. Preparation of mother sauces
2. Preparation of various egg dishes.
3. Preparation of various meat and poultry dishes

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| **Module** | **Course Topics** | **Total Hours** |
|  1 | 1. Making soups & Stocks.2. Preparation of Basic sauces & Derivatives. |  05 |
|  2 | 3. Dishes with accompaniments & sauces.4. Meat, poultry, Egg & fish dishes (Continental) |  10 |

**RECOMMENDED BOOKS**

1. Theory of cookery - Cinton Cesarane.

2. Theory of cookery – Krishna Arora.

**FOOD & BEVERAGE SERVICE - III**

**BHM - 232**

**Course Objective:-**

The Student will get knowledge about:

1. Understand the viticulture and Vinification.

2. Understand different types of Wines, Their classification storage & services.

3. Know about the different wine producing countries, their specialty wine

4. The wine quality laws governing the major wine producing countries.

**Learning outcome:-**

At the end of course the student will have the knowledge about:-

1. Understand the making process of Beer.

2. Understand the making and service process of National & International Wines.

3. Understand the Wine law of Wine producing Countries.

4. Understand the Food and matching wine service harmony.

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| **Module** | **Course Topics** | **Total Hours** |
|  1 | Introduction to alcoholic beveragesDefinition of alcoholic beverages and classification Fermentation and distillation ( Pot and patent) ,Proof system |  05 |
|  2 | **BEER:**History, Definition and types, ingredients used in beer making, Brewing process: Bottom fermentation; Top fermentation, Beer faults, Care and Storage of beer. Beer terminology |  20 |
|   3 | **WINE:**History, definition and classification of wine ,Viticulture, Quality of soil and of area of production, Types & Composition of grapes and its effect on the nature of wine and wine diseases, Wine making Methods-Table, Fortified-Sherry & Port, Sparkling Wine- Champagne Characteristic of wine, still, sweet, dry, vintage & non-vintage.**PRINCIPLES WINE PRODUCING COUNTRIES WITH THEIR WINES.** Old World Wine: - France, Italy, Germany, Spain & Portugal, New World Wine:- America, Australia, New Zealand, California, Chilli & India. , Care and Storage of wine ,Study of wine label, Wine Terminology |  20 |
|  4 | **WINE QUALITY LAWS:** * 1. France, Germany, Italy, Portugal and Spain

**WINES OF FRANCE:** Different regions, climate, grape varieties and characteristic of wines from each region, special reference of Champagne, its origin, grape varieties and production. **WINES OF OTHER COUNTRIES:**Wine of Spain with special reference to sherry (in detail), Wine of Portugal with special reference to port & Madeira, Marsala. **FOODS AND WINE HARMONY:** In relation to all courses of French classical menu |  15 |

**REFERANCE BOOKS :**

Tom Stevenson - World wine Encyclopedia.

Dennis R. Lillicrap – F & B services.

Jaffrey T. Clarke - sable & Bar.

**FOOD & BEVERAGE SERVICE LAB-III**

 **BHM – 232P**

**Course Objective:-**

The Student will get knowledge about:

1. Various glasswares and equipments used for beer and wine service.
2. Table layout for different meals.
3. Service of Red and white wine.

**Learning outcome:-**

At the end of course the student will have the knowledge about:-

1. Order taking and Preparation of BOT.
2. Table layout and service of different meals.
3. Service of red wine , white wine and champagne.

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| **Module** | **Course Topics** | **Total Hours** |
|  1 | 1. Revision of First year practicals – table layout and services for different types of meals.2. Beverage order taking and preparation of BOT.3. Familiarization with the glassware, equipment’s and tools required in relation to Beer & wine services.4. Services of red wine, white wine, champagne with all the courses. |  05 |
|  2 | **Assignments:****a) Preparing Charts**i) Different regions of France and their characteristics of wine.ii) Regions and characteristics wine of two other countries.**b) Collection of Labels**i) At least fine wines (Indian & Foreign). |  10 |

**REFERANCE BOOKS :**

Tom Stevenson - World wine Encyclopedia.

Dennis R. Lillicrap – F & B services.

Jaffrey T. Clarke - sable & Bar.

**FRONT OFFICE - III**

 **BHM - 233**

**Course Objective:-**

The Student will get knowledge about:

1. Handling guest mails, messages, enquires and guest complains.

2. Safety deposit & Wake-up Call procedure

3. The tasks performed at bell desk.

4. Meaning and reason of Black listing the guest

**Learning outcome:-**

By the end of this course student would be able to:

1. Handle various guest services.

2. Handle various jobs performed at Bell Desk

3. Understand the Job profile of Door man and Parking Attendant

4. Understand the activities performed by Receptionist during various shifts.

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| **Module** | **Course Topics** | **Total Hours** |
|   1 | **Guest Information and Enquiries**Guest Information Handling Handling guest mails and message procedure Business centre facilities and functions  |  10 |
|  2 | **Other Information And Desk Functions**Room key management.Safety deposit Locker : ProcedureWake up call.Paging system.Guest Complaint & Handling Procedure. |  10 |
|  3 | **Black Listing Of Guest**Meaning, reason and procedure.Bell desk managementProcedures:Check in.,Check out,Left language.Other activities & Formats used at Bell Desk. |   30 |
|  4 | **Other Activities**Work Done by Receptionist during Morning Shift, Afternoon Shift & Night Shift ,Duties of Bell Boy.Duties of doorman and parking attendant.Responsibilities of Airport representative. |  10 |

**REFERENCE BOOKS:**

1. Dennis L Foster – Back Office operation & Administration.

2. Sudhir Andrews – Hotel Front Office.

3. Bruce Braham – Hotel Front Office.

4. Jatashankar R. Tewari- Hotel Front Office Operations & Management.

**FRONT OFFICE LAB-III**

 **BHM–233P**

**Course Objective:-**

The Student will get knowledge about:

1. Registration procedure of various types of guests.
2. Handling various types of enquiries
3. Check-in procedure for VIP and group.

**Learning outcome:-**

By the end of this course student would be able to

1. Greet and receive the guest
2. Process of shift handover.
3. Various bell desk activities during check-in and check-out

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| **Module** | **Course Topics** | **Total Hours** |
|   1 | 1. Recapitulation of the semester – II,Handling various types of enquires,Message and mail handling and books filling up.

Bell desk activities during: - Check-in &check-out. |   15 |

**REFERENCE BOOKS:**

1. Dennis L Foster – Back Office operation & Administration.

2. Sudhir Andrews – Hotel Front Office.

3. Bruce Braham – Hotel Front Office.

4. Jatashankar R. Tewari- Hotel Front Office Operations & Management.

**ACCOMMODATION OPERATION – III**

**BHM - 234**

**Course Objective:-**

The students will get knowledge about**:-**

1. Planning and organizing of the linen room and uniform room.

2. Purchasing cycle and procedure of linen

3. Activities in sewing room and laundry

4. Some knowledge about fiber, fabrics and yarn.

**Learning outcome:-**

By end of this semester students able to know about:**-**

1. Different types of linen and their purchasing procedure.

2. Sewing room activities and managing uniform room.

3. Different types of laundry and stain removal procedure.

4. Fiber, fabrics, yarn and their uses in hotel

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| **Module** | **Course Topics** | **Total Hours** |
|  1 | **HOTEL LINEN:**Classification: Room linen, F&B linen, miscellaneous linen. Selection criteria & stock requirements, Par Stock , Linen Size**LINEN ROOM:**Location, Equipment and Standard Operating Procedures Storage & section: Care of linen and Stocktaking, Marking & Monogramming, Functioning. |  10 |
|  2 | **SEWING ROOM:**Activities and area provided, Equipments and Standard Operating Procedures **UNIFORM ROOM:**Purpose of uniforms, No. of sets issuing procedure & exchange of uniform, Designing a uniform, Layout and planning of the uniform room. |  15 |
|  3 | **FIBERS AND FABRICS:**Definition, Origin, Classification, Characteristics of different fibers – Cotton, Linen, Silk, Polyester, Nylon, Acrylic. **YARNS:** Types |  25 |
|   4 | **FINISHES:**Designing, sizing, deguming, weighting, scouring, calendaring, decatizing, Tentering, shearing, Flocking, sanforisation mercerization, napping, Bleaching, Dyeing, Printing, Singeing.   |   10 |

**TEXT READINGS**

Joan C. Branson - Hotel, Hotel & Hospital Housekeeping.

Georgira Tucker - The Professional Housekeeper.

G. Raghubalan – Hotel Housekeeping

**ACCOMMODATION OPERATION LAB-III**

**BHM – 234P**

**Course Objective:-**

The students will get knowledge about**:-**

1. Basic cleaning procedure of guest rooms.
2. Knowledge of stock taking, marking and monograming.
3. Knowledge of laundry operations.

**Learning outcome:-**

By end of this semester students able to know about:**-**

1. Stock taking, marking and monograming.
2. Identification and operation of different laundry equipment’s.
3. Dry cleaning method.

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| **Module** | **Course Topics** | **Total Hours** |
|  1 | .Basic cleaning procedure in guest room:Check-out room, Occupied room, Vacant room, Evening services, Working in linen. Special emphasis on:, Storage.Stock taking, Marking and monogramming. Functioning – clerical jobs in the linen room and uniform room. |  05 |
|  2 |  Laundry:a) Identification and operation of different equipment’s.b) Laundry cleaning agents.c) Flow process in industrial laundry-layout, planning and operation.d) Dry cleaning method. Stain removal: Identification and removal of the stains using the specific methods and reagents. Identification of different weaves. Identification and sampling of different fabrics. Sewing Room – mending and use of sewing kit. Visit to hotel laundry / commercial laundry. |   10 |

**TEXT READINGS**

Joan C. Branson - Hotel, Hotel & Hospital Housekeeping.

Georgira Tucker - The Professional Housekeeper.

G. Raghubalan – Hotel Housekeeping

**Food Science**

 **BHM - 235**

**Course Objective:-**

The student will get knowledge about

1. The term, importance and relation to nutrition

2. The composition and nutritive value of food items

3. Know the changes occurring in various foodstuffs as a result of processing and cooking.

4. Different methods for improving the quality of food preparations

**Learning outcome:-**

By the end of this course student would be able to

1. Understand and define the relevant terms in food preparation

2. Compare the nutritive value of food stuffs

3. Understand effect of various cooking methods and processing on nutritive value of food stuffs

4. Improve the quality of foods by using germination, supplementation, and fortification

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| **Module** | **Course Topics** | **Total Hours** |
| 1 | EFFECT OF HEAT ON FOOD AND ITS NUTRITENTS:PROTEINS, CARBOHYDRATE, FATS, VITAMINS & MINERALS**.** | 10 |
| 2 | **FOOD PRESERVATION**1. Principles of food preservation. Asepsis, Removal, Anaerobic Condition.
2. Preservation methods & Procedures-(By Drying & Freezing, By High & Low Temperature, By Radiation)
3. Changes during preservations (During Drying, Freezing).
4. Changes during storage.
5. Preservation by food additives, chemicals. Salts & Sugar, Alcohol, wood smoke, spices and other condiments.
 | 10 |
|  | **MICRO ORAGANISMS*** 1. Micro-organisms used in food preservations.
	2. Functions & characteristics of Yeast, Molds & Bacteria.

**ADULTERATION** Definition, common food adulterants in different food groups, toxic effect of chemical adulterants, detection of adulterants (Physical & Chemical). Functioning of PFA | 20 |
|  | **FOOD ADDITIVES AND LEAVENING AGENTS:** Functions of Food Additives. Preservation, Antioxidants- Surface active agents, stabilizers and thickness, bleaching and maturing agents, buffers, acids and alkalis, food colors, non-nutritive and special dieting sweeteners, nutrient supplements & Fortifying agents, flavoring agents, Anti Caking Agents. | 20 |

**RECOMMENDED BOOKS**

1. Food Science – B. Srilakshami

2. Food & Nutrition (VOL I & II) - Dr. M Swaminathan.

3. Nutrition & Dietetics – Shubhangim A Joshi.

 **BASIC ACCOUNTANCY**

 **BHM - 236**

**Course Objective:**

The Student will get knowledge about:

1. Basic concept of accounting.
2. Double entry system journal, ledgers, various subsidiary books, cash book and final accounts.
3. Financial ratios
4. The concept of Bank Reconciliation Statement

**Learning outcome:-**

By the end of this course student would be able to

1. Understand the use of Balance Sheet in hotels
2. Calculate various Financial Ratios.
3. Perform Journal entries and maintain Trial Balance
4. Understand Fund flow & Cash Flow

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| **Module** | **Course Topics** | **Total Hours** |
|  1 | **INTRODUCTION**Meaning and concept of accounting, Principals of Accounting, fundamental & Subsidiaries books of account, journal entries, ledger, cash book (Single, Double & Triple column cash book |  10 |
|  2 | **FINANCIAL STATEMENTS**Trial balance: need, importance, limitations, preparation of trading and P&L account and balance sheet with simple adjustments |  10 |
|  3 | **BRS AND DEPRECIATION**Bank reconciliation statement, Depreciation: Concept, Rationale and methods |  10 |
|   4 | **ANALYSIS OF FINANCIAL STATEMENTS**1. Introduction to financial analysis, nature, importance and uses of financial ratios, types of financial ratios: (Liquidity, debt, profitability, coverage and market value ratios etc.)1. Fund flow statement: its meaning, objectives and preparation.
2. Cash flow statement: its meaning, objectives, preparation. between cash flow statement and fund flow statement
 |  10 |

**Reference Books:**

S.N. & S.K. Maheshwari, Management Accounting

G.S Rawat Elementary of Accountancy.

S.A Siddiqui Comprehensive Accountancy.

Fourth Semester

**Industrial Training Viva**

**BHM - 241**

**Course Objective:**

The Student will get knowledge about:

1. All the sections of Hotel Operations and its functionary.

**Learning outcome:-**

By the end of this course student would be able to:

1. Perform the duties of various department of the Hotel and able to select the right department for his career.

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| **S. No** | **Course Topics** | **Total Hours** |
|  1 | There will be no theory papers in this Semester and students will have to go for mandatory Industrial training in any 3-5 stars Hotel. At the end of Semester, Students will be judged on the basis of performance, feedback from the Hotel. She/he has to submit IT report, log book and training certificate Institute.**Industrial Training Scheme (15 Weeks)** 1) Exposure to Industrial Training is an integral part of the 2nd year curriculum. The 15 weeks industrial training would be divided into five/six weeks each in the four key areas of Food Production, Food & Beverage Service, and Accommodation Operations & Front Office Operations. 2) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students’ responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. A hard copy of the report along with log book will have to be submitted to the panel. This report will consist of detailed information about the property and its various departments (all major and minor detail about the outlet). 3) A log book is to be maintained for attendance and duties performed on each day. The duties and responsibilities should be mentioned for each day on a single page. For off day, the page should be left blank mentioning OFF-DAY.3) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT 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 Training on their own.  | 375 |

Fifth Semester

**FOOD PRODUCTION - IV**

**BHM -351**

**Course Objective:-**

The Student will get knowledge about:

1. Various types of quantity kitchen
2. Convenience food and fast food
3. Bakery kitchen
4. Frozen Desserts

**Learning outcome:-**

By the end of this course student would be able to:

1. The management and functioning of Quantity Kitchen.
2. Various convenience foods and fast foods.
3. Functioning of bakery kitchen.
4. Knowledge of basic desserts.

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **QUANTITY FOOD PRODUCTION**Introduction to Large Scale Commercial Cooking, Objective, Technique & Equipments Used,Contract Catering, Industrial Catering, Institutional Catering. |   10 |
| 2 | **CONVENIENCE FOOD AND FAST FOOD**Characteristics , Types -Indian And Western, Menu Examples, Role of Convenience Food in Fast Food Operations ,Advantages and Disadvantages of Convenience Food ,Labor and Cost Saving Aspect. Sandwiches, Burgers, Pizza. |   20 |
| 3 | **FUNDAMENTALS OF A BAKERY KITCHEN**Bakery Kitchen Layout, Functioning of Various Equipments used in Bakery, A Brief Introduction of Commercial Flour Milling Process, Flour Constituent in Relation to Baking Quality, Flavors Used inBakery & Confectionary, Bakery Fats. |  20 |
| 4 | **DESSERT**Basic Custards, Cream and Puddings ,Different Deserts Sauces, Soufflés and Mousses, Frozen Desserts – Ice Creams, Bombes, Sorbets and Still Frozen Desserts Chocolate Tampering and Various Chocolate Desserts , Meringue |   10 |

**RECOMMENDED BOOKS**

1. The Professional Chef- Lerol A. Polsom :

2. Theory of cookery – Krishna Arora

**FOOD PRODUCTION LAB-IV**

 **BHM -351P**

**Course Objective:-**

The Student will get knowledge about:

1. Knowledge of quantity cookery.
2. Preparation of Frozen desserts.
3. Preparation of various types of sandwiches

**Learning outcome:-**

By the end of this course student would be able to:

1. Prepare variety of pizza.
2. Prepare menus of oriental cuisine
3. Prepare varieties of pizzas and burgers

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 | 1. Revision and Recapitulation of previous semester.
2. Menus of western / Indian /oriental/ethnic courses in context to Quantity cooking.
3. Preparation of Sandwiches,
4. Pizzas and burgers
5. Bakery desserts – Custard & Puddings, Chocolate Desserts, Frozen Desserts & Dessert Sauces.
 |   30 |

**RECOMMENDED BOOKS**

1. The Professional Chef- Lerol A. Polsom :

2. Theory of cookery – Krishna Arora.

**FOOD & BEVERAGE SERVICE - IV**

 **BHM -352**

**Course Objectives:-**

The student will get knowledge about:

1. Understanding the process of distillation of spirits and the types of stills used for the same.
2. Acquire the requisite technical skills for complete competent service of Alcoholic beverages and specially based on spirits
3. Understand cocktails – their preparation – presentation and service.

**Learning Outcome:-**

By the end of this course student would be able to:

1. Define spirits and classify them.
2. Understand distillation Process.
3. Understand various production processes of spirits (Whisky, Brandy, Gin, Vodka & Rum) and their characteristics with brands.
4. Understand traditional spirits (Tequila, Absinthe, Tiquira, Ouzo etc).
5. Understand the production of liqueurs.
6. Able to know the flavor, base and colour of liqueurs.
7. Understand the various methods of making cocktails.

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **DISTILLED BEVERAGES**Distillation Process (Pot Still ,Patent Still)Definition and types of spirits: Whisky, Rum, Vodka, Gin, Brandy , Production process, National & International brand name and service of the same. |  10 |
| 2 | **TRADITIONAL SPIRITS**Definition, and characteristics of traditional spirits: Tequila,Absinthe, Tiquira, Ouzo, Slivovitz, Aquavit, Calvados, Fenny, Arrack. |  20 |
| 3 | **LIQUEURS**History, definition, types and manufacturing: Distillation, Hot Method, cold method, infusion, percolation, aging, Sweetening Liqueurs. Brands, origin, base and flavoring. Bar Staffing & Bar Equipments. |  10 |
|  4 | **COCKTAILS**Definition, Common cocktails, recipe, methods of preparations and Golden rules for making cocktails Presentation (Garnishes & Glassware) and Requisites in preparing cocktails.  |  20 |

Suggestive reading :-

Sudhir Andrews: F & B Service Trg. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

**FOOD & BEVERAGE SERVICE LAB-IV**

 **BHM -352 P**

**Course Objectives:-**

The student will get knowledge about:

1. Taking Beverage orders
2. Service of spirit & Liqueurs
3. Service and preparation of cocktails

**Learning Outcome:-**

By the end of this course student would be able to:

1. Take beverage orders
2. Serve spirits , Liqueurs and cocktails
3. Preparation of varieties of cocktails.

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| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | 1. Revision and Recapitulation of previous semester.
2. Beverage order taking and preparation of BOT.
3. Service of spirits & traditional Spirits, Liqueurs and cocktails.

Demonstration / Preparation and presentation of one variety of each stirred & shaken cocktails |   30 |

References:-

Sudhir Andrews: F & B Service Trg. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

Brown, Heppner & Deegan: Introduction to F&B Service

**FRONT OFFICE-IV**

**BHM-353**

**Course Objective:-**

 The Student will get knowledge about:-

1. Check out procedure followed in the hotel
2. Illustrate Foreign Exchange Encashment procedure
3. Different methods of settlement – Cash & Credit.
4. Different types of accounts, folios, vouchers prepared at front desk.

**Learning outcome:-**

By the end of this course student would be able to:-

* 1. Understand and handle check-out procedure.
	2. Understand the procedure of settling guest bills.
	3. Understand Forex exchange encashment procedure.
	4. Understand front office accounting procedure and the formats which are prepared at front office.

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **CHECK-OUT PROCEDURE**TheGuest Departure Procedure and Post Departure Activities at Front Desk – Guest History Card.Information to concerned Departments - Interdepartmental Coordination.Problems during Guest Check out and their solutions |   10 |
| 2 | **MODES OF SETTLEMENT** **Receiving Payments/Settling Bills Through**Cash Credit Card, Bill to Company d. Travel Agent Voucher e. Travelers Cheques |  05 |
| 3 | **FOREIGN EXCHANGE** Foreign Exchange Encashment ProcedureAuthorized agencies, Licenses and documents used, Category of guest entitled.Different currencies and their-Forex rates |   05 |
| 4 | **FRONT OFFICE ACCOUNTING** Different types of Accounts, Ledgers, Folios& Vouchers prepared at Front Desk.Guest Accounting Cycle  |  10 |

**Reference books:**

Dennis L. Foster: Back Office Operation & Admn.

Sudhir Andrews: Hotel Front Office

Kasavana& Brooks: Managing Front office Operations

 **FRONT OFFICE LAB-IV**

 **BHM -353P**

**Course Objective:-**

 The Student will get knowledge about:-

1. How to prepare bills
2. How to settle bills.
3. Preparation of various documents.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Prepare bills.
2. Settlement of guest account through different modes
3. Know guest accounting cycle.

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| **Unit** | **Course Topics** | **Total Hours** |
|  1 | 1. Revision and Recapitulation of previous semester.2. Handling checkout procedure and accepting payments.3.Preparationof Bills4.Settlementof guest account through different modes. 5.Foreign exchange encashment procedure6.Familiarization with various documents prepared at cashiers desk: VTL, Paid outs, Vouchers, Miscellaneous Charge Voucher, & Other Documents.7.Guest Accounting Cycle |  15 |

**Reference books:**

Dennis L. Foster: Back Office Operation & Admn.

Sudhir Andrews: Hotel Front Office

Kasavana& Brooks: Managing Front office Operations

**ACCOMMODATION OPERATION - V**

**BHM - 354**

**Course Objective:-**

The Student will get knowledge about:

1. Managing housekeeping personal
2. Planning and organizing of the department
3. Safety awareness, accident and first aid box.
4. Budgeting and Store room control
5. Understanding the significance of contracts and Outsourcing

**Learning outcome:-**

By the end of this course student would be able to:

1. Gain an insight into the process of recruitment, hiring, selection, orientation, training, motivation, etc.
2. Understanding the steps involved in the planning process.
3. Understanding the concept preparing, outline housekeeping different expanses.
4. Understanding the concept of par stock and par level.
5. The types of contracts and various services offered on contract basis in housekeeping.

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 |  **MANAGING HOUSEKEEPING PERSONNEL**Documents for Personnel Management, Determining Staff Strength – Recruiting, Selection, Hiring, Orienting Training & Scheduling, Motivating Employees, Performance Appraisal, Time &Motion Studies & Job Analysis, Teamwork & Leadership, Employee Welfare & Discipline | 10 |
| 2 | **PLANNING & ORAGANISING IN THE HOUSEKEEPING DEPARTMENT**Area Inventory List , Frequency Schedules, Performance Standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals**PERSONAL QUALITIES/ATTRIBUTESOF HOUSEKEEPING STAFF WITH EMPHASIS ON.**Dealing with Emergency situations, Safety &security awareness and loss preventionUse of First aid box, Dealing with sick guest. | 20 |
| 3 | **STORE AND STOCK CONTROL** Store room control , Inventory and requisitions, Par Stock and Stock taking **HOUSEKEEPING BUDGETING**Concept & Importance, The Budget Process, Types of budget, Operational & Capital Budget**HOUSEKEEPING EXPENSES** | 20 |
| 4 | **CONTRACT AND OUTSOURCING**Definition, Contact service in housekeeping, Hiring contract providers, Contract specification, Pricing of contracts, Advantages and disadvantages. | 10 |

**Text Reading**

Sudhir Andrews: Hotel Housekeeping

Joan C. Branson: Hotel, Hostel & Hospital Housekeeping

Georgira Tucker: The Professional Housekeeper

**ACCOMMODATION OPERATION LAB-IV**

 **BHM – 354P**

**Course Objective:-**

The Student will get knowledge about:

1. How to deal with emergency situations.
2. How to give first aid in case of emergency.
3. Room designing for different categories.

**Learning outcome:-**

By the end of this course student would be able to:

1. Deal with fire, fumes and gas leakage.
2. Treatment of minor wounds.
3. Designing of rooms for children & VIP

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| --- | --- | --- |
| **Unit** | **Course Topics** | **Total Hours** |
| 1 | 1. Revision and recapitulation of previous semesters**2.Dealing with Emergency**a) Event of fireb) Event of fumesc) Event of gas leakage**3. First Aid**a) Treatment for Minor and Scalds Unconsciousness, Drunkenness, Sun burnMinor wounds, Choking, Fainting shock, Nose bleedingb) Dressings for minor wounds and cuts**4. Designing rooms for different categories of guests**Handicapped, Children & V.I.P, etc. |  15 |

**Text Reading**

Sudhir Andrews: Hotel Housekeeping

Joan C. Branson: Hotel, Hostel & Hospital Housekeeping

Georgira Tucker: The Professional Housekeeper

**Information Technology in Hotels**

**BHM - 355**

**COURSE OBJECTIVE:**

The Student will get knowledge about:

1. Introduce the students to computer and computer hardware.
2. Systematically develop the computer operating skills.
3. Knowledge of Operating System MS-DOS.
4. Knowledge of Word Processing: MS-WORD – 2010
5. Operating knowledge of Networking, Internet, E-mail

**Learning outcome:-**

By the end of this course student would be able to:

1. Understand the use and working of computers in Hotels
2. Understand how to operate the operating system MS- DOS
3. Understand the working of MS WORD – 2010
4. Role of Internet and operate the email

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **INTRODUCTION TO COMPUTERS**Historical evaluation of computers, Generation, classification, characteristics & limitation of computers, Overview of computer architecture and organization, Networking concepts; LAN, VAN, MAN, Internet and Intranet, Network Connecting Devices**AN OVERVIEW OF MS-DOS**Introduction to operating system, Booting components, internal & external commands and Directory Commands, File Management Commands, Disc Management Commands, Batch Files & Configuring. | 15 |
| 2 | **OVERVIEW OF WINDOWS 2010**The user interface, The Control Panel,Various Windows Features.E-mail, Net Meeting, Web Browsing, Communication & Internet Explorer.**MS WORD 2010**Basics of Word Processing, Viewing, Editing, Finding & Replacing Text, Proofing Documents: Correcting Spell Check, Grammar Command, Auto Commands & Macro, Mail Merge.Working with Tables & Charts, Creating Basic HTML Documents. | 15 |

**Books for reference**

Fundamentals ofcomputers:V. Rajaraman

Mastering Microsoft office:Lonnie E Moseley & David M.Boobey

**Information Technology in Hotels Lab**

**BHM – 355P**

**COURSE OBJECTIVE:**

The Student will get knowledge about:

1. Knowledge of Disk Operating system.
2. Features and Operations of windows 2010.
3. Features of MS Word

**Learning outcome:-**

By the end of this course student would be able to:

1. Execute internal and external commands.
2. Operate windows 2010.
3. Work on MS Word.

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 | 1. MS-DOS2. Windows 20103. MS-WORD | 15 |

**Books for reference**

Fundamentals ofcomputers:V. Rajaraman

Mastering Microsoft office:Lonnie E Moseley & David M.Boobey

**ENGINEERING & MAINTENANCE**

**BHM - 356**

**Course Objective:-**

The students will get the knowledge of:

1. Hotel building
2. Equipment used and their maintenance
3. Supply of water and fuel used
4. Pollution

**Learning outcome:-**

By the end of this course student would be able to:

1. Maintenance of various equipments
2. Air-conditioning
3. Refrigeration

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **Introduction To Engineering And Maintenance**Definition of Maintenance, Types of Maintenance, Department – Function, Organization Structure of Maintenance Department, Duties and Responsibilities of Staff.**Water And Waste Water Management**Water Quality Standards, Importance of Water, Sources of Water Supply, Hard Water, Removal of Hardness, Water Distribution System, Waste Water and its Disposal System, Sanitation and Sanitary System, Types of Traps, Swimming Pool Maintenance.**Basic Fuels**: Types and Calorific Value**Energy Conservation For Hotel:** Front Office, Housekeeping, Kitchens, Food &Beverage Outlets **Pollution And Its Classification** | 15 |
| 2 | **Ventilation-** Importance, Different Types of Ventilation**Air Conditioning-** Principles of Air Conditioning, Various Types of Air-Conditioning- Central, Split, Window.**Refrigeration-** Principles of Refrigeration, Refrigeration Cycle, Walk in Coolers and Deep Freezers**Care, Maintenance And Troubleshooting Of Various Equipments**- Refrigeration, Air Conditioning, Cooking Stoves and Ranges, Microwave Oven, Washing Machines, Clothes Dryers and Dishwashers.**Equipment Replacement Policies**Reasons for Replacement, Types of Failure Mechanism of Equipments,**Replacement Of Items That Fails All of A Sudden**- Individual Replacement, Group Replacement**Replacement of Items Which Gradually Deteriorate With Time** | 15 |

Reference Book:-

1. **Tarun Bansal: Hotel Engineering Aman Publishers**
2. **SujitGhosal: Hotel Engineering Oxford University Press**

Sixth Semester

**FOOD PRODUCTION - V**

 **BHM - 361**

**Course Objective:-**

The Student will get knowledge about:

1. Kitchen Management
2. Quality Control
3. Records And Formats
4. Herbs And Wines Used In Cooking
5. Salads

**Learning outcome:-**

By the end of this course student would be able to:

1. The management and functioning of Kitchen.
2. Various kitchen records and formats.
3. Control of quality in kitchen.
4. Knowledge of herbs and wines
5. In- depth knowledge of salads

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| **Module** | **Course Topics** | **Total Hours** |
| 1 | **KITCHEN MANAGEMENT**Objectives, Food Preparation Areas, Kitchen Planning And Layout, Food Service System, Selection of Supplier, Purchasing, Market Study, Receiving Food, Inventory Management, Store Management, Indenting, Distribution of Food and Holding Food. | 20 |
| 2 | **QUALITY CONTROL PROCEDURE**Cost Control, Quality Control, Portion Control, Waste Control, Budgetary Control & Yield Management**KITCHEN RECORDS AND FORMATS**Different Records, Registers, Vouchers, Formats, Tags and Color-Coding. | 20 |
| 3 | **USE OF WINES AND HERBS IN COOKING**Ideal Use of Wines in Cooking, Effects of wine in Cooking Classification of Herbs, Use of Herbs in Cooking. | 10 |
| 4 | **SALADS**Introduction, Composition of Salads, Types of Salad, Salad Dressing, Emerging Trends in Salad Making, Salient Features of Preparing Good Salads. | 10 |

**RECOMMENDED BOOKS**

Theory of Cookery- Krishna Arora

Theory of Cookery II- Thangam Philip

European Cookery- Jane Gregsan‘s

The Professional Chef- Paul Bocuse

**FOOD PRODUCTION LAB-V**

 **BHM-361P**

**Course Objective:-**

The Student will get knowledge about:

1. Plate decoration for various dishes.
2. Wine and dish pairing.
3. Salad Preparation and Quality control

**Learning outcome:-**

By the end of this course student would be able to:

1. Prepare various types of salads.
2. Pair wine with various meals.
3. Control the quality of raw materials and finished product.

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| **Module** | **Course Topics** | **Total Hours** |
| 1 | 1. Revision and Recapitulation of previous semester.
2. Various salad preparations
3. Dishes with wines and herbs
4. Continental cookery.

 Quality control | 20 |

**RECOMMENDED BOOKS**

Theory of Cookery- Krishna Arora

Theory of Cookery II- Thangam Philip

European Cookery- Jane Gregsan‘s

The Professional Chef- Paul Bocuse

**FOOD & BEVERAGE SERVICE - V**

 **BHM -362**

 **Course Objectives:-**

The student will get knowledge about**:**

1. Understanding the process of specialized Service like guerdon service and their need etc.
2. The students will come to know about the importance of buffet & Banquet management in Hospitality Industry.
3. The students will come to know the handling ODC & managing event.
4. Acquire the requisite technical skills for complete competent service of food and beverage.

**Learning Outcome:-**

By the end of this course student would be able to:

1. Understand guerdon service in restaurants.
2. Have knowledge the name of equipments used on guerdon trolley.
3. Understand the food preparation technique for guerdon service
4. Understand the recipes of dishes like Crepe Suzette, Banana Flambe etc.
5. Have knowledge about the buffet set up and sequencing of dish at buffet.
6. Understand the difference between formal and informal banquet.
7. Understand banquet protocol and toast procedure.
8. Prepare seating Plans.
9. Execute outdoor catering functions.

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| **Module** | **Course Topics** | **Total Hours** |
| 1 | **GUERIDON SERVICE:**Introduction: History of Guerdon service, Definition, General points to be considered while doing Guerdon service, Advantages and disadvantages of Guerdon service, Guerdon equipments and ingredients. Method of service of common Guerdon preparations: Crepe Suzette, Banana Flambé, Rum Omelette | 18 |
| 2 | **BUFFET MANAGEMENTS**Introduction , Types of Buffet , Table layout and configuration, Clothing and dressing the buffet table Display and decoration, Centerpiece, Types and limitations of food to be served, Mise-en-place, Checklist and its proper supervision, Food & Beverage control-its application and buffet management. | 22 |
| 3 | **BANQUET MANAGEMENT AND FUNCTION CATERING****Introduction:** Definition of banquet; types of banquet (formal and informal) , Space Area Requirement Organization of Banquet Department, Function Prospectus, Contract/Memorandum, Mise-en-place, Corkage. **Facilities available:** Informal gathering, Formal gathering: Sitting plans:-theatre, class room etc. Name Cards, Service, Toast & Toasting Procedure. **Case studies in banqueting:** Reception, Cocktail parties, Seminars, Exhibitions, Fashion show, Trade Fairs, Wedding, Organizing Theme functions. | 40 |
| 4 | **OUTDOOR CATERING/OFF PREMISES CATERING**Introduction, Out Door Catering, infrastructure, licenses, on site facilities; Manpower, preparation, transportation and service equipment, Food Suppliers, Food purchase storage and handling , Peripherals and special effects . | 30 |

**FOOD & BEVERAGE SERVICE LAB-V**

 **BHM -362P**

**Course Objectives:-**

The student will get knowledge about**:**

1. Table layout for different type of meals
2. Planning of different type of buffet
3. How to prepare function checklist.

**Learning Outcome:-**

By the end of this course student would be able to:

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| **Module** | **Course Topics** | **Total Hours** |
|  1 | 1. Revision and Recapitulation of previous semester.2. Table layout and services for different types of meals.3. Guerdon Service.4. Preparation and service of Banana Flambé, Rum Omelette and Crepe Suzette.5. Layout and drawing of the functions prospectus and identifying its appropriate usage.6. Planning of different types of buffet counters and setting the counters. |  05 |
|  2 | 7. Preparation of function checklist of buffet.8. Assignment on buffet menu planning, planning the table layouts of different types of banquet function.9. Seating plans of different Banquets. Preparation of charts, Name cards etc.10. Food and beverage-how to serve in banquets.11. Assignments: a) Checklist for conference and other parties b) Menu planning for State Banquets.12. To visit Hotels for Banquet, business events and exhibitions. |   10 |

1. Prepare various dishes on guerdon trolley
2. Do table layout for different meals
3. Prepare function checklist.

**References:-**

Dennis R Lilicrap Food and Beverage Service

Matt A Casdo Food and Beverage Service

Michael M Coltman Beverage Management

**FRONT OFFICE-V**

**BHM-363**

**Course Objective:-**

 The Student will get knowledge about:-

1. The role of front office in ensuring safety and security of guest
2. Handling different types of guest and situations.
3. Meaning and importance of Overbooking in hotel
4. Room Tariff Fixation
5. Forecasting and budgeting their meaning and importance in front office.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Understand how to handle the emergency situations in the hotel like fire etc.
2. Understand how to handle different types of guest
3. Understand the role of guest comment card, questionnaire form, etc.
4. Understand and able to calculate room tariff and evaluate Hotel performance.
5. Understand forecasting its formula and different data required for forecasting

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| **Module** | **Course Topics** | **Total Hours** |
| 1 | **SAFETY & SECURITY**Meaning, importance, types of security, control of room keys, and role of front office.**Fire Safety**- causes, classification of fires, procedure in case of fire**Handling Emergency situation** – Accidents, Terrorist Activities and Bomb Threat, Robbery and Theft, Guest in Drunken State and Death of Guest in Hotel  |  05 |
| 2 | **GUEST HANDLING** a) **Dealing with guests of different personalities:-**Fussy guest, irritated guest, timid guest and socializing guest b**) Overbooking****c) Guest Satisfaction & Delight**d)  **Accessing the result of customer care policy-** Questionnaire, Suggestion book, Face to face interview, Feed Back Form  |   05 |
| 3 | **EVALUATION OF HOTEL PERFORMANCE****Method of Room tariff Fixation** – Hubbart formula, cost based approach, market based approach. **Methods of measuring hotel performance** - formulasIts importance for Investors, Owners and ManagersEvaluation of hotel by guest |  05 |
| 4 | **FORECASTING & BUDGETING** **Forecasting**Meaning, Benefits of Forecasting, data required for forecasting, records required for forecasting and forecasting formula**Budgeting**Meaning, types of budget., Budgetary control – meaning, advantages and disadvantages of budgetary control, essentials of budgetary control |  15 |

**Reference books:**

Dennis L. Foster: Back Office Operation & Admn.

Sudhir Andrews: Hotel Front Office

Kasavana & Brooks: Managing Front office Operations

Jatashankar R. Tewari- Hotel Front Office Operations & Management

**FRONT OFFICE LAB-V**

 **BHM-363P**

**Course Objective:-**

 The Student will get knowledge about:-

1. Handling different emergency situations.
2. Handling of different types of guests.
3. Future forecasting.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Handle different emergency situations.
2. Calculate room tariff and measure hotel performance
3. Prepare front office budget.

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| **Module** | **Course Topics** | **Total Hours** |
| 1 | 1. Revision and Recapitulation of previous semester.
2. Handling different situations in hotel like – fire, accident, bomb threats etc.
3. Handling different types of guest – fussy guest, etc.
4. Overbooking situation
5. Familiarization with forms like Questionnaire Form, Feed Back Form, etc.
6. Calculation of room tariff and measuring hotel performance
7. Forecasting for future
8. Preparing budget for front office
 | 15 |

**Reference books:**

Dennis L. Foster: Back Office Operation & Admn.

Sudhir Andrews: Hotel Front Office

Kasavana & Brooks: Managing Front office Operations

Jatashankar R. Tewari- Hotel Front Office Operations & Management

**ACCOMMODATION OPERATION – V**

 **BHM - 364**

**Course Objective:-**

The Student will get knowledge about:-

1. Apply the elements of art in designing interiors.
2. Interior decoration and horticulture which includes flower arrangement.
3. Importance of renovation in housekeeping.
4. Identify the living creatures in the vicinity of the hotel.
5. Waste & waste control.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Principle of design while coordinating interiors.
2. The significant role played by color, light, floor finishes, wall covering, various kind of window treatments.
3. The different types of renovation differentiate between refurbishing and redecoration.
4. The characteristics of common pest found in hotel and their control.
5. The hygienic waste disposal and recycling of waste.

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| **Module** | **Course Topics** | **Total Hours** |
| 1 |  **INTERIOR DESIGNING** Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture. **INTERIOR DECORATION:** Color, Light and lightening system, Floor, ceiling and wall covering, Role of accessories, Window & Window TreatmentFurniture, soft furnishing. |  05 |
| 2 | **HORTICULTURE**Landscaping, Types of manures, Simple ways of gardening Equipment, care & pesticides, In-house herb garden**FLOWER ARRANGEMENT**Equipment and material required knowledge of varieties of flowers, decorative material used in flower arrangementPurpose of flower arrangement, placement and level of placement with relevant examples, Styles and principals of flower arrangement |  05 |
| 3 | **RENNOVATION OF ROOMS**Reasons to renovate, Types of renovation, RefurbishingRedecoration**VARIABLES OF OPENING A HOUSEKEEPING DEPARTMENT IN A NEW** |  05 |
| 4 | **PEST AND RODENTS CONTROL** Definition & Types of Pests & rodents, Pests control methods **Types of Wastes & Waste Disposal Methods**  |  15 |

**TEXT READINGS**

John C. Branson – Hotel .Hostel & Hospital House Keeping

Georgira Tucker – The Professional Housekeeper

Anne Effelsberg – Flower Arranging

John Ambulan/Andrews – First Aid Manual

Sudhir Andrews: Hotel Housekeeping

 **ACCOMMODATION OPERATION LAB-V**

 **BHM–364P**

**Course Objective:-**

The Student will get knowledge about:-

1. Interior decoration and horticulture which includes flower arrangement.
2. Setting of interiors and use of light in interior decoration.
3. Knowledge of various types of flower arrangements.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Use various wall coverings in interior decoration.
2. Prepare various types of flower arrangements.
3. Use different tools in gardening.

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| **Module** | **Course Topics** | **Total Hours** |
| 1 |  1.Revision and Recapitulation of previous semester.**2) INTERIOR DECORATION**Making and display of different miniature of wall covering and floorCovering, light arrangements using flip chartsc) Setting of interiors and placements of accessories**3) HORTICULTURE**a) Identification of different tools in gardeningb) Different ways of gardeningc) Different flowers | 10 |
| 2 | **4) FLOWER ARRANGEMNT**a) Identification of equipment and material required for flower arrangementb) Practice of different styles of flower arrangements2. Pests control methods**5) Types of Wastes & Waste Disposal Methods** | 05 |

**TEXT READINGS**

John C. Branson – Hotel .Hostel & Hospital House Keeping

Georgira Tucker – The Professional Housekeeper

Anne Effelsberg – Flower Arranging

John Ambulan/Andrews – First Aid Manual

Sudhir Andrews: Hotel Housekeeping

G. Raghubalan – Hotel Housekeeping Joan C. Branson: Hotel, Hostel & Hospital Housekeep

**FOOD & BEVERAGE MANAGEMENT**

 **BHM – 365A**

**Objectives:-**

The student will get knowledge about:-

1. To develop optimum level of knowledge and skills in the students so as they are capable to independently manage F & B Service outlet in Hospitality Industry.
2. To make them aware of Portion control, cost controls and sales analysis.
3. To make them aware about Menu Merchandising.
4. To teach about different types of formats used in Inventory.

**Learning Outcome:-**

By the end of this course student would be able to:-

1. Understand different types of purchase and purchasing procedures.
2. Understand the importance of receiving, issuing and storing control.
3. Understand food & beverage operation control system (K.O.T., B.O.T., Billing etc.).
4. Understand inventory management system.

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| **Module** | **Course Topics** | **Total Hours** |
| 1 | **FOOD AND BEVERAGE COST CONTROL SYSTEMS**Introduction to Food & Beverage Management, Objective of F & B Management.**Food Control**:- Food Purchasing Control, Food receiving Control, Food storing & issuing control ,Food Production control, Food Cost control, Food sales Control.**Beverage Control:-** Beverage Purchasing Control, Beverage receiving Control, Beverage storing & issuing control, Beverage Production control, Beverage Cost control, Beverage sales Control.Standard portion size, Standard recipe, Standard yield, Cost/Volume/Profit Relationship (Break-even Analysis).Definition of Cost, Elements and classification of cost, Food & Beverage cost percentage, evaluating food & Beverage cost result. | 15 |
| 2 | **FOOD AND BEVERAGE OPERATION CONTROL SYSTEM**K.O.T control system, F&B control cycle, making bills, Cash handling, Theft control system, Prevention of Frauds, F&B control records and formats.**INVENTORY MANAGEMENT** Food and beverage inventory, Types of Inventory – Physical & Perpetual Inventory, Various formats used in Inventory, food & beverage inventory control.Menu Merchandising & Menu Engineering. | 15 |

**References:-**

Levinson, Food and Beverage Operations

Lillycrap, Food and Beverage Service

Food & Beverage Management, Bernand Davis

 **FACIITY PLANNING**

 **BHM – 365B**

**Course Objective:-**

 The Student will get knowledge about:-

1. Hotel design considerations
2. Illustrate facility planning in hotels
3. Summarize the star classification of hotel
4. Making the students aware of restaurant and kitchen planning.
5. Project management

**Learning outcome:-**

By the end of this course student would be able to:-

1. Understand and design considerations and thumb rule.
2. Understand the procedure of SLP.
3. Understand and able to evaluate star classification.
4. Understand planning and designing of restaurant and kitchen and project Mgt.

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| **Module** | **Course Topics** | **Total Hours** |
| 1 | **HOTEL DESIGN** Design Considerations:• Attractive Appearance • Efficient Plan • Good Location • Suitable Material • Suitable Workmanship • Sound Financing • Competent Management, Evaluation of accommodation needs thumb rules **FACILITIES PLANNING**The systematic layout planning pattern (SLP); Planning Consideration, Flow process and flow diagram. Procedure for determining space, ways of determining space requirements space relationship, Difference between carpet area and plinth area, Approximate cost of construction estimation.Approximate operating areas in budget type/5 star type hotel and approximate other operating areas per guest room.  **STAR CLASSIFICATION OF HOTEL** Architectural feature, facilities and service in star category Hotel, Heritage and Apartment Hotel a. Criteria for star classification of Hotel. b. Criteria for classification of Heritage Hotel. c. Criteria for classification of apartment Hotel. d. Hotel evaluation sheet for awarding category.  | 15 |
| 2 | **PLANNING FOR FOOD AND BEVERAGE OUTLETS** Types of restaurants, Designing and planning a restaurantLayout of commercial kitchen, key steps for designing a kitchenPlanning of various supporting services: Kitchen stewarding, Storage Facilities. **PROJECT MANAGEMENT** a. Network analysis. b. Basic rules and procedure for network analysis. c. Definition, scope, merits & demerits of CPM & PERT. d. Network crashing, determining crash cost, normal cost.  | 15 |

**Reference books:**

Tarun Bansal—Hotel Facility Planning

**Seventh Semester**

**ADVANCE FOOD PRODUCTION**

**BHM – 471**

**Course Objective**

**The students will get knowledge about:**

1. Larder section of kitchen
2. Various International cuisines
3. Various methods of Carvings.
4. Various methods of Food Preservations

**Learning outcome**

**By the end of this semester students should be able to**

1. Larder.
2. International cuisines.
3. Carving and various displays.
4. Methods of food preservation.

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| **Unit** | **Course Topics** | **Total Hours** |
|  **1.** | **LARDER**Definition, function, importance, layout and planning of larder department Staff organization , Cold food presentation , ASPIC & chaudfroid Sandwiches and canapés ,Cold starters , Charcuterie Sausages, terrines, galantines, pate, mousses |  **20** |
|  **2.** | **INTERNATIONAL CUISINES**Staple , herbs and spices used , cooking methodsand Specialties of Chinese Cuisine, Italian Cuisine, Mediterranean Cuisine Japanese Cuisine, Mexican Cuisine, Middle Eastern Cuisine, Thai Cuisine, Spanish and American cuisine |  **15** |
|  **3.** | **KITCHEN RECORDS AND FORMATS**Different records, registers, vouchers, formats, tags and color-coding.**FOOD HANDLING PROCESS** |  **15** |
|  **4.** | **Methods of food preservation**long term and short term methods**Food Laws**- Prevailing food standards in India, food adulteration as a public health hazard, simple tests in the detection of common food adulterants, Essential Commodities Act-ISI, Agmark. |  **10** |

**Reference Books:**

* The Professional Chef- Lerol A. Polsom
* Theory of Cookery – Krishna Arora.
* Thangam Philip - Theory of cookery-II

**ADVANCE FOOD PRODUCTION LAB**

 **BHM – 471P**

**Course Objective**

**The students will get knowledge about:**

1. International cuisine.
2. Various food preparation methods.
3. Various methods of carving.

**Learning outcome**

**By the end of this semester students should be able to**

1. Preparation of cold starters.
2. Prepare various international cuisines.
3. Prepare basic carving.

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| **Unit** | **Course Topics** | **Total Hours** |
|  **1.** | 1. Recapitulation of previous semester.
2. Menus of international cuisines.
3. Preparation of cold starters,
4. Fruit carvings
5. Vegetable carvings.
 |  **15** |

**Reference Books:**

* The Professional Chef- Lerol A. Polsom
* Theory of Cookery – Krishna Arora.
* Thangam Philip - Theory of cookery-II

**ADVANCED FOOD & BEVERAGE SERVICE
BHM-472**

**Course Objective**

**The Student will get knowledge about:**

1. Able to understand the concept of event management & its operation.
2. Acquire to manage and organize events on different themes.
3. Able to understand the customer relationship in F&B Service outlets
4. Able to acquire knowledge of Restaurant layout & design.
5. Able to understands the operations of transport catering i.e. Airline , Crew liner & Railway.

**Learning outcome**

By the end of this semester students should be able to :

1. Plan designing and decoration of a restaurant.
2. Prepare duty roaster and work allocation.
3. Plan sales plan for Promotion.

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| **Unit** | **Course Topics** | **Total Hours** |
| **1.** | **Personal Management in F & B Service**1. Developing a good F & B Team (desirable attributes for various levels of hierarchy)
2. Allocation of work, Task Analysis and Duty Roaster
3. Performance Measure
4. Customer Relations

 e) Sales Promotion  |  **10**  |
| **2.** | **Restaurant Planning & Design**a) Space utilization b) Layout  c) Design & Decoration d) Light & Interim e) Planning for Equipment f) Manpower Planning |  **20** |
| **3.** | **Event Management** a) Concept, Nature, Scope & its Significant b) Components of Events  c) Conceptualizing and designing eventsd) 5C’s of events Planning,  e) Organizing ,staffing ,leading, Coordination, Controlling  |  **20** |
| **4.** | **Food & Beverage Service in Crew liners , Airlines & Railway Catering**Crew Management, Airline Management, IRCTC operationsGround Management |  **10** |

**Reference Books:**

Dennis R.Lilicrap Food & Beverage Service
Peter Jones Flight Catering
R.Singaravelavan F&B Service

 **ADVANCED FOOD & BEVERAGE SERVICE LAB
 BHM-472P**

**Course Objective**

**The Student will get knowledge about:**

1. How to prepare duty roaster.
2. Preparing various setups in restaurant.
3. Planning for various events.

**Learning outcome**

By the end of this semester students should be able to :

1. Buffet setup for various events.
2. Planning and organizing of different events
3. Preparing checklist for various events.

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| **Unit** | **Course Topics** | **Total Hours** |
|  **1.** | 1. Practicing the all previous semester practical.
2. Making of duty roaster for different F&B outlets.
3. Set up of buffet for various events.
4. Creating professional guest relation for promoting the F&B sale.
5. Practicing various types of set ups in restaurant.
6. Case studies of different theme events like exhibitions, weddings etc.
7. Planning & organizing of different events.

 Checklist for different events organized in the department |  **15** |

**Reference Books:**

Dennis R. Lilicrap Food & Beverage Service
Peter Jones Flight Catering
R. Singaravelavan F&B Service
T. Rogers Conferences & Conventions : a Global industry
Antone Shone and Bryan Parry Successful Event Management
Bobby George Food & Beverage Service
M.P.Vogel Business & management of Ocean Cruises

**ADVANCED FRONT OFFICE**

**BHM 473**

**Course Objective**

 **The Student will get knowledge about:**

1. Features of PMS interface and Management system

2. Concept and views of quality management in hotels.

3. Meaning and Procedure front office arrangements.

4. Yield management system and statistics.

 **Learning outcome**

**By the end of this course student would be able to:**

1. Understand the meaning of international business in terms of Hotels.
2. Understand the procedure of measuring yield
3. Understand benefits and challenges of yield Mgt.
4. Understand various PMS and it interfaces in Hotels.
5. Understand how to handle quality management in hotels.

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 | **Front Office Arrangements**Independent hotels, International Business, Lease agreementFranchise, Contract, Chain Incorporation, Management groups  | 05 |
| 2 | **Yield Management System**Concept and Importance, Applicability to room division: capacity management, discount allocation, duration control, Elements of yield management, Benefits and challenges in yield management | 10 |
| 3 | **Computer Applications in Front Office**Property management system: Micros, Amadeus, Ids Fortune, Shaw man, PMS interface with standalone systems  | 10 |
| 4 | **Quality Management System In Hotels**Concept and Importance, Guest perception of quality, Features of quality management, Benefits of quality management | 05 |

**Reference Books:**

* Dennis L. Foster - Front Office Operation & Admin.
* Bruce Braham - Hotel Front Office

 **ADVANCED FRONT OFFICE LAB**

 **BHM 473P**

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| **Unit** | **Course Topics** | **Total Hours** |
| 1 |  Recapitulation of previous semester.Recapitulation of all the important forms and formats used in front officeFamiliarization with the different software used in computer.Understand and handle the procedure of PMSFamiliarization with different tools of Yield Management.Familiarize with the standards of QualityTo visit different categories of Properties | 05 |

**Course Objective**

 **The Student will get knowledge about:**

1. Various software’s used in Hotels
2. Handling PMS
3. Various tools for Yield Management.

 **Learning outcome**

**By the end of this course student would be able to:**

1. Work on PMS.
2. Prepare various reports in front office.
3. Prepare various forms and format in front office

**Reference Books:**

* Dennis L. Foster - Front Office Operation & Admin.
* Bruce Braham - Hotel Front Office

**ADVANCED ACCOMMODATION OPERATION**

**BHM –474**

**Course Objective:-**

The Student will get knowledge about:-

1. Apply the elements of art in designing interiors.
2. Interior decoration and horticulture which includes flower arrangement.
3. Importance of renovation in housekeeping.
4. Identify the living creatures in the vicinity of the hotel.
5. Waste & waste control.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Principle of design while coordinating interiors.
2. The significant role played by color, light, floor finishes, wall covering, various kind of window treatments.
3. The different types of renovation differentiate between refurbishing and redecoration.
4. The characteristics of common pest found in hotel and their control.

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| **Unit** | **Course Topics** | **Total Hours** |
| **1.** | **Changing Trends in Housekeeping**Hygiene, Training and Motivation, Eco friendly AmenitiesNew Scientific Techniques, IT Savvy Housekeeping |  **05** |
| **2.** | **Ecotels**Ecotels Certifications , Choosing an Eco-friendly site, Hotel Design and Construction, Eco-friendly Housekeeping, Water ConservationEnergy Conservation |  **10** |
| **3.** | **Safety and Security**Work Environment SafetyPotential Hazards in Housekeeping Crime Prevention Key and their ControlScanty Baggage |  **10** |
| **4.** | **Ergonomics in Housekeeping**Internal Environment (Noise, Air Conditioning and Lighting)Supervision in Housekeeping |  **05** |

**Reference Books:**

Martin Robert J (1998), Professional Management Of Housekeeping Operation.

Hotel Housekeeping Training Manual- Sudhir Andrews.

Hotel Housekeeping Operation And Management G. Raghubalan And SmritteRaghubalan(2007)

Hotel, Hostel and Hospital Housekeeping –Joan Branson And Margaret Lennox

**ADVANCED ACCOMMODATION OPERATION LAB**

 **BHM –474P**

**Course Objective:-**

The Student will get knowledge about:-

1. To know about different Procedures through the use of internet.
2. To make them understand about handling of guest’s luggage, equipment’s utilize in such activities.
3. To learn about the preparation of checklist for rooms and public area.

**Learning outcome:-**

By the end of this course student would be able to:-

1. Handle housekeeping equipments and materials.
2. Use various eco-friendly amenities.
3. Implement various water conservation techniques.

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| **Unit** | **Course Topics** | **Total Hours** |
|  **1.** | Using of latest in IT amenities in the housekeeping department Wi-Fi, WALNs, GPS, VoIP, Uses of energy conserving products Water conservation, Uses of eco-friendly amenitiesEstimation or eco-friendly site Handling of keys for security reasonHandling scanty baggage guest. Methods of handling housekeeping equipment’s and materials. Implementing the need of ergonomics in housekeepingAnalysis the significance of ergonomics Preparing of checklist both for rooms and public area. Inspection through checklist |  **15** |

**Reference Books:**

Martin Robert J (1998), Professional Management Of Housekeeping Operation.

Hotel Housekeeping Training Manual- Sudhir Andrews.

Hotel Housekeeping Operation And Management G. Raghubalan And Smritte Raghubalan(2007)

Hotel, Hostel and Hospital Housekeeping –Joan Branson and Margaret Lennox

 **General Elective**

 **Subjects of open elective will be decided by University**

**Eighth Semester**

**Indian Heritage**

**BHM – 481**

**Course Objective**

**The students will get knowledge about:**

1. To understand the Evolution of Indian culture.

2. Knowledge about various scriptures.

3. Knowledge about various Indian performing arts.

4. Understanding various Indian paintings.

**Learning outcome**

**By the end of this semester students should know about:**

**1.** Ancient history of the Indian continent.

2. Role of freedom fighters in the independence of India

3. Originate of Buddhism

4. Main features of classical dance Kathak and Bharatanatyam

5. Architectural features of important monuments of India

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| **Unit** | **Course Topics** | **Total Hours** |
| **1.** | **Historical Perspective** -Indian History - Scope and objective - Evolution of culture – Ancient, Medieval and modern.  | **10** |
| **2.** | **Great Scriptures** – Upanishads – Sankya – Darshans – Ramayana – Mahabharata – Bhagavad-Gita – Buddhism – Tripitakas - Jainism – Puranas | **20** |
| **3.** | **Indian Performing Arts** – Bharatanatyam - Kuchupudi – Kathak – Odissi – Kath kali – Mohiniattam – Folk theater and performances and its role in promoting Indian tourism.Indian Painting – Evolution of Indian painting – Ajanta – Ellora – Mysore paintings – M. F. Hussein: A portrait. | **20** |
| **4.** | **Art Sculpture & Craft** – Indians Sculptures – Scope – Famous temples & monuments – Handicrafts – Puppetry – jewelries – textiles. | **10** |

**Reference Books:**

Ram Acharya – Tourism and Cultural Heritage of India.

S. Radha Krishnan – Indian Philosophy

Ananda k. Kumara swami – Indian and South East Asian Architecture R. Shamashastry – History of the Dharma Sastras.

**RESEARCH METHODOLOGY**

**BHM – 482**

**Course Objective**

**The students will get knowledge about:**

1) To give an in depth knowledge about the Research project

2) Tell them how Research is important for the hospitality sector.

3) The research methodology and its implications.

**Learning outcome**

**By the end of this semester students should know about:**

1) Differentiate and select the type of research as per the study

2) The development of Scale for the research

3) Type of sampling technique required according to research

4) Analysis techniques with different research tool

5) Chapter writing and conclude the research

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| **Unit** | **Course Topics** | **Total Hours** |
| **1.** | **Research –Meaning, Importance & Research Design**Introduction, Meaning and Importance, Process of ResearchThe basis of classification of various types of research design. | **10** |
| **2.** | **Data Collection**Types of Data, Secondary data, Sources, Primary data, SourcesSampling & its importance, Hypotheses- Meaning & Types.  | **20** |
| **3.** |  **Data Processing**Quality research, Introduction, Difference between Quality and Quantity researchEditing of Data, Coding of Data, Data Classification, Graphical Presentation of DataReport writing-steps involved, layout of report, mechanics of report writing, precautions of writing research writingOral Presentation | **20** |
| **4.** | **Data Analyzing & Drafting of Conclusions & Recommendations**Meaning and scope of data analysis, Methods of Data analysis.Generating Findings, Drafting of conclusions and recommendations. | **10** |

**Reference Books:**

Robert C Lewis Marketing Research

John Roberts Marketing for the Hospitality Industry

Dennis L Foster Hospitality Marketing and Sales for Resorts, Motels And Hotels

**Hospitality Management**

**BHM – 483**

**Course Objective**

**The students will get knowledge about:**

1. The growth and development of International hotel chains in India
2. Understand the linkages of Hospitality Industry with other sector
3. To assess the contribution of the Hospitality Industry in an economy
4. The growth and development of various hospitality Industry in India
5. Importance of hospitality distribution channel

6) Management role in Hospitality Industry & Affiliation bodies for the Hospitality Industry

**Learning outcome:**

**By the end of this semester students should know about:**

1. Growth and major feature of hospitality in the Indian
2. Major hotel chain operating business in India and their
3. Importance of management in operating hospitality business
4. Working procedure and membership criteria of hospitality affiliation organization

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| **Unit** | **Course Topics** | **Total Hours** |
| **1.** | **Hospitality Industry**Hospitality: Meaning and concepts, Hospitality as career, Hospitality as an Industry, Hospitality as support serviceDevelopment of Hospitality Industry in India, Recent trends in Indian Hospitality Industry, Significance of Hospitality Industry in India, Problems of Tourism and Hospitality Industry, Future Prospects of Hospitality Industry. Major players in Hospitality Industry in India. | **05** |
| **2.** | **Contribution of Hospitality Industry**Hospitality Industry –Complementary to other sectors, Linkage of Hospitality Industry with other business, Contribution of Hospitality Industry to India & Global Economy. Employment pattern and forecast in Hospitality Industry in India. Role of Information Technology in Hospitality Industry, Importance of Responsible Hospitality, Human Resource Management: Issues and technologies, Hospitality Distribution Channel | **05** |
| **3.** | **Management in Hospitality** Planning in Hospitality Management, Long range planning tools, organizing in hospitality management, Human resource Management in Hospitality Management.Importance of Control in Hospitality Management, leadership and directing in Hospitality Management, Elements of Leading and directing | **10** |
| **4.** | **Regulations required for Hospitality Organization** Hotel Cost Center’s –Marketing, Engineering, Accounting, Human Resources, Security. Types of Hotels Rooms, Plans and Rates, Front Office and its coordination with other.Classification of Hotels- as per Location, Size, Target Markets, Level of Service, Ownership & Affiliation, Other Lodging Establishment departments, Laws and rules pertaining to Hospitality Industry, Hospitality Organization-FHRAI, HRACC, IH&RA, Customer Care-general etiquettes, telephone handling, effective communication skills. | **10** |

**Reference Books:**

Introduction to Hospitality Industry: A Text Book Prof. S.C. Bagri & Ashish Dahiya

Introduction to Management in the Hospitality Industry –Clayton W. Barrows, Tom Powers, Dennis Reynolds

Introduction to Hospitality Management, 5th edition –John .R.Walker

**Tourism & Hotel Economics**

**BHM – 484**

**Course Objective**

**The students will get knowledge about:**

1. Concept of tourism.
2. Impact of tourism on hotel industry.
3. Basic knowledge of the concepts of economics and its importance to hotel industry.
4. The kind of market.

**Learning outcome:**

**By the end of this semester students should know about:**

1. Concept, definition, characteristics, scope and component of tourism.
2. Tourism infrastructure development
3. Indian economy and hotel industry
4. Fundaments concept of economics

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| **Unit** | **Course Topics** | **Total Hours** |
| **1.** | **Fundaments Concept Of Tourism**Concept, Definition, Characteristics, Scope and Component of Tourism, Types Of TourismExplaining the Term-Tours, Tourist, Visitor, Excursionist, Pleasure, Relaxation, Tourism Product, Destination and Market.Inbound and Outbound TourismDomestic and International Tourism-feature, pattern of growth and profile.Definition of Travel agent and Tour operator, Differentiation between travel agent and tour operator, Package tours and Marketing Material.**Impact Of Tourism On Hotel Industry**Economic impact, social impact, environmental impact, travel and Hotel effect on tourism on hotel, threats & obstacles to tourismTourism infrastructure development, Local Bodies, tourism department and ministry, different tourism policies | **05** |
| **2.** | **Tourism Multiplier Effect****Indian Economy And Hotel Industry**Characteristics of Indian Economy, Tourism & Economic development ,Major issues of growth & development of hotel Industry in India, Relevance of hotel industry in national economy, income generation, employment generation, foreign exchange earnings, Factors Influencing growth of Hotel Industry, , New Industrial Policy-Features & Importance’s.**National Income Concepts And Importance In Tourism**Definition & Concepts, Gross National Product (GNP) & Net National Product (NNP), Measurement of National Income.**Tourism And Balance Of Payment** | **05** |
| **3.** | **Fundaments Concept of Economics**Meaning of EconomicsMacroeconomics & Micro economics, nature & scopeMeaning of Wants:- Necessaries, Comforts & LuxuriesValue, price and wealthFactors of production**Demand Analysis**Meaning of Demand and demand distinctions, autonomous and derived demand short run and long run demand. Demand for perishable goods and durable goods.Law of demand-demand schedule and demand curves, assumptions and reason behind law, exception to the lawElasticity of demand-Types of elasticity**Supply**Meaning of supply, law of supply, determinants of supply, exceptions, elasticity of supply. | **10** |
| **4.** | **Cost Output Analysis**Cost concepts-fixed and variable cost, average and Marginal cost, opportunity cost, past and future costs**Revenue Concepts**Total Revenue, Average Revenue, Marginal revenue and their relationships**Kinds of Markets**Perfect & Pure competition, Simple monopoly and Monopolistic Competition, Oligopoly**Pricing Policy**MeaningGeneral considerations involved in pricingObjectives of pricingFactors involved in pricing policy | **10** |

**Reference Books:**

A.K. Bhatia Tourism development

Andrew holden Tourism studies and social sciences

H L Ahuja Principle of Economics

KoteSyanis Micro Economics

D M Mithai Managerial Economics

 **General Elective**

 **Subjects of open elective will be decided by University**

**Project**

**BHM –851**

**RESEARCH PROJECT REPORT**

In eight semester, candidates will have to submit a Research Project Report on a problem/ topic (from the Specialization areas) to be assigned by the Department of Hotel Management under the supervision of a core faculty/HOD/DEAN of the department.

The report will contain the objectives and scope of the study. Research methodology, use, importance of the study, analysis of data collected, conclusions and recommendations. It will contain program certifying the authenticity of the report shall be attached therewith.

One Faculty Guide can take maximum of 20 students for project.

The student will submit three hard bound copies of the report to the Dean/Head of the Hotel Management Department program. The number of pages in the report will be 75 or more. The report should be hard bound and typed in A-4 size paper.