



BACHELOR OF HOTEL MANAGEMENT

2020-2024

UNDER GRADUATE PROGRAMME

DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT

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HANDBOOK OF PROGRAMME



BACHELOR OF HOTEL MANAGEMENT

Bachelor of Hotel Management is a four-year intensive programme which exposes the student to the diversity of the hospitality industry and enriches them with intellectual & leadership capabilities. The program is blended with value education inputs and emphasis on holistic development of the students. The course study enables the candidate to gain adequate managerial and hospitality skills to meet the ever-growing demands of the hotel and tourism industry. The course will train the students to move into diverse managerial roles in prestigious national & international hospitality organisations. The programme will provide students with an in-depth understanding of the operational aspects and knowledge of the underlying principles of the hospitality industry. The course will prepare graduates for management careers in hospitality sectors such as Hotels, Resorts, Cruise Liners, Restaurant and Catering Organisations. The course offers adequate entrepreneurial flair and commercial insight in candidates to start up their own ventures.

There are innumerable openings in hotel management careers. Some of the career options are found in the following areas:

1. Hotel and Allied Industry
2. Hospitality Executives
3. Kitchen Management
4. House and Institutional Catering Supervisors/Assistants
5. Faculty in Hotel Management/Food Craft Institutes
6. Cabin Crew in National and International Airlines
7. Catering Officers in Cruise lines/Ships
8. Marketing/Sales Executives in Hotel/Multinational Companies
9. Customer Service Executives in Banking /Insurance and other Service Sectors
10. Managers/Supervisors in Tourism Development Corporations
11. Entrepreneurship opportunities



Nomenclature	BACHELOR OF HOTEL MANAGEMENT
Department	Department of Tourism, Hotel, Hospitality and Heritage Studies
Faculty	Faculty of Humanities and Languages
Type	Undergraduate programme
Level	Level 5 to 8
Duration	Four-year, Eight semester programme
Evaluation	Semester end exams
Credits	160 credits
Intake	40
Background	Hospitality industry is growing at a fast pace. Industry is a varied industry ranging from 5-star hotels to service providers in the unorganized sector. Government has estimated a skill gap of 81 lakhs trained manpower. This course is a step towards training youth for skills that will allow them an opportunity to work for the hospitality sector in general and hotels and restaurants in particular.
Eligibility	At least 45% in XII class
Admission	Based on admission test (70%) and interview (30%)
Requirements	Desirable that the students seeking admission have good communication skills and some degree of comfort with using computers.

Programme Structure

Paper Code	Type	Paper Title	Credits	T-P-T
Semester 1				
BHM 101	DSC(S)	Food Production Foundation – I	4	2-2-0
BHM 102	DSC	Food & Beverage Service Foundation – I	4	2-2-0
BHM 103	DSC	Front Office Foundation –I	4	2-2-0
BHM(C)104	CBCE	Accommodation Foundation – I	4	2-2-0
Semester 2				
BHM 201	DSC	Food Production Foundation – II	4	2-2-0
BHM 202	DSC(S)	Food & Beverage Service Foundation – II	4	2-2-0
BHM 203	DSC	Accommodation Foundation –II	4	2-2-0
BHM(C)204	CBCE	Front Office Foundation –II	4	2-2-0
Semester 3				
BHM 301	DSC	Industrial Exposure – I	20	0-20-0
Semester 4				
BHM 401	DSC	Regional Cuisines of India	4	2-2-0
BHM 402	DSC	Food & Beverage Service Operation	4	2-2-0
BHM 403	DSC(S)	Accommodation Operation	4	2-2-0
BHM 404	DSC	Accounting Skills for Hospitality	4	3-0-1
BHM(C)405	AECC	Business Communication in Hospitality	4	3-0-1
Semester 5				
BHM 501	DSE	Continental Cuisine	4	2-2-0
BHM 502	DSE(S)	Front Office Operation	4	2-2-0
BHM 503A	DSE	Environmental Science	4	3-0-1
BHM 503B	DSE	Travel Agency Management and Tour Operations	4	3-0-1
BHM 504	DSE	French for Hospitality –I	4	3-0-1
BHM(C)505	CBCE	Hospitality Sales and Marketing – I	4	3-0-1
Semester 6				

BHM 601	DSE(S)	Principles of Management	4	3-0-1
BHM 602	DSE	Front Office Management	4	2-2-0
BHM 603A	DSE	Human Resource Management	4	3-0-1
BHM 603B	DSE	Hospitality Laws	4	3-0-1
BHM 604	DSE	French for Hospitality –II	4	3-0-1
BHM(C)605	CBCE	Hospitality Sales and Marketing – II	4	3-0-1
Semester 7				
BHM 701	DSE(S)	International Cuisines	4	2-2-0
BHM 702	DSE	Accommodation Management	4	2-2-0
BHM 703A	DSE	Hotel Engineering and Operation	4	3-0-1
BHM 703B	DSE	Event Management	4	3-0-1
BHM 704	DSE	Food & Beverage Service Management	4	2-2-0
BHM(C)705	SEC	Bakery Management	4	2-2-0
Semester 8				
BHM 801	DSE	Industrial Exposure - II (On the Job Training)	20	0-20-0

Bachelor of Hotel Management

BHM 101/ Sem I FOOD PRODUCTION FOUNDATION –I

4 Credits Discipline Specific Core Course (DSC)

Description of the course

The course enables the students to know the history of cooking and its modern developments. Further, it develops the sense of understanding about the professional requirements of kitchen personnel and the importance of hygiene.

Learning outcomes

Upon the successful completion of this course the students will be able to know the insight of Kitchen organisation, duties and responsibilities of kitchen staff, workflow and kitchen equipment. The subject also emphasizes on the basic knowledge of standard recipes of stocks, soups, sauces and salads.

Unit I *Introduction To Cookery*

Introduction, definition and its importance; Objectives Of Cooking; Personal & kitchen Hygiene; Uniform & Protective Clothing; Modern Staffing in various hotels; Duties & Responsibilities of various Chefs in kitchen; Coordination of Kitchen with other departments; Kitchen Layout (Main Kitchen, Show Kitchen, Garde Manger)

Unit II *Kitchen Equipment, Fuels And Safety*

Kitchen Equipment: Classification, Description, Usage, Upkeep & Storage, Care & Maintenance; Fuels: Type ,Usage & Precautions; Fire: Introduction, Types, Handling Fire & Usage of Extinguishers; Basic First Aid: Burns, Scalds, Cuts.

Unit III *Methods Of Cooking Food*

Introduction, Definition and Importance; Types (Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Roasting, Frying, Sautéing, Braising) ; Cooking with different modes like Microwave, Ovens, Gas, Induction Plates etc; HACCP Standards for Kitchen.

Unit IV *Understanding Commodities And Their Usage In Kitchen*

Introduction; Souring Agents; Colouring Agents; Thickening Agents; Tenderizing Agents; Flavouring & Aromatic Agents; Spicing Agents.

Unit V *Basic Principles Of Food Production-I Vegetable And Fruit Cookery*

Introduction- Classification of vegetables; Pigments and colour changes; Effect of heat on vegetables; Cuts of vegetables; Classification of fruits; Uses of Fruits in Cookery; Salads & Salad dressings

Stock, Sauces And Soups



Stocks (Introduction, classification ,usage & Preparation); Sauces (Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives ,Proprietary Sauces) ; Soups (Introduction, Classification, Preparation, Care & Precaution, Soup Presentation)

Practical

- Understanding Personal Hygiene / Kitchen Hygiene and Grooming for Kitchen Staff
- Understanding Kitchen Layouts /Fuels(Usage & Precautions),Kitchen First Aid
- Familiarization with Kitchen equipment & tools ,Familiarization & Identification of commonly used ingredients in Kitchen
- Knife skills and vegetable cutting, Cuts of vegetables • Julienne • Jardiniere • Dices • Cubes • Macedoine • Paysanne • Shredding • Mire- poix
- Blanching of Tomatoes and Capsicum.
- Cooking vegetables: Boiling (potatoes, peas) , Frying (Aubergine, Potatoes) , Steaming (Cabbage) , Braising (Potatoes) ,Braising (Onions, cabbage)
- Preparation of Stocks - Stocks - Types of stocks (White and Brown stock) ii) Fish stock
- Sauces -Basic mother sauces Béchamel, Espagnole Veloute, Hollandaise Mayonnaise ,Tomato
- Salads -Cole Slaw,Potato Salad,Beetroot Salad,Green Salad,Fruit Salad
- Simple continental menus using various stocks and sauces

Main text Bali,Parvinder (2014). *Food Production Operations*. Oxford University Press.

Reference Philip E. Thangam, Heinemann(2010)*Modern Cookery*.Orient Longman.

books Arora,K(2008). *Theory of Cookery* . Frank Brothers.

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
Practical Examination – 50% (Practical)

Bachelor of Hotel Management

BHM 102/ Sem I **FOOD & BEVERAGE SERVICE FOUNDATION – I**
4 Credits Discipline Specific Core Course (DSC)

Description of the course

The course enables the students to have an in-depth insight of the F & B Service industry. The subject focuses upon various types of operations in F&B Outlets and their distinguishing features

Learning outcomes

Upon the successful completion of the course the students will be able to learn about different types of cutlery, crockery, glassware and heavy equipment, table layout and different types of food services.

Unit I *The Hotel And Catering Industry*

Introduction to the Hotel Industry and Growth of the hotel industry in India; Role of Catering establishment in the tourism industry; Types of F&B Operations; Classification of Commercial, Residential /Non-residential Catering; Welfare Catering- Industrial/ Institutional/ Transport.

Unit II *Departmental Organisation And Staffing*

Organization of Food and Beverage department; Duties & Responsibilities of various F&B Service staff ; Uniform & Grooming Standards; Attributes of Food and Beverage Staff; Inter departmental coordination.

Unit III *Food And Beverage Outlets*

Speciality Restaurants; Coffee Shop; Cafeteria; Grill Room; Banquets; Bar; Vending Machines; Discotheque; Fast Food (Quick Service Restaurant).

Unit IV *Ancillary Departments*

Introduction; Pantry; Food pick-up area; Store; Linen Room; Kitchen Stewarding.

Unit V *Food And Beverage Service Equipment*

Familiarization & Selection factors of:

- Cutlery
- Crockery
- Glassware
- Flatware
- Hollowware
- Side Board

Practical

- Understanding Personal Hygiene & Food Service Hygiene
- Grooming standards required for a F&B Professional (Male/ Female)
- Food & Beverage Service Kit
- Familiarization with Food Service equipment and tools
- Acquaintance with various Fire Safety Equipments
- Handling Fire and Emergency Procedures
- Familiarization & Identification of Crockery, Cutlery, Hollowware, Flatware and Tableware in F&B Outlets
- Understanding Service Methods
- Setting up of Side Station
- Table Layouts
- Napkin Folding

Main text Singaravelavan,R.(2016).*Food and Beverage Service*. New Delhi: Oxford University Press.

Reference books Dennis R.Lillicrap & John A. Cousine(2006). *Food and Beverage Service*.ELBS.
Andrews,Sudhir(2013).*Food & Beverage Service Training Manual*.Tata McGraw Hill.
Dhawan,Vijay(2008).*Food & Beverage Service* .Frank Brothers & Company Pvt Ltd.

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
Practical Examination – 50% (Practical)

Bachelor of Hotel Management

BHM 103 / SEM I FRONT OFFICE FOUNDATION– I

4 Credits Discipline Specific Core Course (DSC)

Description of the course

The Student will be aware / learn about Tourism, Hospitality and Hotel Industry and Basic Foundation of the Front Office Department.

Learning outcomes

1. Origin and Growth of the Hospitality Industry in the World and in India.
2. Meaning, Important, Objectives and Functions of the Front Office in the Hotel.
3. Qualities and Attributes of the Front Office Personnel and their Duties and Responsibilities.
4. Types of Equipment, Rooms and Rates used in the Front Office Department.
5. Classification of Hotels on Different Basis and Others Accommodation.

Unit I *Introduction to the Tourism, Hospitality And Hotel Industry*

Travel and Tourism Industry and its Dimension; Origin & Growth of Hospitality Industry; Lodging Industry and Its Dimension; Hotels, their evolution and growth; Origin, growth and development of Hotel Sector in India; (ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India(Hilton, Starwood, Marriott, Hyatt, Ramada ,Imperial); Ministry of Tourism, State Tourism Board, DOT, FHRAI, HRACC.

Unit II *Introduction of Front Office*

Introduction, Functions and Importance of Front Office Department; Components of the Front Office Department; Layout of Front Office Department; Organization Structure of Front Office (Large/ Medium /Small Hotel) and functions of each section; Organization Structure of Hotel and Various Functional Division of the Hotel; Coordination with other Departments

Unit III *Front Office Personnel*

Qualities & Attributes of the Front Office Personnel, Uniform and Grooming Standards; Duties & Responsibilities of Front Office Staff (Front Office Manager, Lobby Manager, Reservation Manager, Reception, Telephone Manager, Cashier, Night Auditor, Concierge, Bell Desk, etc.), What Do and What Not Do by the Employees in the Front Office.

Unit IV *Types of Equipment, Rooms And Rates Used in Front Office*

Equipment used in Front Office (Manual equipment, Automated and Semi-Automated Equipment) ; Types of Rooms (Single, Double, Parlor, Studio, Cabana, Lanai, Duplex, Suite and Penthouse Suits etc.) and Rates (Rack Rate, Discount Rate, Seasonal Rate and Types of Discounted Rate) used in the Hotel Industry; Various Types of Meal Plans used in Lodging Industry; Room Tariff and Room Tariff Card

**Unit V *Classification of Hotels***

Types & Classification of Hotels on different basis of Size, Location, Type of Clientele, Length of Stay, Levels of Service, Ownership of Guests, Management and Affiliation; Star Categorization and Heritage Hotels; Supplementary and Intermediate Accommodation (Youth Hostels, Circuit Houses, Railways/Airport Retiring Rooms, Dak Bungalow, Dormitories, Tourist Bungalows and Forest Lodges etc.); Intermediate Accommodation (Eurotel, Apart Hotel, Sanitaria, Villas / Chalet Bungalows etc.)

Practical

- Understanding Personal Hygiene Grooming Standards
- Understanding Front Office Layout & Hierarchy of the Five Star Hotel
- Classification of Hotels and Supplementary Accommodation
- Familiarization with Equipment and Tools of the Front Office
- Do's and Don't Do by the Employees in the Front Office
- Hotel Terminology
- Star Categorization

Main text Tewari, Jatashankar R(2017). *Hotel Front Office Operations & Management*. New Delhi: Oxford University Press

Reference books Bhatnagar,S.K.(2013).*Front Office Management*.New Delhi: Frank Bros. & Co. (Publisher) Ltd.
 Ghosh, Suvradeep(2005).*Hotel Front Training Manual*.New Delhi: Jindal Book Services
 Andrews, Sudhir.(2012).*Front Office Management & Operations*.New Delhi: Tata McGraw-Hill Publishing Company Limited
 Andrews,Sudhir(2011).*Hotel Front Office (A Training Manual)*.New Delhi: Tata McGraw-Hill Publishing Company Limited

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
 T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
 Practical Examination – 50% (Practical)

Bachelor of Hotel Management

BHM 104 / Sem I ACCOMMODATION FOUNDATION - I

4 Credits Choice Based Courses Elective (CBCE)

Description of the course

The Student will get knowledge about the basics of Housekeeping and Different Equipment, Which is used in the Housekeeping Department in the Hotel Industry.

Learning outcomes

1. An Overview about the Hotel Industry
2. Meaning, Important, Objectives and Function of the Housekeeping
3. Organization Structure and Layout of the Housekeeping Department
4. Duties and Responsibilities of the Housekeeping Department
5. Coordination with Housekeeping Department with Others Departments in the Hotel
6. Qualities and Attributes of the Housekeeping Staff
7. Different Types of Equipment used in the Housekeeping
8. Composition, Care and Cleaning of Different Surface

Unit I *Hotel Industry – An Overview*

Introduction of Hotel Industry, Classification of Hotels (Based on Location, Target Marketing, Size of Property, Level of Service, Length of Stay and Theme etc.); Star Rating of the Hotels, Different Departments of Hotels

Unit II *Introduction of Housekeeping*

Introduction, Important of Housekeeping, Responsibilities of Housekeeping Department, Organizational Structure, Layout of the Housekeeping Department, Coordination with other Departments (Coordination with Front Office, Maintenance, Security, Food & Beverage, Store, Personnel, Laundry, Purchase and Sales & Marketing Department); Housekeeping in Other Institutions (Hospitals, Hotels, Universities, Residential Homes, Aircrafts, Cruise Ships and Facilities Management Companies)

Unit III *Housekeeping Personnel*

Housekeeping Personnel (Executive Housekeeper, Assistant Housekeeper, Floor Housekeeper, Public Area Supervisors, Night Supervisor, Evening Shift Supervisor, Linen Room Supervisor, Linen Room Attendant, Uniform Room Supervisor, Uniform Room Attendant, Storekeeper, Control Desk Supervisor, Guest Room Attendants, Head House-person, Tailors, Cloakroom Attendant, Gardeners, Florist, Laundry Manager/Supervisor, Dry Cleaner and Laundry Worker etc.) Personal Attributes of Housekeeping Staff; Professional Housekeeper

Unit IV *Housekeeping Inventories*

Introduction, Cleaning Equipment (Manual Equipment, Mechanical Equipment, Storage, Distribution and Control of Cleaning Equipment, Selection of Cleaning Equipment and other Machines); Cleaning Agents (Water, Detergents, Abrasives, Reagents, Organic Solvents, Glass Cleaners, Laundry Aids, Toilet Cleaners, Polishes,



Carpet Cleaner); Common Cleaning Agents; Selection, Storage and Issuing of Cleaning Agents; Guest Supplies; Linen (Guestroom, Food & Beverage Linen, Health-club Linen); Uniforms

Unit V **Composition, Care and Cleaning of Different Surfaces**

Introduction, Metals (Protective Finishes on Metals, Commonly Used Metals and Alloys); Glass (Classification of Glass, Cleaning and Polishing procedures for Glass); Plastic (Types, Cleaning and Maintenance Procedures); Wood (Classification of Wood, Protective Treatments for Wood, Maintenance of Wood); Stone, Leather, Rubber (Types, Maintenance and Cleaning Procedures for Rubber

Practical

- Understanding Personal Hygiene, Grooming Standards of the Housekeeping
- Understanding Organisation Structure and Layout of the Housekeeping
- Familiarisation with Equipment and Tools of Housekeeping
- Simple Bed Making
- Rooms Layout and Standard Supplies (Amenities)
- Introduction, Identification, Use and Care of Hand Tools, Cleaning Equipment and Cleaning Agents
- Organizing for Completing the Assigned Task, Preparing Work Plan
- Coordinate with Hotel Purchase System for Ordering
- Different Metals: (a) Brass Silver and E.P.N.S, Stainless Steel, Cooper, Iron etc. (b) Glass, (c) Plastic, (d) Leather, (e) Ceramic
- Floor Polishing and Finishing: (a) Different Stones like Granite, Marble, Sand Stone, Other Hard Surfaces, (b) Wooden, (c) Synthetic Flooring, (d) Soft Flooring

Main text Raghubalan,G. (2017).*Hotel Housekeeping Operations & Management*.New Delhi: Oxford University Press

Reference books Andrew,Sudhir(2013), *Hotel Housekeeping*. New Delhi: Tata McGraw-Hill Publishing Company Limited
Branson,Joan& Lennox, Margaret (2013).*Hotel, Hostel & Hospital Housekeeping*.Britain: The Bath Press

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
Practical Examination – 50% (Practical)

Bachelor of Hotel Management

BHM 201/Sem II FOOD PRODUCTION FOUNDATION –II

4 Credits Discipline Specific Core Course (DSC)

Description of the course

The course highlights various heads of cooking like Vegetable Cookery, Meat Cookery, Poultry Cookery, Fish Cookery and Egg Cookery. The subject also highlights various practical elements like cuts of Vegetables / Meat/ Fish.

Learning outcomes

Towards the end of the course the students will be able to learn about Egg, Meat, Fish and Vegetable Cookery. Also the students will be able to explore various emerging trends in cooking and implement the same during their practical sessions.

Unit I *Soups*

Introduction , Classification and types - Broth, Bouillon, Puree, Cream, Veloute, Chowder, Bisque, Garnishes and accompaniments, International Soups

Unit II *Egg ,Poultry & Game*

Eggs :Introduction, Usage in Kitchen, Structure of an Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations, Storage and Handling.

Unit III *Fish Cookery*

Introduction to fish cookery ; Classification of fish with examples; Cuts of fish; Selection of fish; Purchasing & Storing Considerations; Popular Species of Fish, Classical Preparations of Fish, Cooking of fish (effects of heat); Common cooking methods used for sea foods.

Unit IV *Meat Cookery*

Introduction; Characteristics; Selection and Grading; Classification (Bovines, Ovines and Swines); Categories; Cuts of Meat; Storage and Handling.

Unit V *Pastry and Simple Breads*

Shortcrust /Laminated/ Choux / Puff / Recipes and methods of preparation Differences, Uses of each pastry, Care to be taken while preparing pastry, Role of

each ingredient, Temperature of baking pastry .Principles of bread making ,Simple yeast breads ,Role of each ingredient in bread making,Baking temperature and its importance .

PRACTICAL

Understanding Eggs and their simple Breakfast Preparations:

- Hard & soft boiled eggs.
- Fried eggs.
- Poached eggs.
- Scrambled eggs.
- Omelets (Plain, Spanish, Stuffed)
- Cuts of meat
- Cuts of fish -Filleting of fish
- Cuts of poultry -Deboning & jointing poultry
- Simple continental menus consisting of appetizer/soup, main course (chicken. eggs, meat and fish)with starch and vegetables and dessert
- Demonstration and Preparation of simple breads and Pastries .

Main text	Bali,Parvinder (2014). <i>Food Production Operations</i> . Oxford University Press.
Reference books	Philip E. Thangam, Heinemann(2010). <i>Modern Cookery</i> .Orient Longman. Arora,K. (2008). <i>Theory of Cookery</i> . Frank Brothers.
Pedagogical approach	Lectures, Cases Studies, Class Discussions and Practical Exposure T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)
Evaluation	External Examination – 50% (Theory) Practical Examination – 50% (Practical)

Bachelor of Hotel Management

BHM 202/ Sem II FOOD & BEVERAGE SERVICE FOUNDATION – II

4 Credits Discipline Specific Core Course (DSC)

Description of the course

The course will help the student to gain a basic understanding of Meals & Menu Planning. The subject focuses upon various types of F&B Service Operations in a five star hotel. The paper also imparts the knowledge of various Food Service Procedures, Order Taking & Billing Procedures.

Learning outcomes

Upon the successful completion of the course the students will learn about different types of Food Services. The students will also be equipped with the knowledge about various procedures like Order Taking, Bill methods and Room Service of the food in a five star hotel.

Unit I *Meals And Menu Planning*

Origin of Menu; Objectives of Menu Planning; Types of Menu; Courses of French Classical Menu; French Names of Dishes; Types of meals (Early Morning Tea, Breakfast, Brunch, Lunch, High Tea, Dinner, Supper).

Unit II *Food Service*

Preparation for service

- a) Organising Mise-en-scene
- b) Organising Mise-en place

Type of food service

- a) Silver Service
- b) Pre-Plated Service
- c) Cafeteria Service
- d) Room Service
- e) Buffet Service
- f) Gueridon Service
- g) Lounge Service

Unit III *Food Service Procedure*

Introduction; Rules to be observed while waiting at the table; Service procedure for A' la Carte Lunch; Service procedure for Table d' hote menu; Do's and Don'ts during the Services.

Unit IV *Order Taking and Billing Methods*

Introduction; Checking System in Food Service Operations; Methods of taking Food Order, Billing, Records & Documentation

Unit V *Room Service/ In Room Dining*

Introduction, Concept of Room Service/ In Room Dining; Salient Features of room service;

Understanding Guest expectations in Room Service; Room Service Equipments; Set up of Trays & Trolleys; Upkeep and Storage; Service Tools; Clearance; Presentation of Bill; Mini Bar Management in Guest Rooms.

Practical

- Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
- Familiarisation with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests).
- Table Layouts, Presenting Menus, Food Pick Up Procedures, Clearance and Dishwashing Procedures.
- Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions.

Main text Singaravelavan,R(2016).*Food and Beverage Service*. New Delhi: Oxford University Press.

Reference books Dennis R.Lillicrap. & John A. Cousine(2006). *Food and Beverage Service*.ELBS.
Sudhir Andrews(2013).*Food & Beverage Service Training Manual*.Tata McGraw Hill.
Dhawan Vijay(2008).*Food & Beverage Service*.Frank Brothers & Company Pvt Ltd.

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
Practical Examination – 50% (Practical)

**Bachelor of Hotel Management****BHM 203 / Sem II ACCOMMODATION FOUNDATION– II****4 Credits Discipline Specific Core Course (DSC)****Description of the course**

The Student will get knowledge about the Daily Task, Cleaning of the Guestroom and Public Areas, Standard Amenities Placed in the Guestroom and Supervision of the Control Desk of the Housekeeping Department.

Learning outcomes

1. Daily work Task and Planning of the Housekeeping Operation
2. Cleaning of the Guestroom and Public Areas
3. Bed Making, Turndown Service and Second Service of the Guest Room
4. Standard Amenities and Special Arrangements in the Guestroom
5. Important Terminology of the Housekeeping
6. Important, Role and Function of the Supervisors
7. Meaning, Important, Role and Function of Control Desk
8. Procedure and Steps of Transfer the Guest room
9. Handling and Solves the Housekeeping Problems
10. Control and Manager the Internal Environment of the Hotel

Unit I *Daily Routines And Planning of Housekeeping Operation*

Daily Routine and System: Introduction, The Housekeeping Day (Opening The House, Morning Shift, Afternoon/Evening Shift, Night Shift) Role of the Night Supervisor and Night GRA; Planning Housekeeping Operations: Introduction, The Planning Process (Division of Work Document, Area Inventory Lists, Frequency Schedules, Performance Standards, Equipment and Operating Supply Inventory Level, Work Schedules)

Unit II *Hotel Guest Rooms And Standard Contents of a Guest room*

Hotel Guestrooms: Introduction and Types of Guestroom, Important of the Guest room to a Guest, Guestroom Status, Guest Floor Rules; Standard Contents of a Guest room: Introduction, Guest Furniture (Selection and Type of Furniture, Common Furniture Items in Guestrooms); Furniture Arrangement (Principle and Elements of Design, Furniture Arrangement in Guestroom); Guestroom Fixture and Fittings and its Types; Beds, Mattresses and Bedding; Soft Furniture and its Types; Guestroom Accessories; Placement of Guest Supplies.

Unit III *Cleaning of Guestrooms And Public Areas*

Introduction, Types and Nature of Soil, Standards of Cleaning, The Science of Cleaning (Terminology and Principle of Cleaning, Cleaning Procedure, Frequency and Organization of Cleaning); The Cleaning Process (Bed-making, Procedure for Traditional Bed-making, Daily Cleaning of a Guest room, Turndown and Second Service, Closing Down after Cleaning); Cleaning Public Areas: Introduction, Entrances, Lobbies, Front Desk, Elevators, Staircases, Guest Corridors, Public Restrooms, Banquet Halls, Dining Rooms, Leisure Areas.

Unit IV *Supervision And Control Desk of Housekeeping*

Supervision in Housekeeping: Introduction, Role of Supervisor, Specific Functions of Supervisors; Housekeeping Control Desk: Introduction, Forms, Formats, Records and Registers; Coordination with Other Departments; Gate Pass Procedure; Handling Telephone Calls; Paging Systems and Methods; Handling Difficult Situation and Room



Transfers.

Unit V ***Internal Environment***

Introduction; Meaning of Noise and its Control; Air-conditioning; Meaning of Odours and its Control; Light (Measurement of Light or Illumination, Lighting in Hotels, Light Switches).

- Practical**
- Basic Cleaning Procedure in Guest Room
 - Cleaning of Check-out Room, Occupied Room and Vacant Room
 - Evening Service / Turndown Service
 - Procedure for Bed Making (Day Bed and Night Bed)
 - Procedure for Cleaning Bathrooms
 - Cleaning and Upkeep of Public Areas
 - Supervisor and Control of Housekeeping Desk
 - Preparing Guest Rooms and Checking through Checklists
 - Preparing Rooms for Special Occasions / Guests / VIP etc.
 - Designing Rooms for Different Categories of Guest (Handicapped, Children and VIP etc.)
 - Public Area Cleaning Programmed
 - (a) Regular (Daily)
 - (b) Periodical (Weekly)
 - (c) Special (Spring)

Main text Raghubalan G. & Raghubalan Smritee (2017), *Hotel Housekeeping Operations & Management*, New Delhi: Oxford University Press

Reference books Andrew Sudhir (2013), *Hotel Housekeeping*, New Delhi: Tata McGraw-Hill Publishing Company Limited
 Branson Joan C. & Lennox Margaret (2013), *Hotel, Hostel & Hospital Housekeeping*, Britain: The Bath Press

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
 T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
 Practical Examination – 50% (Practical)

**Bachelor of Hotel Management****BHM 204 / Sem II****FRONT OFFICE FOUNDATION– II****4 Credits**

Choice Based Course Elective Specific (CBCE)

Description of the course

The Students will be aware / learn about Front Office Terminology and their Important Sub-Departments and Important Front and Back Areas of the Hotel.

Learning outcomes

1. Important Terminology of the Front Office
2. Meaning, Important, Types, Tools and Function of the Registration Section.
3. Meaning and Object of Pre-Registration performed by Front Desk
4. Meaning, Important, Types, Function and Channels/Sources of Reservation
5. Processing of Individual and Group reservation
6. Amendments, Cancellation and Overbooking Performed by Reservation
7. Location and Function of Telephone Exchange, Business Centre and Information Section.

Unit I *Front Office Terminologies And Reports*

Check-in, Check-Out, In-House, Walk-in, Arrival and Departure Register, Arrival, Expected Arrival, Departure, Expected Departure, Out of Service, Out Of Order, Wake up Call, Do not Disturb, Self check-in, Web Check-in, C Form, No-Show Single / Double Occupancy, Local / /Foreign Guest In-House; Reports of Front Office Department: Occupancy, Month to Date, Year to Date, VIP, Pick-up and Drop, Long Staying, Honeymooners, Arrival and Departure, No-Show, Allowance, Night Audit, Market Share, Market Segment etc.

Unit II *Front And Back Areas of the Hotel*

Front Areas: Lobby, Guest Elevators, Floor Pantries, Gymnasium, Spa, Concessionaire, Banquet halls , Business Centre, Swimming Pool, Gardens, Food and Service Outlets; Back Areas: Offices (HR, Sales, Training, Purchase), Cafeteria, Staff Lockers, Store rooms; Front Office Department coordination with other Departments

Unit III *Registration Section*

Introduction, Important and Function of Registration Section; Types / Tools of Registration; Essential Steps of Registration; Pre-Registration performed at Front Desk; Processing VVIP, Foreigner and Group Registration; C-Form, Passport & its Types and Visa & its Types, Identity Proof – Documents (Aadhar Card, Voter ID & Driving License etc.), Check list of Reception Functions (Morning, Afternoon/Evening and Night Shift)

Unit IV *Reservation Section*

Introduction, Important and Function of Reservation Section; Modes, Channels or Sources of Reservation; Types of Reservation; Processing Individual and Group Reservation; Amendments, Cancellations and Overbooking;

Unit V *Telephone Exchange, Business Centre And Information Section*

Introduction and Location and Functions of Telephone Exchange; Types of Telephone Exchange; Job Description of Telephone Exchange Personnel; Business Centre: Introduction, Location and Functions Performed by the Business Centre; Information: Introduction and Tools of Information Section; Job Description of Information Staff.



Practical

- Registration Formats and C' Form
- Arrival and Departure Register
- Registration Procedure of Guest: Walk-in and Reserved
- Familiarization of Reservation Tools
- Receiving Reservation Requests
- Finding Room Availability on Advance Letting Chart and Update it
- Finding Room Availability on Density Control Chart and Update it
- Updating Hotel Diary and Preparation of Movement List
- Amendments, Cancellation and Overbooking Performed by Reservation
- Check List of Reception Function in Different Shifts
- Allotment of Rooms and Handling Over Keys
- Post Arrival Activities at the Reception
- Check-in Procedure for Indian, Foreigner and VIP Guests
- Groups Check – In
 - Greeting and Receiving the Guest
 - Receiving Telephone Calls for Reservation

Main text Tewari Jatashankar R. (2017) *Hotel Front Office Operations & Management*, New Delhi: Oxford University Press

Reference books Bhatnagar,S.K(2013).*Front Office Management*.New Delhi: Frank Bros. & Co. (Publisher) Ltd
Ghosh,Suvradeep(2005).*Hotel Front Training Manual*.New Delhi: Jindal Book Services
Andrews, Sudhir (2012).*Front Office Management & Operations*.New Delhi: Tata McGraw-Hill Publishing Company Limited
Andrews ,Sudhir (2011).*Hotel Front Office (A Training Manual)*.New Delhi: Tata McGraw-Hill Publishing Company Limited

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
Practical Examination – 50% (Practical)

INDUSTRIAL EXPOSURE- I (SEMESTER III)

BHM 301 (DSE)

Duration of Exposure: 20-22 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 15 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 120-130 working days (20 weeks x 06 days = 120 days). Students who are unable to complete a minimum of 80 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 80 days of industrial exposure but are unable to complete a minimum 120 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The training in III semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convener/ H.O.D for Industrial exposure from parent Institute.

Total weeks: 20-22 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Academic Credits for training shall be based on following

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

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

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

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

1. Logbook.;
2. Appraisal;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.

7. Leave card.

The learners are suggested to make the following observations in the departments of internship:

Food Production Operations Practices (Industry Exposure)

WHAT TO OBSERVE

Food Production

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

Food and Beverage Service Operations Practices (Industry Exposure)

WHAT TO OBSERVE

Food & Beverage Service

BANQUETS

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

RESTAURANTS

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

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bartender

ROOM SERVICE/IN ROOM DINING

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

11. Operating dispense Bars

Accommodation Operation Practices (Industry Exposure)

WHAT TO OBSERVE

ACCOMMODATION OPERATIONS

ROOMS

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

THE CONTROL DESK

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

PUBLIC AREA

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

Front Office Operation Practices (Industry Exposure)

WHAT TO OBSERVE

Front Office

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

Personality Skills for Hospitality – Learning from Industry

WHAT TO OBSERVE

(a) Personality Enrichment

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

(b) Etiquettes & Manners

Social & Business Dining Etiquettes, Social & Travel Etiquettes

(c) Personality Development Strategies

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

(d) Interpersonal Skills

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

(e) Group Discussion

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

(f) Telephone conversation

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

(g) Presentation

Presentation skills, seminars skills role – plays

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

Bachelor of Hotel Management

BHM 401/ Sem IV **REGIONAL CUISINES OF INDIA**

4 Credits Discipline Specific Core Course (DSC)

Description of the course

The course enables the students to know the history, geographical perspectives, brief historical background, characteristics, key ingredients, popular food and special equipment of different cuisines. The course also equips the student with standard recipes of each menu of different cuisines.

Learning outcomes

Upon the successful completion of the course the students will be able to know about the various speciality foods and salient features of different cuisines of India. Also the practical element of the course will enable the students to prepare various dishes of different cuisines following the standard recipe and appropriate methods of cooking

Unit I *Introduction to Indian Cooking*

Introduction; Philosophy of Indian Food; Features of Indian Cuisine; Regional influences on Indian Food; Equipment used in Indian Cooking; Techniques employed in Indian Cooking; Concept of Slow Food and Organic Food; Condiments, Herbs And Spices Used In Indian Cuisine; Masalas And Pastes Used In Indian Cuisine; Understanding Commodities And Their Usage In Indian Kitchen -

Unit II *Cuisines of Kashmir, Rajasthan, Punjab, and Maharashtra*

Introduction; Geographical Perspectives; Brief Historical Background; Characteristics & Salient Features of Cuisine; Key Ingredients; Popular Foods; Seasonal Foods; Special Equipment; Staple Diets; Specialties during Festivals and Other Occasions; Community Food

Unit III *Cuisines of Awadhi, Mughlai, and Hyderabad*

Introduction; Geographical Perspectives; Brief Historical Background ;Characteristics & Salient Features of Cuisine; Key Ingredients; Popular Foods; Seasonal Foods; Special equipment; Staple Diets; Specialties during Festivals and Other Occasions; Community Foods.

Unit IV *Cuisines of Karnataka, Tamil Nadu, and Kerala*

Introduction; Geographical Perspectives; Brief Historical Background ;Characteristics & Salient Features of Cuisine; Key Ingredients; Popular Foods; Seasonal Foods; Special equipment; Staple Diets; Specialties during Festivals and Other Occasions; Community Foods

**Unit V** *Cuisines Of Bengal, Goa, and Indian Sweets*

Introduction; Geographical Perspectives; Brief Historical Background ;Characteristics & Salient Features of Cuisine; Key Ingredients; Popular Foods; Seasonal Foods; Special equipment for sweets; Staple Diets; Specialties during Festivals and Other Occasions; Community Foods, Popular Sweets; Seasonal Sweets, Indian Snacks, Brunch and Breakfast Menus.

Practical

- Two Menus of popular cuisines from each Unit: Menu comprising Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet
- Sample Menus -
- Rajasthani Menu: *Dal Bati Churma, Lal Maas Churma, Besan Ke Gatte, Garlic Chutney, Daal Halwa*
- Punjabi Menu: *Sarson Da Saag ,Makki Di Roti, Peshawari Chole, Motia Pulao , Sooji Ka Halwa*
- Preparation of famous regional Indian Breakfast /Snacks items

Main text Bali, Parvinder (2014). *Food Production Operations*. Oxford University Press.

Reference books

Philip E. Thangam, Heinemann (2010) *Modern Cookery*. Orient Longman.

Arora, K. (2008). *Theory of Cookery*. Frank Brothers.

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
Practical Examination – 50% (Practical)

Bachelor of Hotel Management

BHM 402/ Sem IV FOOD & BEVERAGE OPERATIONS

4 Credits Discipline Specific Core Course (DSC)

Description of the course

The course enables the students to have an in-depth insight of the F & B Service industry. The subject focuses upon production and service of various non- alcoholic and alcoholic beverages. The paper also discusses Bar Operations & Control.

Learning outcomes

Upon the successful completion of the course the students will be able to learn about the service of various alcoholic and non-alcoholic beverages. Also the course imparts the practical knowledge of mocktail and cocktail preparation to the student.

Unit I *Non–Alcoholic Beverages*

Introduction; Classification of beverages(Alcoholic and Non-Alcoholic); Coffee; Tea; Milk-based drinks ; Aerated drinks; Squashes; Juices; Natural Mineral Water ; Syrups.

Unit II *Alcoholic Beverages*

Introduction; Methods of Preparing Alcohol (Fermentation & Distillation);Classification of Alcoholic Beverages(Fermented, Brewed and Distilled); Production of different Alcoholic Beverages (Beer, Whisky, Rum, Brandy, Gin, Tequila, Vodka, Aperitifs)

Unit III *Wines*

Definition & History ; Classification of wines with examples ; Production of Wines; Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) ; New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) ; Food & Wine Pairing; Storage of wines ;Wine terminology (English & French)

Unit IV *Cocktails And Mocktails*

Introduction; Components of Cocktail; Methods of making cocktails; Equipment and tools required for making cocktails; Glassware for mixed drinks; Points to note while making cocktails and mixed drinks; Cocktails and their base;Classic and Modern Cocktails; Mocktails and Non-Alcoholic Mixed Drinks.

Unit V *Bar Operations And Control*

Introduction; Types of Bar(pubs, Lounge Bar, Wine Bar, Cocktail Bar, Banquet Bar, Dispense Bar); Bar Design (Parts of Bar and Shapes of Bar); Bar Operations procedures; Bar Records and Control; Bar frauds.

Practical

- Service of non –alcoholic beverages (Tea, Coffee, Juices & Aerated drinks)
- Service of Wines (Champagne, Red & White wines)
- Service of Spirits & Liqueurs
- Cocktail & Mocktail Preparation, Presentation and Service
- Service of Cigars & Cigarettes
- Service of Beer and Other Fermented & Brewed Beverages
- Service of Sparkling, Aromatized, Fortified, Still Wines.
- Bar setup and operations

Main text Singaravelavan,R(2016).*Food and Beverage Service*. New Delhi: Oxford University Press.

Reference books Dennis R.Lillicrap. & John A. Cousine(2006). *Food and Beverage Service*.ELBS.
 Andrews,Sudhir(2013).*Food & Beverage Service Training Manual*.Tata McGraw Hill.
 Dhawan,Vijay(2008).*Food & Beverage Service* .Frank Brothers & Company Pvt Ltd.

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
 T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
 Practical Examination – 50% (Practical)

Bachelor of Hotel Management

BHM 403 / Sem IV ACCOMMODATION OPERATION

4 Credits Discipline Specific Core Course (DSC)

Description of the course

The Student will get knowledge about the Housekeeping Terminology and Different Important Sub-Department of the Housekeeping Department in the Hotel, Segregation and Disposal of Waste Management.

Learning outcomes

1. Introduction, Storage, Exchange , Control, Quality, Life Span and Discards of the Linen
2. Laundry and their Types, Laundry Equipment and Agents used in Housekeeping
3. Process of Stain Removal, Dry Cleaning and Handling Guest Laundry
4. Introduction, Storage, Issuing and Exchange of Uniforms
5. Activities and Equipment use in Swing Room
6. Awareness of Safety and Security in the Hotel and their Control
7. Meaning and Types of Pest Control, Common Pests and their Control
8. Introduction, Process and Different Section of Waste Management
9. Different kind of Flowers and their Different Arrangement in the Hotel
10. Introduction, Components and Indoor Plantation of Horticulture.

- Unit I *Linen And Laundry Operation***
 Introduction; The Linen and Uniform Room; Storage of Linen; Linen Exchange; Par Stock; Linen Control; Linen Quality and Lifespan; Discards and Their Reuse; The Laundry, Types of Laundries, Laundry Equipment; Laundry Agents or Aids, The Laundry Process; Stain Removal; Dry-Cleaning; Handling Guest Laundry.
- Unit II *Uniforms And Sewing Room***
 Uniform: Introduction, Selection and Design of Uniforms (Points to be Considered while Designing Uniforms, Uniform Management in Hotels); Establishing Par Levels for Uniforms; Storage of Uniforms; Issuing and Exchanging of Uniforms; Advantages of Providing Staff Uniforms; Trends in Hotel Uniforms; Sewing Room: Introduction, Activities in the Sewing Room; Job Specification of a Seamstress/Tailor; Sewing Area and Equipment; Basic Hand Stitches; Fasteners
- Unit III *Safety And Security***
 Introduction, Work-environment Safety and Job Safety Analysis; Potential Hazards in Housekeeping Operations; Safety Awareness and Accident Prevention; Concept of Safeguarding Assets; Fire Prevention and Fire-Fighting; First-Aid; Crime Prevention; Dealing with Emergencies; Keys and Their Control; Scanty Baggage; Guest and Employee Thefts; Sickness and Death; Lost-and-Found Articles.
- Unit IV *Pest Control And Waste Management***
 Introduction, Pest Control, (Types of Pests, Pest Control Goals, Threshold Levels); Common Pests and Their Control; Integrated Pest Management, (Method of Pest Control, Avoiding the Harmful Effects of Pest Control); Waste Management: Introduction, Segregation of Waste; Collection, Segregation and Disposal of Waste; Recycling; Biogas Plants; Sewage Treatment Plant (STP); Effluent Treatment Plant (ETP).

**Unit V** ***Flower Arrangement and Horticulture***

Introduction, Flower Arrangement in Hotels and Its Basics; Designing Flower Arrangements, Common Flowers and Foliage; Horticulture: Introduction; Essential Components of Horticulture; Landscaping; Indoor Plants; Bonsai in Hotel Properties

Practical

- Emphasize on under mentioned while working with Linen
 - (a) Storage, (b) Stock Taking, (c) Making and Monogramming, (d) Functioning – Clerical Jobs in the Linen Room and Uniform Room
- Laundry: (a) Identification and Operation of Different Equipment (Standards Operating Procedures for Care While Operating the Equipment)
 - (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 Special Methods and Reagents
- Identification and Sampling of Different Fabrics
- Sewing Room – Mending and Use of Sewing Kit
- Visit to Hotel Laundry / Commercial Laundry
- Horticulture (a) Identification of Different Tools in Gardening
 - (b) Different Ways of Gardening
 - (c) Different Flowers
- Flower Arrangement: (a) Identification of Equipment and Material Required for Arrangement
 - (b) Practice of Different Styles of Flowers Arrangements
- To Prepare Checklist for Public and Non-Public Areas

Main text	Raghubalan ,G. (2017). <i>Hotel Housekeeping Operations & Management</i> .New Delhi: Oxford University Press
Reference books	Andrew,Sudhir(2013). <i>Hotel Housekeeping</i> .NewDelhi:Tata McGraw-Hill Publishing Company Limited Branson,Joan & Lennox,Margaret (2013). <i>Hotel, Hostel & Hospital Housekeeping</i> .Britain: The Bath Press

Pedagogical approach	Lectures, Cases Studies, Class Discussions and Practical Exposure T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)
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Evaluation	External Examination – 50% (Theory) Practical Examination – 50% (Practical)
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Bachelor of Hotel Management

BHM 404/Sem IV Accounting skills for Hospitality

4 Credits Discipline Specific Core Course (DSC)

Description of the course

This subject intends to impart students the basic knowledge of Hotel Accounting required for the Hospitality Management and to prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.

Learning outcomes

The students may be assigned to solve problems and exercises to get hands on experience in accounting. In addition the student should be familiarised with various final account statements of small hotels/restaurants.

Unit I *Introduction to Accounting, Principles of Double Entry System of Book-keeping and Accounting Principles*

Introduction to Accounting: Terms and Terminologies used in Accounting, Definition, Objectives and Importance of Accounting and Hotel Accounting

Principles of Double Entry System of Book-keeping: Nature, Advantages and Principles, Classification of Accounts, Rules of Debit and Credit

Accounting Principles: Accounting Concepts and Conventions, Capital, Revenue and Deferred Revenue, Expenditures and Incomes

Unit II *Journal and Ledger, Subsidiary Books and Cash Book*

Journal and Ledger: Practical Problems on Journalising – Simple and Combination entries

Subsidiary Books: Advantage, Proformas of Subsidiary books; Practical problems on preparation of Purchases; Sales, Returns and Special Functions Books.

Cash Book: Introduction and types of Cash book; Practical problems on Three column and Analytical Petty Cash Book on Imprest system with special reference to Cash Received Book used in Hotels; Meaning, importance and reasons for preparing Bank Reconciliation Statement.

Unit III *Uniform System of Accounts for hotels*

Introduction to Uniform system of accounts; Contents of the Income Statement, Practical Problems; Contents of the Balance sheet (under uniform system), Practical Problems; Departmental Income Statements and Expense statements, Practical Problems

Unit IV *Internal Control, Internal Audit and Statutory Audit*

Internal Control: Definition and Objectives of Internal Control; Characteristics of Internal Control, Implementation and Review of Internal Control

Internal Audit and Statutory Audit: An introduction to Internal and Statutory Audit; Distinction between Internal Audit and Statutory Audit; Implementation and Review of internal audit.

Unit V *Depreciation and Departmental Accounting*

Depreciation: Introduction, meaning of depreciation, causes of depreciation, need for depreciation, factors affecting depreciation, methods of computation of depreciation (straight line method and written down value method), Practical Problems.

Departmental Accounting: An introduction to departmental accounting, Allocation and apportionment of expenses, Advantages of allocation, Draw-backs of allocation, Basis of allocation, Practical Problems.

Main text G.S. Rawar, Negi and Neeraj k. Gupta, (2005). Elements of Hotel Accountancy. New Delhi: Jindal Book Services

T.S.Grewal, Eleventh Revised 2004. *Double entry Book-keeping*. New Delhi: S. Chand & Sons

Reference books Maheshwari, S.N. and Maheshwari, S. K (2013). *An Introduction to Accountancy*. New Delhi: Vikas Publishing House.

Sofat, Rajni and Hiro, Preeti(2014). *Basic Accounting*. Delhi: PHI Learning Pvt.Ltd.

S.P Jain & K.L Narang, First 1999. *Hotel Accountancy & Finance*. Ludhiana: Kalyani Publishers

Ozi D’Cunha Gleson Ozi D’Cunha, First-2002. *Hotel Accounting & Financial Control*. Mumbai: Dickey Enterprises

L.N.Chopde, D.H.Choudhari, Fourteenth 1999. *Book Keeping & Accountancy*. Mumbai: Sheth Publishers Pvt. Ltd.

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Problems
T-P-T: 3-0-1

Evaluation Internal Assessment – 25 %
Written Examination – 75 %

Bachelor of Hotel Management

BHM 405/Sem IV BUSINESS COMMUNICATION IN HOSPITALITY

4 Credits Ability Enhancement Compulsory Course (AECC)

Description of the course

The purpose of this course is to introduce students to the theory, fundamentals and tools of communication and to develop in them vital communication skills which should be integral to personal, social and professional interactions.

Learning outcomes

The students will be able to acquire basic knowledge of comprehension, communication and writing skills. Further, it aims to provide exposure of English communication used in the hospitality industry by the professionals. Students will be able to improve their listening skills, speaking skills and writing skills. The course will also enhance personality development of students as required by the hospitality industry.

Unit I *Introduction to Communication*

Meaning, types and levels of communication; Process of communication; Barriers to communication;

Unit II *Listening Skills*

Meaning and importance of listening; Reasons for poor listening; Traits of a good listener; Types of listening

Unit III *Speaking Skills*

Basic sounds of English- vowels, consonants, phonetics etc.; Conversation, dialogues, interviews, group communication, public Speech ,Telephone handling skills.

Unit IV *Writing Skills*

Elements of effective writing; Technical reports- Proposals, formal letters, memos and emails.

Unit V *Personality Development*

Grooming and Hygiene; Interpersonal skills; Etiquettes and manners; Time management; Presentation skills.

Main text Raman, Meenakshi and Sharma, Sangeeta (2016). *Technical Communication- Principles and Practice*. New Delhi: Oxford Publication.

Reference Kumar, Inderjit & Kumar, Sanjay. (NA). *A Course Book of English Grammar*

books , *Composition and Translation.*
 Bapna, Anil & Bapna, Raj (2015) *How to Write and Speak Effective, Powerful and Fluent English.*
 Murphy, R., & Smalzer, W. R. (2002). *Basic grammar in use: self-study reference and practice for students of English. Student's book.* Ernst Klett Sprachen.

Pedagogical approach Lectures, presentations, assignment, group activities and case study analysis etc.
 T-P-T: 3-0-1

Evaluation Internal Assessment – 25 %
 External Examination – 75 %

Bachelor of Hotel Management

BHM 501 / Sem V **INTERNATIONAL CUISINE – I**
4 Credits Discipline Specific Elective Course (DSE)

Description of the course

The course enables the students to know the history, geographical perspectives, brief historical background, characteristics, key ingredients, popular food and special equipment of different cuisines. The course also equips the student with standard recipes of each menu of different cuisines.

Learning outcomes

Upon the successful completion of the course the students will be able to know about the various speciality foods and salient features of different cuisines of India. Also the practical element of the course will enable the students to prepare various dishes of different cuisines following the standard recipe and appropriate methods of cooking

Unit I Larder / Garde Manger

Functions of larder department, Duties & responsibilities of larder chef, Layout of Larder, Larder Equipment, Sections and functions of larder kitchen, Common terms used in larder department

Unit II Sandwiches

Introduction, Parts of sandwich, Types of sandwich, Preparation of sandwich, storing of sandwiches, modern approach to sandwiches in hotels

Unit III Appetizers and garnishes

Introduction, Classification of Appetizers, Garnishing of Hors D'oeuvres, Popular traditional Appetizers from the World, Modern Plated Appetizers

Unit IV Menu Planning

Introduction to Menu Planning, Principles of Menu Planning, Menu balancing and food costing, Factors influencing menu planning for regional and industrial menus, Standardizing of Portions of Recipes and benefits of same, Yield management and Indenting.

Unit V Balanced Diet



Introduction to the concept of balanced diet, Need & importance of balanced diet in modern lifestyle , Nutritional Values – Calculations of calorific values, fortification , Specially planned diets for – Hypertension & Heart - (Sodium & cholesterol restricted), Diabetic – (Starch & Sugar restricted), Obesity – (Low Calorie), Invalid – (Recovery from illness)

Practical

- Basic Continental menus consisting of Appetizer/soup, Meat preparation with accompaniments & Plated Dessert
- Continental breakfast menus
- Practical on Variety of Appetizers
- Practical on variety Sandwiches
- Preparation of Balanced Diet

Main text Bali,Parvinder (2012). *International Cuisine & Food Production*. Oxford University Press.

Reference books Philip E. Thangam, Heinemann(2010)*Modern Cookery*.Orient Longman.
Arora,K(2008). *Theory of Cookery*. Frank Brothers.

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
Practical Examination – 50% (Practical)

Bachelor of Hotel Management

BHM 502 / Sem V FRONT OFFICE OPERATIONS

4 Credits Discipline Specific Elective Course (DSE)

Description of the course

The Students will be aware of / learn about Guest Cycle and Services, Safety and Security, Front Office Communication Process and Others Important Sub-Departments of the Front Office.

Learning outcomes

1. Meaning, Important, Types and Process of Communication
2. Seven C's and Barriers of Communication and Inter-Department Communication
3. Meaning and Four Steps of Guest Cycle and Various Guest Services
4. Important, Function and Process of Cashier and Night Auditor
5. Meaning, Important and Function performed by Bell Desk
6. Role and Objective of the Front Office Safety and Security in the Hotel
7. Front Office Operation by Different Section

Unit I *Front Office Communication*

Introduction, Important, Types and Process of Communication; Seven Cs of Communication; Flow of Communication; Barriers of Communication; Interdepartmental Communication; Office Automation: E.P.A.B.X/ Console, Fax, SMS, Internet (email), Wireless systems

Unit II *Guest Cycle And Services*

Guest Cycle: Introduction, 4 Steps of Guest Cycle; Guest Services: Introduction and Various Guest Services of the Front Office Department (Handling Guest Mails, Message Handling and Its Procedure, Custody and Control of Keys, Guest Room Change and Its Procedure, Left Luggage Handling and Its Procedure, Wake-up call etc.); Guest Complaints (Types and Handling Guest Complaints)

Unit III *Front Office Cashier And Night Audit Section*

Introduction, Location, Important and Functions of Cash Section; Introduction and Important of Night Auditing; Process of Night Auditing: Hierarchy and Duties and Responsibility of Cash Section Personnel (Job Description of Cashier and Night Auditor); Modes of Settlement of Bills: (Cash, Credit Card, Debit Card & Travellers Cheque etc.); Departure Procedure, Departure in Fully Automated System.

Unit IV *Bell Desk in Front Office*

Introduction, Location and Important Functions Performed by the Bell Desk; Types of Formats and Records to be Maintained in the Bell Desk; Left Luggage Procedure at the Bell Desk; Hierarchy and Duties and Responsibility of Bell Desk Personnel (Job Description of Bell Captain and Bell Boy)

Unit V *Hotel Safety And Security*

Introduction, Role of Front Office, Security and Control of Room Keys, Fire Safety, (Classification of Fire and Procedure in the Event of Fire); Accidents in Hotel and Its Reasons; First Aid (Introduction, First Aid Box, First Aid for Some Common Problems.

Handling Unusual Events and Emergency Situations (Terrorist Activities and Bomb Threat, Robbery and Theft, Guest in Drunken State)

Practical

- Shift Hand-Over Procedure
- Planning for following Days Arrivals and Departures
- Handling Various Types of Enquiries and Providing Information at the Front Desk Information Section
- Message and Mail Handling Procedure
- Bell Desk Activities at the Time of (Check-in, Check-Out and Room Change)
- Electric Key Handling System
- Telephone Handling (Various Types of Inquires)
- Wake-up Calls / Paging System
- Handling Modern Communication Activities
- Foreign Currency Exchange Procedure
- Function of Night Auditor
- Safety and Security by Front Office in the Hotel

Main text	Tewari, Jatashankar (2017). <i>Hotel Front Office Operations & Management</i> . New Delhi: Oxford University Press
Reference books	<p>Bhatnagar, S.K. (2013). <i>Front Office Management</i>. New Delhi: Frank Bros. & Co. (Publisher) Ltd</p> <p>Ghosh, Suvradeep (2005). <i>Hotel Front Training Manual</i>. New Delhi: Jindal Book Services</p> <p>Andrews, Sudhir (2012). <i>Front Office Management & Operations</i>. New Delhi: Tata McGraw-Hill Publishing Company Limited</p> <p>Andrews, Sudhir (2011). <i>Hotel Front Office (A Training Manual)</i>. New Delhi: Tata McGraw-Hill Publishing Company Limited</p>
Pedagogical approach	Lectures, Cases Studies, Class Discussions and Practical Exposure T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)
Evaluation	External Examination – 50% (Theory) Practical Examination – 50% (Practical)

Bachelor of Hotel Management

BHM 503A/Sem V ENVIRONMENTAL SCIENCE

4 Credits Discipline Specific Elective Course (DSE)

Description of the course

The environment impacts our way of life in many aspects. Adverse impacts to this environment affect the well-being of humans and other living organisms. Therefore, it is essential that students understand natural environmental systems, physical and social causes of environmental problems, and strategies to mitigate or manage these issues.

Learning outcomes

The student will be able to define the Environmental Studies as a concept, state instructional objectives in terms of learning outcomes in the Environmental Studies classes, apprise the status of Environmental Studies content in the critical manner and relate the theory with the practical experiences.

Unit I *Introduction to Environmental Studies*

Multidisciplinary nature of Environmental Studies; Scope and importance; Concept of sustainability and sustainable development

Unit II *Ecosystems*

Meaning of ecosystem; structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs and ecological succession. Case studies of the following ecosystems: Forest ecosystem, Grassland ecosystem, Desert ecosystem, Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

Unit III *Natural Resources: Renewable And Non-renewable Resources*

Land resources and land use change; Land degradation, soil erosion and desertification;
 Energy resources: Renewable and non-renewable energy sources, use of alternate energy sources, growing energy needs, case studies;
 Water: Use and over-exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter-state);
 Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations.

Unit IV *Biodiversity And Conservation*

Levels of biological diversity: genetic, species and ecosystem diversity Biogeographic zones of India; Biodiversity patterns and global biodiversity hotspots ; Endangered and endemic species of India; Threats to biodiversity: Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions;
 Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity;
 Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.



Unit V ***Environmental Pollution And Environmental Policies & Practices***

Environmental pollution: types, causes, effects and controls; Air, water, soil and noise pollution; Nuclear hazards and human health risks; Solid waste management: Control measures of urban and industrial waste;
Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture;
Environment Laws: Environment Protection Act; Air (Prevention & Control of Pollution) Act; Water (Prevention and control of Pollution) Act; Wildlife Protection Act; Forest Conservation Act; Nature reserves, tribal populations and rights, and human wildlife conflicts in Indian context.

Main text Rajagpalan, R. (2016), *Environmental Studies- From Crisis to Cure*, APH Publishing House, New Delhi.

Reference books Kumar, A. (2008), *A Text Book of Environmental Science*, APH Publishing House, New Delhi.
Bharucha, Each (2013), *A Text Book of Environmental Sciences for UG*, Orient BlackSwan, New Delhi.

Pedagogical approach The lectures will comprise a classroom session which includes project, problem solving sessions, case studies and presentations.
T-P-T: 3-0-1

Evaluation Internal Assessment – 25 %
External Examination – 75%

Bachelor of Hotel Management

BHM 503 B/Sem V TRAVEL AGENCY MANAGEMENT AND TOUR OPERATIONS

4 Credits Discipline Specific Elective Course (DSE)

Description of the course

This course has been designed to familiarize the students about the working of travel agencies, its organization and management as well as different operations carried out by it. The course gives the desired exposure to the prevalent procedures and processing style in aspects of tourism, travel and tour management. It gives details regarding basic procedures adopted by agencies in the specific fields and focuses on the prescribed requirements by the administrative and bureaucratic machinery looking after specific aspects of tourism and allied activities.

Learning outcomes

Students will be able to understand the significance of travel agency and tour operation business, know the current trends and practices in the tourism and travel trade sector and develop adequate knowledge and skills applicable to the travel industry.

Introduction to Travel Agency

Unit I

Travel agency and tour operator- meaning, concept, Types and importance. Historical growth and development of travel agency and tour operation business. Linkages and interrogations in travel agency & tour operation business. Entrepreneurship in travel operation and Career in travel agency and tour operation business. The future role of Travel Intermediaries.

Unit II ***Functions of a Travel Agency***

Travel Agency and Tour Operation Business - Functions of Travel Agency - Setting up a full-fledged Travel Agency - Sources of Income of a travel agency - Diversification of Business - Travel Insurance, Forex, Cargo & MICE – Documentation - IATA Accreditation - Recognition from Government.

Unit III ***Tour Packaging and Costing***

Tour Packaging & Costing - Importance of Tour Packaging – Classifications of Tour Packages - Components of Package Tours - Concept of costing - Types of costs - Components of tour cost - Preparation of cost sheet - Tour pricing - Calculation of tour price - Pricing strategies - Tour packages of Thomas Cook, SOTC, Cox & Kings and TCI.



Travel and Tourism Laws

Unit IV

Tourism bills of Rights, tourism code, Manila declaration, International conventions : Warsaw convention 1924, Chicago convention 1944, Brussels convention 1961 and 1966 International convention on travel contract, , Athens convention 1974, Helsinki accord 1976, The IATA general conditions of carriage (passenger and baggage) Consumer protection law, 1986, and Competition act applicable to the tourist as consumers.

Unit V **Travel and Tourism Organisations**

Role and Responsibility of Travel Trade Associations: Objectives - Roles and functions of UFTAA, PATA, ASTA, TAAI, IATO, ATAIOI, ADTOI, IAAI, FIYTO, TAFI.

Main Text

Chand, Mohinder (2009). *Travel Agency Management- An Introductory Text*, 2/e. New Delhi: Anmol Publications Pvt. Ltd. (L)

Negi, Jagmohan (1998). *Travel Agency and Tour Operation- Concepts and Principles*. New Delhi: Kanishka Publishers, Distributors.

Reference Books

Syratt, Gwenda and Archer, Jane (2003). *Manual of Travel Agency Practice*, 3/e. Burlington: Butterworth-Heinemann. (L)

Saffery Alan, Morgan, Michelle and Tulga, Otgonbaatar (2007). *The Business of Inbound Tour Operators*. USAID

Pedagogical approach

The lectures will consist of classroom sessions which includes discussion on theories, case studies and problem solving.

T-P-T: 3-0-1

Evaluation

Internal Assessment – 25 %
External Examination – 75%



Bachelor of Hotel Management

BHM 504/ SEM V

FRENCH FOR HOSPITALITY- I

4 Credits

Discipline Specific Elective Course (DSE)

Description of the course

The course will provide the students with elementary competence in the French language. This course focuses on teaching participants how to communicate simply and effectively at basic level, deal with the grammatical structures needed, pronounce words properly and utilise hospitality related vocabulary in their daily duties.

Learning outcomes

Upon the successful completion of the course the students will be able to :

- Learn the basics of French
- Communicate effectively at basic level
- Understand the grammatical structures
- Learn the pronunciation of words

Unit I	Introducing oneself and others, greeting people, formal and informal uses of the language, giving simple information about oneself. Countries and Nationalities, Adjectives used in day to day conversation.
Unit II	Introduction to hospitality vocabulary-different areas of the hotel(Front and Back area of the hotels)
Unit III	The two parts of a restaurant – dining area utensils & kitchen equipment. Taking simple orders in the bar/restaurant/café/replying to room service orders.
Unit IV	Culinary terms – the food groups, methods of preparing and cooking food. Looking at recipes. Talking about food – favorite dishes, typical dishes of France.
Unit V	A focus on pronunciation – listening and speaking. Communicating over the phone – taking bookings, filling in forms. Talking about one’s routine- the time, tasks and responsibilities at work, running errands and chores.

Main text S.Bhattacharya(2011).*French for Tourism and Hotel Industry*.Franc Bros.

Reference books Thomas,Bruno(2017).*French for Beginners*.kindle edition.

Pedagogical approach Lectures, Class Discussions and Practical Exposure, Audio visual aids.
T-P-T : 3-0-1 (One Practical Credit is equal to Two hours)

Bachelor of Hotel Management

BHM 505 / SEM V Hospitality Sales and Marketing – I

4 Credits Choice Based Courses Elective (CBCE)

Description of the course

The course aims at enhancing the ability of the students in Hospitality Sales and understanding the concept of Marketing. It highlights the role of hotel employees in the sales process & attributes required for hospitality sales personnel with the selling techniques adopted by the sales department of the hotel. Marketing is the core of Hospitality business. It is therefore important for a Hospitality manager to understand the concepts of marketing and refer to the same in managing, planning and controlling the hospitality business.

Learning outcomes

The course is designed to meet a variety of students' needs, including making a career in the Sales & Marketing division of a hospitality establishment. After completing this course, the learner would familiarize with the concepts of hospitality sales and marketing and would be able to apply the same. The students will be able to understand the details of the marketing plan and working of a sales office. The course also will develop the attributes of sales personnel for the hospitality industry.

Unit I *Introduction to Hospitality Sales and Marketing*

Hospitality Trends – Globalization, Consolidation, Product Segmentation, Expansion of Legalized Gambling, Distribution Methods, Computers, Media Planning, Environmental Awareness, Guest Preferences, Relationship Marketing. Marketing and Sales - Marketing vs./Sales.

Unit II *Marketing Concept*

Marketing Mix Management's Role in Marketing & Sales -The General Manager, The Director of marketing, The Director of Sales; The Importance of Sales - Sales a Career, The Challenges of Hospitality Sales. The 8 P's of Marketing; Evolution of markets – global and Indian tourist market.

Unit III *The Marketing Plan with reference to Hotel industry*

The Marketing Team; Steps in Marketing Plan; Conducting a Marketing Performance Audit; Selecting Target markets; Positioning the property / outlet; Determining Marketing Objectives; Developing and implementing Marketing action plans; Monitoring and evaluating the Marketing plan.

Unit IV *The Sales Office*

The Marketing and Sales Division; Organising and designing a Hotel sales office; Sales Area; Developing sales team – hiring, selection, management, evaluation; Compensating sales force – targets and achievements; The sales office communication system- Sales meeting, Sales Records, Filing System, Performance audit of head of the sales department, Computerized client information records, Sales reports and analysis.

Unit V *Sales Personnel*

Desirable and Qualifying Personality traits, Preparing for the Presentation Sales Call - Pre-presentation Planning, The Sales Kit, Projecting a Professional Image. Improving Sales Productivity - Time Management, Key Account Management.

Main text *Sales & Marketing: A Textbook for the Hospitality Industry, Sudhir Andrews, Publisher: McGrawHill*

Reference books *Marketing Management, Philip Kotler, Prentice –Hall of India, New Delhi*

Hospitality Sales: A Marketing Approach by Margaret Shaw and Susan, Publisher: Wiley

Services Marketing- Zeital Valerie- A and Mary Jo Baiter Publisher: Mcgraw Hill Company

Pedagogical approach Lectures, presentations, assignment, group activities and case study analysis etc.
T-P-T: 3-0-1

Evaluation Internal Assessment – 25 %
Written Examination – 75 %

Bachelor of Hotel Management

BHM 601 / Sem VI **PRINCIPLES OF MANAGEMENT**
4 Credits Discipline Specific Elective Course (DSE)

Description of the course

This course aims to familiarize the students with the basic concepts and knowledge with regards to a business organization and its management and various functional areas of management to develop an understanding about functions of management and challenges faced by management and organizations with changing dynamics.

Learning outcomes

To make the students understand the concepts of management & their Practical application in the hospitality industry.

Unit I ***Introduction to Management***

Meaning & Definition, Objectives, concept, nature, scope and roles of Management, Functions, Process and Level of Management, Managerial skills – Internal & External factors that affect mgt., Difference between Management and Administration, Relationship between the Art and Science of Management.

Unit II ***Evolution of Management Theory***

Scientific management by Taylor, Elements and tools of scientific mgt., Henri Fayol administrative management., General principles of management (Henri Fayol), A comparison contribution of Taylor and Fayol, Types of organisations authority & responsibility relationship (Centralization Vs Decentralization, Span of Control, Formal & Informal organisation).

Unit III ***Planning, Organising and Decision Making***

Planning: Definition, features, Nature, Importance, and limitation of planning, Making planning effective, Types and Steps of planning.

Organising: Definition, Nature and Importance of organisation, Principles of organising – Formal & Informal, Process of organising.

Decision Making: Definition, Types of decision making, step by step decision is making process.

Unit IV ***Staffing, Directing and Controlling***

Staffing: Definition, Nature and Importance of staffing, Process of staffing, Authority and Responsibility of the staff, Span of Control.



Directing: Definition, Nature and Importance of directing, Elements and Principles of Directing.

Controlling: Definition, Concept, Importance and features of controlling, Steps of Controlling.

Unit V ***Motivation, Leadership, Communication and Coordination***

Motivation: Definition, Nature, Importance, Concept, Process and Significance of motivation, Theories of Motivation – Maslow’s theory of need hierarchy, McClelland’s theory of need, Herberg’s two factor theory, McGregor’s theory ‘X’ and theory ‘Y’, Morale – its role and importance

Leadership: Definition, Features and Importance of leadership, Leadership theories – Managerial grid, Different style of Leadership, Characteristics of a good leader

Communication: Definition, Nature, Importance and Process of communication, Types of communication – upward / downward, verbal / non-verbal, formal / informal, Barriers of communication, Effective communication

Coordination: Definition, Nature, Need and types of coordination, Principles of coordination.

Main text Vishali (2013). *Principles and Practice of Management*. New Delhi: Vayu Education of India.

Reference books Hill McShane (2007). *Principles of Management*. McGraw Hill
 Gupta, C.B. *Management: Theory and Practice*, New Delhi: Sultan Chand & Sons,
 Koontz, H. *Essential of Management*, New Delhi: Tata McGraw-Hill.
 Andrew J. Dubrin: *Essential of Management*, South-Western: Thompson.
 Basu, C. (2017). *Business Organisation and Management*. McGraw Hill Education.

Pedagogical approach Lectures, Cases Studies and Class Discussions
 T-P-T: 3-0-1

Evaluation Internal Assessment – 25 %
 Written Examination –75 %

**Bachelor of Hotel Management****BHM 602 / Sem VI FRONT OFFICE MANAGEMENT****4 Credits** Discipline Specific Elective Course (DSE)**Description of the course**

The Student will be aware / learn about the Macro Aspects of Front Office like CRS and PMS. Methods of Measuring Hotel Performance, Human Resource Management and Environment in the Hospitality Industry.

Learning outcomes

1. Meaning and Application of Property Management System in the Front Office and Different others Property Management System (PMS)
2. Methods of Evaluating Hotel Performance in Different Section
3. Meaning, Measuring and Benefits of Yield Management and Forecasting
4. Meaning, Planning and Development of Human Resource Management
5. Human Resources Challenges in the Hospitality Industry.
6. Meaning & Importance of Environmental Management and Environmental Pollution.
7. Meaning and Benefits of Total Quality Management.

Unit I Computer Application in Front Office

Introduction of Property Management System, PMS Application in Front Office (Reservation Module, Front Desk Module, Rooms Module, Cashier Module, Night Audit Module, Set-up Module, Reporting Module, Back Office Module); PMS Interface with Stand-Alone Systems; Different Property Management System;

Unit II Evaluating Hotel Performance

Methods of Measuring Hotel Performance (Occupancy Ratios, Average Daily Rate, Average Room Rate, Revenue per Available Room (Rev-Par) etc

Unit III Yield Management And Forecasting

Introduction, Measuring Yield in the Hotel Industry, Yield Management in the Hotel Industry, Elements of Yield Management, Benefits of Yield Management, Yield Management Strategies, Challenges or Problems in Yield Management; Forecasting: Benefits of Forecasting, Date Required for Forecasting

Unit IV Human Resource Management

Introduction, Human Resource Planning, Human Resource Development (Job Analysis, Recruitment, Selection and Orientation); Human Resource Challenges in the Hospitality Industry (Employee Retention and Motivation)

Unit V Environmental and Total Quality Management

Introduction of Environment, Environment and Ecology, Environmental Pollution, Environmental Management, Environmental Management in the Hospitality Industry; Introduction of Total Quality Management, Benefits of Total Quality Management

Practical

- Recapitulation of the All Previous Semester – Practical
- Room Key Rack Management
- Handling Area Management and Various Types of Inquires

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- Basic Training of Property Management System (IDS)
 - Preparation of Bills at Front Desk
 - Computerized Billing System
 - Checking Out Guest and Accepting Payments
 - Starting and Ending Work Shift at Front Office Staff
 - Handling Situations
 - Different Types of Reports in Front Office Department
 - Presentation Program of Property Management System (IDS)
-

Main text Tewari, Jatashankar, R. (2017). *Hotel Front Office Operations & Management*. New Delhi: Oxford University Press

Reference books Bhatnagar, S.K. (2013). *Front Office Management*. New Delhi: Frank Bros. & Co. (Publisher) Ltd
 Ghosh, Suvradeep (2005). *Hotel Front Training Manual*. New Delhi: Jindal Book Services
 Andrews, Sudhir (2012). *Front Office Management & Operations*. New Delhi: Tata McGraw-Hill Publishing Company Limited
 Andrews, Sudhir (2011). *Hotel Front Office (A Training Manual)*. New Delhi: Tata McGraw-Hill Publishing Company Limited

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
 T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
 Practical Examination – 50% (Practical)

Bachelor of Hotel Management

BHM 603A/Sem VI HUMAN RESOURCE MANAGEMENT

4 Credits Discipline Specific Elective Course (DSE)

Description of the course

The objective of this course is to endow the student with a broad perspective on themes and issues of Human Resource Management along with their relevance and application in the Indian prospect. It will help the students to build up and refine decision making skills so that they can help organizations effectively conduct personnel management and employee relations.

Learning outcomes

The students will be able to synthesize the role of human resources management as it supports the success of the organization including the effective development of human capital as an agent for organizational change, demonstrate knowledge of laws that impact behavior in relationships between employers and employees that ultimately impact the goals and strategies of the organization and understand the role of employee benefits and compensation as a critical component of employee performance, productivity and organizational effectiveness.

Unit I *Introduction to Human Resource Management*

Nature of Human Resource Management, Scope, functions and importance of Human Resource Management, Human Resource Management vs. Human Resource Development, Strategic Human Resource Management: Introduction, characteristics and scope of Strategic Human Resource Management, Strategic Human Resource Management vs. Conventional Human Resource Management, Barriers to strategic Human Resource Management, Linking HR strategy with business strategy, Human Resource Management linkage with Total Quality Management & productivity.

Unit II *Human Resource Planning And Recruitment*

Nature of job Analysis, job design, Human Resource Planning, Demand forecasting for manpower planning, HR supply forecasting, factors influencing HRP, Employee hiring- Nature of Recruitment, Sources of recruitment, Employee selection, process of employee selection, recent trends in recruitment.

Unit III *Training And Development*

Nature and importance of Training, methods and types of training, career planning, promotion, transfer, demotion and separation, Performance Appraisal: Meaning and types of appraisal, Job Evaluation: Meaning and methods of job evaluation.

Unit IV *Compensation Management And Employee Relations*

Introduction to compensation management, Components of employee and executive compensation, Factors affecting employee compensation, Employee incentive schemes, and recent trends in compensation management. Meaning and nature of employee relation and industrial relations.

Unit V ***Employee Safety, Health and Ethics in Human Resource Management***
 Ethics definition and its principles, Importance of ethics in the workplace, Ethics of human resource and its impact towards organizational success, measures and policies for employee safety at work.

Main text Dessler, Varket (2016) *Human Resource Management*. Pearson. New Delhi

Reference books Aswathappa, K. (2007). *Human Resources and Personnel Management*. Tata McGraw Hill, New Delhi.

Pedagogical approach The lectures will consist of classroom sessions which includes discussion on theories, case studies and problem solving.
 T-P-T: 3-0-1

Evaluation Internal Assessment – 25 %
 Written Examination – 75 %

**Bachelor of Hotel Management****BHM 603B / SEM VI HOSPITALITY LAWS****4 Credits Discipline Specific Elective Course (DSE)****Description of the course**

The Student will be aware / learn about the Indian Hospitality & Hotel Laws in India, Laws Related to Hotel Operations, Employees, Guests, Food and Beverage and Public Health and Safety.

Learning outcomes

1. Introduction, Indian Hotel Industry — An Overview
2. Introduction and Meaning to Hotel Laws, Role of the Legislative, Classification of Laws, Origins of Hotel Laws
3. Introduction of “How to do Business in India” and Rules & Regulations of Hotel License and their Insurance.
4. Introduction and Meaning of Hospitality Law and Introduction, Rules and Laws related with Labour Law.
5. Introduction, Rules and Laws related with Food and Beverage and Introduction of Liquor License and their Procedure.
6. Introduction, Rules and Laws related to Public Health and Safety.

Unit I *Introduction to Indian Hospitality And Hotel Laws in India*

Introduction, Indian Hotel Industry — An Overview

Introduction to Hotel Laws, Meaning of Law, Role of the Legislative, Executive and the Judiciary, Classification of Laws, Origins of Hotel Laws, The Judicial Process

Unit II *Laws Related to Hotel Operations in India*

Doing Business in India: Introduction, Starting a Business, Promotion Stage, Partnership, Private Limited Companies, Public Limited Companies, Branch Office, Project Office, Foreign Exchange Management Act, 1999 and Foreign Direct Investment

Business Contracts: Introduction, Indian Contract Act--1872, Essential Elements of a Contract, Different Between Void, Voidable and unenforceable Contracts, Types of Contracts, Hospitality Contracts

Hotel Licenses and Regulations: Introduction, General Hotel Operation Licenses, Food and Beverage Operations, Personnel Department, Accounts Department

Hotel Insurance: Introduction, Meaning of Insurance, Types of Insurance Policies, Insurance Coverage Commonly Availed by Hotel

Unit III *Laws Related to Employees And Guests*

Labour Laws: Introduction, Constitutional Provisions, Categorization of Labour Laws, Categorization of Industry, Classification of Employees

Hospitality Law: Introduction, Meaning of Hotel and Guest, Duties of a Hotelier Towards Guests

Unit IV *Laws Related to Food And Beverage*

Food Legislation: Introduction, Indian Scenario, Food Safety and Standards Act—2006, Comparison between the Prevention of Food Adulteration Act—1954 and the Food Safety and Standards Act—2006, Licensing and its Process, Role of the Adjudicating Officer and Important Rules, Recommended Food Safety Management Plan

Liquor Licensing: Introduction, Alcoholic And Non-Alcoholic Beverages, Liquor Legislation in India, Liquor Licensing Procedures, Procedure for Acquiring a Liquor

License, Sale of Cigarettes and Tobacco

Unit V *Laws Related to Public Health And Safety*

Battle for a Healthy Environment: Introduction, Designing a Waste Management Programme, Preparing a Waste Reduction Programme, Making a Commitment to Manage Waste, Implementing the Programme

Main text Hotel Law by Amitabh Devendra , Oxford University Press
Hotel & Tourism Laws by Jagmohan Negi

Reference books Related Guidelines & Reports from Ministry of Tourism, Govt. of India

Pedagogical approach Lectures, Cases Studies and Class Discussions
T-P-T : 3-0-1

Evaluation Internal Assessment – 25 %
Written Examination – 75 %

Bachelor of Hotel Management

BHM 604/SemVI FRENCH FOR HOSPITALITY- II

4 Credits Discipline Specific Elective Course (DSE)

Description of the course

The present course is completely based on a communicative approach. The course will provide students with intermediate competence in the French language. This course focuses on teaching participants how to communicate effectively at intermediate level, deal with the grammatical structures needed, pronounce words and certain French expressions properly and utilise hospitality related terms.

Learning outcomes

- Upon the completion of the course, the learners will be able to:
- Communicate effectively at intermediate level
- Do basic conversation at hotel/restaurant/kitchen
- Describe hotel, dishes, menus etc
- Write formal letter/email

Unit I *Introduction*

Hotel brigade, short guest interactions, types of rooms, describe the hotel, different services provided by the hotel, how to assist the customer in choosing, making, booking, changing or cancelling a reservation or other service, writing/replying to letter/email, different objects available in the room, taking complaints, indicating direction etc.

Unit II *Expressions*

Kitchen and restaurant brigade, recipe writing, describing the different dishes, menu preparation etc., present special and personalised menus (groups, set menus, children, special dietary requirements).

Unit III *Conversations*

Conversation in the restaurant: greet customers and show them to their tables, how to place/take order, billing etc., Name of herbs, fruits, vegetables, meats, spices etc., different terminologies of the kitchen equipments. Basic and Introductory Grammar: The Adjectives and its use, Plural form of adjectives, reflexive verbs, reciprocal verbs, adverbs, prepositions, negative sentences, conjunctions, contracted articles, partitive articles. Regular and irregular verbs, Past and Future tense etc.

Unit IV *Hotel Vocabulary*

Name of French wines, cheese, French classical menus, bakery items, pastry items, butcher's items (different variety, name of different pieces etc.), dairy products, etc. Comprehension, Writing Skill & French Culture: Writing Small letters – Formal and informal, to the friends (ami/amie), to mama/papa, Writing Passage/ Basic Content in French- Small email writing in French , Writing Resume in French, writing itinerary. Introductory history of Republic of France (Histoire d'introduction de la République

de France) - culture & history Verbal French practice session

Unit V **Grammar and Conversations**

Francophone world: a brief introduction of francophone countries, classical dishes, recent trends, history, geography, culture etc. Basic tour: (tourism professionals-vocabulary): on arrival, air travel, cruise travel, rail travel, car travel, situation- at the hotel, at the cash counter, the breakfast, lunch in a restaurant, at the sightseeing, the telephonic conversation.

Main text	1. A Votre Service 1 by Rajeswari Chandrasekhar
Reference books	2. L'hotellerie et le tourisme by K. Madangobalane ^{[L]_{SEP}}
	3. Bon Voyage by Vasanthi Gupta, Malini Gupta and Usha Ramachandra
	4. Le Nouveau Sans Frontières Vol 1 by Jacky Girardet ^{[L]_{SEP}}
	5. Echo by J. Girardet

Pedagogical approach	Lectures, Cases Studies, Class Discussions T-P-T : 3-0-1
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Evaluation	Internal Assessment – 25 % Written Examination – 75 %
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Bachelor of Hotel Management

BHM 605/ Sem VI Hospitality Sales and Marketing – II

4 Credits Skill Enhancement Course

Description of the course

The course aims at enhancing the ability of the students in Hospitality Sales and understanding the concept of Marketing. The course will enable students to work effectively in Sales and Marketing divisions of Hospitality firms. The students will understand the sales process, selling practices, internal marketing and sales, restaurant and lounge sales positioning, and advertising, public relation and publicity for the Hospitality Industry.

Learning outcomes

The course is designed to meet a variety of students’ needs, including making a career in Sales & Marketing division of a hospitality establishment. After completing this course, the learner would familiarize with the concepts of hospitality sales and marketing and would be able to apply the same. After completing this course, the learner would be able to Understand the concepts of sales process and selling practices; Learn about managing brand and public relations in hospitality business; Apply selling concepts towards restaurant, lounge, banquet & meeting room sales; Manage advertising, public relation and publicity for hospitality business.

- Unit I *Hospitality Sales Process***
 Prospecting (Methods of Prospecting), Pre approach (Preparations), Approach, Negotiations, Overcoming objections, Closing, Follow-up. Selling practices - Identifying Market segmentation, Concept selling (Event , Destination), Selling to Business and Leisure Travellers, Selling to specialty markets, Role of intermediaries in sales
- Unit II *Brand Management & Public Relations in Hospitality***
 Introduction & Definition, Effective Management of Brand, Identification of Component, Brand Positioning of Guests, Repositioning of Brand and Repositioning of Products, Brand Portfolio, Importance of Public Relation, Job Description of PR Manager, Difference between PR & Marketing, Media Penetration & Media Relations, Relationship with Stakeholders (Guest, Employee & Share Holders)
- Unit III *Restaurant, Lounge, Banquet & Meeting Room Sales***
 Position Restaurants and Lounges -Positioning Research, Merchandising, Food & Beverages -Creating Menus that sell, Other F&B Merchandising Methods. Promoting Restaurants and Lounge -Types of Promotions, Planning Effective Promotions.
- Banquet & Meeting Room Sales: The catering Department - Catering department Personnel, The Marketing Plan. Catering Sales - Developing Leads, Selling to Clients, Planning the Function, Management Function, Following up the Accounts. Other



Food & Beverages Sales - Creative Refreshment Breaks, Hospitality Suites, Receptions, Special Function, Off Premises Catering. Meeting Room Sales - Type of Meeting Rooms, Meeting Room Setup, Meeting Room, Booking Meeting Rooms, Managing Meetings.

Unit IV *Marketing to Business Travelers, Leisure Travellers & Travel Agents*

Business Travellers, Frequent Business travellers, Types of Stay. Meeting the Needs of Business Travellers - Executive or Business Floors, Business Services, Health and Fitness Centres, Special Amenities, In Room Refreshment Centres, Frequent Traveller Programmer, and All Suites Properties. Reaching Business Traveler.

Individual Leisure Travellers -Families, Seniors, Baby Boomers, Others. Group Leisure Travellers - Tour Intermediaries, Types of Tour, Leisure Travellers and Small Properties.

Travel Agencies -Types of Travel Agents, Meeting the Needs of The Travel Agent - Property Information, Service. Finding Travel Agents -Reaching Travel Agents.

Unit V *Advertising, Public relation and Publicity*

Effective hotel advertising – brochures, sales material designing; Advantages of advertising in indoor and outdoor; Advertising agencies; Collateral material- mass media and print media. The Public Relation Plans, Selecting a PR Staff, Contracting for Outside PR Services, Measuring PR Performance. Publicity Planning, Developing Promotional Materials, Travel Writers. Press relation - New Media Interest, Personnel Interviews, News Conferences, Sensitive Subjects, When a Story Contains Error.

Main text *Sales & Marketing: A Textbook for the Hospitality Industry, Sudhir Andrews, Publisher: McGrawHill*

Marketing Management, Philip Kotler, Prentice –Hall of India, New Delhi

Reference books *Hospitality Sales: A Marketing Approach by Margaret Shaw and Susan, Publisher: Wiley*

Services Marketing- Zeital Valerire- A and Mary Jo Baiter Publisher: MCGraw Hill Company

Pedagogical approach Lectures, presentations, assignment, group activities and case study analysis etc. T-P-T: 3-0-1

Evaluation Internal Assessment – 25 %
Written Examination – 75 %

Bachelor of Hotel Management

BHM 701/Sem VII INTERNATIONAL CUISINE –II

4 Credits Discipline Specific Elective Course (DSC)

Description of the course

The course introduces the student to the international cuisines such as French, Italian, Spanish, German, Greek, Mexican, English, Japanese, Chinese and Thai. Also, the course helps the students to understand the art and science behind plating Western food. The paper also covers the latest trends of healthy eating and various elements that constitute healthy food.

Learning outcomes

Upon the successful completion of this course the students will be able to know about the various speciality foods and salient features of different Foreign Cuisines. Also the practical element of the course will enable the students to prepare various dishes of different cuisines following the standard recipe and appropriate methods of cooking.

Unit I *Western Cuisines*

Introduction; Italian Cuisine; Mediterranean Cuisine, Mexican Cuisine

Unit II *European Cuisines*

Introduction ; French Cuisine; Cuisine of the UK; Scandinavian Cuisine, German Cuisine

Unit III *Oriental Cuisines*

Introduction; Chinese Cuisine; Japanese Cuisine, Thai Cuisine,

Unit IV **Charcuterie & Use of herbs and Wines in Cooking**

Introduction Sausages, Galantines, Ballotines and dodines, Ham, bacon and Gammon, Pates and terrine, Introduction to Herbs, Popular herbs used in International cooking, Wines used in cooking

Unit V **Western plated Food**

Introduction, The concept of plate presentation, Merging flavours, shapes and textures on plate, Emerging trends in Food presentation

PRACTICAL

- Western Menu (Starter, Soup, Main Course with accompaniment, Salad, Bread & Dessert)
- European Menus (Starter or Salad, Soup, Main Course with accompaniment & Dessert)
- Oriental Menus (Starter or Salad, Soup, Main Course with accompaniment & Dessert)
- Nouvelle 4 course menus based on basket cookery
- International A la carte / Table De Hote menu

Main text	Bali, Parvinder (2012). <i>International Cuisine & Food Production</i> . Oxford University Press.
Reference books	Philip E. Thangam, Heinemann (2010) <i>Modern Cookery</i> . Orient Longman. Arora, K (2008). <i>Theory of Cookery</i> . Frank Brothers.

Pedagogical approach	Lectures, Cases Studies, Class Discussions and Practical Exposure T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)
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Evaluation	External Examination – 50% (Theory) Practical Examination – 50% (Practical)
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Bachelor of Hotel Management

BHM 702 / Sem VII **ACCOMMODATION MANAGEMENT**

4 Credits Discipline Specific Elective Course (DSE)

Description of the course

The Student will get knowledge about the Budgeting for Housekeeping Expenses, Facilities Planning and Facilities Management, Interior Designing and Decoration and Changing Trends in Housekeeping.

Learning outcomes

1. Meaning and Types of Budgets and Housekeeping Expenses
2. Inventory Control and Stock-Taking and Purchasing
3. Meaning, Objective, Types, Elements and Principles of Interior Designing
4. Introduction, Types, Important, Objective and Characteristic of Interior Decoration
5. Meaning, Role, Objective, Stages and Components of Facilities Planning and Management
6. Meaning and Definition of Ecotels and their Important Aspects
7. New Changing Trends in Housekeeping like Hygiene, Training and Motivation, Eco-Friendly Amenities, Products and Process and New Scientific Techniques etc.
8. Advance Important Terminology of the Housekeeping

Unit I

Budgeting for Housekeeping Expenses

Introduction, Types of Budgets, Housekeeping Expenses (Operating Expenses and Capital Expenses); Budget-Planning Process; Income Statement of the Rooms Division; Controlling Expenses (Controlling Operating Expenses and Cost Control in Specific Areas); Inventory Control and Stock-Taking; Purchasing (Principle, Stages and Types of Purchasing; Annual Purchases of Guest Room Supplies, Cleaning Supplies and Linen)

Unit II

Interior Designing and Interior Decoration

Interior Designing: Introduction, Objectives of Interior Design; Basis Types of Design; Elements of Design; Principles of Design; Units of Design; Designing for the Physically Challenged; Interior Decoration: Introduction; Colour; Lighting; Floor Coverings and Finishes; Types, Characteristics and Cleaning of Floor Coverings; Carpets; Important of Floor Maintenance; Ceilings and Their Maintenance; Wall Coverings; Windows and Window Treatments; Accessories.

Unit III

Facilities Planning and Facilities Management

Introduction, Factors Considered in Planning and Designing of Hospitality Facilities; Stages in Developing Hospitality Property; Facilities Management: Introduction, Role of Facilities Manager; Common Services Provided by Facilities Management Companies; Components of Facilities Management

Unit IV

Ecotels

Introduction, Ecotel Certification, Choosing and Eco-friendly Site; Hotel Design and Construction; Energy Conservation; Energy Conservation; Water Conservation; Waste Management: Environment-Friendly Housekeeping.

Unit V

Changing Trends in Housekeeping

Introduction, Hygiene; Outsourcing; Training and Motivation (Training and Motivating); Trends (Women's-only Floors, Design Trends, Amenity Trends, Process Trends); Eco-Friendly Amenities, Products and Processes; New Scientific Techniques

(Work Studies, Ergonomics and Scientific Equipment).

- Practical**
- Recapitulation of the All Previous Semester – Practical
 - To Coordinate with Hotel for Learning Purchase, Storage and Inventory Control System
 - Dealing with Emergency: (a) Event of Fire and Smoke, (b) Events of Fumes, (c) Events of Gas Leakage
 - First Aid: (a) Treatment for Minor Cut, Burns and Scars Unconsciousness, Drunkenness, Sun Burn, Minor Wounds, Choking, Fainting Shock and Nose Bleeding
(b) Dressing for Minor Wounds and Cuts
 - Interior Decoration: (a) Making and Display of Different miniature of Wall Covering and Floor, (b) Covering, Light Arrangements using Flip Charts, (c) Setting of Interiors and Placements of Accessories
 - Ecotels and Changing Trends in Housekeeping Department

Main text Raghubalan, G. (2017).*Hotel Housekeeping Operations & Management*.New Delhi: Oxford University Press

Reference books Andrew,Sudhir.(2013).*Hotel Housekeeping*.New Delhi: Tata McGraw-Hill Publishing Company Limited
Branson,C. & Lennox ,Margaret (2013).*Hotel, Hostel & Hospital Housekeeping*.Britain: The Bath Press

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
Practical Examination – 50% (Practical)

Bachelor of Hotel Management

BHM 703A/Sem VII Hotel Engineering And Operation

4 Credits Discipline Specific Elective Course (DSE)

Description of the course

This primary objective of this course is to provide students with a basic knowledge of building-structures, their component mechanical, electrical and plumbing systems and related staff and service functions as they affect operations, expenditures and resources of the property.

Learning outcomes

Upon successful completion of this course students should be able to:

1. Explain the goals and objectives of Hotel Engineering Management.
2. Describe theoretical aspects of utility systems, energy conservation, mechanical equipment, building systems.
3. Identify resource conservation methods for water, energy and waste management in hotels.
4. Describe the organization and management of the maintenance department and types of maintenance.

Unit I *Budgeting for Housekeeping Expenses*

Introduction, Types of Budgets, Housekeeping Expenses (Operating Expenses and Capital Expenses); Budget-Planning Process; Income Statement of the Rooms Division; Controlling Expenses (Controlling Operating Expenses and Cost Control in Specific Areas); Inventory Control and Stock-Taking; Purchasing (Principle, Stages and Types of Purchasing; Annual Purchases of Guest Room Supplies, Cleaning Supplies and Linen)

Unit II *Maintenance Management*

Introduction; Role and Importance of Maintenance Department; Types of Maintenance Procedures in Hospitality Industry; Maintenance Management Policy; Contract Maintenance.

Unit III *Safety And Security*

Introduction; Safety in hotels and its management; Fire Safety; Safety issues in hotels; Security in hotels and its management; Security measures at different areas of the property; General Administration of Security.

Unit IV *Fire – Prevention And Control*

Introduction; Classes of Fire; Fire Protection and Extinguishers; Fire Prevention; Care

and Maintenance of Fire Control Equipments; Regulatory requirements.

Unit V ***Waste Disposal And Pollution Control***

Introduction; Solid and liquid waste; Disposal of solid waste; Sewage treatment; Pollution related to hotel industry; Pollution Control Boards and Pollution Norms.

Main text Ghosal ,Sujit (2011).*Hotel Engineering* .New Delhi: Oxford University Press.

Reference Gupta, R (2015).*Text Book Of Hotel Engineering* . New Delhi .Aman Publications.

books Bansal,Tarun (2011). *Hotel Engineering*. New Delhi .Aman Publications.

Pedagogical Lectures, Cases Studies, Class Discussions
approach T-P-T : 3-0-1

Bachelor of Hotel Management

BHM 703B/Sem VII **EVENT MANAGEMENT**
4 Credits Discipline Specific Elective Course (DSE)

Description of the course

The course has been designed to impart basic knowledge of organizing, marketing, promotions and managing of events. This would help students to pursue their career in Event Management. Being related to the entertainment and hospitality industry this is a budding field. Creativity and operational knowledge taught in this curriculum will groom students for the changing landscape of hospitality industry.

Learning outcomes

Upon successful completion of this course students should be able to:

- Understand the different categories, need and objectives of Event Management
- Learn the planning of events and creativity used in Event Management
- Identify with program scripting with regard to Event Management
- Apply the concept of Exhibition in Event Management

Unit I *Introduction to Meetings and Event Management*

Definitions and Categories; Need of Event Management; Objectives of Event Management; Creativity and implications of Events.

Unit II *Event Planning*

Arranging of the Chief Guest/ Celebrities; Sponsors; Backstage Management; Brand Management; Budget Management; Leadership For Events & Organizations

Unit III *Creativity and Media Management*

Designing (Backdrop, Invitation Cards, Publicity Material, Mementos) - Event Decoration; Guests/Celebrities' Management; Preparation of Press Release; Marketing Communication; Media Research & Management; Photography/ Video coverage management.

Unit IV *Program Scripting*

Public Relation; Electing a Location; Social and Business Etiquette; Speaking Skills; Stage decoration; Team Spirit; Time management.

Unit V *Concept of Exhibition*

Space Planning; ITPO; Sporting Events; Tourism Events; Leisure Events.

Note: An Event such as Conference/ Seminar may be planned and organised to supplement learning of students.

Main text A.K. Bhatia, “Event Management”, Sterling Publishers Pvt. Ltd. Delhi

Reference books

Anton Shone & Bryn Parry, ‘Successful Event Management

Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA -

Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational institute of AH & MA.

Joe Jeff Goldblatt, “Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)”, John Willy and Sons, New York

Leonard H. Hoyle, Jr, ‘Event Marketing’, John Willy and Sons, New York

Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi.

Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi

John Beech, Sebastian Kaiser, Robert Kaspar - The Business of Events Management ;Pearson Publications

Pedagogical approach Lectures, presentations, assignment, group activities and case study analysis etc.
T-P-T : 3-0-1

Evaluation Internal Assessment – 25 %
Written Examination – 75 %

Bachelor of Hotel Management

BHM 704/Sem VII FOOD & BEVERAGE SERVICE MANAGEMENT

4 Credits Discipline Specific Elective Course (DSC)

Description of the course

The course imparts the knowledge of Function Catering and Outdoor Catering Services. It also focuses upon the significance of Customer Relation Management and highlights various supervisory functions for the smooth Food & Beverage Operations. The paper also discusses various Food Safety & Environmental Concerns.

Learning outcomes

Upon the successful completion of the course the students will be able to do the following activities:

- Booking & Organizing of banquet events
- Procedure for organizing an outdoor catering
- Briefing & De-briefing of catering staff
- Complaint Handling through Role plays

Unit I	<p><i>Function Catering</i> Introduction; Banquets; Types of Functions; Function Staff; Function Menus; Service Methods; Function Equipment; Juices; Table Plans; Function Booking & Organization ; Organizing the function; Outdoor Catering</p>
Unit II	<p><i>Supervisory Function</i> Introduction; Supervisory Functions in Food Service Operations (Briefing, Allocation of tables, Checking the mise en place & mise en scene, Handling tips, Stock Taking, Requisition; Sales analysis, Cost analysis; Break Even Point Calculations; Handling Complaints; Training the Staff</p>
Unit III	<p><i>Food Cost Control</i> Advantages of Food Cost Control; Food Cost control- Tools and Procedures; Food Cost Reporting; Hurdles in Food Cost Control; Reasons for increased and low food cost; Factors affecting Food Cost Control; Point of sale system.</p>
Unit IV	<p><i>Customer Relationship Management</i> Introduction; Importance of Customer Relations(Regular guests, Occasional guests, first time visitors); Guest Satisfaction (Menu, Consistency in the quality of dishes and Service, Food Safety & Hygiene , Attitude of Staff, Complaint Handling; Suggestions by Guests.</p>
Unit V	<p><i>Food Safety And Environmental Concerns</i> Introduction; Food Poisoning; Controlling Bacterial Growth; Prevention of Bacterial Food Poisoning; Food Safety Activities; Environmental Concerns; Hotel Waste Management.</p>

- PRACTICAL**
- Booking & Organizing of banquet events
 - Procedure for organizing an outdoor catering
 - Briefing & De-briefing of catering staff
 - Complaint Handling through Role plays

Main text Singaravelavan,R(2016).*Food and Beverage Service*. New Delhi: Oxford University Press.

Reference books Dennis R.Lillicrap. & John A. Cousine(2006). *Food and Beverage Service*.ELBS.
 Andrews,Sudhir(2013).*Food & Beverage Service Training Manual*.Tata McGraw Hill.
 Dhawan,Vijay. (2008).*Food & Beverage Service* .Frank Brothers & Company Pvt Ltd.

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
 T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)

Evaluation External Examination – 50% (Theory)
 Practical Examination – 50% (Practical)

**Bachelor of Hotel Management****BHM 705 / Sem VII BAKERY MANAGEMENT****4 Credits** Skill Enhancement Course (SEC)**Description of the course**

The course introduces the basics of Bakery Management to the students, highlighting the basic ingredients and Equipment used in Bakery. The paper discusses the features and production methods of various bakery products like breads, rolls, cakes, pastries, Chocolates, Cookies & Biscuits.

Learning outcomes

Upon the successful completion of this course the students will be able to know the basic ingredients and equipment used in bakery, the production method and types of Chocolates. The students can also process various bakery items like Breads, Rolls, Cakes, Pastries, Chocolates, Biscuit and cookies.

Unit I***Introduction to Bakery***

Introduction; Basic Ingredients: Sugars; Shortenings; Eggs; Wheat and Flours; Milk and Milk Products; Yeast; Chemical Leavening Agents; Salt, Spices, and Flavorings; Cocoa and Chocolate; Fruits; Professional Bakery Equipment & Tools.

Unit II***Breads and Rolls***

Overview of Production; Common Problems; White Pan Bread ; French and Italian Breads and Rolls; Egg Bread and Rolls; Hard Roll Varieties; Soft Roll Varieties; Rye Bread Varieties; Cornmeal Bread; Whole Wheat Bread; Raisin Bread; Cheese Bread; Indigenous Breads of India; Middle Eastern Pita Bread

Unit III***Cakes and Pastries***

Introduction; Classical Cakes and Pastries; Modern Trends in Cake and Pastry Making; Types of Cakes and their Classification; Approach to Cake Decoration and Serving; Writing and Piping on Cakes; Cake Serving

Unit IV***Chocolate***

Introduction; History of Chocolate; Chocolate Production; Types of Chocolate; Melting Chocolate; Tempering of Chocolate and its Application; Cooling Chocolate; Uses of Chocolate; Tools and Equipment; Storage of Chocolate.

Unit V***Cookies and Biscuits***

Introduction; Preparation of Simple Cookies; Types of Cookies; Uses of Cookies; Common Faults in Cookie Preparation

PRACTICAL

- Bakery Layout
- Equipment and Tools used in Bakery Operations
- Hygiene Management in Bakery Operations



- Bakery products preparation (Bread, Rolls, Cakes, Pastries, Chocolate, Biscuits, Cookies)

Main text Bali, Parvinder (2014). *Food Production Operations* .New Delhi: Oxford University Press.

Reference books Philip E. Thangam, Heinemann(2010)*Modern Cookery*.Publisher: Orient Longman.

K ,Arora(2008). *Theory of Cookery* .Publisher: Frank Brothers.

Bali, Parvinder (2012). *International Cuisine & Food Production*. Oxford University Press.

Pedagogical approach Lectures, Cases Studies, Class Discussions and Practical Exposure
T-P-T : 2-2-0 (One Practical Credit is equal to two hours)

Evaluation External Examination – 50% (Theory)
Practical Examination – 50% (Practical)

BHM 801 (DSE) INDUSTRIAL EXPOSURE - II (On the Job Training)

Credits: 20

Training Objective: The objective of Industrial Exposure is to facilitate learners with skills & practices of trade so as to supplement their theory and practical inputs of semester VII and enable them to Industry Ready.

Duration of Training: 20-22 weeks

Training Schedule: The students are suggested to undergo this On the Job training in the concerned department/s of the hotel as per their area of interest. It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Training Evaluation: Academic Credits for training shall be based on following Logbooks and attendance, Appraisals, Report and presentation. All candidates must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. They are also advised to make a report in accordance with their curriculum for VIII Semester. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what he has learned/ observed. The Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies- Soft and Hard meant for the purpose of evaluation should be submitted to the approved authority.

Training Documents: Students have to submit the following on completion of OJT to the faculty coordinator at the Institute:

1. Logbook
2. Appraisals
3. Training Certificate
4. Training Report (Soft and Hard Copy)
5. PowerPoint presentation on a CD

Leave Formalities:



One weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Attendance in the training would be calculated on the basis of Certificate issued by the Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (15 weeks x 06 days = 90 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete a minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as "absent" in industrial training and results. The Industry Exposure in VIII semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property related to Hospitality, Travel, Tourism, Recreation, Leisure or other such organisation. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.