

Bachelor of Hotel Management (BHM)

2009

Course Structure

I SEMESTER

Course Code	Title	Hrs/wk	Marks	Credits
BHM 131	Food Production Foundation 1 I	3	50	3
BHM 132	Food & Beverage Service Foundation 1	3	50	3
FRE 133	French	4	50	3
BHM 134	Food Safety & Hygiene	3	50	3
BHM 135	General English	3	50	3
BHM 121	Application Of Computers	3	50	3
BHM 136	Food Production -1 (Practical)	4	50	2
BHM 137	Food & Beverage Service -1 (Practical)	4	50	2
BHM 122	Computers –I (Practical)	4	50	2
FOC 101	Holistic Education –	3	50	2

II SEMESTER

Course Code	Title	Hrs/wk	Marks	Credits
BHM 221	Hotel Accounting-I	3	50	3
FRE 231	French –I	3	50	3
BHM 231	Food Production Foundation 11	3	50	3
BHM 232	Food & Beverage Service Foundation 11	3	50	3
BHM 233	Foundation Course In Housekeeping	3	50	3
BHM 234	Food Science & Nutrition	3	50	3
BHM 235	General English II	3	50	3
BHM 236	Food Production – 11(Practical)	4	50	2
BHM 237	Food & Beverage Service –11(Practical)	4	50	2
BHM 238	House Keeping –1(Practical)	4	50	2

III SEMESTER

Course Code	Title	Hrs/wk	Marks	Credits
FOC 301	Holistic Education - II	3	50	2
BHM 331	Food Production Operations 1	3	50	3
BHM 332	Food & Beverage Service Operations 1	3	50	3
BHM 333	House Keeping Operations 1	3	50	3
BHM 334	Front Office Operations I	3	50	3
BHM 321	Hotel Costing & Management Accounting	3	50	3
FRE 331	French II	3	50	3
BHM 335	Food Production – 111(Practical)	4	50	2
BHM 336	Food & Beverage Service -111(Practical)	4	50	2
BHM 337	House Keeping – II (Practical)	4	50	2
BHM 338	Front Office – I (Practical)	4	50	2

IV SEMESTER

Course Code	Title	Hrs/wk	Marks	Credits
BHM 431	Food Production Operations 11	3	50	3
BHM 432	Food & Beverage Service Operations-1	3	50	3
BHM 433	Housekeeping Operations 11	3	50	3
BHM 434	Front Office Operations 11	3	50	3
BHM 421	Financial Management	3	50	3
FRE 431	French III	3	50	3
BHM 435	Travel & Tourism	3	50	3
BHM 436	Food Production – IV (Practical)	4	50	2
BHM 437	Food & Beverage Service -IV (Practical)	4	50	2
BHM 438	House Keeping -111 (Practical)	4	50	2
BHM 439	Front Office -11 (Practical)	4	50	2

V SEMESTER

Course Code	Title	Hrs/wk	Marks	Credits
BHM 501	Industrial Training	22	200	12

VI SEMESTER

Course Code	Title	Hrs/wk	Marks	Credits
BHM 621	Principles of Management	3	50	3
BHM 622	Research Methodology	3	50	3
BHM 623	Managerial Economics	3	50	3
BHM 624	Business Statistics	3	50	3
BHM 631	Food & Beverage Management & Controls	3	50	3
BHM 632	Front Office Management	3	50	3
BHM 633	Food Production – VI	4	50	2
BHM 634	Food & Beverage Management – VI	4	50	2
BHM 635	Front Office – III	4	50	2
BHM 601	Holistic Education	3	50	3
BHM 671	Personality Development 1(No Exams)	4		2

VII SEMESTER

Course Code	Title	Hrs/wk	Marks	Credits
BHM 721	Hospitality and Services Marketing			
BHM 722	Business law	3	50	3
BHM 723	Entrepreneurship Development	3	50	3
BHM 731	Hotel Information Systems- 1	3	50	3
BHM 761	Professional Elective 1(HM)	3	50	3
BHM 771	Project 1(Spl Based on P 1)	3	50	3
BHM 772	Personality Development 11(No Exams)	3		3
BHM 732	Allied (optional)- I	4	50	2

VIII SEMESTER

Course Code	Title	Hrs/wk	Marks	Credits
BHM 821	Organizational Behavior	3	50	3
BHM 822	Human Resources Management	3	50	3
BHM 832	Environmental Studies & Facility Planning	3	50	3
BHM 861	Professional Elective 1I (G M) (practical)	4	50	2
BHM 871	Project 11(Market Feasibility Study)	3	50	3
BHM 872	Personality Development 111(No Exams)	3		3
BHM 834	Hotel Information Systems II (Practical)	2	50	2

SEMESTER I
BHM 131 Food Production Foundation – I

Module I

Introduction to the Art of Cookery **6Hrs**
Culinary history-Development of the culinary art - middle ages to modern cookery, , Menu terms,
Kitchen hierarchy / brigade.

Module II

Methods of cooking **12Hrs**
Aims and Objectives of Cooking Food- Importance
Classifications-Principles - Equipments required - Methods of cooking-boiling-roasting-poaching
braising-grilling-baking-roasting-broiling-stewing-sautéing-blanching-steaming-micro-waving etc.

Module III

Bakery and Confectionery **4Hrs**
History - Bake Shop- Baking Process- Equipments used in Bakery and Confectionary- Types of Ovens
and its different Temperatures-Ingredients used in bakery and confectionery -Flour: Wheat- Types and
Milling, Physical structure of Wheat, Types of flour - Sugar: Source and Manufacturing of Sugar,
Types of sugar, Cooking of sugar with their Temperatures -Yeast: History, Types of Yeast, and Action
of Yeast in leavened dough - Eggs: Structure-Grading-Properties of eggs-Cream: Types of Cream.

Module IV

Basic preparations **6Hrs**
Pre – preparation of Ingredients – Sub division, combining and mixing -Stocks – Types & Uses, Sauces
– Classification and Importance -Soups – Classification, Importance, Salad Dressings –

Module V

Kitchen Equipment **6Hrs**
Types of equipment - special equipment-refrigeration-kitchen machinery, storage tables, hand tools,
weighing & measuring, pot wash, diagrams, uses, maintenance,

Module VI

Food Commodities **10Hrs**
Classification with examples and uses in cookery - Cereals, pulses, vegetables, mushrooms, fruits, eggs,
oils, fats, herbs and spices, foundation ingredients-their characteristics and their uses in cookery

Module VII

Kitchen hygiene **5Hrs**
Personal hygiene, their importance, food handling & storage, care, sanitation practices-attitude towards
work in the kitchen, fumigation and grooming standards, understanding the Chef's uniform

Books Recommended Reading :

1. Victor Ceserani & Ronald Kinton *Practical Cookery*, , ELBS
2. Victor Ceserani & Ronald Kinton *Theory of Catering*, , ELBS
3. Mrs. K.Arora, Frank Brothers *Theory of Catering*,
4. Ms. Thangam Philip, Orient Longman *Modern Cookery for Teaching & Trade Vol. I*,
5. Walter Bickel Herrings *Dictionary of Classical & Modern Cookery*,
6. Fuller, John *Chef Manual of Kitchen Management*,
7. Le Rol A.Polsom *The Professional Chef (IV th edition)*,
8. Jane Grigson *The Book of Ingredients*,

BHM 132 Food & Beverage Service Foundation –I

Module I

The Food and Beverage Service Industry, Introduction to the food and beverage industry, Types of catering Establishments, Various food and beverage operations. **5 Hrs**

Module II

Food and Beverage service areas in hotel, Introduction, Front of the house Area - Restaurant, Coffee shop, Room service, bars, banquets, Discotheques, Snack bar, Lounges, Business centers, Clubs, Ancillary areas and Kitchen stewarding - Still room, Spare linen room, Silver room or plate room, Hot Plate. **8Hrs**

Module III

Food and Beverage service equipments, Introduction - Types of table ware (Flatware, Cutlery and Hollow-ware), Disposables, Criteria for selection – Requirements, Special equipments – Equipment usage, Functions, Care and Maintenance. **10Hrs**

Module IV

Food and Beverage service personnel, Food and beverage service organization, Food and beverage service personnel- Job description and Job Specifications, Attitudes and Attributes – Competencies, Basic Etiquettes for catering staff, Inter departmental Relationship **10Hrs**

Module V

Food and Beverage service methods, Self service – Buffet and cafeteria service, Specialized service – Gueridon, Tray, Trolley, Lounge, Room service, Single point service – Take away, vending, Kiosk, Food courts, Bar and Automats. **7hrs**

Module VI

Menu, Introduction – History, Classical French menu sequence, Types of menu – table d' hote, a la'-carte, Food and Beverage terminology related to the inputs of the mester. **5Hrs**

Books Recommended Reading:

1. Lillicrap & Cousins , *ELBS Food and Beverage service*
2. John Fuller , Hutchinson *Modern Restaurant service*
3. Brian Varghese *Food and beverage service management*
4. Heppner & Deegan *Introduction Food and Beverage service – Brown*
5. Brian Varghese *professional food and Beverage service management*
6. Sudhir Andrews, Tata McGraw Hill *Food and Beverage service training manual.*

BHM 133 French

ABSTRACT:

The first level of the method allows the acquiring of communicative skills, the mastery of which is absolutely essential for minimal exchanges in India between a professional in a specific field and a French speaking client. The spiral progression in the method allows the gradual mastery of language skills through a series of exercises.

Lesson 1

Here you are

Situations - Reception / Coach

Know-how - Greeting / Showing something / Thanking

Grammar - Possessive adjectives

Cultural information – To greet a person / Names

Lesson 2 - Hello / Good morning

Situations - Airport / Reception / Bar

Know-how - Introducing oneself / Receiving clients

Grammar - Present tense

Cultural information - French tourists abroad / India as seen by the French / French visitors in India

Lesson 3 - I have a ...

Situations - Reception / Travel Agency / Travel Exchange / Tourist spots

Know-how - Receiving / Communicating

Grammar - Present tense / Alphabets

Cultural information – Hotels in France

Lesson 4 - A room for

Situations - Reception / Bar / Travel Agency

Know-how - Receiving / Allotting a room

Grammar - Conditional present tense

Cultural information - Air conditioning / Noise / Swimming pool

Lesson 5 - There's only...

Situations - Reception / Travel Agency / Travel Exchange / Shop

Know-how - Receiving / Giving rates

Grammar - How much? / How many etc?

Cultural information - Tariffs of hotel rooms in France

Lesson 6 - Can you...?

Situations - Reception / Travel Exchange / Bar / Restaurant

Know-how - Helping with formalities

Grammar - Numbers / Gender & number of possessive adjectives

Cultural information - Formalities for checking in / Foreign currency

Course Text: 1. **A Votre Service I** (L 1-6) Rajeswari Chandrashekar, Rekha Hangal et al.

W.R. Goyal, New Delhi, 2002.

BHM 134 Food Safety & Hygiene

Module I. Introduction To Food Safety-Food Hazards-Risks-Contaminants-Food Hygiene **2hrs**

Module II. Food Microbiology- General characteristics of micro-organisms based on their occurrence and structure, factors affecting their growth in food (intrinsic and extrinsic), common food borne micro-organisms - Bacteria (spores/capsules), Fungi, Viruses, Parasites, those that bring about food spoilage, micro organisms that bring about useful changes in food, fermentation, vinegar, anti-biotic, Food poisoning, Food infections. Food borne diseases : Types (Infections and intoxications), common diseases caused by food borne pathogens, preventive measures **12hrs**

Module III. Food preservation, Physical agents in food preservation, Chemical agents in food preservation, Use of low temperature in food preservation, Preservation by drying, Preservation of meat, fish & egg using different methods. **6Hrs**

Module IV. Food adulteration & Additives, Definition of adulterated food, Common adulterants in different foods, Detection of food adulterants, Classification of additives & its role **6Hrs**

Module V Food standards, The need for food laws, Prevention of food adulteration act standards, Fruit product order standards, Agmark standards, Indian standards institution, International – Codex Alimentarius, ISO, Regulatory agencies – WTO, Consumer protection Act. **6Hrs**

Module VI. Hygiene and sanitation in food sector: general principles of food hygiene, general hygiene practices for commodities, equipment, work area and personnel, cleaning and disinfection (Methods and agents commonly used in the hospitality industry), safety aspects of processing water (uses & standards), waste water & waste disposal. **5Hrs**

Books Recommended Reading:

1. By Jay. J, *Modern Food Microbiology*
2. By Frazier and Westhoff, *Food Microbiology*
3. By Bhat & Rao *Food Safety*
4. By Jacob M *Safe Food Handling*.
5. By Hobbs Betty *Food Processing*
6. PFA Rules

BHM 135 General English

Module I. Language and Communication

10Hrs

Need, purpose, nature, models - Process of communication and various factors of communication

Barriers to communication and overcoming these barriers - Non-verbal communication, signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture

-Communication in Hospitality organization and its effects on performance

Module II. Remedial English

12Hrs

Common errors and their correction in English usage with emphasis on concord, tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills - Linkers and cohesive device - Expressing the same idea/thought unit in different ways

Module III Skills of Written English

12Hrs

Note making and developing notes into drafts – rewriting of drafts. The use of cohesive devices

-Correspondence: letters to editor and write ups concerning event management (publicity materials, handouts, posters and information, flow charts)-Writing bio-data, applications, complaint - Précis writing -Writing reports (factual record of incident / data), log book writing

Module IV Oral skills (listening and speaking) for effective communication

11Hrs

Note taking, preparing summaries and abstracts for oral presentation -Restaurant and Hotel English,

polite and effective enquiries and responses - Addressing a group, essential qualities of a good speaker and listener - Audience analysis, defining purpose of a speech, organizing the ideas and delivering the speech -Pronunciations, stress, accent, common phonetic difficulties, use of telephone.

Books Recommended Reading:

1. Bhaskar, W.W.S., and Prabhu,N.S.. “English through reading”, MacMillan, 1978
2. D’Souza Eunice and Shahani, G., “Communication Skills in English”, Noble Publishing, 1977

BHM 121 Applications to Computers

Module I: Introduction To Computers **6Hrs**

Introduction to Computer, Block Diagram, Components of a computer system -Generation of computers, Programming languages, generation of languages - Storage devices

Module II:Operating Systems: Ms-Dos, Ms-Windows **6Hrs**

Introduction, Functions & types, Components

Module III: Word Processing: MS Word **7Hrs**

Introduction to Word processing - Features of MS WORD - Creating and Editing a Word Document, Proofing tools & Auto complete -Character, Paragraph & Document formatting, Mail Merge Basics, Creating Envelopes

Module IV: Spreadsheets: MS Excel **7Hrs**

Introduction to Spreadsheets - Features of MS EXCEL I - Building worksheets, Formulae and Functions, Graphical Charts

Module V: Presentations: MS PowerPoint **7Hrs**

Introduction to Presentation applications - Features of MS POWERPOINT - Creating, Editing & Viewing Slide shows, Graphic Tools, Creating an organization chart, Preparation & printing -presentation documents

Module VI: DBMS: MS Access **6Hrs**

Introduction to DBMS - Features of MS ACCESS - Identifying the components of Access Window, Table, Query, Form & Report - Creating a Database, Form, Reports and Query

Module VII: Internet. **6 Hrs**

Introduction to Internet, Network, Network of Networks, WWW, Search Engines, e-mail, websites, Introduction to e-commerce, Features of MS-OUTLOOK

Books Recommended Reading:

- V.Rajaraman, *Fundamental of Computers*, Prentice Hall India
- Lonnie E. Moseley & David M. Boodey *Mastering Microsoft Office*, BPB Publication

BHM 136 Food Production Practical – I

Module I

Proper usage of a kitchen knife and hand tools & Understanding the usage of small equipment

Module II

Familiarization, identification of commonly used raw material

Module III

Basic hygiene practices to be observed in the kitchen

Module IV

First aid for cuts & burns, Safety practices to be observed in the kitchen, Demonstration of fire fighting for kitchen fires

Module V

Demonstration of cooking methods – two items of preparation of each method

Module VI

Basic cuts of vegetables Basic stock preparation, Egg cookery including classical preparations.

Module VII

Breads-Soft rolls-single knot, double, round, snail, different flavorings added rolls(fried onions, cheese, spinach) knots –bridge rolls, Grissini-Sandwich Bread - Yogurt Rolls -Toast Bread - Pan de sal.- Brioche-doughnuts, muffins.

Books Recommended Reading:

1. Victor Ceserani & Ronald Kinton, *Practical Cookery*, , ELBS
2. Victor Ceserani & Ronald Kinton, *Theory of Catering*, ELBS
3. Mrs. K.Arora, Frank Brothers *Theory of Catering*,
4. Ms. Thangam Philip, Orient Longman *Modern Cookery for Teaching & Trade Vol. I*,
5. Walter Bickel *Herrings Dictionary of Classical & Modern Cookery*,
6. Fuller, John, *Chef Manual of Kitchen Management*,
7. Le Rol A.Polsom *The Professional Chef (IVth edition)*,
8. Jane Grigson, *The Book of Ingredients*,
9. K.T.Achaya, Oxford, *Indian Food*,
10. John Kingslee, *Professional Text to Bakery and Confectionery*,

BHM 137 Food & Beverage Service Practical

Module I

Restaurant Etiquettes: Etiquette towards the guest (Observe the attributes towards the guest and apply the mannerism in the industry), Etiquette of service (Timely, Courtesy, Sincere and Honesty)

Module II

Restaurant Hygiene Practices

Module III

Mise- en place & Mise- en Scène

Module IV

Identification of Food and Beverage Service Equipments: Familiarization of various equipments by showing samples of glassware and table ware, General points to be considered while purchasing Food and beverage service Equipments, (Flat ware, Glassware, Crockery, Cutlery and Special equipments), Identification of crockery and cutlery.

Module V

Observe the skill for laying and relaying of table cloths and practice it in the restaurant, Serviette folds: To lay different types of serviette folds by observing and modifying it after practicing.

Module VI

Carrying a salver /Tray, Service of water, handling the service gear, Carrying plates, Glasses and other equipments, clearing an ashtray, Learn how to carry a tray and develop the skills for carrying room and develop the skills for carrying room service and restaurant tray service, Learn the skill of service of water and develop the skill for willingness of service.

Module VII

Menu : Laying of A la' carte and Table d' hote cover, Compilation of a three course menu, soup, main course and Dessert, Course wise service of food, Food and Beverage terminology related to the inputs of the semester.

Books Recommended Reading

1. Lillicrap & Cousins , *ELBS Food and Beverage service*
2. John Fuller , Hutchinson *Modern Restaurant service*
3. Brian Varghese *Food and beverage service management*
4. Heppner & Deegan *Introduction Food and Beverage service – Brown*
5. Brian Varghese *professional food and Beverage service management*
6. Sudhir Andrews, Tata McGraw Hill *Food and Beverage service training manual.*

BHM 122 Computer Science Practical

DOS, WINDOWS, MS WORD, MS EXCEL, MS POWERPOINT, MS ACCESS
MS OUTLOOK, INTERNET USAGE.

Books Recommended Reading:

- V.Rajaraman, Prentice Hall India, *Fundamental of Computers*,
- Lonnie E. Moseley & David M. Boodey, *Mastering Microsoft Office*, BPB Publication

Semester II

BHM 221 Hotel Accounting –I

Module I

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

8Hrs

Module II

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

12Hrs

Module III

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

12 Hrs

Module IV

Depreciation Reserves and Provisions – Meaning, basic Methods.

6Hrs

Module V

Computer Applications – Preparation of Records and Financial Statements.

7Hrs

Books Recommended Reading:

1. S.A. Siddiqui *Comprehensive Accountancy*,
2. N.D. Kapoor *A Complete Course in Accounting Volume – I*,
3. R.C. Chawla & C. Juneja *Double-Entry Book-Keeping*,
4. T.S. Grewal *Introduction to Accountancy*,

FRE 231: BHM French

ABSTRACT: Going further in sharpening written and oral skills with various situations in the industry for e.g.: car rentals, bar, restaurant, shopping etc, 'A Votre Service' attempts to bring about a fluency in language communication.

Lesson 7

Situations - Reception / Travel exchange / Bar / Restaurant / Room / Tourist spot

Know-how - Solving a problem / To excuse oneself

Grammar - Negative forms

Cultural information - Problems / Hygiene habits / TV / Restaurant timings

Lesson 8

Situations - Restaurant / Reception / Travel Agency

Know-how - Placing / Taking an order

Grammar - Near future tense

Cultural information - Breakfast / Appetizers

Lesson 9

Situations - Restaurant / Travel Agency

Know-how - Taking an order / Describing dishes / Suggesting dishes

Grammar - Simple past tense

Cultural information - Non European cuisine / Indian cuisine

Lesson 10

Situations - Restaurant / Tourist spot

Know-how - Taking an order

Grammar - Future tense

Cultural information - Food & the French people

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Lesson 11

Situations - Restaurant / Travel Agency / Shop

Know-how - Describing wines / Comparing

Grammar - Degrees of comparison

Cultural information - Wine & France / Vineyards / French people & Wine

Lesson 12

Situations - Restaurant / Reception / Shop / Travel Agency / Tourist spot

Know-how - Settling a bill

Grammar - Pronouns

Cultural information - Means of payment / Tips

Course Text: 1. **A Votre Service I** (L7- 12) Rajeswari Chandrashekar, Rekha Hangal et al.
W.R. Goyal, New Delhi, 2002.

BHM 231 Food Production Foundations – II

Module I: Kitchen Organization layout and hierarchy

Kitchen layout and functions, receiving area, storage area, cold butchery, and vegetable Mis en place area, cold kitchen, hot kitchen, garde manger, bakery and confectionery. The classical and new kitchen brigade, duties and responsibilities and job description of the kitchen personnel. **6Hrs**

Module II: Cheese-classification, History, making of cheese, types and international cheese. **6Hrs**

Module V: Breakfast

International and Indian menus, preparations, traditional / classical items, 'Power breakfast' concept **6Hrs**

Module VI: Food Commodities

Classification using basic food chart with examples and uses in cookery - Seafood, freshwater fish. **6Hrs**

Module VII: Introduction to Indian Cuisine

History, characteristics, different ingredients used, regional differences, equipments used, cooking methods, religious influences **6Hrs**

Basic culinary terms – Indian and Western / International. **3hrs**

Module VIII: Bakery and Confectionery

Fruits and Nuts - Thickening agents in Bakery and Confectionary - Flavoring agents and Food color - Manufacturing of Chocolate and different types of Chocolate - Role of Ingredients in Bakery and Confectionary - Bakery and Confectionery Terms

Books Recommended Reading:

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

BHM 232 Food & Beverage Service Foundation –II

Module I

Menu - Introduction – A la ‘carte and table d’ hotel - Menu planning – Classical French menu, Classical food and its accompaniments with cover - Indian regional dishes – Accompaniments and service - Menu design – factor effecting menu design, menu patterns, Copy, headings, Draft etc. **5Hrs**

Module II

Types of meals – Introduction - Types – Breakfast, Brunch, Hi-tea, Dinner, Eleverages etc - Service methods **4Hrs**

Module III

Room service - Introduction – general principles, Pit falls to be avoided - Room service menu planning - Forms and formats - Room service work flow. **5Hrs**

Module IV

Buffets - Introduction – History, Types, Popular buffets, Smorgasbord - Equipment and Buffet presentation - Space and staff requirements. **5hrs**

Module V

Control methods - Food and Beverage control methods - Billing methods – Duplicate and triplicate system, KOT and BOT - Computerized KOT - Functions of Food and beverage control - Food and beverage control cycle and monitoring. **6Hrs**

Module VI

Non-Alcoholic Beverages – Classification - Hot and cold non alcoholic beverages – Classification, types - Production and service methods - Food and Beverage terminology related to the inputs of the semester. **10Hrs**

Books Recommended Reading.

1. Lillicrap & Cousins , ELBS *Food and Beverage service*
2. John Fuller , Hutchinson *Modern Restaurant service*
3. Brian Varghese *Food and beverage service management*
4. Heppner & Deegan *Introduction Food and Beverage service – Brown*
5. Brian Varghese *professional food and Beverage service management*
6. Sudhir Andrews, Tata McGraw Hill *Food and Beverage service training manual.*
7. Peter Jones and Cassel *Food service Operations.*
8. Jaksa Kivela *Menu Planning – Hospitality press.*
9. Lipinski *The Restaurant (From Concept to Operation)*

BHM 233 Foundation Course In Hotel Housekeeping

Module I: Introduction	6Hrs
Meaning and definition, Importance of Housekeeping, Responsibility of the Housekeeping department	
Module II: Housekeeping Department	6Hrs
Organizational framework of the Department (Large/Medium/Small Hotel) Role of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper, Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department, Facilities planning and Design of Housekeeping Department and relevant sub sections	
Module III: Housekeeping Procedures	6Hrs
Briefing, Debriefing, Gate pass, Indenting from stores, Inventory of Housekeeping Items, House keeping control desk, Importance, Role, Co-ordination, check list, key control, Handling Lost and Found, Forms, Formats and registers used in the Control Desk, Paging systems and methods, Handling of Guest queries, problem, request, General operations of control desk, Role of control desk during Emergency	
Module IV: Cleaning Of Public Areas	7Hrs
Cleaning process, Cleaning and upkeep of Public areas -(Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/Corridor)	
Module V: The Hotel Guest Room	6Hrs
Layout of guest room (Types), Layout of corridor and floor pantry - Types of guest rooms, Furniture/Fixtures/Fittings/Soft, Furnishings/Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only)	
Module VI: Cleaning Equipment	6Hrs
Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, Maintenance of equipment	
Module VII: Care And Cleaning Of Different Surfaces	5Hrs
Metal, Glass, Leather, Rexine, Ceramic, Wood, Wall and floor covering, Stain Removal	
Module VIII. Contract Cleaning	7Hrs
General, Complete program, Special, Periodic, Pricing a contract	
Module IX. Glossary Of Terms	4Hrs
Books Recommended Reading:	
<ol style="list-style-type: none">1. Sudhir Andrews, Tata McGraw Hill <i>Hotel Housekeeping</i>,2. Tucker Schneider, VNR <i>The Professional Housekeeper</i>,3. Martin Jones, Wiley <i>Professional Management of Housekeeping Operations</i>,4. Rosemary Hurst, Heinemann <i>House Keeping Management for Hotels</i>,5. Joan C. Branson & Margaret Lennox <i>Hotel, Hostel & Hospital House Keeping</i>. ELBS6. Vol I & II, David. Allen, Hutchinson <i>Accommodation & Cleaning Services</i>,7. Margaret Kappa & Aleta Nitschke <i>Managing House Keeping Operation</i>, Premavathy Seetharaman and Parveen Pannu, <i>Interior Design and Decoration</i> CBS PUBLISHERS	

BHM 234 Food Science & Nutrition

Module I Introduction- Food & its relation to health, Objectives in the study of nutrition **2Hrs**

Module II Major Nutrients-Their characteristics, functions, metabolism, food sources, deficiencies, Carbohydrates, Lipids, Proteins, Vitamins & Minerals, Water : Definition-Dietary sources (visible, invisible)-functions-role of water in maintaining health(waterbalance) **10 Hrs**

Module III Classification of raw materials into food groups: Cereals, Pulses & legumes, Milk & milk products, Eggs& poultry, Meat &Fish, Fruit & Vegetables, Nuts & dried fruits, Sweet foods & sweetening agents, Spices & condiments, Fats & Oils. Food Processing - definition, objective, types of treatment, effect of factors like heat, acid, alkali on food constituents **16Hrs**

Module IV Factors influencing food intake & food habits, Physiologic factors that determine food intake, Environmental & behavioral factors influencing food acceptance **6Hrs**

Module V. Balanced Diet / Menu planning: Definition, importance of balanced diet, RDA for various nutrients – age, gender, physiological state, planning of nutritionally balanced meals based upon the three food group system, factors affecting meal planning, critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning, calculation of nutritive value of dishes/meals. **6Hrs**

Module VI. Importance of Therapeutic Diet: Planning of Diet for Therapeutic Conditions, Role of Hotels, Common Conditions – Over weight, Obesity, Diabetes Mellitus - Coronary Heart Disease & Anemia **5Hrs**

Books Recommended Reading:

1. F. P. Anita *Clinical dietetics & nutrition*
2. Dr. M Swaminathan *Food science chemistry & experimental foods*
3. H. Robinson *Normal and therapeutic nutrition*
4. Anna K Joshna *Microbiology*
5. Dr. M. Swaminathan *Food & Nutrition*
6. V. S. S. Rama Rao *A textbook of Biochemistry*
7. Surjeet Mulhan *Catering Management an integrated approach Mohinseth,*
8. Manay & Shalakshara Swamy *Food facts & principles*
9. Sara Mortimore & Carol Wallace, Chapman & Hall HACCP- *A practical approach*
10. Nutritive value of Indian foods. *Indian Council of Medical Research*
11. Mudambi & Rajgopal IVth edition 2001 Fundamentals of food and nutrition,
12. P.J.Fellows Principles of Food Technology
13. Rangana S. (Tata Mc Graw Hill) Handbook of analysis and Quality Control for fruits and vegetables Sensory Evaluation by Amerine (Academic Press)
14. Borgstrom and Macmillon Principles of Food Science

BHM 235 General English II

Module 1. Business communication 15Hrs

Need, purpose, nature, models-Channels of Business communication-Selection of channel

Module II. Organizational communication 15Hrs

Upward, downward, lateral, purpose, functions - Written communications, memos, circulars, notices, advertisements, press notes -Communicating with outside world : Business letters of different types, e-mail writing and manners - Communicating within groups, nature, purpose, merits, demerits -Role of wit and humor .

Module III Handling Meetings 15Hrs

Types of meetings - Structuring a meeting: agenda and minutes - Conducting a meeting

Module IV

Project

Books Recommended Reading:

1. Sharma, R.C., and Mohan, K., “ *Business Correspondence and Report Writing*”, Tata McGraw Hill, 1994
2. Gartside, L., “*Model Business Letters*”, Pitman, 1992
3. Lynn Van Der Wagen, *Communications in Tourism & Hospitality*, Hospitality Press

BHM 236 Food Production Practical – II

Module I

Basic sauce preparations and few (2-4) commonly used derivatives*.

Module II

Preparation of traditional / classical Indian, English and continental breakfast dishes*.

Module III

Preparation of three course simple Indian menus and Indian snacks / high tea items*.

Module IV

Preparation of basic continental cookery-stews, sauces, soups, and basic fish preparations*.

Module V

Bakery & Confectionery

Sponges: Basic Sponges – pound, roulade (swiss sponge), mylander, devil,

Basic cookies – vanilla sable, nut leaf, langue de chat, check cookies, danish, salt, coconut.

Books Recommended Reading:

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

BHM 237 Food & Beverage Service Practical – II

Module I

Menu : Types of menu – Table d' hote and A' la' carte, Cover setup - Sequence of service – Silver service, Crumbing, Clearing etc - Classical foods and accompaniments with cover - Menu design – Menu compiling, menu card design and format - Menu writing – Steps in menu planning, menu planning for large quantities of clientele. Writing a menu in French and its in English - Menu evaluation - Pricing of the menu both a'la carte and table d' hote.

Module II

Types of meals: Breakfast – Types of breakfast, Continental, American and English breakfast, Courses and cover setup, Brunch – Courses cover and service methods, Lunch and Dinner – Courses cover and service methods, Hi-tea, Supper, Eleveces – Courses, covers and service methods.

Module III

Side board Organization: Setting up of dummy waiter for different covers, Organisation of pantry.

Module IV

Buffets: Various setups – Informal and formal.

Module IV

Control methods: Billing methods – Duplicate checking system and triplicate checking system, Taking and order through KOT / BOT, making a KOT / BOT, Placing food orders in Kitchen, Computerized KOT/BOT.

Module V

Non- Alcoholic beverages: Nourishing, Refreshing and Stimulating, Hot and Cold Non - Alcoholic beverages – Types, Service methods, Mock-tails – Classical and Non classical, Types, Preparation, Equipments used, service methods. Food and Beverage terminology related to the inputs of the semester.

Books Recommended Reading

1. 01 Lillicrap & Cousins , ELBS *Food and Beverage service*
2. John Fuller , Hutchinson *Modern Restaurant service*
3. Brian Varghese *Food and beverage service management*
4. Heppner & Deegan *Introduction Food and Beverage service – Brown*
5. Brian Varghese *professional food and Beverage service management*

6. Sudhir Andrews, Tata McGraw Hill *Food and Beverage service training manual*.
7. Peter Jones and Cassel *Food service Operations*.
8. Jaksa Kivela *Menu Planning* – Hospitality press.
9. Lipinski *The Restaurant* (From Concept to Operation)

BHM 238 Housekeeping Practical – I

Module I

Maids trolley Setup.

Module II

Bed Making

Module III

Preparation of Hot and Cold Face Towels-Demonstration,

Module IV

Cleaning of Public Areas and Inspection,

Module V

A report based on market survey to be written on-Manual and mechanical equipments.

Books Recommended Reading:

1. Sudhir Andrews, *Hotel Housekeeping*, Tata McGraw Hill
2. Tucker Schneider, *The Professional Housekeeper*, VNR
3. Martin Jones, Wiley *Professional Management of Housekeeping Operations*,
4. Rosemary Hurst, Heinemann *House Keeping Management for Hotels*,
5. Joan C. Branson & Margaret Lennox, *Hotel, Hostel & Hospital House Keeping*, ELBS
6. David. Allen, Hutchinson *Accommodation & Cleaning Services, Vol I & II*
7. Margaret Kappa & Aleta Nitschke *Managing House Keeping Operation*,
8. Premavathy Seetharaman and Parveen Pannu, *Interior Design and Decoration*: CBS PUBLISHERS

Semester III
BHM 331 Food Production Operation – I

- Module I:** Out –door Catering **5Hrs**
Concept, principles, limitations, menus, planning, check list and precautions
- Module II:** Regional Cuisine **10Hrs**
Indian regional cuisine: Assam-Kashmir-Kerala-Andhra Pradesh -Karnataka-Tamilnadu- Goa -Bengal-
Ingredients-Traditional Cooking methods-Utensils-Accompaniments.
- Module III:** Quantity Food Production **8Hrs**
Introduction to Large scale commercial cooking, contract catering, Industrial catering, Institutional catering, Layout of a large quantity kitchen, staff hierarchy, production workflow
- Module IV:** Stores **6Hrs**
Principles of storage, Types of stores, Layout of Dry stores and cold room, Staff Hierarchy, Guidelines for efficient storage, control procedures, Inventory Procedures, EOQ, Re-order levels, Bin Cards, Form and formats, Function of a stores manager.
- Module V :** Cuts of Meat & Meat Cookery **8Hrs**
Cuts of beef, pork, lamb, chicken, SPS, menus examples, methods of cooking each cut, Cold cuts, ham, bacon, common types of ham, preparation, menu examples, selection, storage points
- Module VI:** Popular International Cuisine **10 Hrs**
Features-Regional classification-Ingredients-methods of cooking-courses-Menu-Mexican-Chinese, Thai - Italian - Spanish- Lebanese-Mediterranean -Japanese cuisine
- Module VII :** Cold cuts **8Hrs**
Farcis, terrines, pates, galantines, ballotines, mousses, quenelles, -types, preparation, menu examples. Cold sauces, dips, chateaufroid, aspics, methods of preparations, examples, charcutiere, sausages, types, preparation, popular sausages, SPS , cooking methods, casings, storage, problems.
- ModuleVIII :**Bakery and Confectionery
Sorbet and Ice Cream Manufacturing - De hydrated fruits manufacture - Alcoholic Beverages used in Bakery and Confectionary -Breads – Bread making process-Faults in Bread -How to judge the quality of Bread - Cookie – Styles of Making Cookies -Types of Cookies - Faults in Cookies - Cakes- Styles of making Cakes - Faults in Cakes -Conversion formulas in Bakery.

Books Recommended:

A Taste of India, Madhur Jaffrey, Pavillion
Dastarkhwan -e- Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
Prashad , Cooking with Masters, J. Inder Singh Kalra, Allied
Zaika, Sonya Atal Sapru, Harper Collins
Punjabi Cuisine, Premjit Gill

BHM 332 Food & Beverage Service Operation –I

Module I

Alcoholic Beverages - Introduction – factors effecting wine .definition - Wines – Viticulture, Vinification methods, Vine diseases - Types of wines – According to color, Characteristics and production methods - Wines – New world and Old world - Food and wine harmony - Wine glasses and equipment, storage and service of wine - Alcohol free wines. **25Hrs**

Module II

Other Fermented and Brewed Beverages (Sake, Cider, Perry, Beer), Sake – Production, storage and service methods, Cider and Perry – Production , Types , Storage and Service methods - Beer – Brewing process, storage and service. **5Hrs**

Module III

Cheese and Wine - Introduction – Types, production, Brands and service of cheese - Cheese and wine pairing **5Hrs**

Module IV

Function Catering - Introduction – Types, Factors, Space requirements, Checklist - Function service staff and responsibilities - Service methods in function catering - Functions Administration – Booking, specimen menus, Seating arrangements, layouts, Forms and formats - Out door catering – Function and service methods. **5Hrs**

Module V

Restaurant Planning - Preliminary Planning process - Planning various food and beverage outlets and ancillary and support areas - Factors concept, menu, space and lighting - Restaurant Design team - Food and Beverage Terminology related to the inputs of the semester. **5Hrs**

Books recommended Reading:

1. H Berberoglu the World of wines, Spirits and beers.
2. Andrew , Dunkin and Cousins beverage book
3. Lipinski professional Guide to Alcoholic beverages.
4. Lipinski and Lipinski Alcoholic beverages.
5. Peter Jones and Cassel food service operations.
6. Joyce Rubash master Dictionary of food and wine.
7. BD & L New York Bartenders Guide.

8. Warner Mr. Boston's bartender and party Guide.

BHM 333: Housekeeping Operations – I

Module I: Cleaning Science

6Hrs

Characteristics of a good cleaning agent, PH scale and cleaning agent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial)

Module II: Laundry Management

10Hrs

In-house Laundry v/s contract Laundry: merits & demerits, Layout, Laundry Flow process, Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/ Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables)-Stains and Stain removal, Laundry detergents, Care of fabrics of different types, typical fabrics used in hotels

Module III: Safety Awareness and First Aid

7Hrs

Concept & Importance-Safety: Accidents-Fires –Cause-Procedure-Accident report form-Security of Guest/Staff/Public, areas/Rooms/Back office areas, First Aid -Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration), Special Provision for Physically Challenged Guests

Module IV: Safeguarding Assets

5Hrs

Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets, Theft: Employee, guest, external persons, Security in Hotel guest rooms

Module V: Pest Control

4Hrs

Types of pests, Control procedures

Module VI: Housekeeping Supervision

6Hrs

Importance of inspection, Check-list, Neglected areas where special attention is required, Self-supervision techniques for cleaning staff -Degree of discretion / delegation to cleaning staff

Module VII: Linen/ Uniform / Tailor Room

7Hrs

Layout, Types of Linen-sizes-Linen exchange procedure-Linen Selection -Storage - Par stock: Factors affecting par stock, calculation of par stock, Discard Management, Linen Inventory system, Uniform designing: Importance-types- characteristics, selection, par stock, Function of Tailor room

Module VIII: Cleaning of guest rooms

6hrs

Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms, Weekly cleaning/spring cleaning, Evening service, Systems & procedures involved, Forms and Formats, Guest room cleaning – Replenishment of Guest supplies and amenities

Books Recommended Reading:

8. Sudhir Andrews, *Hotel Housekeeping*, Tata McGraw Hill
9. Tucker Schneider, *The Professional Housekeeper*, VNR
10. Martin Jones, Wiley *Professional Management of Housekeeping Operations*
11. Rosemary Hurst, Heinemann *House Keeping Management for Hotels*
12. Joan C. Branson & Margaret Lennox, *Hotel, Hostel & Hospital House Keeping*, ELBS
13. David . Allen, Hutchinson *Accommodation & Cleaning Services, Vol I & II*

BHM 334: Front Office Operations – I

Module I

Front office Organization

6 Hrs

Front office operations – Organization chart, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel

Module II

Front Office Operations

6 Hrs

The guest cycle, Front office systems, Front office forms, The front desk, Front office equipments.

Module III

Telecommunication

3 Hrs

Call handling procedures & systems

Module IV

The Accommodation Product

8 Hrs

Need for hotel product brochures, tariff cards -Types of guest rooms, executive floors or club floor concept -Types of room rates, basis for charging room rates -Meal plans – Types, needs and use of such plans -Types of guests – FIT, Business travelers, GIT, Special Interest Tours, domestic, foreign

Module V

Reservations

12Hrs

Reservation methods-inquiring, Group reservation, The Reservations record

Reservation confirmation, Reservation maintenance, Reservation reports, Reservation considerations.

Module VI

Registration

10Hrs

Pre-registration activities, Registration activity, The registration record, Room and rate assignment – FITs, Groups, Crew, Indian & Foreign, Method of payment, Issuing the room key, Fulfilling special requests, Creative options, Change of room, Over-booking cases

Module VII

Front Office Responsibilities

6 Hrs

Front office communication, Interdepartmental communication, Guest services, Guest relations, Dealing with emergencies: medical, death, theft, robbery, fire, bomb threats etc.

Module VIII

Hospitality Industry –A Profile 3 Hrs

Meaning – Definition – Evolution-Development -Complimentary role with other industries

-Contribution to Indian & Global economy.

Module IX

Hospitality Products & Services

Hospitality accommodation, Food & beverage facilities, Ancillary services, Support services,
Hospitality Organizations. **3 Hrs**

Module X

Hotel Organization

Structure of a Star Hotel & F.O Department-Classification of the product – Rooms, Rate, Plans,
Clientele-Qualities and Attributes of F.O Personnel – Understanding Duties of FOM, Reception
Reservation and other F.O staff **4 Hrs**

Books Recommended Reading:

1. By Colin Dix & Chirs Baird *Front office operations*
2. By James Bardi, *Hotel Front office management* VNR
3. *Managing front office operations* by Kasavana & Brooks
4. By Sudhir Andrews, *Front office training manual* Tata McGraw Hill
5. By Raymond S Schmidgall *Managerial accounting and hospitality accounting*
6. Michael Kasavana, *Effective Front Office Operation*, CBI-VNR
7. J.R.S.Beavis & S.Medlik, *A Manual of Hotel Reception*, Heinemann Professional
8. Colin Dix, *Accommodation Operation – Front Office*, Pitman
9. Sue Baker& Jeremy Huyton, *Principles of Hotel Front Office Operations*, Continuum
10. Peter Abott & Sue Lewry, *Front Office Procedures, social Skills and Management*, Butterworth
Heinemann

BHM 321: Hotel Costing & Management Accounting

Module I: Cost Accounting- meaning and scope- objective- Advantages & Disadvantages of cost accounting- Cost concept-Cost unit- Cost center - Elements of costing- Costing methods and techniques. **(4 hrs)**

Module II: Material cost: Classification of material- meaning- objectives of material control- methods of pricing material- issues: FIFO method and LIFO method **(5 hrs)**

Module III: Preparation of cost sheet: meaning- importance-methods of preparing cost sheet. **(8 hrs)**

Module IV: Marginal costing technique: meaning- significance- Break Even Point- calculation of BEP- P/V ratio. **(10 hrs)**

Module V: Standard Costing Techniques: Standards for material and labour variance only. **(7 hrs)**

Module VI: Visitors Tabular Ledger: meaning & purpose – very basic of audit- night audit in hotels. **(3 hrs)**

Module VII: Uniform System of Accounting and Departmental accounting **(3 hrs)**

Recommend Readings:

1. Earnest B. Horwath & Luis Toth, Hotel Accounting
2. Michale M.coltman, Hospitality Management Accounting
3. Educational Institute of American Hotel & Lodging Assosiation , USA, Uniform System Accounting
4. S.P Jain & K.L Narang, Cost Accounting Principles and practice

FRE 331: BHM French: Level II

ABSTRACT: A Votre Service 2 aids the acquisition of skills that allow for a more extensive communication between a professional in the field and a Francophone client in a south Asian context. This is promoted by the introduction of wider range of vocabulary and more complex grammatical structures.

Lesson 1 - I'm looking for...

Situations - Hotel

Know-how - Indicating places

Grammar - Prepositions of place / Cardinal numbers / Interrogation

Cultural information - A plan of a supermarket at Paris

Lesson 2 - You have to turn...

Situations - Hotel / Restaurant

Know-how - Indicating places

Grammar - Prepositions of place / Interrogation

Cultural information - A plan of Paris

Lesson 3 - At what time ...?

Situations - Hotel / Travel Agency

Know-how - Indicating time / Time-table

Grammar - Prepositions of time / Pronouns-indirect objects / Contracted articles

Cultural information - Work timings / Public holidays & Vacations

Lesson 4 - How long ?

Situations - Travel Agency / Hotel

Know-how - Indicating dates / Duration

Grammar - Expressions of time / Conjunctions

Cultural information - Means of transport

Lesson 5 - You will visit...

Situations - Travel Agency / Tourist spot

Know-how - Describing an excursion

Grammar - Prepositions of time / Adverbs of place / Pronouns-direct object

Cultural information - Tourism in France

Lesson 6 - Remove your shoes...

Situations - Hotel / Tourist spot

Know-how - Giving instructions

Grammar - Imperative mood / Adverbs of time

Cultural information - Everyday life

Course Text: **A Votre Service II**(L 1 -6) Rajeswari Chandrashekar, Rekha Hangal et al.

W.R. Goyal, New Delhi, 2002.

2. Culinary terms

BHM 335 Food Production Practical - III

Four course Menu from the following Regions;

Karnataka, Tamilnadu, Kerala, Andhra Pradesh, Gujrathi, Lucknow, Moghlai, Punjabi, Bengali, Hyderabadi and Kashmiri cuisines.

Demonstration on carving – vegetable, fruits, ice, Margarines, sugar work.

Bakery & Confectionery

Basic pastries - choux, sweet paste, puff pastry, croissants, short crust, Danish .

Cakes- Nutty Butter cake -Banana bread -Plum Cake - Queens Cake –

Desserts- Crème Caramel -Crème Brule -Bread and Butter Pudding

Books Recommended:

A Taste of India, Madhur Jaffrey, Pavillion

Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins

Prashad , Cooking with Masters, J.Inder Singh Kalra, Allied

Zaika, Sonya Atal Sapru, Harper Collins

Punjabi Cuisine, Premjit Gill

Hyderabadi Cuisine, Pratibha Karan, Harper Collins

Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman

Wazwaan, Rocky Mohan, Roli

BHM 336: Food & Beverage Service Practical

Module I

Alcoholic Beverages - Fermented, Distilled and percolated

Taking and order for beverages - Compilation of menu with appropriate wine and their service - Set up of table with prepared menu with wine - Service of Wine – Red, white, Sparkling, Aromatized, Fortified, Still wines etc - Service of Beer, Cider, Perry - Beverage serving techniques correctly, safely and without spillage - Assisting customers in selection of food and wine combination, when appropriate - Menu evaluation - Pricing of the menu both a'la carte and table d' hote.

Module II

Cheese and wine Appreciation

Wine and cheese combination.

Module III

Functional catering

Types – Formal and Informal Catering, Banquet functional menu planning - Buffet set ups - Service methods in functional catering – silver, plated, family, assisted service and self – service - Forms and Formats used in functional catering and their writing – FP, Registration - confirmation form etc.

Books recommended Reading:

1. H Berberoglu the World of wines, Spirits and beers.
2. Andrew , Dunkin and Cousins beverage book
3. Lipinski professional Guide to Alcoholic beverages.
4. Lipinski and Lipinski Alcoholic beverages.
5. Peter Jones and Cassel food service operations.
6. Joyce Rubash master Dictionary of food and wine.
7. BD & L New York Bartenders Guide.
8. Warner Mr. Boston's bartender and party Guide.

BHM 337: Housekeeping Practical - II

Module I:

Turn down service

Module II:

Cleaning of guest rooms – departure, occupied, vacant

Module III:

Inspection of guest rooms with the help of checklist

Module IV:

Identification of stains & treatment

Books Recommended:

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David. Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke
8. Interior Design and Decoration: Premavathy Seetharaman and Parveen Pannu; CBS PUBLISHERS

BHM 338 Front office Practical

Module I:

Communication skills – verbal, non verbal

Module II:

Preparation and study of countries, capitals, currencies, airlines and flags chart

Module III:

Telecommunication skills – telephonic situation handling

Module IV:

Forms and formats earlier semester - Identification of equipments, work structure and stationery

Module V:

Preparing and filling up reservation forms - Role play of accepting reservations, walking a guest and compliant handling for bumped reservations -Reservation handling by computers. Actual computer lab work with the PMS -Preparing and filling up registration card - Role play for different check ins as – Walk in, Fit, FFFIT, Corporate, VIP, CIP and Groups

Module VI:

Basic manners and grooming standards required for Front Office operation How to handle inquiries, suggestive selling -How to convert inquiries to valid reservations

Books Recommended:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews, Tata McGraw Hill
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Effective Front Office Operation, Michael Kasavana, CBI-VNR
8. A Manual of Hotel Reception, J.R.S.Beavis & S.Medlik, Heinemann Professional
9. Accommodation Operation – Front Office, Colin Dix, Pitman
10. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton, Continuum
11. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

Semester IV
BHM 431: Food Production Operation – II

- Module I. Food Styling** **5Hrs**
General principles, modern and special innovative garnishes, accompaniments, decorations and concept development
- Module II. Miscellaneous** **4Hrs**
Power breakfasts, brunches and lunches, High teas, cocktail snacks, theme menus, food festivals, other new or non-conventional catering concepts, Airline and Cruise liner meal planning
- Module III. Banqueting Preparations** **7Hrs**
Types-themes-menu preparation-Low calorie food-advantages & disadvantages, menu examples
- Module IV. Cook chill systems & Cook freeze system** **5Hrs**
Purpose of chilling food, cook chill process, finishing kitchens, distribution of cook chill and types of containers to preserve food- Preparation of food for freezing, storage of frozen food, transport of frozen food, reheating of frozen or cooked food. Advantages of cook freeze over cook chill.
- Module V. Sandwiches, rolls, burgers, pizzas, hot dogs, foot longs** **4Hrs**
Types, preparations, selection of spreads, fillings, classical sandwiches, smorsbord, canapés, presentation styles and appropriate garnishes and accompaniments.
- Module VI. Menu Planning** **9Hrs**
Introduction, History of Menu, types of Menus, French classical menus, International menus, Menu terms, Factors that affect menu planning- Fast food Industry- Indian and Western
- Module VII. Accompaniments, garnishes and Salads** **6Hrs**
For all French classical menus, Classical vegetable accompaniments, classical potato preparation, classical garnishes : Indian, Asian and western foods. Accompaniments for Classical international dishes. Classification of salads, types, dressings, examples, Parts of a salad, principles, and vegetable based, meat based, pasta based, sea food, pulses, cereals etc.
- Module VIII. Convenience food and Fast foods** **7Hrs**
Characteristics, types- Indian and western, Menu examples, equipment used, differences, Role of in fast food operations, advantages and disadvantages of convenience food, labour & cost saving aspect.
- Module IX. Garde Manger** **9 Hrs**
Definition, Functions, Importance of Garde manger and Butchery, lay-out, Staff organization, Storage points, SPS of meat products, Yields test calculations and portioning.
- Module X. Buffet Preparations** **10Hrs**
Principles of Buffet, Presentation, Types, Themes, Buffet Setups, typical dishes, smorgasbord
Re-chauffe cookery .
- Module XI. Bakery and Confectionery**
Breads of the following countries -French, German, Italian, Austrian, British, Swiss, Mexican and Arabic -Tarts: Types - Faults in Tarts - Mousses: Steps in Making - Faults in Mousses -Cream Cheese a

Study classic desserts made from Chocolate, Cheese, Choux pastry, Puff pastry & Fruit based.-Terms - Doughs, Batters, Pastes, Creams -Different Break fast roll preparations -Menu Planning.

Books Recommended Reading:

1. M.J.Leto & W.H.K.Bode *The Larder Chef*,
2. Lyn Rutherford *Garnishes*,
3. Philip E.Thangam *Modern Cookery (Vol-I) For Teaching & Trade*
4. Wayne Glasslen *Professional Baking*

BHM 432: Food & Beverage Service Operation –II

Module I

Gueridon service, Introduction – History, Types, Staffing, Equipments used, Ingredients used - Common preparation - Flambé dishes, carving, Salad making, trolley service Beverages. **10Hrs**

Module II

Bar, Definition, Types, layout, Equipment used, Control methods – Costing, Corkage and Licenses, Bar personnel – Staffing, Job description and Job Specification, Bar Planning and designing and bar menus - Requirements of the relevant state / Territory Liquor Act in relation to service of alcohol. **5Hrs**

Module III

Tobacco - Types, Brands - Production, Storage and service **5Hrs**

Module IV

Spirits - Introduction to Spirits (Whiskey , Brandy , Rum , Gin tequila , Vodka , Absinthe , Ouzo Aquavit , Slivovitz , Arrack , fenni , Grappa , calvados etc)) - Spirits – Types, Production, service Brands – Indian and International **12Hrs**

Module V

Liqueurs - Introduction to Liqueurs - Types, Production and service - Brands – Indian and International **5Hrs**

Module VI

Cocktails - Introduction to Cocktails – History, Types and Preparation - Classical Cocktails and Innovative cocktails Recipes - Recipes of Classical Cocktails - Cocktail bar – Equipment, Staffing, garnishes, decorative accessories - Suggestive selling facts - Food and Beverage terminology related to the inputs of the semester. **8Hrs**

Books Recommended Reading:

1. H Berberoglu the World of wines, Spirits and beers.
2. Andrew , Dunkin and Cousins beverage book
3. Lipinski professional Guide to Alcoholic beverages.

4. Lipinski and Lipinski Alcoholic beverages.
5. Peter Jones and Cassel food service operations.
6. Joyce Rubash master Dictionary of food and wine.
7. BD & L New York Bartenders Guide.
8. Warner Mr. Boston's bartender and Party Guide.

BHM 433: Housekeeping Operations – II

Module I. Interior Decoration	5Hrs
Importance-Definition-Types-Aesthetics&Goodtaste, Design concepts-Types-Classification, DesignPrinciple-Harmony-Rhythm-Balance-Proportion-Emphasis-DesignElements-Line-Form-colour	
Module II. Colour	5Hrs
Color Wheel-Importance-Characteristics-Classification-Color Schemes, Color Uses & Applications	
Module III. Lighting	5Hrs
Classification, Types & Importance, Applications	
Module IV. Furniture Arrangements	4Hrs
Principles, Types of joints, Selection, Aspects of Furniture Arrangements, Materials Used In Furniture	
Module V. Floor & Wall Covering	6Hrs
Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance	
Module VI.	
Windows, Curtains And Blinds –Types, Selection, Care And Maintenance	4Hrs
Module VII. Soft Furnishings And Accessories	6Hrs
Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative	
Module VIII. Flower Arrangement	4Hrs
Concept & Importance, Types & Shapes, Principles, Tools, Equipment & Accessories	
Module IX. Refurbishment And Redecoration	3Hrs
Definition, Factors, Procedure and task involved, Snag list	
Module X. Glossary Of Terms	3Hrs

Books Recommended Reading:

1. Sudhir Andrews, *Hotel Housekeeping*, Tata McGraw Hill
2. Tucker Schneider, *The Professional Housekeeper*, VNR
3. Martin Jones, Wiley, *Professional Management of Housekeeping Operations*,
4. Rosemary Hurst, *House Keeping Management for Hotels*, Heinemann
5. Joan C. Branson & Margaret Lennox, *Hotel, Hostel & Hospital House Keeping*, ELBS
6. David . Allen, *Accommodation & Cleaning Services, Vol I & II*, Hutchinson
7. Margaret Kappa & Aleta Nitschke, *Managing House Keeping Operation*,

8. . Premavathy Seetharaman and Parveen Pannu; *Interior Design and Decoration*: CBS PUBLISHERS

BHM 434: Front Office Operation – II

Module I

Front Office Computer Operation

6Hrs

Basics of computer, Application of property management system, Reservations, Registration, Cashiering, Night audit

Module II

Front Office Security Functions

11Hrs

Role of Front Office in Hotel Security - Check in: use of metal detectors, validators, scanty baggage handling - Keys control: ELS (Electronic Cards), Handling Grand Master / Master key, lost & found & damaged keys, use of key cards, Guest & staff movement & access control - Protection of funds, safe deposit boxes

Module III

Lobby and Bell Desk Operation

11Hrs

Role of lobby managers, Role of guest relation executive, Function of bell desk-Layout -equipment used-Function of Hospitality desk / Concierge desk-Handling VIPs - Staff Organisation, duty rota - work schedule -Luggage handling procedure -Bell desk forms -formats -Car valet operations

Module IV

Front Office cash / Checkout and Settlement

10Hrs

Role of the Front desk cashier, Importance of front office cash, Duties and responsibilities of front desk cashier, Checkout and account settlement, Checkout options, Unpaid account balances.

Module V

Front Office Accounting (Accounting fundamentals)

10Hrs

Hotel credit management (including credit cards) - Foreign currency awareness and handling procedures - The guest folio -Tracking transactions – account allowance -Internet control – Transcript, cash sheet, cash banks

Module VI

The Night Audit

6Hrs

Function of night audit - Operating model – non-automated. Semi automated- night audit process - Verifying the night audit

Module VII

Guest complaint handling / Problem solving

5Hrs

Process, thumb rules - Common complaints / problems / situations handling -Role of emotions

Module VIII

Credit Control

3Hrs

Meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/credit card users - Control measures at the time of : reservation, check-in, during stay, check-out, after departure, Prevention of Skippers : on arrival/during stay/on departure day

Books Recommended Reading:

1. By Colin Dix & Chirs Baird *Front office operations*
2. By James Bardi *Hotel Front office management*
3. *Managing front office operations* by Kasavana & Brooks
4. By Sudhir Andrews *Front office training manual*

BHM 421: Financial Management

Module 1: Introduction to financial Management:

Meaning, Objectives, profit maximisation Vs wealth maximisation approach, sources of finance- short term, medium term and long term finances, corporate share capital and corporate debt, working capital management- meaning, types, importance. **(10 hrs)**

Module 2: Financial statement: Meaning and objective, financial analysis tools of analysis, trend and common size analysis. **(7 hrs)**

Module 3: Ratio Analysis: meaning, objective, classification, profitability ratio, financial ratio, turn over ratio. **(5 hrs)**

Module 3: Capitalisation: meaning, over capitalisation and under capitalisation. **(3 hrs)**

Module 4: Capital budgeting: meaning, objective, importance, methods- PBP, DPBP, ARR, NPV, IRR, PI and Capital rationing. **(10 hrs)**

Module 5: Fund flow statement and cash flow statement: meaning, uses and preparation. **(10 hrs)**

Recommended Reading:

1. Dr Mittal and Dr Agarwal, financial management
2. Dr S.N. Maheshwari & Sharad K. Maheshwari, Financial analysis
3. I.M. Pandey, Financial Management
4. T.S. Grewal, Analysis of Financial Statement
5. Dr. Jagmohan Negi, Financial & Cost control Technique in Hotel & Catering Industry.

BHM 431 – French

ABSTRACT: The spiral progression which repeats certain elements already studied in A Votre Service 1 aims to attain gradual mastery of the know-how through exercises ranging from the simple to more complex ones, that present expressions in real life communicative situations

Lesson 7 - I was born

Situations - Hotel / Tourist spot

Know-how - Narrating in the past

Grammar - Simple past tense / Prepositions of time

Cultural information - India & the French

Lesson 8 - The capital was...

Situations - Tourist spot / Travel Agency / Hotel

Know-how - Describing in the past / Indicating time / dates

Grammar - Past continuous tense / Prepositions of time

Cultural information - France 50 years ago

Lesson 9 - When I reached....

Situations - Hotel / Tourist spot

Know-how - Narrating & describing in the past

Grammar - Simple past tense / Past continuous tense / Relative pronouns

Cultural information - India is a land of contrasts

Lesson 10 - Since 2

years...

Situations - Hotel / Tourist spot / Restaurant

Know-how - Dating events / Expressing duration

Grammar - Since

Cultural information - Education in France

Lesson 11 - On behalf of...

Situations - Hotel / Tourist spot / Restaurant

Know-how - Managing a phone conversation

Grammar - Indirect interrogation

Cultural information - Communication in France

Lesson 12 - May I help you ?

Situations - Hotel / Airport / Tourist spot / Travel Agency

Know-how - Tackling a client's problem

Grammar - Adverbs

Cultural information - Social protection in France

W.R. Goyal, New Delhi, 2002.
2. **Cuisine facile en français facile** - Hachette

BHM 435: Travel & Tourism

Module I. Tourism Phenomenon

Understanding Tourism, Origin, Growth & Development of Tourism

Module II. Geography & Tourism

India's Bio Diversity, Landscape, Environment & Ecology, Seasons and destinations

Module III. Transport Systems

Air transport, Railways, Road, Sea & Waterways

Module IV. Travel Agencies

History, Role & Functions of Travel Tourism

Module V. Tourism Organizations & Associations

Role & Functions of (a) World Tourism Organization, (b) ASTA, UFTAA, PATA & IATA etc.

Module VI. Heritage of India

Indian Philosophy, Religion and its relevance - Cultural diversity and factors affecting culture - Literary heritage - Trading in paintings and music - Performance arts: Traditional and modern stage - Festivals of India and their significance.

Module VII. Tourism Industry

Accommodation: Hotels, Motels, Resorts, Supplementary Accommodation-Types of Tourist -Resources of Sports, Cultural, Historical, Nature Based -Sports & Adventure tourism -A glimpse of Indian architectural history-Main centers of Tourist interest in India.

Module VIII. Types of Tours

Importance - Tour Operations, Major National & International Tour Operators -Importance & Role of Tourist guides

Module IX. Travel Formalities & Regulations

Passports: Functions, types, Issuing authority, procedure for obtaining passport etc.-Visas: Functions, types, Issuing Authority, Procedure for obtaining Visas etc.

Module X. Foreign Exchange:

Countries and currencies, procedure for obtaining foreign exchange, foreign exchange counters etc, Customs formalities, immigration etc.

Module XI

Tourism Meaning – Definition – Types – Components of Tourism – Amenities Accommodation – Attractions– Major hospitality distribution channels – Tourism Attractions of India – Man made – Nature made – Monuments – Museums – Shopping – Gardens – Beaches – Mountains – Hill stations – Wildlife sanctuaries – festivals – International countries – capitals – flags airlines – currencies.

Books Recommended Reading:

1. Dr. Jagmohan Negi, *Hotels for Tourism Development*:
2. Shalini Singh, *Profiles of Indian Tourism*:
3. Ratandeep Singh, *Tourism Today*:
4. Pushpinder S. Gill, *Dynamics of Tourism*:
5. Seth, *Introduction to Tourism*:

BHM 436 Food And Beverage Production Practical - IV

Basic Asian cookery - Ex: Thai, Chinese, Vietnamese, Indonesian, Sri Lanka

Breads- French bread, Brown bread, Whole wheat bread, Italian country loaf, Split rolls, Cookies-Biscotti, Anzac, Coconut macaroons.

Cakes - Carrot cake, English Tea cake, Chocolate Tea cake, Walnut Brownies.

Desserts- Mississippi Mud Pie, , Baba au rum, Baked Cheese cake, Hot desserts with sauces. Cold Soufflés. Chocolate Based Desserts. Petit –fours.

Preparation of Salads, centerpiece, cold cuts and sandwiches*

Books Recommended Reading:

1. M.J.Leto & W.H.K.Bode *The Larder Chef*,
2. Lyn Rutherford *Garnishes*,
3. Philip E.Thangam *Modern Cookery (Vol-I) For Teaching & Trade*
4. Wayne Glasslen *Professional Baking*,
5. Madhur Jaffrey *A Taste of India*,
6. Sangeeta Bhatnagar & R.K.Saxena, *Dastarkhwan-e-Awadh*, Harper Collins
7. Jiggs Kalra, Prashad , *Cooking with Masters*,
8. Sonya Atal Sapru, *Zaika*, Harper Collins
9. Premjit Gill, *Punjabi Cuisine*,
10. Pratibha Karan, *Hyderabadi Cuisine*, Harper Collins

BHM 437: Food and Beverage Service Practical - IV

Module I

Gueridon Service : Gueridon service of various dishes and covers - (Should include, Starter, Entrée or relêve or rôti, Salad, Entremets) - Carving - basic carving techniques - Demo – carving Techniques – Whole chicken or duck or turkey or Poussin - Equipments used.

Module II

Restaurant theme set-up: Indian theme and food festivals – Restaurant theme setup of different type – Indian, others.

Module III

Tobacco : Types of cigars – service of Cigars and cigarettes

Module IV

Spirits, Liqueurs and Aperitifs: Service of Spirits, Liqueurs and Aperitifs, Presentation

Module V

Cocktails

Cocktails – Types, Classical and Modern, Preparation, presentation and service , garnishes used.

Books Recommended Reading:

1. H Berberoglu the World of wines, Spirits and beers.
2. Andrew , Dunkin and Cousins beverage book

3. Lipinski professional Guide to Alcoholic beverages.
4. Lipinski and Lipinski Alcoholic beverages.
5. Peter Jones and Cassel food service operations.
6. Joyce Rubash master Dictionary of food and wine.
7. BD & L New York Bartenders Guide.
8. Warner Mr. Boston's bartender and Party Guide.

BHM 438 Housekeeping Practical III

Module I

Flower arrangements demonstration and Identification.

Module II

Conception and designing of guestroom including making floor plans, Color Schemes, wall elevations and templates and finally creating three dimensional model of a guest room / public area with interior decoration themes-A report, Case Studies, Field Study

Books Recommended Reading

1. Sudhir Andrews, *Hotel Housekeeping*, Tata McGraw Hill
2. Tucker Schneider, *The Professional Housekeeper*, VNR
3. Martin Jones, *Wiley Professional Management of Housekeeping Operations*,
4. Rosemary Hurst, *House Keeping Management for Hotels*, Heinemann
5. Joan C. Branson & Margaret Lennox, *Hotel, Hostel & Hospital House Keeping*, ELBS
6. Premavathy Seetharaman and Parveen Pannu; *Interior Design and Decoration*: CBS publishers

BHM 439: Front Office Practical - II

Module – I

Identification of lobby layout and all equipment

Module – II

Preparation of guest folio - Filling up, accounting and totaling guest folios – semi automated and automated

Module – III

Calculating of occupancy percentages - Making of plan grid and discount grid

Module – IV

Preparing and filling up of forms and formatted related to 5th semester syllabus -Preparation of transcript and night auditor's sales.

Module – V

Computer application of cashiering, night audit and front office accounting – in details. Actual computer lab session on IDS – PMS system - Role play on guest complaint handling, critical and dangerous situation handling -Operating FIDELIO / IDS – PMS system in computer lab. Familiarization of all options -

Module – VI

Role-play of Lobby Manager, Guest Relation Executive, Concierge, Bell Captain and Bell Boys. Real Life Situations to be enacted

Books Recommended Reading:

1. By Colin Dix & Chirs Baird *Front office operations*
2. By James Bardi *Hotel Front office management*
3. *Managing front office operations* by Kasavana & Brooks
4. By Sudhir Andrews *Front office training manual*
5. By Raymond S Schmidgall *Managerial accounting and hospitality accounting*
6. By Michael Kasavana and Cahell *Managing computers in hospitality industry*
7. Principles Sue Baker& Jeremy Huyton, of *Hotel Front Office Operations*, Continuum
8. Peter Abott & Sue Lewry, *Front Office Procedures, social Skills and Management*, Butterworth Heinemann

SEMESTER V
BHM 501: Industrial Training

The student has to undergo an industrial exposure training for a period of 22 weeks in a hotel not less than 4/5 star category. The students have to present a training report on completion along with training completion certificate, appraisal forms from the hotel in India or Abroad and the completed questionnaire (which is given to the student before the commencement of the training from the college).

The students should undergo training in all the major departments (Food & Beverage Department, Front Office, House keeping Department, Kitchen & Bakery and Patisserie) of the hotel and also the ancillary departments in the hotel.

Training Report:

At the end of the training programme, the student will be made to submit a 25 pg write up on the experience in various departments mentioning the role in day to day operations in terms of case studies, situation handling, special procedures and what interests them the most in the property. This again will be made in Triplicate.

- Training Manager
- College Copy
- Student Copy

The students would be evaluated based on their attendance during the training programme, Training report, Appraisal Form Rating & Presentation of their training. The training of each student will be evaluated on the basis of Appraisal forms from the hotel counter signed by the Departmental Head & Training Manager.

The appraisal forms will be made in triplicate.

- To College
- To Student
- To The Hotel

The students have to make a presentation based on the training report and the questionnaire given to the student before the commencement of the training from the college. The questionnaire would carry the key in formations that the students should gather while during their industrial training.

Draft Letter:

Dear Sir/Madam,

**Sub: Industrial Exposure Training for Hotel Management students
from 15th May 2007 to 15th Oct 2007**

Christ College, Bangalore; an autonomous education institution in India & re-accredited as A+ institution by National Assessment & Accreditation Council (NAAC) for quality education.

The Department of Hotel Management established in the year 1991 strives to achieve excellence in quality and has been providing quality manpower to hospitality and service industry. The BHM course is a 4 year professional degree programme affiliated to Bangalore University & recognized by All India Council for Technical Education (AICTE, New Delhi).

As a part of the curriculum our students undergo Industrial Training for 5 Months (15th May 2007 to 15th Oct 2007) at leading Star Hotels. The training will be in all the major areas of the Hotel Industry.

In this regard, we invite you & your team to visit our institution to conduct interviews for 24 weeks training schedule from 15th May 2007 to 15th Oct 2007. Kindly intimate us about your visit & we will be happy to make all the necessary arrangements.

Thanking you,

Yours sincerely,

Head of the Department

Training & Placement coordinator

General Observations to be made during the Industrial Training

Name of the Property
Company Name:
Name of the General Manager
Name of the Departmental Head
Organizational Hierarchy
No of Rooms:
No & Names of the Various Food & Beverage Outlets
Facilities Offered
Tariff rates
Taxes Charged on Rooms & F & B:
Company's Mission Statement
Company's Vision Statement
Annual Turnover
Clientele Category
Name of the chain & their other Business Ventures
Distance from Airport
Railway Station
Bus Station

Total Capacity
Standing { } Banquets
Seating { }

Unique features of the Property

Accommodation Department- Checklist

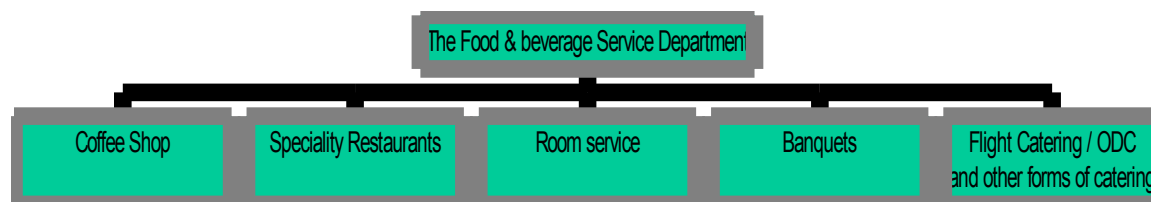
Name of the Executive Housekeeper - Organizational Hierarchy of Housekeeping
Layout of the Housekeeping Department -Sub Sections & their Roles
Job description & Specification of all staffs
Public Areas to staff Ratio & Rooms to staff ratio
Contract Services for housekeeping (outsourcing services)

Procedure for Cleaning Departure & Occupied rooms including bathrooms
 Procedure for Evening Procedure -Time taken to complete departure & occupied rooms including bathrooms - Bed making procedure
 Time taken for single, double king ,double Queen & Twin
 HK coordination with other departments in the hotel -Qualities of the staff - Briefing & De Briefing -
 Aspects Discussed -Maids cart replenishment -HK Room -Amenities/supplies & Give away
 -Accessories.
 Room Layout, Corridor Layout - Maintenance Order Procedure -Spring cleaning/Special Cleaning
 -Lost & Found Procedure - Procedure to prepare Room report manually
 Types of Linen/HK/F&B -Laundry Acceptance Procedure -Cleaning Agents used & methods used
 -Cleaning Equipments used -Procedure for Requisition for stores
 Public area cleaning schedule & procedure -Linen & Uniform room storage & function methods & Par
 stock ratio
 Control Methods -Sizes of Linen : materials used, Budgeting procedure, Sample copies
 Laundry flow process & equipment used & Stain removal procedure
 Pest control – Procedures, common pest -Safety procedures
 Basic Interiors : Theme, elements of art and design, Application in Housekeeping, Rooms, restaurant &
 Public areas
 Flower arrangements – types, exotic and commonly used foliage and flowers and their care - Property
 management system package & their application
 Desk control procedure & Role -Staff duty Rota
 Files and registers maintained in the control desk-Forms and formats used in the Housekeeping
 department -Budgeting and methods followed in HK Dept -Eco Friendly Practices -Furniture's used in
 the rooms and their terminology

F & B Service department: Points to Observed

1. Department organization

Break-up of the department as per the various outlets such as coffee shop, restaurants, bars, room service, banquets, ODC, Flight Catering etc..



For Example:

2. Write-up of each department, history, theme, and any unique features of the restaurant.
3. Hierarchy of the Food & Beverage department.
4. In each restaurant or outlet, observe the following –
5. Hierarchy - 5. Name, and its relevance
6. Theme, design features. Floor, wall and ceiling. And also other accessories and fixtures placed to highlight the theme. – Layout- No. of covers, No. of tables.
7. Menu -Regular cover set-up-Crockery. Cutlery, and glassware used-Other equipments used for service
8. General observation - Forms & Formats Used -Register & files Maintained
Purchase Specifications -Staffing-Duty Rosters
9. Problem Handling
10. Banquet Function prospectus-Layouts & Seating Menus, Procedure

Bakery And Confectionery Check List For Training

1. The bakery and confectionary layout.
2. The Hierarchy Job responsibilities of Chefs in Bakery and Confectionary
3. Equipments and Tools used in Bakery and Confectionary.
4. Fruits and Vegetables used in Bakery and Confectionary.
5. Stores Management in Pastry.
6. Sequence of work in Bakery during Morning Shift- 2nd Shift and Night Shift.
7. Pastry Operation in all the Shifts.
8. Entire Banquet Operation in Bakery and Confectionary.
9. Different Bakery and Confectionary Menus- Breakfast, Lunch Buffet, Dinner Buffet, a la carte, Banquet and any special menus.
10. List of Amenities and chocolates made for the Guest Rooms.
11. Standardized recipes of all the preparations made in bakery and Confectionary.
12. Hygiene standards maintained.
13. Detailed information of ordering-receiving and processing of ingredients.
14. Different outlets where bakery and confectionary products are served in the Hotel and what are the preparations. E.g. Bar- Cheese Straws.
15. Different plate presentations done in a la carte with their accompaniments.

NOTE: Collect all the menus and recipes and maintain a File.

Observations in Food Production Department

The Kitchen

1. Observe the layout of the kitchen.
2. The different equipments used, their brand names, their cost, any special equipment used.
3. The type of food that is being prepared, food cost, the inventory maintained
4. The staffing at the kitchen and the various shifts
5. The different ingredients used, and exotic ingredients used, list of imported ingredients used and the **cost** and the **supplier**.
6. Different types of burners used in the kitchen.
7. The general pattern in which the kitchen functions.

The Menu

1. Observe the way the dishes have been designed styled, their nutritional value etc
2. Any food festivals that are conducted, in the past or in future.
3. The Recipe, garnishes and food styling
4. How the food is costed, portioned and percentage of yield.
5. Food presentations done.
6. At the bakery-Types of oven, the brand name, types of convection oven
7. Chocolate tempering and chocolate work.
8. The behavior of different ingredients and how they perform when subjected to heat
9. How to cut food cost and the various methods to do it...
10. Try to be creative and contribute something.

The Stores

1. The different types of ingredients that is available at the stores.
2. Any imported cheese that the hotel serves, their shelf life and cost.
3. Preservation and storage of different ingredients, dry, perishable etc
4. Temperatures of the cold room and the walk in freezer where meat cuts are stored.
5. Observations of bin cards.
6. Types of sea food that comes in the hotel and their cost and supplier
7. The different types of ledgers and forms that they maintain.

Semester VI
BHM 621: Principles Of Management

- Module 1. Concept Of Management** **4Hrs**
Nature, management Vs administration, levels of Management, characteristics of management, the process of management, planning, organizing, staffing, directing, coordinating and controlling.
- Module 2. Management Thought Journey From Inception Till Today** **3 Hrs**
Brief history and change in conceptual orientation from times of F. W. Taylor & Henry Fayol to modern day management.
- Module 3. Planning** **5Hrs**
Meaning, nature and importance of planning, type of plans, characteristics of planning advantages and disadvantages of planning, steps in planning, planning premises, forecasting, components of planning: objectives, strategies, policies, procedures, methods, rules, programmes and budgets.
- Module 4. Organisation** **8Hrs**
Meaning, nature and importance of organization, principles of organisation, organisation charts and manuals-formal and informal organisation, types of organisation, functional, line and staff and committee, span of management, delegation, centralization and decentralization, development.
- Module 5. Staffing** **5 Hrs**
Meaning, manpower planning, job analysis, recruitment, selection, training, promotion, performance appraisal, job design, job evaluation and merit rating, human resource development
- Module 6. Directing** **3Hrs**
Meaning, nature of directing, characteristics of directing, principles of directing, importance of directing techniques of directing orders, chain of command, authority-responsibility-accountability relationship, supervision.
- Module 7. Leadership** **4Hrs**
Leadership theories in brief, different styles of leadership and their relevance with reference to context and conditions / situations.
- Module 8. Motivation** **5 Hrs**
Meaning, nature and importance of motivation, benefits of motivation, theories of motivation, Maslow's theory of need hierarchy. Herzberg's hygiene-motivation theory.
Vroom's expectancy theory-Mc Gregory's theory 'X' and theory 'Y', Morale-incentives.
- Module 9. Communication** **3Hrs**

Meaning and nature of communication, types of communication: upward/downward, verbal/non-verbal, formal/informal, barriers to communication, communication process.

Module 10. Co-Ordination & Controlling

1Hrs

Need for co-ordination, principles and techniques of co-ordination. Meaning, control process, need for control, control techniques,

Books Recommended Reading:

1. Stoner & Freeman *Management* –
2. Koontz & O'donnel *Essentials of Management* –
3. M. Louis Allen *Management and Organisation* –
4. Earnest DalManagement *Theory and Practice –e*
5. Peter F Drucker *Management tasks* –
6. Davar R *Management Process* –

BHM 622: Research Project: Design & Methodology

Module I. Introduction

9Hrs

Research, scientific method, meaning and definition, scope and purpose of doing research, social science research, type and area of Research, Research, process, problem of conduction research.

Module II. Research Design

6Hrs

Identifying research area and problem Designing the objectives, rational for conducting study. Research method – description of type of research, sources of data, sample planning – defining universe on population, type, method and size of sample method of analysis, and conclusion.

Module III. Sampling Plan

3Hrs

What's sampling, advantages and limitation, Sample Unit, Types of Sampling, Sampling Selection Process, Sampling Size.

Module IV. Introduction To Data Collection Method

9Hrs

Observation – Type Advantage & Limitation, Interview Type Etc., Design of Questionnaire, other research methods line, simulation projection- introduction

Module V. Field Work

2 Hrs

Planning, organizing and supervising fieldwork.

Module VI. Data Analysis

6Hrs

Classification, Tabulation, Analysis and Interpretation. Introduce Basic statistical tool/method, Type of Table, Graphical Representation.

Module VII. Report Writing

4Hrs

Report format, Executive summary, Literature review, Findings, Conclusions & Recommendations, Bibliography.

Books Recommended Reading:

1. Philip Kotler, *Marketing Management, Prentice-Hall of India*, New Delhi.
2. Alastair M. Morrison, *Hospitality & Travel marketing*, Delmar Publishers Inc.
3. Harper W. Boyd Richard D. Irwin, INC., *Marketing Research*, All India Traveller Book Seller, Delhi.
4. Judith Bell *How to complete your reasearch project successfully*,

UBS Publisher Distributors, Delhi

5. James M. Paynter, John Wiley & Sons, *How to research and write a thesis in hospitality & tourism*, NY, USA

BHM 623: Managerial Economics

Module I

Introduction – Indian economy and Hotel Industry, importance, growth of tourism and foreign exchange, Domestic tourism, scope of industry.

Module II

Consumption – Consumer sovereignty – approaches for the study of consumer behavior – cardinal utility analysis – consumer equilibrium in terms of the law of equi – marginal utility and indifference curve analysis – consumer surplus – meaning – illustration

Module III

Demand – Meaning of demand – law of demand – excepting – extension and contraction of demand – increase and decrease in demand – forecasting – methods of forecasting demand. A.) Survey of buyer's intention -B.) Collective Opinion - C.) Trend Projection -D.) Economic Indicator

Module IV

Elasticity of Demand - Meaning of Income Elasticity of demand, cross –elasticity of demand and price elasticity- measurement of price elasticity of demand /price (Total Outlay and point methods) uses of the concept of elasticity of demand.

Module V

Production Function – Managerial use of production function – law of variable proportions –economies of scale and their classifications

Module VI

Cost of Production – Cost Concepts – TFC –TVC, TC – AD AND MC – factors influencing cost of production, opportunity cost , cost and output relation

Module VII

Supply – Meaning – law of supply, determinants of supply, elasticity of supply and its influence on cost of production.

Module VIII

Revenue analysis – Average Revenue –Marginal Revenue – Total Revenue

Module IX

Market Structure –

Perfect Competition – feature – Price and output determination – influence of time element on cost output and price -Monopoly –features- price and output determination – control over monopoly practice -Monopolistic Competition- price and output determination-Features of Oligopoly

Module X

Pricing Policy– General Considerations, objectives, Factors involved in pricing policy.

Books Recommended Reading:

1. Joel Dean *Managerial Economics*
2. Gupta G S *Managerial Economics*
3. Patterson and Lewis *Managerial Economics*
4. Varsheny and Maheswari *Managerial Economics*
5. K P M Sundaram *Macro and Micro Economics*
6. Mote , VL Paul S & Gupta G S *Managerial Economics*
7. Dr. P N Reddy & H R Appannaiah *Essential of Business Economics*

BHM 624 Business Statistics

Module I. Introduction: Importance of Statistics, scope and limitations. Primary and secondary data, data collection methods. Classification and tabulation of data. Presentation of numerical and categorical data. **10Hrs**

Module II. Concepts of central and dispersion: Mean, median, mode, partition values quartiles deciles percentiles for grouped and ungrouped data. Range, quartile deviation from mean and median, standard deviation, coefficient of variation for grouped and ungrouped data. Skewness: Karl Pearson and Bowley's measure of skewness, Kurtosis. **16Hrs**

Module III. Correlation: Scatter diagram, Karl Pearson and Spearman's correlation coefficient. Regression coefficients. **6 Hrs**

Module IV. Index numbers: Laspyere, Paasche, Fisher's price and quantity index numbers. Value index number. Consumer price index – special uses and Time reversal and factor reversal tests. **5 Hrs**

Module V. Time series: Different components of time series. Trend analysis by moving average and least squares method.Measurement of seasonal variation by simple average and irregular variation.

Books Recommended Reading:

1. Levin and Rubin, *Statistics for Management*. VIIth edition (Prentice-Hall India)
2. Berenson and Levine, *Basic Business Statistics*. VIth edition (Prentice-Hall India)
3. Daniel and Terrell, *Business Statistics for Management and Economic* VIth edition (Prentice Hall)

BHM 631: Food & Beverage Management & Controls

Module I

F&B Management – Overview

14Hrs

Introduction, Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management. Managing quality in food & beverage operations at Catering Establishments.

Module II

Analyzing strengths and weaknesses of catering outlets vis-à-vis competition – parameters, decision making on basis of the analysis-Traditional Indian service – South Indian (wedding & functions), Thali service (Lay-out & sequence) and other regional cuisines for special occasions.

8Hrs

Module III

Menu Management

8 Hrs

Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In-House Marketing Tool.

Module IV

Material Management

9Hrs

Introduction, concepts, systems. Facility planning

Module V

Food & Beverage Controlling – Costing, checklist, forms & formats, Revenue control – Manual & machine systems

6Hrs

Books Recommended Reading:

1. Brian Varghese *Professional Food & Beverage Service Management*
2. Peter Jones & Cassel *Food Service Operations*
3. Lipinski *The Restaurant* (From Concept to Operation)
4. Sergio Andrioli & Peter Douglas *Professional Food Service*
5. John Drysale *Profitable Menu Planning*
6. By: Bernard Davis & Sally Stone *Food & Beverage Management*
7. Published by: Butterworth-Heinemann Ltd. UK
8. By: Richard Kotas and Bernard Davis *Food & Beverage Control*
9. By: Paul R. Dittmer *Principles of Food, Beverage, and labour Cost Control*

BHM 632: FRONT OFFICE MANAGEMENT

Module I. Yield Management **14Hrs**
Introduction and concept, Differential rates, Booking horizons, Forecasting bookings -Reacting variations in demand in order to maximize yield, Statistical representations – threshold curves, Displacement, Concept and usage of revenue management

Module II. Accommodation Management Aspects **18 Hrs**
Tariff decisions, Cost and pricing – Hubbart formula, Marginal or contribution pricing
Market pricing, Inclusive / non inclusive rates, Control – verification, night audit, computerized control systems, occupancy and revenue reports, Daily Front Office reports and statistics and its analysis, Budgeting: Forecasting room availability/room revenue, expenses, Staffing – Personnel Management aspects, Equipments – Management and maintenance.

Module III. Hotel Sales **9Hrs**
Selling Concept, Selling models, plan, sales call, closing the call, Internal / In-house sales promotion, merchandising, Direct sales – travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and telephone selling letters

Module IV. Emerging trends in front office & House Keeping – Eco Friendly Measures **4 Hrs**

Books Recommended Reading:

1. By Colin Dix & Chirs Baird *Front office operations*
2. By James Bardi *Hotel Front Office Management*
3. *Managing front office operations* by Kasavana & Brooks
4. By Sudhir Andrews *Front office training manual*
5. By Raymond S Schmidgall *Managerial accounting and hospitality accounting*
6. By Michael Kasavana and CahellHK *Managing computers in hospitality industry*
7. Matt & Cassado *Front office Management*

BHM 633 Food Production Practical – VI

Food Production: Cold preparations, platters and buffets, International cooking, Recipes from, Italy, Spain, Mexico, France, Mediterranean & International starters & snacks, Hors d'oeuvres platter, mezzo etc, Recipes from China, Srilanka, Thailand, Lebanon (Mediterranean) and other countries

Bakery and Confectionery: Breads-Austrian, Swiss, French, Arabic, Mexican and British. Sun dried Olive Focaccia, Ciabatta, Stromboli, Farcita, Pepper crushed raisin, rosemary loaf, Zopf, Hungarian potato loaf, Pita bread, Sour breads, Fisher man loaf, Bagels. Cakes-Fig and honey bread, Roman apple cake, Date and walnut cake, French teacake.

Books Recommended Reading:

5. M.J.Leto & W.H.K.Bode *The Larder Chef*,
6. Lyn Rutherford *Garnishes*,
7. Philip E.Thangam *Modern Cookery (Vol-I) For Teaching & Trade*
8. Wayne Glasslen *Professional Baking*,
9. Madhur Jaffrey *A Taste of India*,
10. Sangeeta Bhatnagar & R.K.Saxena, *Dastarkhwan-e-Awadh*, Harper Collins
11. Jiggs Kalra, Prashad, *Cooking with Masters*,
12. Sonya Atal Sapru, *Zaika*, Harper Collins
13. Premjit Gill, *Punjabi Cuisine*,
14. Pratibha Karan, *Hyderabadi Cuisine*, Harper Collins

BHM 634 Food & Beverage Practical – VI

Food & Beverage Service: Out-door Catering-Layouts-Costing- Menus-Planning-Check list & precautions - Creation of SOPS.

Books Recommended Reading:

1. Sudhir Andrews *Food & Beverage Service Training Manual*
2. Lillicrap & Cousins *Food & Beverage Service*
3. John Fuller *Modern Restaurant Service*
4. Brian Varghese *Food & Beverage Service Management*
5. Warne *Mr. Boston's Bartender & Party Guide*
6. John Kivela *Menu planning*
7. Lipinski *The Restaurant* (From Concept to Operation)
8. John Drysale *Profitable Menu Planning-*
9. By: Bernard Davis & Sally Stone *Food & Beverage Management*
10. Published by: Butterworth-Heinemann Ltd. UK
11. By: Richard Kotas and Bernard Davis *Food & Beverage Control*
12. By: Paul R. Dittmer *Principles of Food, Beverage, and labour Cost Control*

BHM 635 Front Office Practical – III

Yield management calculations. Preparing statistical data based on actual calculations.

12Hrs

Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet.

12Hrs

Preparation of sales letters, brochure, tariff cards and other sales documents.

12Hrs

Internet practice in computer lab to activate the IRS and GDS skills in students.

12Hrs

Computer proficiencies in all hotel computer applications – actual computer lab hours.

Assignments on brochure, Packages, Itinerary making, SWOT analysis, Field study on Hotels, Resorts.

12Hrs

Books Recommended Reading:

By Colin Dix & Chris Baird *Front office operations*

By James Bardi *Hotel Front Office Management*

By Kasavana & Brooks *Managing front office operations*

By Sudhir Andrews *Front office training manual*

By Raymond S Schmidgall *Managerial accounting and hospitality accounting*

By Michael Kasavana and Cahell *Managing computers in hospitality industry*

BHM 671: Personality Development Practical – I
(No Exams – Value Addition)

The objectives of this module are to prepare the students for the overall development of the students in order to mould them towards the challenges in the industry & society. Positive Body language Skills, Attitudinal Development, Grooming & power dressing, Resume writing, extempore & Public Speaking, Modules on Leadership & Team work, Participative Learning, NLP etc.

Books Recommended Reading:

1. By: C.S.Venkata Ratanam and B.K.Srivastava *Personal Management and Human Resources*
Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi

Semester VII

BHM 721 Hospitality & Services Marketing

Module I

Basic introduction to marketing, meaning, nature & scope, difference between marketing and selling
2Hrs

Module II

Hotel marketing, Changing role of Hotel marketing, Features of Hospitality marketing, Customer expectation from Hospitality services, Value chain linkage in hotel industry, Classification of Hotel industry.
2Hrs

Module III

Market segmentation, Organizational customer segment, Travel Market, Corporate meeting, marketing, Incentive markets, Convention market
4Hrs

Module IV

Services marketing, basic difference between goods and services and their Marketing Mix in services marketing (7 P's), Types of services
3Hrs

Module V

Product, Front Office & accommodation, food and beverage, Value added products, recreation & health, Shops, car rental service
3Hrs

Module VI

Services pricing policy, Approaches, Methods, Factors influencing pricing policy.
4Hrs

Module VII

Promotion, Advertising; sales promotion, personal selling publicity; Communication process in services promotion, Public relations in hotel industry
5Hrs

Module VIII

Place (distribution), Agents & brokers, Electronic channels
3Hrs

Module IX

People, Role of employees in service delivery, recruitment, selection and training of employees, relationship marketing.
4Hrs

Module X

Physical evidence, Employee dress, Aesthetics, Tangible Equipment Process of service delivery, Steps in service delivery, Level of customer involvement.
4Hrs

Module XI

Consumer Behaviour in hotel industry, Customer expectations, Post purchase evaluation, Types of service expectations, Factors influencing customer expectations and perceptions of service, Managing the customer mix, Customer Delight approach.
4Hrs

Module XII

Marketing strategies for hotel industry, New service development, Blue printing, mapping the service system, A strategic program for the marketing of service.
3Hrs

Module XIII

TQM in service marketing (Measures, features application in hospitality industry), Hospitality marketing – Indian scenario, (Issues /solutions / future prospects). **4Hrs**

Books Recommended Reading:

1. A and Mary Jo Baiter *Services marketing* – Zeital Valerire – Publisher Mc Graw Hill companies
2. Zeithmal,pasasuraman&itner *Delivery quality service Publisher*,N york, Free press
3. The Indian experience by Ravi Shankar publisher *Services marketing* south Asia publications, Delhi
4. S. M Jha Publisher, *Services marketing* Himalaya publications
5. Roberts *Marketing for hospitality industry* –

BHM 722 Business Law

Module 1.The Indian Contract Act **14Hrs**

Definition of Contract-essential elements of a valid contract-classification of contracts-voidable contract-void contract-illegal agreement-express contract-implied contract-executed contract-executor contract. Offer-definition-essentials of a valid offer when does as offer come to an end. Acceptance-essentials of valid acceptance-communication of offer acceptance revocation-when complete. Consideration-definition-rules as to consideration-stranger to consideration-when contract made without consideration valid-minor's agreement –minor's liability for necessities. Contract with persons of unsound mind. Mistake of law-mistake of fact-their effect-bilateral and unilateral mistakes-mis representations-fraud-undue influence-coercion-their effects-consideration or object-when unlawful agreement opposed to public policy attempted performance or tender essentials of a valid tender time as the essence of contract. By performance-by impossibility-lapse of time-by operation of law-by breach of contract.

Module 2. Licenses And Permits **4 Hrs**

licenses and permits for hotels and catering establishments-procedure for procurement, bye laws of hotels & restaurant under municipal corporation-renewal suspension and termination of licenses.

Module 3. Food Legislation **4Hrs**

principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities ct, ISU, AGMARK

Module 4. Liquor Legislation

2Hrs

Types of licenses, drinking in the licensed premises and different types of permits.

Module 5. Industrial Legislation **6Hrs**

factories Act, Payment of Wages Act, Industrial Disputes Act, Apprentices Act, Provident Fund Act, Trade Unions Act (each Act with reference to hotel industry)

Module 6. Shops And Establishment Act **4Hrs**

introduction-definition-adult-family-commercial establishment-employer-employee-exemption-registration-daily & weekly working hours-overtime-annual leave with wages.

Module 7. Law Of Tenancy **3Hrs**

rent control act, distinction between guest and tenant, inn keeper, guest relationship, inn-keeper's lien, bye laws as affecting catering establishments.

Module 8. Consumer Protection Act **2Hrs**

consumer protection councils, procedure for redressal of grievances

Module 9. Environment Protection Act **2Hrs**

powers of the central Govt. prevention and control of environment pollution.

Module 10. Laws Relating To Hygiene, Sanitation And Adulteration**4Hrs**

what is food adulteration - laws for prevention of it in India - ISI standard, prevention of food adulteration act, AGMARK

Books Recommended Reading:

1. N. D. Kapoor *Mercantile law*
2. Aswathappa .K *Principles of Business Law*
3. M. C. Kuchal *Business Law*
4. *Bare Acts of respective legislation*
5. *Shops and Establishments Act.*

BHM 723: Entrepreneurship Development**Module 1:**

Entrepreneurship- Definition and framework, classification of entrepreneurs, nature and importance of entrepreneurs, entrepreneurial culture and environment, growth and development of entrepreneurs

Module 2:

Emergence of entrepreneurship in Indian industry and business, importance of entrepreneurial development ,entrepreneurial motivation, leadership, decision making ,risk taking ,business planning and time management ,self image, stress and its management perceptions ,attitudes, sensitivity training ,conflict management

Module 3:

Establishing Small Scale Units – Formalities to be fulfilled.

Module 4:

Government Policies and measures towards promotion of entrepreneurship , governmental and nongovernmental agencies extending training and other infra structural facilities to small entrepreneurs- Woman entrepreneurs – areas open for women entrepreneurs.

Module 5:

Institutional finance to entrepreneurs, marketing and other managerial assistance to entrepreneurs. Role of SISI and DIC (District Industries Centre) in promotion and entrepreneurship – Industrial Estates.

Module 6:

Project management – Starting a new Venture, project identification, project formulation, project report project appraisal institutional assistances .Logical financial and marketing ,role of KSSIDC,KSSOC,KSFC,IFCI,ICCI,SIDBI, ancillary units, location of industries in backward area and tax concession.

Books Recommended Reading:

1. Vasanth Desai *Problems and prospects of small-scale industry*
2. Udia & T V Rao *Developing Entrepreneurship*
3. SVS Sharma *Developing Entrepreneurship – Issues and problems, small industry Extension Training.*
4. Bhanussali *Entrpreneurship Development*
5. S B Srivastava *A practical guide to Industrial Entrepreneurs*

BHM 731: Hotel Information's System I

Module I

Management Information System (MIS)

6Hrs

Concepts, MIS Designs and functions, Managing multi processor environments, MIS Security issues, MIS performance evaluation

Module II

Hotel Information System

9Hrs

The HIS concept, HIS Terminology, HIS In – House, HIS Hardware

HIS Software Modules-a. Reservation b. Guest Accounting c. Room Management d. General Management

Module III

Computer Based Reservation System

12Hrs

Global distribution system, Inter sell agencies, Central reservation Systems (CRS)

Affiliate and non-affiliate Systems - Property Level Reservation Systems - a. Reservation inquiry b.

Determination of availability c. Creation of reservation record -d. Maintenance of reservation records f.

Generation of reports.-New Developments -Reservation through the Internet.

Module IV

Rooms Management Applications

12Hrs

Rooms Management Module - a. Room status. b. Room and Rate Assignment c. In House guest

Information functions - d. Housekeeping functions. e. Generation of Reports

Module V

Guest Accounting Module

6Hrs

Types of Accounts, Posting entries to Accounts, Night audit routine, Account settlement

Generation of reports

Module VI

Property Management System Interfaces

6Hrs

Point of sale Systems (POS), Cash Accounting Systems (CAS), CAS / PMS Advantages and concerns,

Electronic Locking Systems, Energy Management Systems, Auxiliary Guest Services. Guest Operated Devices, In-room Vending Systems, Guest Information Systems

Module VII

Food & Beverage Applications

14Hrs

POS order - Entry units, Key Boards and Monitors, Touch Screen Terminals, Immediate Character Recognition (ICR) Terminal, Wireless Terminals, POSD Printers, Guest check Printers, Receipt Printers, Workstation Printers, POS software, Consolidated reports

Module VIII

Food & Beverage Management Applications

12Hrs

Recipe Management, Sales Analysis, Menu Management Integrated food service software-Management reports from automated beverage Systems

Module IX

Accounting Applications

6Hrs

Account Receivable Module, Account payable module, Payroll module, Inventory module -Purchasing module, Financial reporting module

Module X

Selecting And Implementing Computer Systems

7Hrs

Analyzing current information needs, Collection Information of computer Systems -Establishing system requirements, Proposals from vendors, Contract negotiations -Installation factors

Books Recommended Reading:

1. Fortune Enterprises - IDS Manual
2. Fortune Enterprises – MIS Manual

BHM 761: Professional Elective-I

The students can select any one of the featured. They would specialize on any of the following areas of the hospitality industry.

Sl. No	Professional Elective-1 Hotel Management (HM) (Choose Any One)
1.	Front Office
2.	House Keeping
3.	Food & Beverage Service
4.	Food Production
5.	Bakery and Confectionary

Professional Elective - Food Production & Bakery & Confectionery

Practical Syllabus

Continental - Demo and theory and hands on practice on basic classic sauces, stocks, (brown stock, fish stock and other sea food stock,) meat glaze, reductions (red wine reduction, pepper reduction, garlic reduction, etc.

Butchery demos and hands on workshop-cuts of fish, lamb, beef, poultry. Recognizing various cuts and cooking methods of various cuts of meat and fish .Basics of European cuisine, ingredient identification, and European cheese tasting. Cooking methods.

Indian cuisine-Ingredients and basics of Indian cuisine, Gastronomy of Indian cuisine. Basic gravies, curries, masalas. Regional Indian cuisine-popular menus covering all states. Ingredient identification and their brief history

Visits - Visits to food processing industry, cheese factory, whole sale markets, organic farms, fishing units and as many related industries. Visits to restaurants and food tasting.

Books Recommended Reading:

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

BHM 761: Professional Elective – 1. Front Office Practical (Specialization)

Module I 8 hrs.

Comprehensive case studies: Crimes in Travelers Cheques, Extra occupant in the room at odd hours, Fire on the floor, Overbooking, Murder in room, Fire on the floor, Bomb scare.

Module II 8 hrs

Business communication: Sales letters, Special rates agreement, letter informing tariff change, Loyalty programme membership offer, Interdepartmental communication. Telecommunication, E-communication

Module III 6 hrs.

Hotel Industry Competitors Analysis: Product knowledge, Business Profile, Management Strategy, SWOT Analysis – of Branded 3, 4&5 star hotels in Bangalore.

Module IV

Front Office Statistics: 8 hrs

Different types of budgets, Marketing and sales statistics, Front office related graphs, Segmentations.

Module V

Front Office Automation: 6 hrs.

Content of hotel websites, essentials of PMS operation, essentials of GDS operation, Search engines of hotels, function of systems manager.

Module VI

H.R. Management applied to Front Office: 8 hrs

Performance appraisals, disciplinary action, different types of training programmes, interview proceedings, selection and recruitment procedures practiced by hotel groups.

Module VII 8 hrs

Front Office Calculations:

Occupancy %, RevPAR, ARR, forecasting, overbooking, guest folio calculations, Hubbart's formula application, hotel balance sheet analysis, yield management, market share calculations, room occupancy management formula and calculations.

Module VIII 8 hrs.

Front Office management skills:

Hotel brand building, business promotion strategies, controlling and motivating staff, complaint handling skills, surprise checks of cash and guest folios, crisis management, quality control, government officials handling, guest protocol extending, public relations, personalized service, room inventory, equipment inventory, security measures.

Total 60 hrs.

Books Recommended Reading:

- By Colin Dix & Chirs Baird *Front office operations*
- By James Bardi *Hotel Front Office Management*

- *Managing front office operations* by Kasavana & Brooks
- By Sudhir Andrews *Front office training manual*
- By Raymond S Schmidgall *Managerial accounting and hospitality accounting*
- By Michael Kasavana and CahellHK *Managing computers in hospitality industry*
- Matt & Cassado *Front office Management*

BHM 761 Front Office (Non Specialization) Elective

Module - I – Hotel Ownership. Franchising. Management Contract. Referral. Multinational chain operations. Government owned hospitality properties. Supplementary or alternative accommodations. Smart basic hotels. Time share concept. **8hrs.**

Module – II – Reservations formalities. Alterations and cancellations. Use of web sites. GDS formalities. PMS operations. **6hrs.**

Module – III – Registration formalities. Pre- registrations. PMS rules. Express registrations. Content of the GRC. Checking of credentials – National, foreign, corporate, diplomats, VIP, privilege club, airline crew. **8hrs.**

Module – IV – Front Office Staff and their functions. Manpower planning, functions of all staff, training programmes, organizational planning and management. **8hrs.**

Module – V – Guest details and management. Segments, Plans, Loyalty programmes, Complaints handling, public relations. Guest accounts and folios. **8hrs.**

Module – VI – Rooms management. Room inventory. Tariff. Coordination with other departments. Revenue. Service standards. **8hrs.**

Module – VII – Front Office Calculations. Formulae of Occupancy, ARR, RevPAR, Position. **6hrs.**

Module – VIII – Front Office Management. Yield and Revenue management, Training, Controls, SOP enforcement, Promotion of business, Security measures, development efforts. **8hrs.**

Books Recommended Reading:

- By Colin Dix & Chirs Baird *Front office operations*
- By James Bardi *Hotel Front Office Management*
- *Managing front office operations* by Kasavana & Brooks
- By Sudhir Andrews *Front office training manual*
- By Raymond S Schmidgall *Managerial accounting and hospitality accounting*
- By Michael Kasavana and CahellHK *Managing computers in hospitality industry*
- Matt & Cassado *Front office Management*

761 SEMESTER HOUSEKEEPING SPECIALIZATION SYLLABUS**NEW PROPERTY OPERATIONS**

- _ enumerate the task involved in setting up HK department in a soon-to-be-opened property
- _ responsibilities of HK department
- _ planning and organizing staff, material resources and HK procedures for a new property

BUDGETING FOR HOUSEKEEPING EXPENSES

(Recycled and non recycled inventories)

- _ types
- _ budgeting and controlling expenses
- _ inventory and stock taking
- _ purchasing procedures
- _ income statement

VENDOR MANAGEMENT

Study of the various supplies with regards to linen, amenities, and other vendors attached to the housekeeping dept.

ARCHITECTURE AND INTERIOR DESIGN CONCEPTS**STUDY OF LAUNDRY AND CLEANING EQUIPMENTS CHEMICALS****ENVIRONMENTAL MANAGEMENT**

(Case study of an ECOTEL and ECORESORT)

FLOWER ARRANGEMENT**Books Recommended Reading**

- Sudhir Andrews, *Hotel Housekeeping*, Tata McGraw Hill
- Tucker Schneider, *The Professional Housekeeper*, VNR
- Martin Jones, Wiley *Professional Management of Housekeeping Operations*,
- Rosemary Hurst, *House Keeping Management for Hotels*, Heinemann
- Joan C. Branson & Margaret Lennox, *Hotel, Hostel & Hospital House Keeping*, ELBS
- Premavathy Seetharaman and Parveen Pannu; *Interior Design and Decoration*: CBS publishers

Semester-VII
761 - Professional Elective Food and Beverage Service

Objective

To teach and train the knowledge and skills, necessary to meet the requirements of the Industry, occupational skill standards for understanding food and Beverage in its complete entity. The students should also have the basic core competency in one particular field of the specialization, to prepare them for their interviews.

Structure of the course:

Keeping in mind demands of the Hotel industry and its ancillaries, the following avenues can be explored:

1. Wine Education(through Vineyard visits, winery visits, promotions, appreciation seminars)
2. Beverage Education(through retailing, appreciation, higher studies, appreciation, etc)
3. Service retailing(restaurant service, outlet promotions, floor promotions, etc)
4. Sales and Marketing(restaurant, banquets, ODC, college initiatives)
5. Event Management(higher studies, on the job training, MICE concepts)
6. Other Vocations(flights, industrial, hospitals, etc)

Guidelines that can be followed:

For the above, my suggestions would be

1. A discussion with the specialization students on their of interest.
2. Involving industry experts to see the viability of the specialization of the topics and its implementation.
3. For each one of the above chosen specialization, the student should prepare and submit a weekly or fortnightly case study and report, based on the nature of his topic.
4. The report to be validated by the organization that he is associated with, and the faculty guide routed through the training co-coordinator.
5. 5 students for each subject faculty are ideal.
6. Three days a week of on the job training can be looked into.
7. The marks or the credits to be allotted.

Books Recommended Reading:

- Brian Varghese *Professional Food & Beverage Service Management*
- Peter Jones & Cassel *Food Service Operations*
- Lipinski *The Restaurant* (From Concept to Operation)
- Sergio Andrioli & Peter Douglas *Professional Food Service*
- John Drysale *Profitable Menu Planning*
- By: Bernard Davis & Sally Stone *Food & Beverage Management*
- Published by: Butterworth-Heinemann Ltd. UK
- By: Richard Kotas and Bernard Davis *Food & Beverage Control*
- By: Paul R. Dittmer *Principles of Food, Beverage, and labour Cost Control*

BHM 771: PROJECT – 1: CORE SUBJECT (FP/F&BS/HK/FO) RELATED

Module I

Purpose Of Project

The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with the operational problems related to core areas of the hospitality industry.

Module II

Type Of Project

The project may be one of the following type:

- a. Comprehensive case study
- b. Inter-Organizational study
- c. Field study (Empirical study)

Module III

Project Supervision

Each project shall be guided by a supervisor duly appointed by the department/coordinator.

Module IV

Project Proposal (Synopsis)

Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and research methodology of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

Module V

Project Documentation

Project report should be properly documented and will include, Executive summary, Research design & Methodology, Literature review, Data collection and Analysis, Conclusions and recommendations and Bibliography.

Module VI

Project Submission

Final draft of the project should be submitted in the department duly certified by the concerned guide.

Module VII

Project Presentation & Evaluation

Formal presentation and evaluation of the project before internal panel constituted by the department/coordinator.

BHM 772: Personality Development Practical – II

(No Exams)

One of the objectives of this module is to prepare the students for the Campus / Off- campus recruitments which are likely to take place during the VIII semester.

- Basic concept of Recruitment and Selection: intent and purpose, selection procedure , types of interviews
- Preparing for interviews: self planning, writing winning resume', knowledge of company profiles, academic and professional knowledge review, update on current affairs and possible questions
- Facing an interview panel: time- keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self- introduction, panel addressing, mental frame-work during interviews
- Mock Interview
- Presentation skills, seminar skills and leadership role plays
- Conducting / Participating – meeting, objective / agenda orientation, clarity of thought and its expression, pre-preparation, conduct during meeting and making minutes.

Books Recommended Reading:

1. By: C.S.Venkata Ratanam and B.K.Srivastava *Personal Management and Human Resources* Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
2. By: Sudhir Andrews *How to succeed at interviews* Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
3. By: Arun Agarwal *How to get the job you want* Published By: Vision Books, New Delhi
4. By: G.K.Puri *Interviews for all competitive exams* Published By: Indian Institute of Management, Near Masjid Road, New Delhi
5. By: S.K. Sachdeva *Interviews in a nutshell* Published By: ssCompetition Review Pvt. Ltd. New Delhi
6. Rohit Anand & Sanjeev Bikhchandani, *Get That Job*, Harper Collins

BHM 821: Organizational Behaviour

Module I	
Organization Behaviour . – Definition, relevance and scope	2Hrs
Module II	
Foundations Of Individual Behaviour	6Hrs
Environment, personal, organizational and psychological factors	
Module III	
Personality, perception, attitudes, learning	8Hrs
Module IV	
Motivation	4Hrs
Nature, important theories-Maslow, Herzberg, equity and expectancy	
Module V	
Foundation Of Group Behaviour	4Hrs
Group dynamics, group formation, group tasks, group decision making	
Module VI	
Leadership	4Hrs
nature and theories-trait theory, behavioural and fielders contingency theories	
Module VII	
Communication	3Hrs
Interpersonal communication, barriers and ways of overcoming the barriers.	Organizational
communication, informal communication	
Module VIII	
Conflict	4Hrs
Reasons and ways of overcoming conflict	
Module IX	
Organisation	3Hrs
Structure – behavioural implications of different structures	
Module X	
Organizational Change	3Hrs
Resistance to change and ways of overcoming the resistance	
Module XI	
Organizational Culture	4Hrs
How created and sustained	

Books Recommended Reading:

Stephen P Robbins; *Essential of Organisational Behaviour*, New Delhi, Prentice Hall of India
New Strom and Davis; *Organisational Behaviour – Human Behaviour work*, New York McGraw Hill
Fred Lechans; *Organisation Behaviour*, New York, McGraw Hill
Aswathappa K; *Organisational Behaviour*, Mumbai, Himalaya Publishing House
B. P. Singh; *Organisational Behaviour*, Dhanpat Rai & Sons
Umashkaran; *Organisational Behaviour*, New Delhi, Tata McGraw Hill Publishing House
Arun Monappa; *Personnel Management*, New Delhi, Tata McGraw Hill Publishing company
Subha Rao P; *Human Resource Management*, Bombay Himalaya Publishing House

BHM 822: Human Resource Management**Module I**

Evolution Role and Status of Human Resource Management in India – Structure and Function of Human Resource Management – Systems View of HRM. **5Hrs**

Module II

Manpower Planning – Concept, Organisation and Practice, Manpower Planning Techniques – Short-Term and Long-Term Planning. **7Hrs**

Module III

Recruitment and Selection – Job Analysis – Description – Job Specification – Selection Process – Tests and Interviews – Placements and Induction. **9Hrs**

Module IV

Performance Appraisal – Purpose – Factors Affecting Performance Appraisal – Methods and systems of Performance Appraisal – Counselling. **4hrs**

Module V

Training and Development – Need and Importance – Assessment of Training Needs – Training And Development of Various Categories of Personnel. **8Hrs**

Module VI

Career Planning and Development – Career Counselling – Promotion and Transfers – Retirement and other Separation Process. **4Hrs**

Module VII

Wages and Salary Administration – Development Sound Compensation Structure – Regulatory Provisions – Incentives. **4Hrs**

Module VIII

Grievance Handling and Discipline – Development Grievance Handling Systems – Collective Bargaining – Managing Conflicts. **4Hrs**

Books Recommended Reading:

1. Arun Monappa & S. Saiyuddain: *Personal Management*, Tata McGraw Hill.
2. Pramod Verma: *Personnel Management in Indian Organisations*.
3. Edwin b. Flippo: *Personnel Management*, McGraw Hill.

BHM 832: Environmental Studies & Facility Planning**Facility Planning:****Module I**

Energy Management: background, energy pricing, energy cost control and building systems, reducing guest room energy costs, reducing food and beverage production and service energy costs, reducing boiler and chilling energy costs, energy management and conservation systems. **5Hrs**

Module II

Building And Exterior Facilities: roof, exterior walls, windows and doors, structural frame, foundation elevators, storm water drainage systems, utilities, landscaping and grounds. **4Hrs**

Module III

Parking Areas: parking lots, structural features, layout considerations, maintenance, parking garages, accessibility requirements for parking areas, valet parking, **8 Hrs**

Module IV

Lodging Planning And Design: development process, feasibility studies, space allocation programme, operational criteria, budget, preliminary schedule, site design, Hotel design, guest rooms and suites, lobby, food & beverage outlets-function areas, recreational facilities, back areas. **16hrs**

Module V

Food Service Planning And Design: concept development, feasibility, regulations, planning layout, receiving areas, storage areas, kitchen, office space, sample blue print. **12Hrs**

Environmental Studies**Module I**

Introduction and development of environmental message to Staff

Raise awareness build commitment, provide support, reward efforts, celebrate success-Business partners – coordination-Guests – participation-Community – sponsorship, urban beautification, alternate energy sources **3Hrs**

Module II

Waste Management **4Hrs**

Why manage waste-Recycling-Non hazardous energy separation

Module III

Energy and waste conversion **3Hrs**

Introduction - Energy efficiency action plan- Assessing current performance-Energy conservation measures-Guidelines for major use areas-Making decision about investments

Evaluation of new technology

Module IV

Water **3Hrs**

Water and the environment - Improving water quality- Case studies

Module V

Product purchase

4Hrs

Principles of responsible purchasing - Implementation of Eco friendly purchasing

Products: recycled paper, future products

Module VI

Indoor air quality

4Hrs

Potential sources of air pollution -Improving indoor air quality - Costs

Module VII

External air emissions

7Hrs

Sources –Effects -Hotels and air pollution

Module VIII

Noise

3Hrs

Introduction - Problems of noise - Program for tackling noise

Module IX

Hazardous materials

5Hrs

Definition –Sources –Hazards -Dealing with hazardous materials

Module X

Ecotels

5Hrs

What are ecotels -Case studies India, abroad

Module XI

Buildings of the future

4Hrs

Building materials – cement, bricks, wall panels –Paints - Smart buildings

Current technology

Books Recommended Reading:

1. Butterworth & Heinemann, *Environmental Management for Hotels*,
2. By: David M. Stipanuk, Harold Roffmann *Hospitality Facilities management and Design*
Published: Educational Institute, AHMA
3. *How things work-The Universal Encyclopedia of Machines*, Volume 1&2
4. By Frank D. Borsenik & Alan T, Stutts, *The Management of Maintenance and Engineering Systems in the Hospitality Industry*, Published: John Willey & Sons Inc. NY
5. By: W.P.Jones *Air Conditioning Engineering*, Published: English Language Book Society/Edward Arnold
6. By: Sushil Kumar, *Building Construction*, Published: Standard Publishers Distributors, Delhi

BHM 861: Professional Elective-II

The students can select any one of the featured. They would specialize on any of the following areas of the hospitality industry.

Sl. No	Professional Elective-11- General Management (GM) (Choose Any One)
1.	Sales & Marketing
2.	MICE
3.	Resort, Amusement Parks & Event Management
4.	Food & Beverage Retail Management

BHM 861 Professional Elective–II Sales and Marketing

Module I – Introduction to Hospitality Marketing Management. Organization of Hotel Industry. Importance of Marketing. Organization of Marketing Department in Hotel.

6 hrs.

Module II – Hospitality Service Operations and Marketing. Solving Customers' Problems. Management Orientation. Hospitality Service Concept. Components of Hospitality product.

6 hrs.

Module III – The Internal Marketing Process. Hotels – Internal Marketing. Handling Complaints. Role of Guest Relation Executive. Sale of Rooms and Banquet Facilities.

6 hrs.

Module IV – The Marketing Environment, Concept of Marketing Management Environment. Types of Environments – economic and non-economic. Case Study. Marketing opportunities and threats – SWOT analysis.

6 hrs.

Module V – Market Segmentation. Markets. Market Segmentations applied at the hotel industry. Segment Mix. Market Targeting. Positioning.

6 hrs.

Module VI – Marketing Mix. Concept of Marketing Mix. Characteristics of Hospitality Product and Services Mix. Hospitality Product and Services Mix. Hospitality Product, Service and Brand concepts. Hotel Branding.

6 hrs.

Module VII – Promotion of Sales and Publicity. Sales promotion. Publicity and Public Relations. Pricing Decisions. Discounting Principles. Organizing food fairs and festivals. Personal Selling.

6 hrs.

Module VIII – Room Division Sales. Room Revenue. Various types of room plans. Holiday packages as marketing tools. Yield Management and Revenue Management as marketing operations.

6 hrs.

Module – IX – Advertising in hospitality industry. Concept of Advertising. Major decisions in Advertising – message and media considerations. Importance of advertising in the hotel industry.

6 hrs.

Module – X – Marketing Research Process. Concepts of Marketing Information System and Marketing Research. Objectives of Marketing Research. Introduction of new products and services. Marketing Techniques. Application of marketing techniques at the unit level. **6 hrs.**

**BHM 861 Professional Elective – II
Resort, Amusement Parks & Event Management**

An Introduction to events

Introduction – Definitions & frame works categories & typologies – context & precedents characteristic of events.

Event Business : Dews and supply & supplies

Size & Scope of the event – Determinants Public & private sector – companies & their roles. Voluntary bodies, committees & individuals.

Managing Events:

Introduction – Events planning – Budgets Venue- finding, logistics & ambience – marketing- risk & legal services – organizing team – close down, evaluation & legacies.

Resort management:

Introduction to Industry operations – Development process, organization Design – marketing – Recreational facilities – Tours & other facilities – financial aspects – HR policies.

MICE

Module - I

Introduction to the meetings, expositions, events & convention industry.

Definition – organization structure of MICE. Background of the industry.

Module - II

Meeting exhibition, event, & convention sponsors / Venues who holds the gatherings Venues – hotels – convention centers – retreat facilities – cruise ships – college & universities. Unusual venues –

Exhibition services contractors & planning – Risks crisis Management – supply events management.

Module – III

Food & Beverage

Introduction – catered events – style of service, Menus – food consumption patterns – F&B attrition An
enities (or) Gifts – Beverage Events – Hospitality Suites – Rooms.

Module – IV

Program Planning – Legal issues in the industry – international norms – Planning & Organizing the
MICE.

Food & Beverage Retail Management

Module – I – Introduction to retailing – Reasons for studying retailing, economic significance & opportunities in retailing, types of retailers food single store establishment, corporate retail chain, multi channel retailing, Benefits offered by electronic channel.

Module – II – Retail market strategy – Target market retail format, Building a sustainable competitive advantage, for growth strategies, steps in strategic and retail planning process.

Module – III – Retail locations – Shopping centres, shopping malls, city or town locations, free standing sites, location and retail strategy department stores, special apparel stores, category specialists, grocery store, optical boutique. Site location factors affecting the demand for a region & attractiveness of a site.

Module IV – Supply chain management – Advantages through supply chain management, flow of information, logistics distribution centre, quick response delivery systems, e-retailing, outsourcing.

Module V – Introduction to franchising Restaurant franchising :- Pros & Cons
Agreements & Legal Documents – Financial aspects
Relationship – Int. franchising – concept Developments non traditional franchising.

Module VI – Store management – Store layout, types & features, store desing merchandise presentation techniques, atmospherics, customer service GAPS model for improving retail service quality.

BHM 871: PROJECT – 2: Market Feasibility Study

Module I

Purpose Of Project

The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry. Emphasis should be placed on industry sponsored projects.

Module II

Type Of Project

The project may be one of the following type:

- b. Comprehensive case study
- c. Inter-Organizational study
- d. Field study (Empirical study)

Module III

Project Supervision

Each project shall be guided by a supervisor duly appointed by the department/coordinator.

Module IV

Project Proposal (Synopsis)

Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and research methodology of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

Module V

Project Documentation

Project report should be properly documented and will include, Executive summary, Research design & Methodology, Literature review, Data collection and Analysis, Conclusions and recommendations and Bibliography.

Module VI

Project Submission

Final draft of the project should be submitted in the department duly certified by the concerned guide.

Module VII

Project Presentation & Evaluation

Formal presentation and evaluation of the project before internal and external panel constituted by the department/coordinator together with selected target audience.

BHM 872: Personality Development Practical – III

(No Exam)

One of the objectives of this module is to prepare the students for the Campus / Off- Campus Recruitments and Career Advancements which would likely to take place during this semester. It is also essential at this moment to concentrate on the Life Skills Area as it would be helpful for them to start their career.

- Life Skills
- Negotiation Skills
- Session on Higher Education
- Developing the students in writing the competitive exams.

Books Recommended Reading:

1. By: C.S.Venkata Ratanam and B.K.Srivastava, *Personal Management and Human Resources*, Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
2. By: Sudhir Andrews, *How to succeed at interviews*, Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
3. By: Arun Agarwal, *How to get the job you want*, Published By: Vision Books, New Delhi

BHM 834: Hotel Information System Practical – II

Module I

Point Of Sale

30Hrs

KOT, Billing, Sales Analysis, Link up of front desk billing with other departments

Module II

Foods And Beverage costing

10Hrs

Food Costing, Liquor Costing, Costing of soft drinks, Recipe Costing, Inter Kitchen transfers, Sales Analysis, Costs relating to NCKOTS, Link to POS Systems

Module III

Banquet Management

20 Hrs

Reservation, Function prospectus tracking, Generation of Function Prospectus, Reports-Hall Chart Maintenance, Challan -Bill Printing-Venue Position- reservation status-Cover Analysis, F & B Costing

Module IV

Objective: The college would adopt the standard PMS training package being used by star hotels in India e.g.: FIDELIO, IDS, HOTELIER, ETC and make the same available to students in the college computer labs. The same may supplemented with hands on training in the hotel attached to the college. Students should go into details of the following menus on the software and be able to use it independently.

1. Front Office System

Reservations, B. Registrations, Billing, Front office Management – Information, HIS Reports, Guest History Guest Relations, Linking up to reservation, registration & Billing -Mailing System, Telephone Management

Books Recommended Reading:

1. Fortune Enterprises - IDS Manual
2. Fortune Enterprises – MIS Manual

Certificate Courses Offered:

Certificate Course in Bartending

Duration: 45 Hrs

- | | |
|---|-----------------|
| 1. Introduction | 12 Hours |
| <ul style="list-style-type: none">• Food & Beverage Industry• Beverages<ol style="list-style-type: none">i. Merits & Demeritsii. Classificationiii. History, Production, Styles/Types & Brands | |
| 2. Attributes & Attitudes of a good service personnel | 1 Hour |
| 3. Bar | 12 Hours |

Introduction, Types, Licenses, Concept, Layout, Facilities –Equipments
Staffing, Purchase, Storage- Cellar Management, Pricing, Control Methods – Safety Standards, Sales,
Service & Merchandising

- | | |
|-------------|-----------------|
| 4. Mixology | 20 Hours |
|-------------|-----------------|

Styles, Garnishes, Methodology, Classic Cocktails – Innovative, Flairing, Bartending for events,
Practical Sessions

Course Fee :

Rs 3500 per student for a batch 15 students

Course Timings : 4-7 pm

BAKERY AND CONFECTIONERY CERTIFIED COURSE

The 45 Hour Course would be divided into 37 hours of Practical and 8 hours of Theory. Each practical class would be of 2 to 4 hours and theory of 1hour each. Saturdays afternoon would be used for practical and the theory hours would be conducted in the Week days after 4pm. The Students would be trained in the Basics of Bakery and Confectionery, all relevant training in a Basic level would be covered.

The Syllabus would be as follows:

Topic	Content	Hours
1. Learn your ingredients	All ingredients used in bakery and confectionery	2 hours
2. Techniques in baking	Inputs on basic concepts used in bakery and confectionery	2 hours
3. Learn your theory on confectionery	Theory on desserts and relevant aspects in confectionery	1 hour
4. Basic terms	Basic terms in bakery and confectionery	1 hour
5. Styles of making cakes, cooking and breads	Different methods used in making cakes, cookies and breads	1 hour
6. Cake making practically	Basic sponge cake, nutty butter cake, marble cake, cashew rosemary cake, fig cake, black forest gateaux, chocolate truffle cake, and cheese cakes.	8 hours
7. Cookie making practically	Chocolate chip cookie, Danish butter cookie, coconut cookie, salt cookie ,biscotti	8 hours

	,palmiers and sablee	
8.Breads	Soft roll, bread stick dough nuts, introduction to international breads	8 hours
9. Desserts	Tira misu, chocolate mousse, mango mousse apple pie, yoghurt flan.	5 hours
10. Chocolates home made	Rochers Liqueur filled chocolate Plain moulded chocolate	3 hours
11. Practical baking	Industrial visit	5 hours

Certificate Course in Corporate International Hospitality (45 hours course)

1. Introduction to Hospitality
 - Emerging trends in Hospitality
 - Indian Hospitality V/S International Hospitality
2. Hotel Industry
 - Types of Hotels
 - Types of Food & Beverage sector (Restaurants, pubs, Banquets, Coffee shops etc)
3. Grooming Etiquettes for formal & Informal Gatherings
 - Business Etiquettes
 - Dining Etiquettes
 - Telephone Etiquettes
4. Basics of food & Beverage Service Cover set ups:
 - Table mannerisms
 - Basic Wines & Beverage
 - Indian & International Cuisine
5. Basics of interior designing to create Elegance and Beauty
6. Cross cultural communication with different Nationalities (English, American, Thai, Chinese etc)

Course Fee :

Rs 3500 per student for batch 15 students

Course Timings: 4-7 pm

Certificate course in Travel, Hospitality & Tourism

UGC Sponsored Programme

Certificate Course in Travel, Tourism & Hospitality Course shall be spread over in six months (60 Hrs).

Duration and Time Schedule

1. Certificate Course in Travel, Tourism & Hospitality Course helps the student to earn 4 credits after the successful completion of the Course.
2. The course will run for 45 working days. Each paper will be covered in Total 15 hours in which 12 hours are allotted for regular teaching and 3 hours for internal tests, seminars, assignments, tutorials, fieldwork etc.

• Eligibility

1. A student holding **PUC or Equivalent (10+2)** with minimum 50% marks in any discipline of the University or any other board recognized by Bangalore University is only eligible to apply for the course.

• Selection Process

2. Certificate Course in Travel, Tourism & Hospitality Course has a total 30 seats, admission to which will be on first come first Service basis.

• Fee

1. The prescribed fee for this course is **Rs. 1,500/-** (Rs. One Thousand Five Hundred Only) per year. This will be tuition fee and for arrangements of guest lecturers, practical trainings, fieldwork and teaching materials, etc.

• Industrial Training & Field Study

1. All the students shall be required to undergo the following:
 - i. About one week **field study tour**

ii. 4 weeks **Industrial Training (after the course)**

All these compulsory activities will be conducted with the approval of Head of the Department / Course Convener. The student shall be required to submit comprehensive Field Tour and Industrial Training reports in the Department.

2. In addition to one week Field Tour, the Department will also organize other field trips to nearby areas to give practical exposure to tourism students.

- **Examination**

1. The examination of the Certificate Course in Travel, Tourism & Hospitality course is divided into 4 papers. Each Paper shall be of **50 marks** out of which **25 marks** will be evaluated in course and examinations and **25 marks** shall be evaluated as CIA in the form of internal tests, seminars, assignments, tutorials, field work etc.
2. The examinations shall be opened to a regular student who has attended minimum of 80% attendance.
3. The Head of the Department shall forward the CIA marks on the basis of the periodical tests, written assignments, seminars, field trips etc. to the UGC Course Co-ordinator / Controller of Examination at least one week before the commencement of examination.

Class Hours: 4.30pm – 6.30pm (Monday / Wednesday / Friday)

Faculty Members:

1. Mr. Rathish Thambu
2. Mr. Jyotirmoy Ghosh
3. Mr. Jaykumar
4. Mr. Eabin Mathew
5. Ms. Nita Thomas

Course Structure:

Paper	Paper Title	Credit	Hours	Marks
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Code				
CTHM01	Tourism Fundamentals	1	15	50
CTHM02	Tourism Product	1	15	50
CTHM03	Travel Management	1	15	50
CTHM04	Hospitality Operations	1	15	50

CTHMO1 – Tourism Fundamentals

Chapter 1:

Definition, Growth and Origin of Tourism – Growth of Travel Industry with regard to rail, air, sea & road – Present Industrial Scenario.

Chapter 2:

Understanding Tourism

Importance of Bio – Diversity

Impact on Environment & Ecology

Seasons & Destinations

Sustainability of tourism

Chapter 3:

Classification of Tourism – Types and forms of Tourism – Social – Spiritual – Business – Cultural – Ethical. Inbound & Outbound Tourism.

Chapter 4: Characteristics & Components – Components of Tourism: Major and Minor Components of Tourism. Accommodation, Transport Services, Travel Agencies, Tour Operators, Ancillary components Travel Guides, Tour Escorts and so on, their definitions, functions, associated glossary of terms.

Chapter 5:

Motivators of Tourism – Classification of Travel Motivators, Socio – Cultural and Economical Impact of Tourism, International and national growth, developments that have taken place, and the present position

Books for Reference:

A.K. Bhatia Tourism Development, Principles and practices. Sterling Publishers (P)
Ltd, New Delhi

Christopher J Holloway The Business of Tourism: Macconald and Evans

CTHMO2 – Tourism Product

Chapter 1:

Understanding Tourism Product – Meaning, Classification, Tools, Promotions and other ancillary methods to develop tourism as a product.

Chapter 2:

- Categories of Tourism Product
- Natural – Mountain & Hill Resources – Destinations etc
- Geographical – Island, Sea & River Tourism: Coastline, Beaches, Lagoons, Backwaters Fishing Camps., Water Sports, environmental concerns, issues relating to the depletion of marine life.
- Spiritual – Yoga & Meditation Socio Cultural – Architectural Heritage of India – Historical Monuments – Important Historical and Archeological sites – Fairs & Festival – Dances, Indian Music – Painting.
- Indian Music and Musical instruments etc.,
- Adventurous – Desert Tourism: Desert Safaris, Desert Sports, etc

Books for Reference:

A.K. Bhatia Tourism Development, Principles and practices. Sterling
Principles and Practices. Sterling Publishers (P) ltd
New Delhi

Christopher J Holloway The Business of Tourism: Macconald and Evans

Anand MM Tourism and Hotel Industry in India, Sterling Publishers (P)
Ltd New Delhi

CTHMO3 Travel Management

Chapter 1:

Travel Agency – Definition – Scope – Definition of Tour Operations – Functions – History of Travel Trade – Types of Travel Agencies and Tour Operators – Travel Market

Chapter 2:

Role & Function of Travel Tourism – International Travel Organizations like

- a) WTO
- b) ASTA
- c) UFTAA
- d) PATA, IATA etc.

Chapter 3:

Importance of Tour Operations – Role & Importance of Tourist Guide – Package Holidays – Mass Market Package Holiday– Specialist Tour Operators – Promoting Holidays and Destination

Chapter 4:

Travel Formality & Regulation – Travel Information – Documentation – Passport and Visa – Types and Requirements – Itinerary Preparation – Domestic Ticketing – Issuance of Ticket – Linkages of Travel Agencies and Tour Operators with Tourism Industry – foreign exchange.

Books for Reference:

A.K. Bhatia

Tourism Development, Principles and practices. Sterling
Principles and Practices. Sterling Publishers (P) ltd
New Delhi

Christopher J Holloway

The Business of Tourism: Macconald and Evans

Anand MM

Tourism and Hotel Industry in India, Sterling Publishers (P)
Ltd New Delhi

Kaul R H

Dynamics of Tourism. Sterling Publisher (P) ltd New Delhi

Certificate Course in Bartending

Duration: 45 Hrs

Course Coordinator – Mr. Denny Augustine

Course Fee :

Rs 3500 per student for batch 15 students

Course Timings: 4.30pm – 6.30 pm

Sl . No	Days	Time
1	Monday	4.30pm – 6.30pm
2	Wednesday	–,,–
3	Friday	–,,–

BAKERY AND CONFECTIONERY CERTIFIED COURSE

Duration: 45

Course Coordinator – Mr. Avin Thaliath

Course Fees:

Rs. 3,000 per students for batch 15 students

Course Timings: 4.30pm – 6.30pm

Sl . No	Days	Time
1	Monday	4.30pm – 6.30pm
2	Tuesday	-,-
3	Friday	-,-