

**आधार पाठ्यक्रम: प्रथम प्रश्न पत्र - हिंदी भाषा**

(भाग - अ ) परिचय			
	कार्यक्रम: यूजी लेवल डिग्री	कक्षा: बी.ए./ बी.कॉम./ बी.एससी./बी.एच,एससी./बी.सी.ए. तृतीय वर्ष	वर्ष 2023 सत्र 2023-24
क्रमांक	विषय	आधार पाठ्यक्रम	
1	कोर्स कोड	X3- FCEA1T	
2	कोर्स का शीर्षक	भाषा और संस्कृति	
3	कोर्स का प्रकार	आधार पाठ्यक्रम	
4	कोर्स अपेक्षित	स्नातक द्वितीय वर्ष उत्तीर्ण किसी भी विषय समूह से	
5	कोर्स अधिगम उपलब्धि (लर्निंग आउटकम) (CLO)	1 इस पाठ्यक्रम के अध्ययन से विद्यार्थी हिंदी के प्रसिद्ध रचनाकार एवं उनकी रचनाओं से परिचित हो सकेंगे। 2 पठित रचनाओं के माध्यम से विद्यार्थी देश की सभ्यता एवं संस्कृति से परिचित हो सकेंगे। 3 पाठ्यक्रम के अध्ययन से विद्यार्थियों के व्यक्तित्व का बहुमुखी विकास होगा एवं रोजगार के अवसर उपलब्ध होंगे। 4 विशिष्ट शब्दावली (बीज शब्द / की वर्ड) से परिचित करवाते हुए बोध के स्तर को विकसित करना।	
6	क्रेडिट मान	02 क्रेडिट	
7	कुल अंक	50 अंक	
8	उत्तीर्ण अंक	17अंक	
9	समय	2 घंटा	

योगलाल

(भाग - ब) पाठ्यक्रम सामग्री

व्याख्यान की कुल संख्या : वर्ष में अधिकतम 15 घण्टे

इकाई	विषय	व्याख्यान घण्टा
I	1 भवानी प्रसाद मिश्र : परिचय पाठ : सतपुड़ा के जंगल 2 उषा प्रियंवदा : परिचय पाठ : वापसी 3 विवेकानन्द : पाठ : शिकागो व्याख्यान	05
II	1 विद्यानिवास मिश्र : परिचय पाठ : आँगन का पंछी 2 महात्मा गाँधी : पाठ : आत्मकथा के अंश 3 विश्व के प्रमुख धर्म।	05
III	1 वाक्य रचना एवं अशुद्धि शोधन। 2 अनुवाद : अर्थ एवं प्रकार। 3 बीज शब्द (की वर्ड / अवधारणा मूलक शब्द) लोकतन्त्र, समरसता, कला, साहित्य, अध्यात्म	05

पुनः

(भाग - स)

अनुशंसित अध्ययन संसाधन

पाठ्यपुस्तकें, सन्दर्भ पुस्तकें, अन्य संसाधन	
1	महात्मा गाँधी: सत्य के साथ मेरे प्रयोग, प्रभात प्रकाशन, नई दिल्ली
2	विश्व के प्रमुख धर्म : जी. आर. सिंह
3	वासुदेव नन्दन प्रसाद : आधुनिक हिन्दी व्याकरण और रचना, भारती भवन, पटना, बिहार
4	हिन्दी ज्ञान कोष
5	उषा प्रियंवदा : वापसी
6	अनुशंसित डिजिटल प्लेटफार्म / वेब लिंक अनुशंसित समकक्ष ऑनलाईन पाठ्यक्रम 1 <a href="http://book.google.com/books">book.google.com&gt;books</a> 2 <a href="http://kavitakosh.org">http://kavitakosh.org</a> >भवानीप्रसाद मिश्र 3 भवानीप्रसाद मिश्र- Wikipedia 4 <a href="http://m.youtube.com/watch">http://m.youtube.com&gt;watch</a> 5 <a href="http://nibandhbharti.com/vidya-nivas-mishar">http://nibandhbharti.com&gt;vidya-nivas-mishar</a> 6 <a href="http://onlinefreenotes.com/वापसी">http://onlinefreenotes.com&gt;वापसी</a> 7 <a href="http://hi.m.wikipedia/wiki/उषा-प्रियंबदा">http://hi.m.wikipedia&gt;wiki&gt;उषा-प्रियंबदा</a> 8 <a href="http://swayam.gov.in/">http://swayam.gov.in/</a>

(भाग - द)

अनुशंसित मूल्यांकन पद्धति

पाठ्यपुस्तकें, सन्दर्भ पुस्तकें, अन्य संसाधन	
1	सतत् समग्र मूल्यांकन (CCE) नहीं होगा।
2	परीक्षा - ओ.एम.आर. शीट माध्यम से होगी।

  
अध्यक्ष

आधार पाठ्यक्रम

केन्द्रीय अध्ययन मण्डल भोपाल (म.प्र.)



**FC-III ENGLISH****PART A: Introduction**Program: UG Level  
(Degree)

Class: III Year

Year: 2023-24

Session: 2023-24  
onwards**Subject: Foundation Course (English)**

1. Course Code

X3-FCHB1T

2. Course Title

English Language and Communication Skills

3. Course Type (Core  
Course/Elective/Generic  
Elective/ Vocational)

Foundation Course

4. Pre-Requisite (if any)

To study this course, a student should have basic knowledge of English language. This course will be studied by all the students of UG Final year under the Foundation Course category.

5. Course Learning Outcomes  
(CLO)

Through this course the students will be able to:

1. prepare for various competitive exams by developing their competence in English language.
2. promote their comprehension and communicative skills by being exposed to a variety of texts and their interpretations.
3. build and enhance their language competence through regular practice.
4. develop their knowledge of English Grammar and usages in a practical manner.
5. compete in national and state level examinations for various competitions after the completion of the course.
6. seek a good job and to settle down in self-employment or their own business or profession.

6. Credit Value

2 Credit

7. Total Marks

Max. Marks : 50

Min. Pass Marks: 17

**PART B: Content of the Course**

**Total No. of Lectures-Tutorials-Practical (in hours – 30 )**

**Total No. of Lectures: 30**

<b>Unit</b>	<b>Topics</b>	<b>No. of Lectures</b>
<b>I</b>	<b>Reading, Writing and Interpretation Skills: (Text-Based)</b> 1. The Express -Stephen Spender 2. The World is Too Much with Us-William Wordsworth 3. My Financial Career -Stephen Leacock 4. Running for Governor-Mark Twain	10
<b>II</b>	<b>Essay writing -Topical essays:</b> Terrorism, Covid -19 Pandemic, India and the Modern World, The Role of Women in the New Era, The Global World.	10
<b>III</b>	<b>(a) Communicative Skills:</b> Words often Confused, Misused, Idiomatic Expressions and Proverbs, etc. <b>(b) Essential Conversations:</b> Introducing Yourself, Introducing Other Persons, Meeting Someone First Time, At the Airport, Ordering Food in a Restaurant, Talking about a Movie, etc. <b>(c) Filing an F.I.R., Writing a Resume, E-mail Writing, Blog Writing on a given topic.</b> <b>Key Words:</b> Manifesto, Self- Possession, Streamline, Rage, Meteors, Fierce, Perjury, Intent, Campaign, Malicious, English Communication, Competence, Soft Skills, Practical Knowledge, Resume, CV, Blog, Blog Writer and E-mails.	10



**PART C: Learning Resources**

**Textbooks, Reference Books, Other Resources**

**Suggested Readings and Web Materials:**

- 1- Essential English Grammar – Raymond Murphy, Cambridge University Press.
- 2- Practical English Grammar Exercises 1- A. J. Thomson & A. V. Martinet, Oxford India.
- 3- Practical English Usage - Michael Swan, Oxford
- 4- English Grammar in Use – Raymond Murphy, Cambridge University Press.
- 5- Essays for UPSC Exams New Delhi.
- 6- A Practical Course in Spoken English- J K Gangal, PHI, New Delhi Publications.
- 7- Speak and Write Effectively- PDF materials on the web-NET
- 8- [www.englishclub.com](http://www.englishclub.com)
- 9- [www.esifast.com](http://www.esifast.com)
- 10- Swayam Portal

**Part D: Assessment and Evaluation**

Max Marks: 50	Min. Marks: 17	University Exam (UE)	Total:50
U.E. Time 2 Hours			
	External Assessment (UE)	Time: 2 Hours	Marks
1.	Multiple Choice type questions	50 × 1	50

Dr. A. S. Kushwah

(Professor of English)

Forwarded  
Dr  
BR 11-22

## Part A- Introduction

<b>Program: Degree</b>	<b>Class: B.A./ B.Sc./ B.Com.</b>	<b>Year - III</b>	<b>Session: 2023-24</b>
<b>Subject- Foundation Course</b>			
<b>1</b>	<b>Course Code</b>	<b>X3-FCAC1T</b>	
<b>2</b>	<b>Course Title</b>	<b>Personality Development and Character Building</b>	
<b>3</b>	<b>Course Type</b>	<b>Ability Enhancement Compulsory Course</b>	
<b>4</b>	<b>Pre-requisite (if any)</b>	<b>Compulsory for all Students</b>	
<b>5</b>	<b>Course Learning outcomes (CLO)</b>	<ol style="list-style-type: none"> <li>1. Students will acquire the conceptual knowledge of Personality Development.</li> <li>2. Students will develop insight into character building.</li> <li>3. Students will be able to become global visionary citizens.</li> <li>4. Students will be able to understand Indian knowledge tradition.</li> <li>5. Students will be able to understand the difference between nature, culture and distortion.</li> <li>6. This course will help in character building and overall development of personality of the students.</li> </ol>	
<b>6</b>	<b>Credit Value</b>	<b>2</b>	

## Part B- Content of the Course

Total No. of Lectures + Practical (in hours per week): <b>L-1 Hr / P-1 Lab Hr (=2 Hrs)</b>		
Total No. of Lectures/ Practical: <b>L-30 /P-0 (30 Hrs)</b>		
Unit	Topics	No. of lectures (Total 30)
1	<ul style="list-style-type: none"> <li>• Personality development (Physical, mental, intellectual and spiritual development) meaning, concept, factors of personality development.</li> <li>• Character building (personal and national character): Meaning, concept, factors of character and means of character building.</li> <li>• Panchkosha, Annamaya Kosha, Pranamaya Kosha, Manomaya Kosha, Vigyanmaya Kosha and Anandamaya Kosha general introduction meaning purpose and importance.</li> <li>• Benefits of Panchkosh development and means of developing Panchkosh.</li> </ul>	<p>06 Theoretical</p> <p>04 Experiential</p>
2	<ul style="list-style-type: none"> <li>• Physical and mental development</li> <li>• Meaning, concept of physical and mental development</li> <li>• Ideal daily routine, balanced diet, routine, subtle exercise</li> <li>• Ashtanga Yoga-Yama Niyam, Ishwar Pranidhan, self-study, contentment, patience, virtue, practice of discipline.</li> <li>• Past glory, social and citizenship awareness, equal respect to all sects and scientific outlook</li> <li>• Nation, Nationality, Democracy, Independence, Suraj, Vasudhaiva Kutumbakam, Coexistence.</li> </ul>	<p>06 Theoretical</p> <p>04 Experiential</p>

3	<ul style="list-style-type: none"> <li>• Moral and mental development</li> <li>• Difference among happiness, joy and pleasure.</li> <li>• Ashtanga Yoga, Pranayama, Pratyahara, Dharana, Dhyana, Samadhi.</li> <li>• Continuity of Karmayoga, Bhaktiyoga, Jnanayoga in life according to one's own will</li> <li>• Indian time calculation.</li> <li>• Self-respect and contemplation of mother tongue and Indian knowledge tradition.</li> <li>• Biographies of Legends.</li> <li>• Practice of service, tolerance, charity, dedication and self-examination. Self reliance</li> </ul>	<p>06 Theoretical</p> <p>04 Experiential</p>
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## Part C- Learning Recourses

### Text Books, Reference Book, Other resources

#### Suggested Readings:-

- 1- उच्च शिक्षा भारतीय दृष्टि- श्री अतुल कोठारी
- 2- अदम्य साहस - डॉ.ए.पी.जे. अब्दुल कलाम
- 3- व्यक्तित्व विकास - स्वामी विवेकानंद रामकृष्ण मिशन
- 4- आत्मतत्व का विस्तार - श्रुतम प्रकाशन जोधपुर
- 5- भारतीय मनोविज्ञान - श्री लज्जाराम तोमर
- 6- उपनिषद विशेषांक - गीता प्रेस गोरखपुर
- 7- भारतीय ज्ञान परम्परा बोध - हिंदी ग्रंथ अकादमी म.प्र.

#### Suggested digital platforms web links:-

 21-04-2023  
 Prof. N.K. Nagai



## भाग – अ परिचय

कार्यक्रम– उपाधि	Class: B.A. / B.Sc./ B.Com.	वर्ष तृतीय वर्ष	स्त्र 2023–24
<b>विषय– आधार पाठ्यक्रम</b>			
1	पाठ्यक्रम का कोड	<b>X3-FCAC1T</b>	
2	पाठ्यक्रम का शीर्षक	<b>व्यक्तित्व विकास और चरित्र निर्माण</b>	
3	पाठ्यक्रम का प्रकार	<b>योग्यता संवर्धन अनिवार्य पाठ्यक्रम</b>	
4	पूर्वापेक्षा	<b>सभी विद्यार्थियों के लिए अनिवार्य</b>	
5	पाठ्यक्रम अध्ययन की उपलब्धियाँ (कोर्स लर्निंग आउटकम)	<ol style="list-style-type: none"> <li>1. विद्यार्थी व्यक्तित्व विकास का ज्ञान अर्जित करेंगे।</li> <li>2. विद्यार्थियों चरित्र निर्माण की अंतर्दृष्टि विकसित करेंगे।</li> <li>3. विद्यार्थी वैश्विक दृष्टि प्राप्त नागरिक बन सकेंगे।</li> <li>4. विद्यार्थी भारतीय ज्ञान परम्परा को समझने में सक्षम होंगे।</li> <li>5. विद्यार्थी प्रकृति, संस्कृति और विकृति के अंतर को समझ सकेंगे।</li> <li>6. यह पाठ्यक्रम विद्यार्थियों के चरित्र निर्माण और व्यक्तित्व के समग्र विकास में सहायक होगा।</li> </ol>	
6	क्रेडिटमान	<b>2</b>	

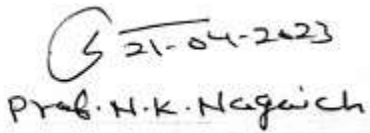
## भाग ब– पाठ्यक्रम की विषय वस्तु

व्याख्यान की कुल संख्या– ट्यूटोरियल–प्रायोगिक (प्रति सप्ताह घण्टे में)

इकाई	विषय	व्याख्यान की संख्या (30)
1	<ul style="list-style-type: none"> <li>● व्यक्तित्व विकास (शारीरिक, मानसिक, बौद्धिक और आध्यात्मिक विकास) अर्थ, अवधारणा, व्यक्तित्व विकास के कारक तत्व।</li> <li>● चरित्र निर्माण (व्यक्तिगत एवं राष्ट्रीय चरित्र) अर्थ, अवधारणा, चरित्र के कारक तत्व तथा चरित्र निर्माण के साधन।</li> <li>● पंचकोष, अन्नमय कोष, प्राणमय कोष, मनोमय कोष, विज्ञानमय कोष एवं आनंदमय कोष सामान्य परिचय अर्थ उद्देश एवं महत्व।</li> <li>● पंचकोष विकास के लाभ तथा पंचकोष विकसित करने के साधन।</li> </ul>	06 सैद्धांतिक 04 व्यावहारिक
2	<ul style="list-style-type: none"> <li>● शारीरिक एवं मानसिक विकास</li> <li>● शारीरिक एवं मानसिक विकास के अर्थ, संकल्पना</li> <li>● आदर्श दिनचर्या, संतुलित आहार, ऋतुचर्या, सूक्ष्म व्यायाम</li> <li>● अष्टांग योग–यम नियम, ईश्वर प्राणिधान, स्वाध्याय, संतोष धैर्य, सदाचार, अनुशासन का अभ्यास।</li> <li>● अतीत गौरव, सामाजिक एवं नागरिकता बोध, सर्वपंथ समादर एवं वैज्ञानिक दृष्टिकोण</li> <li>● राष्ट्र, राष्ट्रियता, लोकतंत्र, स्वाधीनता, सुराज, वसुधैव कुटुम्बकम्, सह अस्तित्व।</li> </ul>	06 सैद्धांतिक 04 व्यावहारिक

3	<ul style="list-style-type: none"> <li>● नैतिक और आत्मिक विकास ।</li> <li>● सुख, प्रसन्नता और आनंद में अंतर ।</li> <li>● अष्टांग योग, प्राणायाम, प्रत्याहार, धारणा, ध्यान, समाधि ।</li> <li>● कर्मयोग, भक्तियोग, ज्ञानयोग की जीवन में स्वेच्छानुसार निरंतरता</li> <li>● भारतीय काल गणना ।</li> <li>● मातृभाषा और भारतीय ज्ञान परम्परा का स्वाभिमान और चिंतन ।</li> <li>● महापुरुषों का जीवन चरित्र पठन ।</li> <li>● सेवा, सहिष्णुता, परोपकार, समर्पण और आत्मपरीक्षण का अभ्यास, स्वावलंबन ।</li> </ul>	06 सैद्धांतिक 04 व्यावहारिक
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<b>भाग स – अनुशासित अध्ययन संसाधन</b>	
<b>पाठ्यपुस्तकें, संदर्भ पुस्तकें, अन्य संसाधन</b>	
अनुशासित सहायक पुस्तकें:-	
संदर्भ ग्रंथ सूची -	
<ol style="list-style-type: none"> <li>1- उच्च शिक्षा भारतीय दृष्टि- श्री अतुल कोठारी</li> <li>2- अदम्य साहस - डॉ.ए.पी.जे. अब्दुल कलाम</li> <li>3- व्यक्तित्व विकास - स्वामी विवेकानंद रामकृष्ण मिशन</li> <li>4- आत्मतत्व का विस्तार - श्रुतम प्रकाशन जोधपुर</li> <li>5- भारतीय मनोविज्ञान - श्री लज्जाराम तोमर</li> <li>6- उपनिषद विशेषांक - गीता प्रेस गोरखपुर</li> <li>7- भारतीय ज्ञान परम्परा बोध - हिंदी ग्रंथ अकादमी म.प्र.</li> </ol>	
अनुशासित डिजिटल प्लेटफार्म बेव लिंक:	


  
21-04-2023  
Prof. H.K. Nagwani

<b>Part A Introduction</b>			
<b>Program: Degree</b>	<b>Class: B.A./B.Sc./B.Com./B.H.Sc./BCA</b>	<b>Year: III Year</b>	<b>Session: 2023-24</b>
<b>Subject: Foundation Course</b>			
<b>1.</b>	<b>Course Code</b>	<b>X3-FCBD1T</b>	
<b>2.</b>	<b>Course Title</b>	<b>Digital Awareness - Cyber Security</b>	
<b>3.</b>	<b>Course Type</b>	<b>Ability Enhancement Compulsory Course</b>	
<b>4.</b>	<b>Pre-requisite (if any)</b>	<b>Compulsory for all Third Year students</b>	
<b>5.</b>	<b>Course Learning outcomes (CLO)</b>	<p><b>After completing the course, student will be able to :</b></p> <ul style="list-style-type: none"> <li>● Make optimum use of web browsers, search engines and Chatbots</li> <li>● Creating e-mail account, sending, receiving and managing emails.</li> <li>● Describe reporting procedure of phishing emails.</li> <li>● Identify email phishing attack and preventive measures.</li> <li>● Configure security settings in Mobile Wallets and UPIs.</li> <li>● Practice safe, legal and ethical means of using Information Technology.</li> <li>● Practice and use the various online financial and government services of day-to-day use.</li> <li>● Understand the basic concepts related to E-Commerce and digital payments.</li> <li>● Discuss cyber security aspects, RBI guidelines and preventive measures against digital payment frauds.</li> <li>● Explore and learn the online available courses of his/her interest.</li> <li>● Use the Digilocker and Academic Bank of Credit.</li> <li>● Describe the concept of Cyber security and issues and challenges associated with it. .</li> <li>● Explain the process of reporting cyber crime at Cyber crime Police Station/ at online platform.</li> <li>● Appreciate various privacy and security concerns on online Social media.</li> <li>● Guide through the reporting procedure of inappropriate content.</li> <li>● Perform privacy and security settings for popular Social media platforms.</li> </ul>	
<b>6.</b>	<b>Credit Value</b>	<b>2</b>	
<b>7.</b>	<b>Total Marks</b>	<b>Max. Marks: 50</b>	<b>Min. Marks:</b>



Part B – Content of the Course		
	Total No. of Lectures 30 ( 01 hour per week)	
Unit	Topics	No. of Lectures
I	<p>Overview of Computer and Web-technology, Architecture of cyberspace, World wide web, Advent of internet, Internet infrastructure for data transfer and governance, Internet society.</p> <p><b>Use of Internet:</b> Web browsers, search engines and Chatbots. Difference between Website &amp; Portal, E-mail: Account opening, sending &amp; receiving e-mails, managing Contacts &amp; Folders.</p> <p><b>Computer Security:</b> Issues &amp; protection, firewall &amp; antivirus, making secure online transactions. Internet safety and digital security. Ethical use of digital resources, Measures of Online Self Protection.</p> <p><b>Keywords:</b> <i>Browser, Search Engine, Website, Virus, Security, Firewall, Cyber Ethics.</i></p>	05
II	<p><b>Digital Payments and e-Commerce:</b></p> <p>Internet Banking: National Electronic Fund Transfer (NEFT), Real Time Gross Settlement (RTGS), Immediate Payment Service (IMPS)</p> <p>Digital Financial Tools: Understanding OTP [One Time Password], QR [Quick Response] Code, UPI [Unified Payment Interface], AEPS [Aadhaar Enabled Payment System]; USSD [Unstructured Supplementary Service Data], Card [Credit / Debit], eWallet, PoS [Point of Sale]</p> <p><b>Definition of E-Commerce-</b> Main components of E-Commerce, Elements of E-Commerce security, E-Commerce threats, E-Commerce security best practices, Online Bill Payment. Digital payments related common frauds and preventive measures. RBI guidelines and provisions of Payment Settlement Act, 2007.</p> <p><b>Keywords:</b> <i>Internet Banking, Digital Financial Tools, eWallet, e-Commerce Security.</i></p>	07
III	<p><b>e-Governance Service-</b></p> <p>Overview of e-Governance Services like Railway Reservation, passport, eHospital; Accessing various e-Governance Services on Mobile Using “UMANG APP”. Exploring services and resources of Government of India Portal (<a href="https://www.mygov.in/">https://www.mygov.in/</a>).</p> <p>Digi-Locker: About digilocker, features and benefits of digilocker, Registering, accessing and getting various certificates and mark sheets on digilocker.</p> <p>Academic Bank of Credit (ABC): About ABC, features and benefits of ABC, Registering, accessing, getting and sharing academic credits.</p> <p>Exploring Online Learning resources: Online learning through SWAYAM Central, (<a href="https://swayam.gov.in/">https://swayam.gov.in/</a>) and e-pathshala (<a href="https://epathshala.nic.in/">https://epathshala.nic.in/</a>).</p> <p><b>Keywords:</b> <i>Internet Banking, NEFT, RTGS, IMPS, OTP, UPI, QR Code, AEPS, E-Governance, Umang.</i></p>	06

IV	<p><b>Introduction to Cyber security-</b> Regulation of cyberspace, Concept of cyber security, Issues and challenges of cyber security. Definition of cyber crimes and offences, Cyber crime targeting computers and mobiles, Cyber crime against women and children, Cyber bullying. Financial frauds, Social engineering attacks, Malware and Ransomware attacks, zero day and zero click attacks. Cyber criminals modus-operandi, Reporting of cyber crimes, Remedial and mitigation measures, Legal perspective of cyber crime, IT Act 2000 and its amendments, Organisations dealing with Cyber crime and Cyber security in India, Case studies. <b>Keywords: Cyber Space, Cyber Security, Cyber Offences, Zero Click Attack, Zero Day Attack, Ransomware, Reporting Cyber Crimes, Cyber Crimes Case Studies.</b></p>	<b>05</b>
V	<p><b>Social Media Overview and Security-</b> Introduction to Social Networks, Types of Social media, Social media platforms, Social media monitoring, Hashtag, Viral content, Social media marketing, Social media privacy, Challenges, opportunities and pitfalls in online social network, Security issues related to social media, Flagging and reporting of inappropriate content, Laws regarding posting of inappropriate content, Best practices for the use of Social media, Case studies. <b>Keywords: Social Media Platforms, Hashtagging, Social Media Marketing, flagging of contents in social media.</b></p>	<b>06</b>
<b>Part C-Learning Resources</b>		
<b>Text Books, Reference Books, Other resources</b>		
<p><b>Suggested Readings:</b></p> <ul style="list-style-type: none"> <li>● Praveen Kumar Shukla, Surya Prakash Tripathi, Ritendra Goel “Introduction to Information Security and Cyber Laws” Dreamtech Press.</li> <li>● Vivek Sood, “Cyber law simplified”, Tata McGrawHill, Education (India).</li> <li>● T. Bradley "Essential Computer Security: Everyone's Guide to Email, Internet, and Wireless Security".</li> <li>● Cyber Crime Impact in the New Millennium, by R. C Mishra , Auther Press. Edition 2010.</li> <li>● Cyber Security Understanding Cyber Crimes, Computer Forensics and Legal Perspectives by Sumit Belapure and Nina Godbole, Wiley India Pvt. Ltd. (First Edition, 2011)</li> <li>● Security in the Digital Age: Social Media Security Threats and Vulnerabilities by Henry A. Oliver, Create Space Independent Publishing Platform. (Pearson , 13th November, 2001)</li> <li>● Electronic Commerce by Elias M. Awad, Prentice Hall of India Pvt Ltd.</li> <li>● Cyber Laws: Intellectual Property &amp; E-Commerce Security by Kumar K, Dominant Publishers.</li> <li>● Network Security Bible, Eric Cole, Ronald Krutz, James W. Conley, 2nd Edition, Wiley India Pvt. Ltd.</li> <li>● Fundamentals of Network Security by E. Maiwald, McGraw Hill</li> </ul> <p><b>Reference Books:</b></p> <ul style="list-style-type: none"> <li>● M. Stamp, “Information Security: Principles and Practice”, Wiley.</li> <li>● David J. Loundy, “Computer Crime, Information Warfare, And Economic Espionage”, Carolina Academic Press.</li> </ul>		

**Suggested equivalent online courses: e-reading:**

- <http://egyankosh.ac.in/handle/123456789/9489>
- [https://workspace.google.com/intl/en\\_in/training/](https://workspace.google.com/intl/en_in/training/)
- <https://www.classcentral.com/course/openlearn-science-maths-technology-preparing-your-96104>
- <https://www.udemy.com/course/free-computer-literacy-101-course/>
- <https://www.mygov.in/>
- <https://epathshala.nic.in/>
- <https://www.digilocker.gov.in/>
- <https://www.abc.gov.in/>
- <https://swayam.gov.in/>

**PART D: Assessment and Evaluation**

**Suggested Evaluation Methods:**

**Maximum Marks: 50**

**University Exam (UE): 50 Marks**

<b>External Assessment:</b>	50 Objective type questions	<b>50 Marks</b>
University Exam (UE):		
Time : <b>01.00 Hours</b>		

Any remarks/suggestions:



भाग अ - परिचय			
कार्यक्रम: उपाधि	कक्षा: बी.ए.एससी.बी./कॉम.बी./एससी.एच.बी./बी.सी.ए.	वर्ष:तृतीय	सत्र: 2023-24
विषय: आधार पाठ्यक्रम			
1	पाठ्यक्रम का कोड	X3-FCBD1T	
2	पाठ्यक्रम का शीर्षक	डिजिटल जागरूकता -साइबर सुरक्षा	
3	पाठ्यक्रम का प्रकार	योग्यता संवर्धन अनिवार्य पाठ्यक्रम	
4	पूर्वापेक्षा (Prerequisite) (यदि कोई हो)	तृतीय वर्ष के सभी विद्यार्थियों के लिए अनिवार्य	
5	पाठ्यक्रम अध्ययन की परिलब्धियां (कोर्स लर्निंग आउटकम) (CLO)	<p>इस पाठ्यक्रम के सफल समापन पर, विद्यार्थी निम्न में सक्षम होंगे:</p> <ul style="list-style-type: none"> <li>● वेब ब्राउज़र, सर्च इंजन और चैटबॉट्स का उपयोग ।</li> <li>● ई-मेल खाता बनाना, ईमेल भेजना, प्राप्त करना और प्रबंधन ।</li> <li>● फिशिंग ईमेल की रिपोर्टिंग की प्रक्रिया का वर्णन ।</li> <li>● ईमेल फिशिंग अटैक और निवारक उपायों की पहचान ।</li> <li>● मोबाइल वॉलेट और UPI में सुरक्षा सेटिंग्स कॉन्फिगर करना ।</li> <li>● सूचना प्रौद्योगिकी का उपयोग करने के सुरक्षित, कानूनी और नैतिक मानकों के साथ प्रयोग ।</li> <li>● दैनिक उपयोग की विभिन्न ऑनलाइन वित्तीय और सरकारी सेवाओं का उपयोग ।</li> <li>● ई-कॉमर्स व डिजिटल भुगतान संबंधी बुनियादी अवधारणाओं की समझ ।</li> <li>● साइबर सुरक्षा पहलुओं, आरबीआई के दिशानिर्देशों और डिजिटल भुगतान में धोखाधड़ी के निवारक उपाय ।</li> <li>● उसकी रुचि के ऑनलाइन उपलब्ध पाठ्यक्रमों को एक्सप्लोर करना ।</li> <li>● डिजिटल बैंक और अकादमिक बैंक ऑफ क्रेडिट का उपयोग ।</li> <li>● साइबर सुरक्षा की अवधारणा और इससे जुड़े मुद्दों और चुनौतियां ।</li> <li>● साइबर अपराध पुलिस स्टेशन/ऑनलाइन प्लेटफॉर्म पर साइबर अपराध की रिपोर्ट करने की प्रक्रिया ।</li> <li>● ऑनलाइन सोशल मीडिया पर विभिन्न गोपनीयता और सुरक्षा ।</li> <li>● अनुपयुक्त सामग्री की रिपोर्टिंग प्रक्रिया ।</li> <li>● लोकप्रिय सोशल मीडिया प्लेटफॉर्म के लिए गोपनीयता और सुरक्षा सेटिंग।</li> </ul>	
6	क्रेडिट मान	2	
7	कुल अंक	अधिकतम अंक: 50	न्यूनतम उत्तीर्ण अंक:

**भाग ब- पाठ्यक्रम की विषयवस्तु**

कुल व्याख्यान संख्या- 30 (प्रति सप्ताह 01 घंटा)

इकाई	विषय	व्याख्यान संख्या (1 घंटा/ व्याख्यान)
I	<p>कंप्यूटर और वेब-प्रौद्योगिकी का अवलोकन, साइबरस्पेस का आर्किटेक्चर, वर्ल्ड वाइड वेब, इंटरनेट का आगमन, डेटा ट्रांसफर और गवर्नेंस के लिए इंटरनेट इंफ्रास्ट्रक्चर, इंटरनेट समाज।</p> <p><b>इंटरनेट का उपयोग:</b> वेब ब्राउज़र, सर्च इंजन और चैटबॉट्स। वेबसाइट और पोर्टल, ई-मेल के बीच अंतर, ई-मेल खाता खोलना, ई-मेल भेजना और प्राप्त करना, कॉन्टेक्ट्स और फ़ोल्डर का प्रबंधन।</p> <p><b>कंप्यूटर सुरक्षा:</b> मुद्दे और सुरक्षा, फ़ायरवॉल और एंटीवायरस, सुरक्षित ऑनलाइन लेनदेन करना। इंटरनेट सुरक्षा और डिजिटल सुरक्षा। डिजिटल संसाधनों का नैतिक उपयोग, ऑनलाइन आत्म सुरक्षा के उपाय।</p> <p><b>Keywords:</b> <i>Browser, Search Engine, Website, Virus, Security, Firewall, Cyber Ethics.</i></p>	05
II	<p><b>डिजिटल भुगतान और ई-कॉमर्स:</b></p> <p>इंटरनेट बैंकिंग: नेशनल इलेक्ट्रॉनिक फंड ट्रांसफर (एनईएफटी), रीयल टाइम ग्रॉस सेटलमेंट (आरटीजीएस), तत्काल भुगतान सेवा (आईएमपीएस)</p> <p>डिजिटल वित्तीय उपकरण: ओटीपी [वन टाइम पासवर्ड], क्यूआर [क्विक रिस्पांस] कोड, यूपीआई [यूनिफाइड पेमेंट इंटरफेस], एईपीएस [आधार सक्षम भुगतान प्रणाली] को समझना; USSD [अनस्ट्रक्चर्ड सप्लीमेंट्री सर्विस डेटा], कार्ड [क्रेडिट/डेबिट], ई-वॉलेट, PoS [प्वाइंट ऑफ सेल]</p> <p><b>ई-कॉमर्स की परिभाषा-</b> ई-कॉमर्स के मुख्य घटक, ई-कॉमर्स सुरक्षा के तत्व, ई-कॉमर्स सम्बन्धी खतरे, ई-कॉमर्स सुरक्षा सर्वोत्तम प्रथाएं, ऑनलाइन बिल भुगतान। डिजिटल भुगतान से संबंधित आम धोखाधड़ी और निवारक उपाय। आरबीआई के दिशानिर्देश और भुगतान निपटान अधिनियम, 2007 के प्रावधान।</p> <p><b>Keywords:</b> <i>Inetrnet Banking, Digital Financial Tools, eWallet, e-Commerce Security.</i></p>	08
III	<p><b>ई-गवर्नेंस सर्विस-</b></p> <p>रेलवे आरक्षण, पासपोर्ट, ई-अस्पताल जैसी ई-गवर्नेंस सेवाओं का अवलोकन; "उमंग ऐप" का उपयोग करके मोबाइल पर विभिन्न ई-गवर्नेंस सेवाओं तक पहुंचना। भारत सरकार के पोर्टल (<a href="https://www.mygov.in/">https://www.mygov.in/</a>) की सेवाओं और संसाधनों की खोज करना।</p> <p><b>डिजी-लॉकर:</b> डिजिलॉकर के बारे में, डिजिलॉकर की विशेषताएं और लाभ, डिजिलॉकर पर विभिन्न प्रमाणपत्रों और मार्कशीट को पंजीकृत करना, एक्सेस करना और प्राप्त करना।</p> <p><b>अकादमिक बैंक ऑफ क्रेडिट (एबीसी):</b> एबीसी का विवरण, एबीसी की विशेषताएं और लाभ, पंजीकरण, पहुंच, अकादमिक क्रेडिट प्राप्त करना और साझा करना।</p>	06

	<p><b>ऑनलाइन शिक्षण संसाधनों की खोज:</b> SWAYAM Central (<a href="https://swayam.gov.in/">https://swayam.gov.in/</a>) और ई-पाठशाला (<a href="https://epathshala.nic.in/">https://epathshala.nic.in/</a>) के माध्यम से ऑनलाइन शिक्षण।</p> <p><b>Keywords:</b> <i>Internet Banking, NEFT, RTGS, IMPS, OTP, UPI, QR Code, AEPS, E-Governance, Umang.</i></p>	
IV	<p><b>साइबर सुरक्षा का परिचय-</b></p> <p>साइबरस्पेस का विनियमन, साइबर सुरक्षा की अवधारणा, साइबर सुरक्षा के मुद्दे और चुनौतियाँ।</p> <p>साइबर अपराध और उल्लंघनों की परिभाषा, कंप्यूटर और मोबाइल को लक्षित साइबर अपराध, महिलाओं और बच्चों के खिलाफ साइबर अपराध, साइबर बुलिंग। वित्तीय धोखाधड़ी, सोशल इंजीनियरिंग हमले, मैलवेयर और रैंसमवेयर हमले, जीरो डे और जीरो क्लिक अटैक।</p> <p>साइबर अपराधियों की कार्यप्रणाली-, साइबर अपराधों की रिपोर्टिंग, उपचारात्मक और शमन उपाय, साइबर अपराध का कानूनी परिप्रेक्ष्य, आईटी अधिनियम 2000 और इसके संशोधन, भारत में साइबर अपराध और साइबर सुरक्षा से निपटने वाले संगठन, केस स्टडी।</p> <p><b>Keywords:</b> <i>Cyber Space, Cyber Security, Cyber Offences, Zero Click Attack, Zero Day Attack, Ransomware, Reporting Cyber Crimes, Cyber Crimes Case Studies.</i></p>	05
V	<p><b>सोशल मीडिया अवलोकन और सुरक्षा-</b></p> <p>सोशल नेटवर्क का परिचय, सोशल मीडिया के प्रकार, सोशल मीडिया प्लेटफॉर्म, सोशल मीडिया मॉनिटरिंग, हैशटैग, वायरल कंटेंट, सोशल मीडिया मार्केटिंग, सोशल मीडिया प्राइवैसी, ऑनलाइन सोशल नेटवर्क में चुनौतियाँ, अवसर और नुकसान, सोशल मीडिया से संबंधित सुरक्षा मुद्दे, फ्लैगिंग और अनुपयुक्त सामग्री की रिपोर्टिंग, अनुपयुक्त सामग्री पोस्ट करने के संबंध में कानून, सोशल मीडिया के उपयोग के लिए प्रथाएं, केस स्टडी।</p> <p><b>Keywords:</b> <i>Social Media Platforms, Hashtagging, Social Media Marketing, flagging of contents in social media.</i></p>	06
<b>भाग स-अनुशंसित अध्ययन संसाधन</b>		
पाठ्य पुस्तकें, संदर्भ पुस्तकें, अन्य संसाधन		
<p><b>अनुशंसित सहायक पुस्तकें /ग्रन्थ/अन्य पाठ्य संसाधन/पाठ्य सामग्री:</b></p> <p><b>Suggested Readings:</b></p> <ul style="list-style-type: none"> <li>● Praveen Kumar Shukla, Surya Prakash Tripathi, Ritendra Goel “Introduction to Information Security and Cyber Laws” Dreamtech Press.</li> <li>● Vivek Sood, “Cyber law simplified”, Tata McGrawHill, Education (India).</li> <li>● T. Bradley "Essential Computer Security: Everyone's Guide to Email, Internet, and Wireless Security".</li> <li>● Cyber Crime Impact in the New Millennium, by R. C Mishra , Auther Press. Edition 2010.</li> <li>● Cyber Security Understanding Cyber Crimes, Computer Forensics and Legal Perspectives by Sumit Belapure and Nina Godbole, Wiley India Pvt. Ltd. (First Edition, 2011)</li> <li>● Security in the Digital Age: Social Media Security Threats and Vulnerabilities by Henry A. Oliver, Create Space Independent Publishing Platform. (Pearson , 13th November, 2001)</li> <li>● Electronic Commerce by Elias M. Awad, Prentice Hall of India Pvt Ltd.</li> <li>● Cyber Laws: Intellectual Property &amp; E-Commerce Security by Kumar K, Dominant Publishers.</li> </ul>		



- Network Security Bible, Eric Cole, Ronald Krutz, James W. Conley, 2nd Edition, Wiley India Pvt. Ltd.
- Fundamentals of Network Security by E. Maiwald, McGraw Hill

Reference Books:

- M. Stamp, “Information Security: Principles and Practice”, Wiley.
- David J. Loundy, “Computer Crime, Information Warfare, And Economic Espionage”, Carolina Academic Press.

अनुशंसित समकक्ष ऑनलाइन पाठ्यक्रम:

Suggested equivalent online courses: e-reading:

- <http://egyankosh.ac.in/handle/123456789/9489>
- [https://workspace.google.com/intl/en\\_in/training/](https://workspace.google.com/intl/en_in/training/)
- <https://www.classcentral.com/course/openlearn-science-maths-technology-preparing-your-96104>
- <https://www.udemy.com/course/free-computer-literacy-101-course/>
- <https://www.mygov.in/>
- <https://epathshala.nic.in/>
- <https://www.digilocker.gov.in/>
- <https://www.abc.gov.in/>
- <https://swayam.gov.in/>

भाग द - अनुशंसित मूल्यांकन विधियां:

अनुशंसितसतत मूल्यांकन विधियां:

अधिकतम अंक: 50

विश्वविद्यालयीनपरीक्षा (UE) अंक:50

आकलन : विश्वविद्यालयीन परीक्षा: समय- 01.00 घंटे	वस्तुनिष्ठ प्रश्न - 50	50
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कोई टिप्पणी/सुझाव:

# MADHYA PRADESH HIGHER EDUCATION

## BBA (Hotel Management)

### Syllabus

B.B.A (Hotel Management) Three/Four Years Degree Program

Annual System - I to IV

Proposed as per NEP-2020

To be Implemented from Academic Year 2021-22

BBA (Hotel Management) - Third year

Course Type	Subject Name
Major-1	Food and Beverage Management – III
Major-2	Accommodation Management – III
Minor	Computer Application & Hotel Software Package - II
Elective	Select any one from the elective subject list
Vocational	Select any one from the vocational subject list
Foundation-1	Hindi Language + English
Foundation-2	Digital Awareness + Personality Development and Carrier Building
Internship	Field Projects/internship/ Apprenticeship/ Community engagement and service

*Sangeeta*  
*Shruti*

**B.B.A (Hotel Management) Three/Four Years Degree Program**

**Annual System - I to IV**

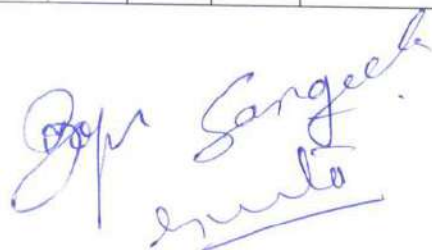
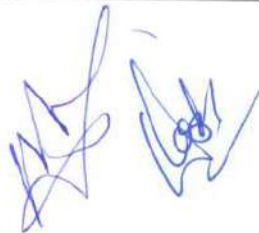
**Proposed as per NEP-2020 to be implemented from academic year 2021-22**

**Nomenclature and Course Outline**

**Third Year**

**B.B.A. (Hotel Management): Third Year**

Course Type	Subject Code	Subject Name	Credit Hours			Cumulative Credit Hours
			Theory	Practical	Total	
Major-1	MAJBBAHM-301	Food and Beverage Management – III	2	4	6	6
Major-2	MAJBBAHM-302	Accommodation Management – III	2	4	6	12
Minor	MINBBAHM-303	Computer Application and Hotel Software Package- II	2	4	6	18
Elective	ELECTIVE	Select any one from the elective subject list	6	NA	6	24
Vocational	VOCATIONAL	Select any one from the vocational subject list	4	NA	4	28
Foundation-1		Hindi Language	2	NA	2	32
		English	2	NA	2	
Foundation-2		Digital Awareness	2	NA	2	36
		Personality Development and Carrier Building	2	NA	2	
Internship	INTBBAHM-308	Field Projects/internship/ Apprenticeship/ Community engagement and service	NA	4	4	40
		<b>Total credits for 3<sup>rd</sup> Year</b>				<b>40</b>



**List of Elective subjects (As per NEP-2020):**

Sr. No	Subject Code	Subject Name
1	ELCBBAHM-001	Basic Hotel Accounting and Applicable Law
2	ELCBBAHM-002	Tourism Concept and Hospitality Marketing
3	ELCBBAHM-003	Human Resource Management

**List of Vocational Subjects (As per NEP-2020):**

Sr. No	Subject Code	Subject Name
1	VOCBBAHM-001	Food Science and Nutrition
2	VOCBBAHM-002	Utility Management
3	VOCBBAHM-003	Management Concept and Decision Making Concept

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**BBA (Hotel Management) - Third Year**

**MAJBBAHM-301 - FOOD & BEVERAGE MANAGEMENT- III**

**Objective:**

Insight into the organization and management of Larder European cuisine and quantity food production, banquets, events outdoors management.

To learn about spirits, cocktails, liqueurs aperitifs.

Insight into the organization and management of Larder work European cuisine and quantity food Production, banquets, events and outdoor management

**Food Production**

**UNIT 1**

**INDUSTRIAL AND INSTITUTIONAL CATERING:**

Aims, Management Policy, Types of establishment, Menu planning.

**MANAGEMENT OF INDEPENDENT F& B ESTABLISHMENT:**

- a) Fast food: Snack Bar, Parlors.
- b) Airlines, Railways and Ship Catering.
- c) Outdoor Catering operation.

**UNIT 2**

**LARDER :**

- a) Layout and planning of a larder department.
- b) Staff organization
- c) Cold food presentation.
- d) Aspic and chaud froid
- e) Sandwiches and canapés
- f) Cold starters,
- g) Charcuterie.
- h) Sausages, terrines, gelatins, pate, mousses Control of expensive commodities, meat tag.

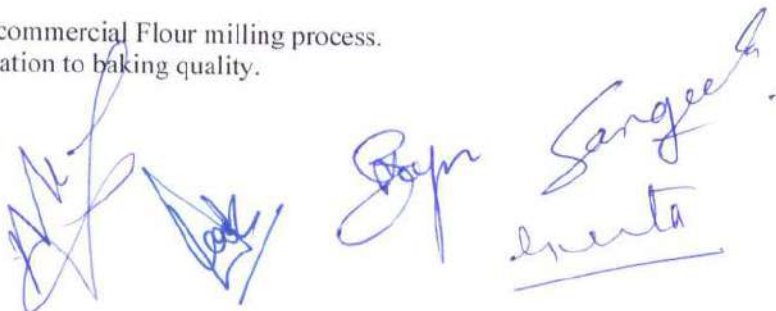
**AESTHETIC SKILLS:**

- a) Ice carving, Vegetable carving.
- b) Butter Sculpture
- c) Center pieces (Innovative)
- d) Marzipan, Sugar craft, chocolate pralines and Advance icing

**UNIT 3**

**BAKERY FLOUR:**

- a) A brief introduction of commercial Flour milling process.
- b) Flour constitution in relation to baking quality.





## RECENT DEVELOPMENT IN BREAD MAKING TECHNOLOGY:

## PROCESSING DURING EMERGENCY BREAKDOWN:

### UNIT 4

#### OPERATIONS PERFORMANCE ANALYSIS & APPRAISAL:

- a) Sales History
- b) Scatter sheet

**INVALID DIET MANAGEMENT:** Special Meals, (Airline catering).

**STANDARDIZATION OF NEW RECIPES:** Standardization cycle: Testing, Tasting, Evaluating, Modification.

## Food & Beverage Service

### UNIT 5

**LIQUEURS:** History, Definition, Manufacturing Process, Hot method (Infusion, Percolation), Cold Methods (Maceration), Distillation, Aging, Base spirits, Sweetening.

#### APERITIFS:

- a) Classification and knowledge of production
- b) Varieties and service of Aperitifs

### UNIT 6

#### GUERIDON SERVICE :

- a) History of Gueridon and its Definition.
- b) General points to be considered while doing Gueridon.
- c) Advantages and disadvantages of Gueridon service.
- d) Gueridon equipment and ingredients.
- e) Method of service of common Gueridon preparations.

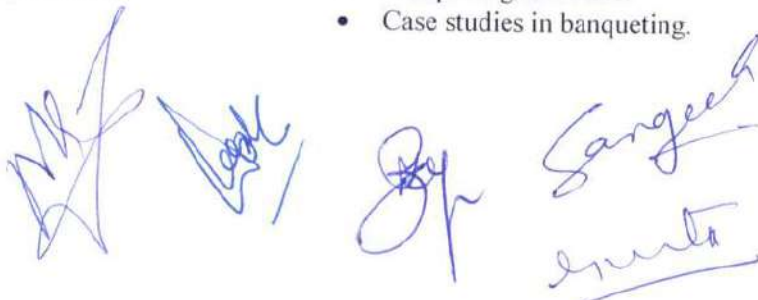
### UNIT 7

#### BUFFET MANAGEMENT:

- Introduction.
- Types of Buffets.
- Table Layout and Configuration
- Clothing and Dressing the Buffet Table.
- Display and Decorations.
- Types and limitations of food to be served.
- Mise - en - Place.
- Chek list and its proper supervision.
- Food & Beverage Control - its application in Buffet Management.

#### BANQUET MANAGEMENT AND FUNCTION CATERING:

- History of banquets; Types of banquets (formal & informal).
- Organization of the banquet department.
- Function selling-Menus.
- Toasting and sequence of events.
- Banqueting exercises.
- Case studies in banqueting.



The image shows four handwritten signatures in blue ink. From left to right: the first is a stylized signature, the second is 'Sangeeta', the third is 'Sangeeta', and the fourth is 'Sangeeta' with a horizontal line underneath.

- Facilities available in banquet.
- Seating plans - Theater; Classroom; formal.
- Contract / Memorandum.
- Weekly & daily seat plans

#### **Formal Gathering.**

- Table plans / arrangements.
- Name cards.
- Seating Plan
- Mis - en - place.
- Service.

#### **Informal Gathering.**

- Reception.
- Cocktail parties.
- Seminars.
- Exhibitions.
- Fashion show.
- Trade fairs.
- Wedding.
- Organizing theme functions

#### **OUTDOOR CATERING MANAGEMENT:**

- Introduction; who could be a outdoor caterer, Licenses; onsite facilities; employees;
- Equipments:** Preparation, Transportation and Service equipments.
- Establishing suppliers.
- Food purchase, storage and handling.
- Peripherals and special effects.
- Pricing:** Finding cost, pricing techniques.
- Menu balancing.
- Selling:** Telephonic techniques, price quotation, booking, client meeting, meeting review, letter of agreement, follow up.

#### **BUSINESS EVENT MANAGEMENT:**

- Types of business events: workshop, seminar, conference sales meet, launch etc.
- Understanding facility needs for a business event plan.
- Operation and Management of business event.
- Follow up and retaining client.

#### **TEXT READINGS :**

Jenni fer Fernandes	100 Easy to make Goan Dishes
Madhur Jeffery's	Flavours of India
John B.Knight	Quantity Food Production (Planning & Mngt)
S.C. Dubey	Basic Baking
William J. Sultan	Practical Baking
Sudhir Andrews	F & B Service Trg. Manual
Denni R. Lillicrap	F & B Service
John Walleg	Professional Restaurant Service

#### **PRACTICAL**

Food Production on the basis of European Cuisine and Larder work.  
 Bakery Practical to cover, pies, tarts, puff paste, flaky paste, choux paste and cake decoration.  
 Various pastes, pastries & their products- revision patties, puffs, éclair, profit rolls etc.  
 Food Production on the basis of and Larder work, Aesthetics skills and European cuisine.  
 Bakery Practicals to cover, pies, tarts, puff paste, flakky paste, choux paste and cake decoration.  
 Learn how to manage training restaurant as captain.  
 To visit different hotels during various parties and banquets and participate i n production and service.  
 Revision of service of Spirits, Cocktails, Liqueurs, Aperitifs.  
 Revision of making three to six course menus and laying covers accordingly.  
 Mock buffet and banquet service practice.



## BBA(Hotel Management) Third Year

### MAJBBAHM-302 - ACCOMMODATION MANAGEMENT -III

#### OBJECTIVES:

**The student will be aware and get knowledge about:**

Explain the basic front office accounting functions & methods of account settlement.

Illustrate foreign exchange encasement procedure.

Summarize starting and ending of shift procedures for cashiers.

Present Assertive communications Approaches,

Knowledge about fabric, origin, and yarn

Duties of Housekeeper,

Horticulture and Interior Decoration

To know about procedure of operating safety lockers Handling of VIP3 CIP and FAM group,

Interdepartmental cooperation and classification of hotels

To know about the First Aid, contract cleaning, Spring cleaning Carpet, Upholstery, drapery upkeep and cleaning

### Front Office

#### UNIT 1

##### MAINTAINING MASTER FOLIO AND MANAGING PROBLEMS THERE IN:

- a) Vertical tabular ledger
- b) City Ledger
- c) Departmental Bills
- d) Paid out voucher
- e) Miscellaneous charges Voucher
- f) Allowances
- g) Advance
- h) Discounts
- i) Computerized system
- j) Problems handling

#### UNIT 2

##### CHECK OUT PROCEDURE:

Information to concerned departments.

##### PREPARATION OF BILL AND CHECKING OUT GUESTS:

##### RECEIVING PAYMENTS:

- a) Cash
- b) Credit Card
- c) Bill to Company
- d) Travel Agent voucher
- e) Traveler Cheque
- f) **Cash counter:** Starting and Ending of shift procedure





**FOREIGN EXCHANGE ENCASHMENT PROCEDURE :**

- a) Authorized agencies
- b) Licenses and documents used
- c) Different currencies and their Forex rates
- d) Category of guests entitled
- e) Exempted categories
- f) Managing and handling of VIPS, CIPS and FAM tours:

**UNIT 3**

**CUSTOMER CARE :**

- a) Guest satisfaction and delight
- b) Handling complaints
- c) Follow up procedures

**SAFETY LOCKERS:**

- a) House rules
- b) Operational procedure

**CLASSIFICATION OF HOTELS:**

- a) Classification committee.
- b) Procedure and handling.

**Housekeeping**

**UNIT 4**

**FIBERS AND FABRICS:**

- a) Definition.
- b) Origin and classification.
- c) Characteristics of different fibers - Cotton, Linen, Silk, Polyester, Nylon, Acrylic.

**YARNS : - Types.**

**FINISHES :**

- a) Designing, Sizing, Degumming, Weighting, Scouring, Calendaring, Decatizing, Tenting, Shearing,
- b) Flocking, Sanforisation, Mercerization, Napping,
- c) Bleaching, Dyeing, Printing, Singeing,

**UNIT 5**

**PLANNING & ORGANISING HOUSEKEEPING DEPARTMENT:**

- a) Physical Survey.
- b) Specification.
- c) Work Study
- d) Work Schedule
- e) Duty Rotas



**THE PHILOSOPHY OF WORK ANALYSIS & IMPROVEMENT -**

- a) What is Work Analysis?
- b) Simple questions can uncover serious problems.

**PERSONAL QUALITIES OF HOUSEKEEPING DEPARTMENT EMPHASIS ON**

- a) Emergencies & dealing with them,
- b) Safety awareness & accident prevention.
- c) First aid box.
- d) Dealing with sick guest. & Sanitization.

**UNIT 6**

**CARE AND CLEANING OF CARPETS, DRAPERS, and UPHOLESTRY:**

Routine and spring-cleaning.

**PESTS AND RODENTES CONTROLS:**

- a) Objectives,
- b) control procedure.

**SPRING CLEANING:**

- a) Procedure,
- b) implementation and advantages.

**UNIT 7**

**CONTRACT CLEANING:**

- a) Different jobs that can be given on contract.
- b) Methods of pricing.
- c) Advantages & Disadvantages.

**FIRST-AID:**

- a) Objective,
- b) Caring,
- c) Handling various Emergencies,
- d) Preventive action.

**PLANNING HOTEL FACILITIES:**

- a) Modern trends and norms in general facility planning
- b) Planning facilities as per specific guest requirement
- c) Fire fighting equipments - needs and uses

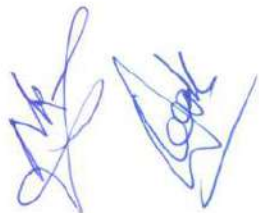


### TEXT READINGS :

Dennis L.Foster	Front Office Operation & Admn.
Sudhir Andrews	Hotel Front Office Manual
Bruce Braham	Hotel Front Office
Mohini Sethi	Catering Management
Joan C. Branson	Hotel, Hostel & Hospital Housekeeping
Georgira Tucker	The Professional Housekeeper
Anne Effelsberg	Flower Arranging
John Ambulan/Andrews	First Aid Manual
Lane & Dupre	Hospitality world
A. K. Bhatia	International Tourism
Janet Housden	Franchising and other business relationships in Hotels and Catering services
Gray & Liguon	Hotel & Motel Management and operation
Hawade shobo shinasha	Hotel Design
H.L.Kumar	Personal Management in Hotel& Catering Industry

### PRACTICALS

Familiarisation of various documents used in cashier's desk: V.T.L., Paid-out, vouchers.  
Miscellaneous, charge voucher, other documents,  
Preparation of bills  
Checking out guests and accepting payments  
Forex encashment procedure,  
Handling situations.  
Starting and ending work shifts at F.O. cash  
Laundry/stain removal  
Identification, operation of different equipments layout planning and dry cleaning Methods of stain removal  
Identification/sampling of different of different weaves and fabrics.  
Practice cleaning of checkout room, public area cleaning, public area toilets, reception, banquets etc.  
Dealing with emergency -  
Event of fire, (b) Event of fumes, (c) Event of gas leakage  
First Aid -  
Treatment for Minor & Scalds Unconscious. Drunkenness, sunburn. Minor wounds, Choking, Fainting Shock, Nose bleeding, Marine stings.  
Dressing of minor wounds & cuts.  
Flower arrangement -  
Identification of equipment and material required for flower arrangement.  
Practice of different styles of flower arrangement.  
Revision of previous semester practical.  
To practice cleaning and shampooing of carpets.  
To organize spring cleaning of a hotel room.  
To assign project to students in relation to Theory topics.  
Practice on preparation of checkout room, H/K desk handling, complaints.  
Visit to hotel to know new concepts if adopted  
Revision of shampooing of carpets, spring-cleaning and laundry.  
Practice on front office desk, information desk, and cashier desk.  
Revision of front office terms



## **BBA (Hotel Management) Third Year**

**MINBBAHM - 303 - COMPUTER APPLICATION and HOTEL SOFTWARE PACKAGE-II**

### **COURSE OBJECTIVES**

**The objective of this course is to:**

1. Describe the concept of ERP and the ERP model; define key terms; explain the transition from MRP to ERP; identify the levels of ERP maturity.
2. Explain how ERP is used to integrate business processes; define and analyze a process; create a process map and improve and/or simplify the process; apply the result to an ERP implementation.

### **UNIT 1**

#### **AUTOMATION**

Changing ERP/ PMS market, Integration of ERP/ PMS, Data warehousing, Data Mining, Computer Network in ERP/ PMS implementation.

ERP/ PMS & E-Commerce, Future Directives- in ERP/ PMS, ERP/ PMS and Internet, Success and failure factors, Integrating ERP/ PMS into organizational culture, Dealing with employee resistance, Training and Education, data migration, Post Implementation Activities.

Advanced Functional of ERP/ PMS Software Modules.

### **UNIT 2**

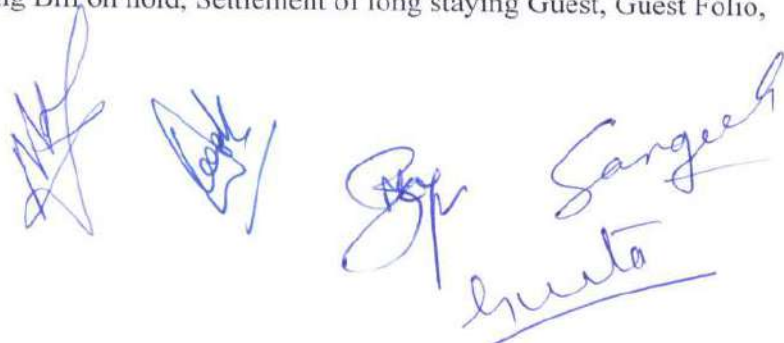
#### **COMPUTER NETWORKING AND HARDWARE MAINTENANCE**

- a) Definition and Essentials of computer Network
- b) Types of Network
- c) Network Model: TCP/IP and OSI
- d) Network Terminology
- e) Introduction to component used in Network.

### **UNIT 3**

#### **FRONT OFFICE MODULE**

Group Reservation, Group Check in, Black List, Night Audit, Various Reports, Front Office Setup and Master Entry, Handling Bill on hold, Settlement of long staying Guest, Guest Folio, Reports.



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## **UNIT 4**

### **POINT OF SALE**

Session Transfer, Restaurant Setup, Reports.

## **UNIT 5**

### **HR AND PAYROLL**

Requirement Generation, Receive Application, Application status at different level and Interview status. Offer letter and Acceptance, Employee Master Entry. Day to day HR activity, Reports.

## **UNIT 6**

### **FOOD COSTING and MATERIAL MANAGEMENT**

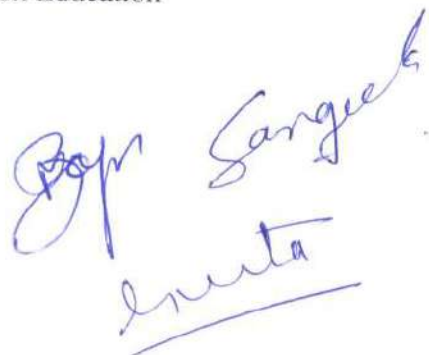
Kitchen Stock Entry, Inter Kitchen transfer, Basic Reports, Purchase Requisition, Purchase Order, Indent Entries, Stock management, Basic reports

### **TEXT BOOKS**

1. Vinod Kumar Garg and Venkitakrishnan N K, "Enterprise Resource Planning Concepts and Practice", PHI.
2. Joseph A Brady, Ellen F Monk, Bret Wagner, "Concepts in Enterprise Resource Planning", Thompson Course Technology.

### **REFERENCE BOOKS**


1. Alexis Leon, "ERP Demystified", Tata McGraw Hill
2. Rahul V. Altekar "Enterprise Resource Planning", Tata McGraw Hill,
3. Vinod Kumar Garg and Venkitakrishnan N K, "Enterprise Resource Planning – A Concepts and Practice", PHI
4. Mary Summer, "Enterprise Resource Planning"- Pearson Education



Dr. Vinod Kumar Garg

## **PRACTICAL:**

How to make Group Reservation  
Create, Check and Update Guest Folios  
Check –in of a Group  
How to handle Bill on hold  
How to tally allowance for the day at night  
How to tally paid outs for the day at night  
How to tally forex for the day at night  
How to Check Out a Guest Folio  
Check –Out of a long staying guest  
How to do Night Audit  
Reports to be print at night audit process  
Restaurant Setup and Session transfer.  
Requirement generation and Receiving of application  
Status of Application and Interview  
Offer letter Acceptance and Documentation  
Recruitment process, Employee master entry and Day to day HR activity  
Kitchen stock entry and Inter kitchen transfers  
Generation of special reports for all Modules

  
  
Sangeeta  
Arvita



## BBA (Hotel Management) Third Year

### ELCBBAHM-003: HUMAN RESOURCE MANAGEMENT

#### Course Objective:

- To develop an insight into meaning nature scope and value of contemporary approach to human
- Resource management in an organization on.
- To describe organization of a human resource management functionary in an establishment.
- To identify attributes of a successful personnel manager.
- To impart knowledge and techniques involved in human resource planning, job-analysis, and job-design.
- To explain various methods of recruitment, selection, induction and placement.
- To develop the importance and methods adopted for training and development of employees in today's Environment in workplace,
- To discuss matters relating to job evaluation & job changes, pertaining to employee separation.

#### Course Content:

##### Unit 1:

**Introduction** : Nature, Scope and Concept of Human Resource Management, Human Resource Management as a profession, Objective, importance and functions of Human Resource Management.

Organization of personnel Department, Qualities and role of Personnel Manager.

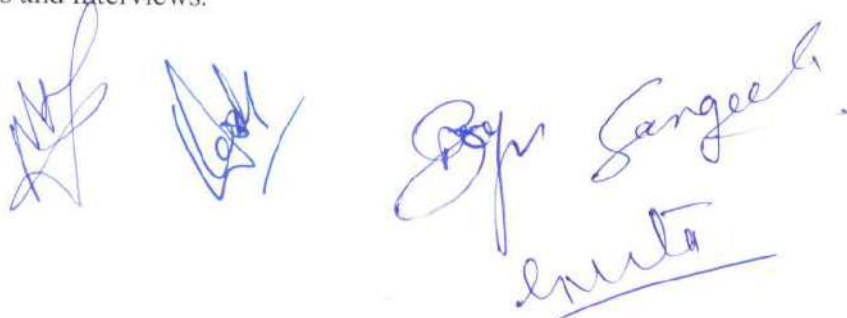
Characteristics of Hospitality Industry for a Human Resource Manager. HRD as responsibility of all Managers.

**Procurement of Human Resources:** Human Resource Planning -Concept and objectives, Need and importance Process and Levels of Human Resource Planning, Problems and Guidelines for Human Resource Planning.

##### Unit 2:

**Job Analysis and Job Design:** Concept and uses of job analysis, Process and methods of job analysis, Job description and job specification, Role analysis, Concept of job design, Approaches and methods of job design.

**Recruitment and Selection:** Meaning and process of Recruitment, Recruitment policy and organization, Sources and techniques of Recruitment, Recruitment practices in India, Meaning and process of selection tests and interviews.



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### Unit 3:

**Placement and Induction:** Concept of Placement, Concept and objectives of Induction in India Industries, Contents of induction program, How to make induction effective, Advantages of forma induction

### Unit 4:

**Training and Development:** Concept and need of training, Importance and objectives of training, Identifying training needs, Designing a training program, Methods of training Evaluation & training effectiveness, Re-training.

### Unit 5:

**Executive Development:** Concept and objectives, Importance and process, techniques, Principles of Executive development.

**Performance Appraisal:** Concept and objectives, Uses and process, Problems in performance appraisal3 Essentials of effective appraisal system, Methods and techniques of appraisal, Appraisal of managers, Appraisal interview, Appraisal of potential,

### Unit 6:

**Job Changes:** Transfers, Promotions and Separations, Purposes of job changes, Concept and objectives of transfer, Types of transfer, Transfer policy, Concept and bases of promotion, Promotion policy, Demotion, Types of Separations.

**Concept of TQM:** Purpose of TQM, Vision, Measurement of TQM, Training & re-training, Business improvement process and action plan.

#### TEXT READINGS :

David A Decenzo	Personnel/Human Resource Management
H ,L Kumar	Personnel Mngt. in Hotel & Cateri ng Industry
Chapman & Hall	Behavioural studies in Hospitality Management
Dr. C.B, Gupta	Human Resource Management
Mirza S. Saiyadain	Human Resource Management
William B. Wether	Human Resource & Personnel Management

## BBA (Hotel Management) Third Year

### VOCBBAHM-003 - MANAGEMENT CONCEPT AND DECISION MAKING CONCEPT

#### Course Objective:

- To impart a systematic and fundamental knowledge about growth and functions of management.
- To explain the role of a modern professional manager in an organization.
- To establish significance, process and techniques involved in basic managerial function i.e. planning, decision making, organizing, directing and controlling.
- To provide basic theories about project management.
- To develop case study method of learning and problem solving.
- To aware with the Principles & Practices of Management.
- To understand the phases of decision making process, various models in decision making process.
- Methodology for resolving complex situation.
- The case approach to decision making, Techniques used for management of project stage activities.

#### COURSE CONTENT:

##### Unit 1:

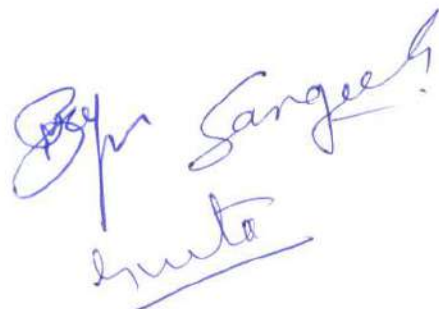
The Nature of Management : Definition and role of management , Functions of Manager, Scientific Management, Human Relations school of Management, Contingency Theory of Management.

##### Unit 2:

**Planning:** Nature and Purpose of Planning, Components of Planning, objective of Business Management by Objectives, Forecasting, Decision Making, Policy Formulation and Strategies.

##### Unit 3:

**Organizing:** Nature of Purpose of Organizing, Departmentation, Span of management, Delegation of Authority, Line and Staff Relationships.



#### Unit 4:

**Directing Process:** Principles of Direction, Problems in Human Relation, Strategies for Establishing Healthy Human Relations.

**Control :** Meaning and Process of Control, Control Techniques.

#### Unit 5:

**Decision Making Models:** Phases in decision making process, Types of managerial decisions, Models of decision making process, Techniques used in various stages of decision making, Overcoming barriers in effective decision making

#### Unit 6:

**Project Management Techniques:** Meaning of project, Network analysis, Critical path method, Program evaluation and review technique, Time and cost relationship, Resource allocation

#### TEXT READINGS

Following is the list of suggested books where from cases can be dealt

Lewis, Chalmers, Chacko	:	Marketing Leadership in Hospitality
James A Baroli	:	Front Office Management
Diltmer and Giffin	:	Hospitality Industry
C.F.Shortt	:	Food and Beverage Management
B.K.Punia	:	Tourism Management – Problems and Prospects
Principles of Management	:	Harold Koontz, O'Donnell and Heinz Welhrich New York: McGraw Hill Book Co
James R. Keiser:		Principles and Practices of Management in Hospitality Industry
Harold Koontz/Keith :		Essential of Management- Management a global Perspective
L.M. Prasad :		Principles and Practices of Management
P.C.Tripathi :		Principles of Management
Joseph L. Massie:		Essentials of Management.



**BBA (Hotel Management) Third Year**

# Hindi Language

To be declared by NEP



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# **English**

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 *Sangeet*



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# **Digital Awareness**

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**Personality Development  
and  
Carrier Building**

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