

TEACHING AND MARKING SCHEME FOR
BHM- (Hotel Management)
SEMESTER –I

Code No.	Subject	Marking Scheme				Teaching Scheme		
		Internal	Theory	Practical	Total	Th. Mrs.	Pr. Hrs.	
BHM 11	Food Production	15	105	30	150	3	8	
BHM 21	Food & Beverage Service	15	105	30	150	3	4	
BHM 31	Hotel House Keeping	15	105	30	150	3	2	
BHM 41	Front Office Operation	15	105	30	150	3	2	
BHM 51	French	05	45	-	50	2		
BHM 61	Accounts	05	45	-	50	2		
BHM 71	Nutrition	05	45	-	50	2		
BHM 81	Food Science	05	45	-	50	2		
BHM 91	Computer Applications	10	70	20	100	2	2	
		TOTAL				900	22	18

BHM 11
SEM I

FOOD PRODUCTION

TEACHING SCHEME	:	Theory	:	3	Hours/Week
		Practical	:	8	Hours/Week

ASSESSMENT SCHEME	:	Theory	:	Marks	Duration
		Practical	:	105	3 hrs.
		Internal	:	30	3 hrs.
			:	15	

Total : 150

OBJECTIVES:

At the end of the course students should: -

- 1) Know the history of cooking, its modern developments and develop brief idea of various cuisines.
- 2) Understand the professional requirements of a kitchen personnel and the importance of maintenance of hygiene.
- 3) Have insight of kitchen organization, duties and responsibilities of kitchen staff, work flow and kitchen equipments.
- 4) Have thorough knowledge of methods of cooking and learn the basic skills in continental cuisine.

COURSE CONTENT:

11.1 INTRODUCTION TO PROFESSIONAL COOKERY:

- a) Culinary history.
- b) Origins of modern cookery.
- c) Modern developments in equipments and foodstuff.

11.2 STANDARDS OF PROFESSIONALISM:

- a) Levels of skills
- b) Attitude towards work
- c) Personal hygiene

11.3 KITCHEN HYGIENE

- a) Facility and equipment sanitation
- b) Cleanliness of surface
- c) Garbage disposal
- d) Comfort facilities: Ventilation and lighting
- e) Dish washing procedure, Pot washing procedure

11.4 KITCHEN ORGANIZATION:

- a) Classical kitchen Brigade
- b) Appropriating of staff among sections
- c) Duties and responsibilities of Executive Chef
- d) Responsibilities of each section
- e) Modern kitchen Brigades
- f) Co-operation with other departments.

11.5 EQUIPMENT AND TOOLS:

- a) Pre-preparation equipments
- b) Preparation equipments and storage equipments
- c) Ancillary equipments: knives, utensils, pots, and pans
- d) Bakery equipments.

11.6 BASIC METHODS OF COOKERY:

- a) Modes of Heat transfer
- b) Various methods of cooking: Definitions, Rules, Associated terms
Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising.
Dry Methods: Frying, Grilling, Roasting, Broiling, and baking.
- c) Modern methods

11.7 UNDERSTANDING RAW MATERIALS

Understanding of common ingredients, classification and available forms, Uses and storage
Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents, Thickening and binding agents, Flavorings and seasoning.

11.8 COMMODITIES

- a) Milk and milk products: Composition of milk, storage, types of milk, cream, butter, curd
- b) Cheese: Production of cheese, types of cheese

11.9 COMMODITIES

- a) Vegetables: Classification, selection and cooking.
- b) Fruits.

11.10 FOUNDATION OF CONTINENTAL COOKERY:

- a) Stock: Definition, Classification and types, Rules for making stocks, Recipe of white chicken stock, Brown stock, fish stock and vegetable stock.
- b) Soups: Definitions, Classification on soups; Examples.
- c) Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes & derivative of sauces.
- d) Dough and pastes
- e) Creams: Types and uses
- f) Assembling into finished products.
- g) Garnishes and Accompaniments.

PRACTICAL

Four weeks of demonstration classes to make students familiar with:

The pre- preparation, preparation and methods of cookery:

- Preparing and cooking Vegetables
- Preparing and cooking fish and shellfish
- Preparing and cooking poultry
- Preparing and cooking eggs
- Preparing and cooking stocks, sauces & soups
- Preparation of basic Indian gravies
- Making custards and creams

At least nine menus comprising of five dishes each to cover:

- Soups, Hot and cold starters.
- Meat dishes with vegetables and potato dishes
- Sauces, Hot and Cold,

BAKERY (Five practical classes)
Mousses etc. (Simple Puddings)

TEXT READING BOOKS:

Mohini Sethi

M.D. Voures

Ronald Kinton

Victor Ceserani

K. Arora

Larousse

Jane Grigson

Sophie Grigson's

Catering Management

Super Cook

The theory of Catering

Practical Cookery

Theory of Cookery

Gastonomie

The Book of Ingredient

Ingredients Book

BHM 21
SEM-I

FOOD & BEVERAGE. SERVICE

TEACHING SCHEME : Theory : 3 Hours/Week
Practical : 4 Hours/Week

		Marks	Duration
ASSESSMENT SCHEME :	Theory :	105	3 hrs.
	Practical :	30	3 hrs.
	Internal :	15	
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	Total :	150	

OBJECTIVES :

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

- Develop an insight into the growth of catering industry in the world from medieval period till recent times.
- Understand the different components of the catering industry , the functions of various departments of a hotel, and their relationship with Food and Beverage Service department, in order to acquire professional competence at basic levels in the principles of Food Service and its related activities.
- Understand the role of F & B department, its functions and staffing.
- Understand the service of different types of meals and menus prevalent in the restaurants etc.
- Identify and use the different types of restaurant equipments.
- acquire the requisite technical skills for competent service of Food and Beverage.

COURSE CONTENTS:

21.1 INTRODUCTION TO THE CATERING INDUSTRY :

- Introduction and growth of catering industry.
- Classification of catering establishments: Commercial, Transport, Welfare, Industrial, Institutional
- A brief description of each type showing the career opportunities in each.

21.2 DEPARTMENTAL ORGANIZATION :

- Organization of the hotel;
- Where F & B department stands;
A Total meal experience,
The hotel-guest-steward relationship
- Relationship between F & B service department with other departments of the hotel;
- Types of F & B outlets
- Organization of staff in various F & B Outlets
- Duties and responsibilities of all F & B staff
- Attributes of a waiter : Effective communication skill,
Personal hygiene

21.3 RESTAURANT SERVICE :

- Forms and methods of services: English, French and Russian
- Mis en place, Arranging side-board,
- Receiving the guests and social skills,
- Service at a table

21.4 TYPES OF MEALS AND MENU :

- a) Types of meal : Breakfast/Lunch/Dinner/Supper/Brunch/High tea/ Afternoon Tea/Eveveses.
- b) Type of Menu: Table d' hote, A la carte
- c) Courses of French classical menu
- d) Menu terminology
- e) Fundamental of menu planning Continental. Indian with accompaniments.
- f) Breakfast menu : English, American, Continental, Indian.
- g) High tea and Afternoon tea menu.

21.5 RESTAURANT EQUIPMENTS :

- a) Crockery.
- b) Glassware.
- c) Cutlery, Flatware, Hollow ware - Silver and stainless steel.
- d) Lines, Furnishing, fittings, and disposable.
- e) Care and maintenance of restaurant equipment.

21.6 ACILLARY DEPARTMENTS:

Pantry, still room, plate room, hotplate, wash up, linen store
Kitchen stewarding a brief description.

21.7 ROOM SERVICE:

- a) Types of room service / centralised / decentralised / decentralised mobile.
- b) List of equipments. c) Trolley and tray set up.
- d) House rules of room service waiter. e) Room service menu

TEXT READINGS

Sudhir Andrews	F & B Service Trg. Manual
Denni R. Lillicrap	F & B Service
John Walleg	Professional Restaurant Service

PRACTICAL

1. Opening and inspecting cleaning a restaurant : Routine Cleaning
Non-Routine Cleaning
2. Identification of restaurant equipments. }
3. Special equipments used in restaurant. } - With Diagram.
4. Wiping: Glassware
Cutlery
Crockery
5. Polishing silver, silvo method, burnishing method, brass.
6. Arrangement and use of side board - Check list,
7. Laying a table cloth
8. Relaying a table cloth
9. Using a tray
10. Procedure for laying table for various meals and menu:
 - a) Basic a la carte
 - b) Basic Table D'hote
 - c) Continental Breakfast
 - d) English Breakfast

BHM 31
SEM I

HOTEL HOUSEKEEPING

TEACHING SCHEME	:	Theory	: 3	Hours/Week
		Practical	: 2	Hours/Week
			Marks	Duration
ASSESSMENT SCHEME	:	Theory	: 105	3 hrs.
		Practical	: 30	3hrs.
		Internal	: 15	
		<hr/>		
		Total	: 150	

OBJECTIVES :

The students will get knowledge about:

- Organisation, function of Housekeeping department and its different sections.
- Different departments Housekeeping co-ordinates with.
- Procedure of cleaning different status of room.
- Cleaning equipments and cleaning agent.
- Lost and found procedure in the control.

COURSE CONTENT :

31.1 HOUSEKEEPING AS A DEPARTMENT :

- In the hotel
- In other institutions: to be applied in a slight different set of circumstances
- Interdepartmental co-operation & co-ordination of Housekeeping,
- Different sections of Housekeeping departments.

31.2 ORGANISATION STRUCTURE OF HOUSEKEEPING DEPARTMENT :

- Small hotels, Medium hotels, Large hotels.
- Duties & responsibilities of Executive Housekeeping.
- Duties & responsibilities of Housekeeping Staff.

31.3 FUNCTIONS OF HOUSEKEEPING DEPARTMENT:

- Area of cleaning.
- Security,
- Dealing with guests.
- Brief notes on Lost & Found.
- Baby sitting
- Services and facilities offered by various hotels.

31.4 ROUTINE SERVICES:

- Cleaning of Checkout room.
- Cleaning of Occupied Room.
- Cleaning of Vacant Room.
- Evening service

31.5 CLEANING EQUIPMENT :

- General considerations & selections

- b) Classification & Types of equipments
- c) Method of use & mechanism for each type
- d) Care & maintenance.

31.6 CLEANING AGENTS:

- a) General criteria for selection
- b) Classification.

TEXT READINGS

Sudhir Andrews
Joan C. Branson
Georgira Tucker

Hotel Housekeeping
Hotel, Hostel & Hospital Housekeeping
The Professional Housekeeper

PRACTICAL

1. Introduction, identification, uses and care of hand tools, cleaning equipments and cleaning agents (Paste chart / drawing as applicable).
2. Basic cleaning procedure in Guest room:
 - a) Check-out room
 - b) Occupied room
 - c) Vacant room
 - d) Evening service.
3. Procedure for Bed making:
 - a) Day Bed
 - b) Night Bed
4. Procedure for cleaning bathrooms.
5. Organizing for completing the assigned task, preparing work plan.

BBHM 41
SEM I

FRONT OFFICE OPERATION

TEACHING SCHEME : Theory : 3 Hours/Week
Practical : 2 Hours/Week

		Marks	Duration
ASSESSMENT SCHEME :	Theory	: 105	3 hrs.
	Practical	: 30	3 hrs.
	<u>Internal</u>	<u>: 15</u>	
	Total	: 150	

OBJECTIVES :

The Student will be aware and get knowledge about:

- Classification and categorisation of Hotels and its Evolution,
- Duties & responsibilities of the staff in the different sections.
- Identify Market segment.
- Types of rooms, food plan, Tariff and room rent.
- Importance, Modes, Tools of reservation

COURSE CONTENT :

41.1 Introduction to hotel industry, Evolution, Definition of modern hotel, Classification and categorisation.

41.2 Position, Role and Importance of Front office in the hotel.

41.3 Organizational structure of Front office: Functions of each section. Duties and responsibilities of Front office staff.

41.4 Layout of Front office department.

41.5 Attributes of Front office staff.

41.6 Front office terminology regarding guests, plans, room hotels tariff and other front office activities.

41.3 RESERVATION OPERATION:

- The importance of reservation section.
- The modes of reservation: C.R.S. and I.R.S.
- Various tools of reservation; Room status board.
- Reservation forms, Advance-letting chart, Density chart, Hotel Diary, Whitney system of reservation.
- Cancellation and amendment procedure.
- Preparation of arrival list/movement list.
- Group reservation.

TEXT READINGS:

Dennis L. Foster
Dennis L. Foster
Sudhir Andrews
Bruce Braham

Back Office Operation & Admn.
Front Office Operation & Admn.
Hotel Front Office
Hotel Front Office

PRACTICAL

1. Receiving telephone calls.
2. Familiarization of reservation tools.
3. Receiving reservation requests.
4. Finding room availability on advance reservation chart, it. Updating it.
5. Finding room availability on Density Control chart, updating it.
6. Updating Hotel diary and preparation of movement list.
7. Handling Cancellation and Amendments.

BHM 51. FRENCH
SEM I
TEACHING SCHEME : Theory : 2 Hours/week

		Marks	Duration
ASSESSMENT SCHEME:	Theory	: 45	2 hrs.
	Internal	: 05	
Total		: 50	

OBJECTIVES:

The aim of the course is to introduce the students to the French language as it will help them to understand the much used terms in the operational subjects such as Food Production and F & B Service and -also as it is the most widely used foreign language other than English as far as hospitality industry is concerned.

At the end of the semester the students must have /learn:

- a) The letters and sounds in French language
- b) Numbers
- c) Basic grammar scheduled for this semester.

COURSE CONTENT:

51.1 LETTERS AND SOUNDS

- a) The Alphabets
- b) The Accents

51.2 NUMBRES

51.3 GRAMMAR

- a) Articles
- b) Plural of nouns
- c) Plural of Adjectives I
- d) Pronouns
- e) Non qualificative adjective
- f) List of Place Names
- g) Les Verbs
- h) Verb ~Etre', "Avoir'
- i) The Principle (Main) Verbs

TEXT READINGS:

Course Langue Française
S. Bhattacharya

French for Hotel Management and Tourism Industry.

TEACHING SCHEME: Theory : 2 Hours/week

		Marks	Duration
ASSESSMENT SCHEME :	Theory:	45	2 hrs
	Internal:	05	
		<hr/>	<hr/>
		TOTAL	50

OBJECTIVES:

To acquaint the students with the basic concept of Accounting Double entry system Journal, Ledgers, Various subsidiary books, cash book and final accounts.

COURSE CONTENT:

61.1 Introduction

61.2 Double entry system - meaning and advantage

61.3. Accounting concepts

61.4. Journal

61.5. Ledger

61.6 Subsidiary books

61.7 Cash Book

61.8 Petty Cash Book

61.9 Trial Balance : Trial Balance errors

61.10 Final Accounts: Trading & Profit & Loss account, Balance sheet Adjustments.

Text_reading:

G.S. Rawat	Elements of Accountancy
S. A. Siddiqui	Comprehensive Accountancy
J.R. Botliboi	Book-keeping
Dr. R K. Gupta & Vardhaman	Book – keeping and Accountancy.

BH M 71

NUTRITION

SEM I

TEACHING SCHEME:

Theory : 2 hrs / week

ASSESSMENT SCHEME:

	Marks	Duration
Theory :	45	3 hrs
Internal :	05	

Total : 50

OBJECTIVES:

This course is designed, to acquaint the students with the basic concept of nutrition which will finally provide support to their knowledge about food and its preparation. By the end of the semester the student should be able to -

- Know the importance of food and nutrition.
- Understand the role of various nutrients in our body.
- Conceptualize the fundamental of Balanced diet.
- Know the effect of storage, pre-preparation & cooking on nutrients
- Use the knowledge of nutrition for retention of nutrients while preparation of food and during menu planning.

COURSE CONTENT:

71.1 INTRODUCTION TO NUTRITION:

Definition of nutrition, Importance and scope; the various nutrients.

71.2 FOOD AND OUR BODY

Role of food in our life; Recommended dietary intakes (RDI); factors affecting RDI; Energy requirement of our body (Energy Metabolism); Calories value of food; The five food groups; Process-of Digestion and Absorption of food in human body.

71.3 ROLE OF NUTRIENTS IN OUR BODY -

- Carbohydrates:** Classification, Functions, Deficiency and excess of carbohydrates, sources.
- Fats:** Classification of Fats, Functions, deficiency & excess of Fat; Sources.
- Proteins:** essential amino acids, classification of protein, functions of proteins, systems of protein deficiency, Protein energy malnutrition (P E.M), sources of protein.

71.4 ROLE OF NUTRIENTS IN OUR BODY - II :

Vitamins: Classification of vitamins, function, deficiency & excess, sources of all vitamins.

71.5 ROLE OF NUTRIENTS IN OUR BODY - III :

- Minerals:** Source, functions & deficiency of various minerals - Iron, Calcium, Iodine, Sulphur, Potassium, Phosphorus, Sodium, Zinc Gtc (elementary study only).
- Water:** Function and sources.

71.6 BALANCED DIET :

Concept of balanced diet: Menu planning for specific requirements viz infants, children, adolescents adult man & woman; nutritional requirements during specific conditions viz, pregnancy, lactation etc. using food exchanges.

71.7 EFFECTS ON NUTRIENTS WHILE:

- Storage
- Pre-preparation
- Cooking

TEXT READING

Mohini Seth

Sumati R. Mudambi

B. Srilakshmi

M. Swaminathan

B. R. Pant

M. Rahina Begam

Catering Management

Fundamental of Food & Nutrition

Dietetics

Handbook of Food and Nutrition

Food & Nutrition

A Textbook of Food Nutrition and Dietetics

(An integrated approach)

BHM 81
SEM I

FOOD SCIENCE

TEACHING SCHEME:

Theory : 2 hrs / week

ASSESSMENT SCHEME:

	Marks	Duration
Theory :	45	3 hrs
Internal :	05	

Total : 50

OBJECTIVES:

This course is designed to acquaint the students with the basic science of food which will finally provide support to their knowledge about food & its preparation. By the end of the semester the students should:

- Understand the reasons for food spoilage.
- Understand the methods of food preservation and storage.
- Know about food and water borne diseases and its prevention.
- Have an idea of food additives used.
- Conceptualize food chemistry.

COUESE CONTENT:

81.1 FOOD SPOILAGE:

Factors contributing to food spoilage; spoilage classifications; causes of food spoilage agents enzymes, micro organisms etc. control of spoilage agents, spoilage of cooked food. Cross contamination.

81.2 METHODS OF FOOD PRESERVATION:

Refrigeration; freezing & freezing methods canning; drying and dehydration; salting; fermentation; chemical additives; radiation.

81.3 COSTING:

Refrigerated storage; Storage conditions controlled atmosphere cold storage mixed storage; product state on; entering storage; packing permeable materials.

81.4 FOOD AND WATER BRONE DISEASE, INTOXICANTS AND PREVENTION

: Source symptoms and preventions.

81.5 FOOD ADDITIVES:

Definition, classification of food additives, types of additives; natural food colours, coal tar dyes synthetic colors; flavouring agents anti-oxidants preservatives class- I and II emulsi fiers.

8.6 CHEMICAL PROCESSES INVOLEO IN FOOD PREPARATION:

Oxidation and rancidity decomposition; geletenization; coagulation fermentation, emulsification; caramelization; homogenization and other chemical reactions.

TEXT READINGS:

Mohini Sethi:	Catering Management
S.K. Kulshreshtha:	Food Preservation
Ronald Kinton :	The Theory of Catering
Norman W. Dessies:	Food Preservation
Richard Lacey:	Unfit for Human Consumption
Ouru Jagtiani:	Fruit Preservation

BHM 91

SEM I

TEACHING SCHEME

COMPUTER APPLICATION

: Theory : 2 hrs / week

: Practical : 2 hrs / week

ASSESSMENT SCHEME		Marks	Duration
	:		
	Theory	: 70	3 hrs
	Practical	:20	3 hrs
	Internal	:10	

		100	

The objective of the course is to introduce the students to computer hardware and software, systematically develop the computer skill thru orientation about basic concept and processing of computer.

1.1 INTRODUCTION TO COMPUTER:

Definition, need, quality of computer.

Characteristics of computers, Classification of computers, Limitations.

1.2 ELEMENTS OF COMPUTER SYSTEM

Components of a computer, Generation of computer (1st to 5th).

Storage device concept, Primary and Secondary storage devices.

Input / Output devices, CVT, UPS, SPIKES.

1.3 SOFTWARE CONCEPT AND COMPUTER PROCESSING:

Operating System (Concept, Definition, Importance), Popular operating systems, Introduction to DOS, Basic DOS commands, Generation of programming language, Language classification.

1.4 LANGUAGE PROCESSING AND PROGRAMMING:

Compiler and Interpreter, Integration of Application, File organization (Master & Transaction File), Algorithm, Flow chart (Symbols and some simple flow chart).

Application of computer in different sectors.

1.5 Data Processing and Data Communication

Data processing: Definition, Data storage hierarchy, method of organizing data (File Oriented and Database oriented approach)

Data communication: Introduction, need, basic elements, and concept of computer network.

TEXT READING:

V. Rajaraman

Fundamental of computer

P.K. Sinha

Computer fundamental

Rober M. Thomas

DOS 6 & 6.2

Sanjiv Saxena & P.P. Chopra

IT Tools and Application

Alexis Leos & Mathews Leon

Fundamentals of Information Technology

PRACTICAL

Understanding of components of computer, MS DOS Commands.

TEACHING AND MARKING SCHEME FOR
BHM- (Hotel Management)

SEMESTER –II

BHM		Semester III					
Code.	Subject	Marking Scheme			Teaching Scheme		
No.		Int	Th	Pra.	Tot	Th. Hrs.	Pr. Hrs.
BBHM 13	Food Production & Patisserie	15	105	30	150	3	8
BBHM 23	Food & beverage Service	15	105	30	150	3	4
BBHM 33	Hotel housekeeping	15	105	30	150	3	2
BBHM 43	Front Office Operation & Management	15	105	30	150	3	2
BBHM 53	French	05	45		50	2	
BBHM 63	Computer Application	10	70	20	100	2	2
BBHM 73	Principle of Maintenance	05	45		50	2	
TOTAL					850	20	18

- e) Sugar water method
- f) All in process

TEXT READINGS :

M.D. Voures	:	Super Cook (Vol. - 1 to 23, A to 2)
Victor Ceserani	:	Practical Cookery
K. Arora	:	Theory of Cookery
Larousse	:	Gastronomique
Jane Grigson	:	The Book of Ingredient
Jane Grigson's	:	European Cookery
Joseph Amendola	:	Understand!ng Baki ng
S.C. Dubey	:	Basic Baking
William J. Sultan	:	Practical Baking

PRACTICALS

1. At least nine menus {3 course of basic nature comprising of :.
 - 3 Breakfast
 - 5 Continental / European
 - 3 Indian
 - 1 Chinese.
 2. Bakery practical to cover the following:
 - Bread making straight dough method, breakfast rolls
 - Short crust pastry and its products : Tarts and Pies etc.
 - Flaky and Puff pastry and their products: Patties, Palmiers, Cheese straws, Vol-au-vents, Cream horns etc..
 - Choux Pastry and its products : Eclairs and profitrolls
 - Sponge cakes: Genoise sponge, fatless sponge.
 - Icing : Butter, glazed
 - Assembling Cakes.
 - Heavy Cake : Pound Cake
 - Cookies with basic Cookie Paste
- (Bread – 4 weeks, Basic Pastes – 4weeks, Puddings – 4weeks, Cakes – 2weeks)

BHM 22
SEM-II

FOOD & BEVERAGE SERVICE

TEACHING SCHEME :	Theory	: 3 hour / week	
	Practical	: 4 hour / week	
ASSESSMENT SCHEME: :		Marks	Duration
	Theory	: 105	3 Hrs
	Practical	: 30	3 Hrs
	Internal	: 15	

Total : 150

OBJECTIVE :

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

1. Understand the history, ingredients, brewing process, types, characteristics, storage and service of beer.
2. Understand different non-alcoholic beverages with their preparation and service..
3. Develop knowledge of the restaurant control system..
4. Understand the processing, manufacturing and service of cigar and cigarettes.
5. Acquire the requisite technical skills for competent service of Food & Beverage.

COURSE CONTENT

22.1 NON ALCOHOLIC BEVERAGES

- a. Tea and Coffee : Types, manufacturing, brand, varieties.
- b. Service
- c. Milk based drinks
- d. Juices
- e. Soft drinks
- f. Mineral water and tonic water
- g. Mise-en-place

22.2 BEER :

- a) History (A brief description of how beer came into being)
- b) Ingredients
- c) Brewing process: Bottom fermentation; Top fermentation
- d) Storages of beer
- e) Types of beer (ales, lagers, draught, wheat beers)
- f) Characteristics
- g) Service of beer

22.3 RESTAURANT OPERATION CONTROL SYSTEM :

- a) Necessity of good control system.
- b) Functions of control system.
- c) Types of K.O.T.
- d) Taking order and presenting bills.
- e) Duplicate and triplicate checking system.
- f) Inter - departmental transfer, summary sheet, control of cash & credit sales.
- g) Volume forecasting.
- h) Control by selling price.

22.4 TOBACCO :

- a) Processing and manufacturing of cigarettes, cigar & pipe,
- b) Storage and service of cigarettes and cigars.

TEXT READINGS :

Sudhir Andrews	F & B Service Trg.. Manual
Denni R. Lillcrap	F & B Service
John Fuller	Modern Restaurement Servi ce

PRACTICALS

1. Revision of FandB practicals - I
2. Layout of different Food Service areas and ancillary departments(drawing).
3. Napkin Folds – Lunch folds, Dinner folds, Breakfast folds.
4. Menu planning for different meals.
5. Receiving guests.
6. Order taking for food and beverages, preparation for K.O.T.
7. Basic service methods e.g. silver service, American service, Russian service etc. 0
8. Service of non-alcoholic beverages 1
9. Service of tobacco.
10. Preparation of bills and its presentation to the guest.
11. Room service tray set up.

BHM 32 **HOTEL HOUSEKEEPING**

SEM-II

TEACHING SCHEME : Theory : 2 hour / week
Practical : 2 hour / week

ASSESSMENT SCHEME :	Marks	Duration
	Theory : 105	3 Hrs
	Practical : 30	3 Hrs
	Internal : 15	
	<hr/>	
	Total	: 150

OBJECTIVE:

To complete the students experience of all housekeeping routines including:

- a) Students will get the knowledge about the public area-cleaning task.
- b) Floors - Types of floor finishes, methods of cleaning.
- c) Knowledge about wall finishes, their types, uses and cleaning wall covering.
- d) Daily routine of the housekeeping dept including clerical job of the housekeeping
- e) Learn about the inspection of the guest room
- f) Cleaning and care of metals : Brass, Silver, etc..and their compositions.

COURSE CONTENT:

32.1 PUBLIC AREA CLEANING:

- a) Periodical cleaning; task, schedule,
- b) Special cleaning program.

32.2 FLOOR FINISHES:

- a) classification and characteristics : Hard and soft floor finishes, methods of cleaning,

32.3 WALL FINISHES:

- b) Different wall finishes in rooms, public and back areas
- c) Wall papers: Uses, merits and de - merits

32.4 DAILY ROUTINES AND SYSTEMS OF HOUSEKEEPING DEPARTMENT:

- a) Control Desk Activities
- b) Staff Allocation, Duty roasters
- c) Key coordination areas.

32.5 RECORDS AND FORMATS MAINTAINED IN HOUSEKEEPING DEPARTMENT

32.6 GUEST ROOM INSPECTION - CHECK LIST

32.7 COMPOSITION, CARE AND CLEANING OF:

- a) Metals, glass, leather, plastic, ceramic and wood.

TEXT READINGS :

M.A. Vagis & Ogale : Home Management
Sudhir Andrews : Hotel Housekeeping
John C. Branson : Hotel, Hostel & Hospital Housekeeping
Georgira Tucker : The Professional Housekeeper

PRACTICALS

1. Basic cleaning procedure in guest room:

- a) Check - out room.

- b) Occupied room.
- c) Vacant room.
- d) Evening service.
- e) Clerical jobs to undertake in the above cases.

2. Public area cleaning programme :

- a) Regular (Daily)
- b) Periodical (Weekly)
- c) Special (spring)

3. Floor polishing and finishing:

- a) Different stones like granite, marble, sand stone and other hard surfaces.
- b) Wooden.
- c) Synthetic flooring.
- d) Soft flooring.

4. Cleaning and care of :

- a) Different metals e.g.-brass, silver and EPNS, stainless steel, copper, iron etc,
- b) Glass.
- c) Plastic.
- d) Leather.
- e) Ceramic.

5. Guest room inspection : Check list

BHM 42 **FRONT OFFICE OPERATION**
SEM-II

TEACHING SCHEME : Theory : 3 hour / week
 Practical : 2 hour / week

ASSESSMENT SCHEME :		Marks	Duration
Theory	: 105	3 Hrs	
Practical	: 30	3 Hrs	
Internal	: 15		
Total	: 150	<hr/>	

OBJECTIVE :

The purpose of the syllabus is to impart knowledge regarding

- a) Registration, its types, importance and aspects.
- b) The components of registration process for individual guest, foreigners and VIPs.
- c) A proper systematic way of shorting a shift and hand over a night audit.

COURSE CONTENT :

42.1 STARTING THE WORK SHIFT

42.2 CHECK IN PROCEDURE

- a) Greeting the guest
- b) Registration : types of registration, importance of registration, legal aspects of registration.
- c) Allotment of rooms
- d) Handling over keys
- e) Work flow chart

42.3 CHECK IN PROCEDURE FOR SPECIAL CASES

- a) Foreigners
- b) VIPs

42.4 HANDLING GROUP ARRIVALS

- a) Types of groups
- b) Rooming list
- c) Pre-arrival procedures
- d) Welcoming and handling of check – in at the time of actual check – in
- e) Post arrival activities with reference to group types
- f) Flow chart
- g) Room change procedure

42.5 ENDING WORK SHIFT, HANDLING OVER TO NEXT SHIFT

42.6 NIGHT AUDIT

- a) Job, duties and responsibilities of night auditor.
- b) Compilation of reports and statistics.
- c) Preparation of transcript.
- d) Forecasting and planning for next days arrivals, departures, VIP movements etc.

42.7 GENERAL AWARENESS AND KNOWLEDGE. :

TEXT READINGS :

Dennis L. Foster : Back Office Operation & Administration
Dennis L. Foster : Front Office Operation and Administration
Sudhir Andrews : Hotel Front Office
Bruce Braham : Hotel Front Office

PRACTICALS

- a) Recapitulation of the semester – I practicals
- b) Greeting and receiving the guest.
- c) Registration procedure of the guests : Walk – in, reserved.
- d) Allotment of room and handling over the keys.
- e) Post arrival activities at the reception
- f) Check – in procedures for the Foreigners
- g) Check – in procedures for VIPs.
- h) Group check – in
- i) Statistical methods.
- j) Shift hand over procedures.
- k) Planning for following days arrival and departures.

BHM 62
SEM-II

ACCOUNTS

TEACHING SCHEME : Theory : 2 hours / week

	Marks	Duration
ASSESSMENT SCHEME :		
Theory	45	3 Hrs
Internal	05	

Total	50	

OBJECTIVE _____ :

By the end of the semester the students will be able to

- Know departmental accounting.
- Conceptualise uniform system of accounting.
- Understand the responsibilities of accounts department.
- Know the concepts, role, requirements and limitations of internal auditing.

COURSE CONTENTS :

62.1 DEPARTMENTAL ACCOUNTING :

Definition and objectives : Changes required in the book keeping record; main methods of departmental accounting; gross profit method, net profit method, departmental profit methods.

62.2 UNIFORM SYSTEM OF ACCOUNTING :

Concepts : Conditions for uniform system of accounting; necessities; advantages and disadvantages; various kind of schedule, F & B schedule, telephone schedule; income statement presentation.

62.3 RESPONSIBILITIES OF ACCOUNTS DEPARTMENT :

Types of fraud and error; Control for cash receipts and small payments; effective control for small business; limitation of effectiveness.

62.4 INTERNAL AUDIT :

Concepts : Role of internal auditor; requirements of internal audit department, limitations.

TEXT READINGS :

G.S. Rawat : Elements of Accounting

J.R. Botliboi: Book-Keeping

Dr. R.K. Gupta, Vardhman: Book-Keeping and Accountancy

BHM72 **INTRODUCTION TO MANAGEMENT CONCEPTS**
SEM-II

TEACHING SCHEME:	Theory	: 3 Hours/week	
		Marks	Duration
ASSESSMENT SCHEME:	Theory	45	3 hrs
	Internal	05	

		50	

OBJECTIVE

The objectives of this' course are :

- a) To impart a systematic and fundamental knowledge about growth and functions of management.
- b) To explain the role of a modern professional manager in an organisation.
- c) To establish significance, process and techniques involved in basic managerial function i.e. planning, decision making, organising, directing and controlling.
- d) To provide basic theories about project management.
- e) To develop case study method of learning and problem solving.

COURSE CONTENT : ,

72.1 INTRODUCTION :

Concept, definition, nature, scope, functions.

History of management; thought : Scientific management, Fayol's contribution, Hawthorne experiments, Behavioural approach, system approach and contingency approach.

72.2 PLANNING :

Definition, importance and need of planning.

Types of planning goals, objectives and mission.

72.3 ORGANISATION :

Need of organization and its types, Organization structure and chart. Informal organization. Factors in hospitality organization

72.4 DECISION MAKING :

Concepts, processes, Tools and techniques

72.5 DIRECTING

Delegation : Concept, importance, factors for effective delegation

Motivation: Concept, importance, financial and non-financial motivators,

Theories of motivation : Maslow, Herzberg, Mc Gregor and Vroom.

Leadership: Concepts, approaches styles.

TEXT READINGS:

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.

BHM 82
SEM-II

Computer Application

TEACHING SCHEME : Theory : 2 hrs / week
: Practical: 2 hrs / week

ASSESSMENT		Max	Duration
	Theory	: 70	3 hrs
	Practical	: 20	3 hrs
	Internal	: 10	

		100	

OBJECTIVES

The objective of the course is to systematically develop the computer skill. During this semester the students will be given the knowledge of common operating systems so as to facilitate them to work on modern packages which are mostly window based.

- 2.1 Operating System:** Definition, Application, Classification, Features of OS (Batch Processing, Multi Programming, Multi Processing, Multi Tasking, Time Sharing), and Different Type of Operating Systems.
Comparison between DOS and Windows, Switching Between DOS & Windows.
- 2.2 Window as an operating system:** Learning about windows, Window components, Working with Windows, Window Accessories, Windows setting.
- 2.3 Word Processing:** Introduction to word Processing, concept, need, different types of word processor, Introduction Word Star 4, Note Pad, Window Write, Word Pad & MS Word, comparison between them.
- 2.4 Computer Virus:** Virus definition, History, Characteristics of computer viruses, Protection and treatment, different type of viruses and Anti Viruses.

TEXT READING:

V. Rajaraman	Fundamental of computer
R.K. Taxali	WordStar Professional 4
Russel A. Stultz & Dianne Stultz	Illustrated Wordstar 6
Mark Minasi	Windows Professional 2000
Alexis Leon & Mathew	Fundamental of Information Technology

PRACTICALS

Word Processor: Word Star, Notepad, WordPad and introduction to MS Word
Understanding basic options of Window.

TEACHING AND MARKING SCHEME FOR
BHM- (Hotel Management)

SEMESTER -III

Code.	Subject	Marking Scheme			Teaching Scheme		
		Int	Th	Pra.	Tot	Th. Hrs.	Pr. Hrs.
BHM 13	Food Production & Patisserie	15	105	30	150	3	8
BHM 23	Food & beverage Service	15	105	30	150	3	4
BHM 33	Hotel housekeeping	15	105	30	150	3	2
BHM 43	Front Office Operation & Management	15	105	30	150	3	2
BHM 53	French	05	45		50	2	
BHM 63	Computer Application	10	70	20	100	2	2
BHM 73	Principle of Maintenance	05	45		50	2	
BHM 83	Holet Law	05	45	--	50	2	
TOTAL					850	20	18

BHM 13
SEM III

FOOD PRODUCTION & PATISSERIE

TEACHING SCHEME	:	Theory	:	3 hour / week
		Practical	:	8 hour / week
ASSESSMENT SCHEME	:		Marks	Duration
		Theory	:	105 3 hrs
		Practical	:	30 8 hrs
		Internal	:	15
<hr/>				
		Total	:	150

OBJECTIVE:

At the end of the semester the students are supposed to have developed:

- An insight of Indian regional cuisines and modern developments.
- Thorough knowledge of bread faults and diseases and the cake making methods.
- To know about basic pastes and its application in Bakery.

COURSE CONTENT:

13.1 KNOWLEDGE OF INDIAN REGIONAL FOOD, INGREDIENTS AND SPICES:

13.2 STUDY OF VARIOUS REGIONAL CUISINES:

- | | |
|----------------|-----------------|
| - Punjabi | - Bengali |
| - Gujarat | - Maharashtrian |
| - Kashmiri | - Moghalai |
| - South Indian | - Rajasthani |
| - Goan | |

13.3 STUDY OF INDIAN BREADS:

13.4 STUDY OF INDIAN SWEETS:

13.5 STUDY OF INDIAN ACCOMPANIMENTS:

- Pickles, Chutnies, Maurabbas, Papad etc.]
- Mouth freshener.

13.6 COMPARATIVE STUDY OF TRADITIONAL AND MODERN INDIAN COOKERY:

13.7 DESIGNING AND LAYOUT KITCHEN:

- Factor effecting kitchen layout.
- Principles for designing kitchen.
 - Principle of Flexibility and Modularity.
 - Principle of Simplicity.
 - Principle of Workflow
 - Principle of Ease of Supervision.
 - Principle of Ease of Sanitation.
 - Principle of Space efficiency.

3. Human Engineering.

4. Determining various sections of different Kitchens: Main Kitchen, Specialty Kitchen, Multi cuisine Kitchen etc.

14.7 FORMULA BALANCE IN CAKE:

a) Batter Type - Foam Type -Pound.

14.8 CAKE FAULTS AND REMEDIES:

14.9 VARIOUS TYPES OF BASIC PASTE:

a) Choux Paste - Flaky Paste
b) Short Crust Paste - Hot Water Paste
c) Puff Paste - Danish pastry.

14.10 BAKE SHOP PRODUCTION AND MANAGEMENT:

TEXT READING:

Sudhir. K. Shibal	:	The Ashok book of Favourite Indian Recipes.
Madhur Jaffery's	:	Cook Book.
Chandal Padmanabhan	:	Dakskhin Veg. Delicacies from South India.
J.Inder.S.Kalra	:	Prasad Cooking.
Khalid Aziz	:	Indian Cooking.
Vimla Patil	:	Food Heritage of India.
Vimla Patil	:	Festival Cook Book.
Madhur Jaffery's	:	Flavours of India.
Joseph Amendol	:	Understanding Baking.
S.C.Dubey	:	Basic Baking.
William.J.Sultan	:	Practical Baking.

PRACTICALS

Practical to cover Indian Regional Cuisine and Indian Sweets.

To continue bakery practicals as mentioned in Semester II.

BHM 23
SEM III

FOOD & BEVERAGE SERVICE

TEACHING SCHEME : Theory : 3 hour / week
Practical : 4 hour / week

ASSESSMENT SCHEME : Marks Duration
Theory : 105 3 hrs
Practical : 30 4 hrs
Internal : 15

Total : 150

OBJECTIVE:

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

- a) Understand the viticulture and vinification clearly.
- b) Understand different Wine types, their Classification, Storage and Service.
- c) Know about the different Wine producing Countries, their Specialty Wines and the Wine quality laws governing the major wine producing countries.
- d) Understand and suggest the appropriate wines for the different types of food.
- e) Understand the process of distillation of spirits and the types of stills used for the same.
- f) Understand cocktails- their preparation-presentation & Service.
- g) Acquire the requisite technical skills for complete service of Food & Beverages.

COURSE CONTENT:

23.1 WINES:

- Introduction to wines. Definition of Wine.
- Viticulture seasons, Soil & area of growth. Composition of
- grapes & its effect on the nature of Wine, Wine makers calendar.
- Wine categories: table, fortified & Sparkling.
- Wine colour: red, white and rosé.
- Characteristics of Wines still sweet, dry, vintage and non-vintage.
- Principle Wine producing countries: France, Italy, Germany, Spain, Portugal, America, Australia.

23.2 WINE QUALITY LAWS:

- France, Germany, Italy.

23.3 WINES OF FRANCE:

- a) Different regions their; Geographical composition and climate, grape varieties with characteristics of wines from each region.
- b) Special reference of Champagne; its origin, grape varieties and production.

23.4 WINES OF OTHER COUNTRIES:

- Italy
- Germany
- Wine of Spain with special reference to Sherry (in details)
- Wine of Portugal with Special reference to port & Madeira
- Australian Wines.
- American Wines

23.5 FOOD AND WINE HARMONY:

- In relation to all course of French classical menu.
- Indian.
- Chinese.

23.6 SPIRITS :

- a) Definition of spirits
- b) distillation Process
- c) Source production process, varieties, Brand names and services of-
Rum, Brandy, Gin, Whiskey, Vodka.
- d) Other spirits, Tequila, Absinthe, Ouzo, Slivovitz, Acquavit, Calavados, Fenny, Arrak etc.

23.7 COCKTAILS:

- a) Common Cocktails, Recipe, methods of preparation and presentation
Precautions in preparing cocktails.

TEXT READING:

Jaffrey.T.Clarke	: Table & Bar.
Denni.R.Lillicrap	: F & B Service
Matt.A.Casdo	: Food & Beverage Service.
Tom Stevenson	: World Wine Encyclopedia
Gilbert Delos	: Beers of the World.
Michael.M.Coltman	: Beverage Management.

PRACTICAL

1. Revision of 1st year practicals- Table layout and Service for different types of meals.
2. Beverage order taking and preparation of BOT.
3. Familiarization with the glassware's, equipments and tools required in relation to Beer and Wine service and their sketch.
4. Service of red wine, white wine, champagne.
5. Service of Spirits:
A. Rum B. Brandy C. Gin D. Whisky E. Vodka, etc.
6. Demonstration / Preparation and presentation of one variety each of stirred and shaken cocktails.
7. Assignment:
 - i Preparation Charts:
 - a) Different regions of France and their characteristics wines.
 - b) Regions and characteristics wines of two other countries.

ii Collection of Labels:

- a) At least ten beers (Indian & Foreign).
- b) At least five wines (Indian & Foreign).

HOTEL HOUSEKEEPING

TEACHING SCHEME	: Theory	: 3 hour / week	
	Practical	: 2 hour / week	
ASSESSMENT SCHEME	:	Marks	Duration
	Theory	: 105	3 hrs
	Practical	: 30	2 hrs
	Internal	: 15	
	Total	: 150	

OBJECTIVE:

By the end of this course the students will have knowledge about the following:

- Linens room procedure, care and maintenance of linens.
- Uniform and sewing room procedure.
- Laundry importance and principles, equipment, layout, flow process and finishes.
- Stain Removal- methods and aids.
- Knowledge about fabrics, their origin, characteristics, use in Hotel Industry.
- Yarns and their types.

COURSE CONTENT:

33.1 HOTEL LINEN

- Classification: Room Linen, F & B linen, miscellaneous linen
- Selection criteria & Stock Requirement

33.2 LINEN ROOM:

- Location.
- Equipment.
- Storage & inspection: Stock taking
- Marketing & Monogramming.
- Functioning.

33.3 SEWING ROOM:

- Activities and area provided.
- Equipments.

33.4 UNIFORM ROOM:

- Purpose of uniforms.
- No. of sets, issuing procedure & exchange of uniform.
- Designing a uniform
- Layout and planning of the uniform room.

33.5 LAUNDRY:

- Duties and responsibilities of laundry staff.
- Importance and principles.
- Flow process of industrial laundering.
- Stages in wash cycle.
- Equipment, layout, planning of laundry.
- Dry cleaning.

33.6 STAIN REMOVAL:

- Different types of stains.
- Cleaning methods.
- Specific reagents.
- Care for coloured and delicate fabrics.

33.7 FIBRES AND FABRICS:

- Definition.
- Origin and classification.
- Characteristics of different fibers- cotton, linen, silk, Polyester, nylon, acrylic.

33.8 YARNS:

- Types.

33.9 FINISHES:

- Designing, Sizing, Degumming, Weighting, Scouring, Calendering, Decatizing, Tentering, Shearing.
- Flocking, Sanforisation, Mercerization, Napping,
- Bleaching, Dyeing, Printing, Singeing.

TEXT READINGS:

John C. Branson : Hotel, Hostel & Hospital Housekeeping
Georgira Tucker : The Professional Housekeeper

PRACTICALS

1. Basic cleaning procedure in guest room:
 - a) Check - out room.
 - b) Occupied room.
 - c) Vacant room.
 - d) Evening service.
2. Working in linen room. Special emphasis on:
 - a) Storage
 - b) Stock taking
 - c) Marking and Monogramming
 - d) Functional- Clerical jobs in the linen room and uniform room.
- 3) Laundry:
 - a) Identification and operation of different equipments
 - b) Laundry cleaning agents.
 - c) Flow process in industrial laundry- layout, planning and operation
4. Stain Removal: Identification and removal of the stains using the specific methods and reagents.
5. Identification of different weaves.
6. Identification and sampling of different fabrics.
7. Sewing Room- mending and use of sewing kit.
8. Visit to hotel laundry / commercial laundry.

BHM 43
SEM-III

FRONT OFFICE OPERATION & MANAGEMENT

TEACHING SCHEME : Theory : 3 hour / week
Practical : 2 hour / week

ASSESSMENT SCHEME :	Marks	Duration
Theory	: 105	3 hrs
Practical	: 30	2 hrs
Internal	: 15	
Total	: 150	

OBJECTIVE:

The purpose of the syllabus is to impart knowledge regarding:

- Handling guest mails, messages and guest enquiries
- Describe room change procedure and out door management
- Outline the task performed at bell desk
- Handling of modern communication facilities
- Occupancy forecasting method

COURSE CONTENT:

43.1 MANAGING GUEST ENQUIRIES:

43.2 HANDLING GUEST MAILS AND MESSAGES:

43.3 OTHER INFORMATION DESK FUNCTIONS:

- Room key management,
- Mini post office.
- DO NOT DISTURB requests,
- Wake up calls.
- Paging systems,
- Operational problems and managing them

43.4 BLACK LISTING OF GUEST :

- Meaning.
- Criterion and procedures.

43.5 BELL DESK MANAGEMENT:

Procedures for:

- Check in.
- Check out.
- Left luggage.
- Other activities.

43.6 OUT DOOR AREA MANAGEMENT :

- Car parking.
- Public address.
- Duties of doorman / parking attendant.

- Hire a car procedure,
- Airport Representative.

43.7 HANDLING MODERN COMMUNICATION FACILITIES :

- E.P.A.B.X.
- FAX
- TELEX
- INTERNET (E. MAIL)
- PAGERS

43.8 Handling Situations:

- a) Dealing with guests of different personalities: Fussy guest, irate guest, timid guests, Socializing guests etc.
- b) Overbooking
- c) Any other situations pertaining to Front office.

43.9 CUSTOMER CARE:

- a) Guest satisfaction and delight.
- b) Handling complaint.
- c) Follow up procedure.
- d) Guest History Card.

TEXT READINGS :

Dennis L. Foster : Back Office Operation & Administration
 Sudhir Andrews : Hotel Front Office
 Bruce Braham : Hotel Front Office

PRACTICALS

1. Handling various types of enquiries.
2. Message and mail handling and books filling up.
3. Room key rack management.
4. Wake - up calls.
5. Paging system.
6. Bell desk activities during:
 Check - in
 Check - out
7. Handling area management.
8. Handling modern communication facilities.

BHM53
SEMIII

FRENCH

TEACHING SCHEME : Theory : 2 hour / week

ASSESSMENT SCHEME :		Marks	Duration
Theory	:	45	2 hrs
Internal	:	05	
Total		:	50

OBJECTIVE:

The aim of the course continues to introduce the students to the French language as it will help them to understand the much used terms in the operational subjects such as Food Production and F & B Service and also as it is the most widely used foreign language other than English as far as hospitality Industry as concerned.

At the end of the semester the students should:

- a) Have revised all the grammar covered in SEM I and SEM II.
- b) Have learnt the grammar scheduled for this semester.
- c) Be able make conversations in French.

COURSE CONTENT:

53.1 Revision of Sem I and Sem II

53.2 Irregular Verbs

53.3 Reflective Verbs

53.4 Reciprocal Verbs

53.5 Past Indefinite of the Regular and Irregular Verbs

53.6 Verbs of motion

53.7 Futur

French conversation.

TEXT READINGS:

Course Langue Francaise S.
Bhattacharya

: French for Hotel Management & Tourism
Industry.

COMPUTER APPLICATIONS

TEACHING SCHEME : Theory : 2 hour / week
Practical : 2 hrs / week

ASSESSMENT SCHEME :	Marks	Duration
Theory :	70	2 hrs
Practical :	20	2 hrs
Internal :	10	
Total :		100

OBJECTIVES:

The objective of the course is to systematically develop the computer skill. During this semester the students will be given the knowledge of word processing and presentation application.

63.1 Microsoft Word:

Screen components, Opening, Closing & Creating Documents, Moving Around in a Document, Getting Help, Formatting Documents, Previewing & Printing Document, Handling Multiple Documents, Table Manipulation, Using Graphics in Word documents.

63.2 Advance Feature of MS Word:

Creating Macros, Protecting documents, Track changes, Mail merge, Auto formatting, Customizing Tool bar and Menu bar.

63.3 Presentation package:

Basics, Difference between presentation and documents, use power point, creating presentation using wizard, creating Manual presentation, Presentation of slides, Slide Manipulation and Slide Show.

63.4 Introduction to Internet:

Concept of Internet, Application of Internet, Internet Explorer, surfing the Internet, chatting on Internet, basics of electronic mail (viewing, sending and saving Email).

TEXT READING:

BPB Publication	Office 2000 complete
Nitin K. Naik	PC Software (MS Office)
Alexis Leon & Mathew	Internet for Everyone

PRACTICAL

Word Processor (MS Word), Presentation Package (Power Point).

TEACHING SCHEME : Theory : 2 hour / week

ASSESSMENT SCHEME :	Marks	Duration
Theory	: 45	2 hrs
<u>Internal</u>	: 05	
Total	: 50	

OBJECTIVES:

Having completed this course a student will be able to:

- Understand the basic elements of applied physics involved in the maintenance of the various Hotel Facilities.
- Understand the organization of maintenance operation in a hotel.
- Classify maintenance requirements of various kinds and modus operandi of in-house/ contract maintenance.
- Know factors governing Selection, purchase, Care and Maintenance of equipment.

COURSE CONTENT:

73.1 INTRODUCTION:

Organization of maintenance department. Role and importance of maintenance department in the hotel industry with emphasis on its relationship with other departments. Organizational chart of the department, duties and responsibilities of the department.

73.2 TYPES OF MAINTENANCE:

Preventive and breakdown, Comparison, Contract Maintenance, advantages and disadvantages, types of contract, price rate, lump sum contract, rate contract, service contract.

73.3 GAS:

Heat unit, heat transfer, Principle of Bunsen burner, LPG and its properties, Precautions to be taken while handling gas, Low pressure and high pressure burners and corresponding heat output.

73.4 ELECTRICITY:

- Fundamentals of Electricity, Definition of insulators, conductors, current, potential difference, resistance power and energy and their units and relationships./ DC and AC, single phase, 3 phase, and its importance on equipment specifications. Electric circuit open and close, series and parallel connections, Short circuit, fuses, sockets, switches and earthing.
- Calculation of energy consumption of equipments. Safety precaution to be observed while using electrical appliance.

73.5 LIGHTING:

- Types of lighting. Incandescent and fluorescent lamps, units of light, intensity and quality.
- Lighting management.

73.6 FUELS:

Types of fuels, calorific value, Comparative study of fuels used in catering industry. Calculation of amount of fuels used in catering industry. Calculation of amount of fuel required and costs.

73.7 FIRE FIGHTING SYSTEM:

- a) Classes of fire and extinguishers (Portable and stationary)
- b) Fire detectors (Smoke and temperature).

73.8 REPAIR & MAINTENCE OF WALLS:

- a) External and internal wall finishing.
- b) Causes and damp and condensation

73.9 CARE AND MAINTENANCE OF EQUIPMENT:

TEXT READINGS:

Mohini Sethi	: Catering Management
Ronald Kinton	: The theory of Catering
Alant Stutts	: Maintenance Handbook for Hotel, Motels & Resort
S.R. Dubey	: Mastering Catering Science
O.F.G Kilgour	: Complete Catering Science
Arora & Jain	: Hotel Management.

TEACHING SCHEME : Theory : 2hour / week

ASSESSMENT SCHEME:	Marks	Duration
Theory	: 45	2 hrs
<u>Internal</u>	<u>: 05</u>	
Total	: 50	

OBJECTIVE:

The aim of the course is to ake the students aware of the laws and legal aspects related to hospitality industry. By the end of the course the students will:

- a) Have a brief insight into Mercantile and Industrial Law.
- b) Have knowledge of Hotel & Lodging rate control laws, food legislation and purchasers rights.
- c) Know about various licenses required for operating a hotel / catering establishment.

83.1 INTRODCTION TO MARCANTILE:

Brief description of each law: Indian contract act; Definition, Essential contract valid, void and voidable agreement, Time and place of performance, Contract of bailment and pledge; Sales of goods act; Partnership act; Companies act; Insurance act.

83.2 INTRODUCTION TO INDUSTRIAL LAW:

- a) Shops and establishment act with reference to hotel industry.
- b) Definition and brief description of other industrial laws: Industrial dispute act; Contract labour act; payment of wages; Minimum wages act; Provident fund act.
- c) Employment of women and children; Leave; Health; Safety and hygiene provision.

83.3 HOTEL & LODGING RATES CONTROL:

- a) Definition: Fair rate; Hotel or Lodging house; Manager of hotel; Owner of hotel; Paying guest; Premises; Tenant and Tenement .
- b) Appointment of controller and fixation of fair rates; Revision of fair rates.
- c) No eviction to be made if fair rate paid.
- d) When manager or owner of hotel may recover possession.
- e) Penalties for defaulters.
- f) Innkeeper 's lien.

83.4 FOOD LEGISLATION:

The central committee for food standards; Central food laboratory; Food inspectors and their power and duties; Procedure to be followed by food inspector; Food analysis by purchaser; Report of Public analyst; Notification of food poisoning and penalties.

83.5 PURCHASERS RIGHTS:

Guarantee and warranty.

83.6 STATUTORY LICENSES AND LAWS:

- a) List of licenses and permits required to operate hotel, restaurant and other catering establishments.
- b) Procedure of procurement, renewal, suspension and termination of licenses

TEXT READINGS:

- H.L. Kumar : Personnel Mgmt. In Hotel & Catering Industry.
- Krishnal Sethi : M.P.Shop & Establishment Act
- K.P. Shrivastava : Law Relating to Prevention of Food Adulteration in India.
- Roger Peters : Essential Law for caterers.
- N.D. Kapoor : Handbook of Industrial Law.

SEMESTER - IV

Code.	Subject	Marking Scheme				Teaching Scheme	
No.		Int	Th	Pra.	Tot	Th. Hrs.	Pr. Hrs.
BHM 14	Patisserie & Food Production Mngt	15	105	30	150	3	8
BHM 24	Food & beverage Service	15	105	30	150	3	8
BHM 34	Hotel Housekeeping & Management	15	105	30	150	3	8
BHM 44	Front Office Operation & Management	15	105	30	150	3	8
BHM 54	French	05	45		50	2	
BHM 64	Computer Application-II	10	70	20	100	2	2
BHM 74	Utility management	05	45		50	2	
BHM 84	Tourism	05	45	--	50	2	
Total					850	20	18

BHM 14
SEM IV

PATISSERIE & FOOD PRODUCTION MANAGEMENT

TEACHING SCHEME: Theory : 4 hour / week
 Practical: 8 hour / week

ASSESSMENT SCHEME:		Marking Scheme
	Max.	To Pass
	Theory : 105	30
	Practical : 30	12
	Internal : 15	06

Total : 150 60

OBJECTIVE:

At the end of the course the students will develop:
Insight into the organization and management of in Industrial, Institutional and Hotels Quantity food Production .
An understanding of mass purchasing ,receiving process .
To develop insight into Chinese cookery .
To further enhance skills in Bakery production .

COURSE CONTENT:

14.1 INTRODUCTION TO INDUSTRIAL AND INSTITUTIONAL CATERING MNGT.

Aims
Management Policy
Types of Establishment ;and Menus

14.2 ORGANISATION OF QUANTITY FOOD KITCHEN:

Definition
Staff Organisation
Kitchen Layout
Equipment involved in mass production and transportation
Pre-preparation and preparation of food (work flow)
Holding and storing of food

14.3 QUANTITY FOOD MANAGEMENT - I:

Points to be considered while planning a menu and problems involved .
Study of menus for vario0us types of quantity food outlets .
Standerdising and fomulating recipes .

14.4 QUANTITY FOOD MANAGEMENT -II:

Indenting and costing
Reuse of food items and cost control

14.5 PRINCIPLE OF CHINESE COOKERY

Layout and planning of a Chinese Kitchen.
Staff organization.
Various regions and their characteristics.
Equipments used in Chinese cookery.
Classical Chinese dishes.

14.6 MANAGEMENT OF INDEPENDENT F & B ESTABLISHMENT :

- a) Fast food; Snack bar, parlors.
- b) Airline, Railway and ship catering.
- c) Outdoor catering operation.

14.7 MASS PURCHASING:

Objectives
Methods of purchase
Standard purchase specification
Mass purchasing of perishables and non perishables
Convenience products

14.8 RECEIVING:

Aims of effective receiving
Duties and responsibilities of receiving manager
Procedure of receiving
Pilferage Control

TEXT READINGS:

Jennifer Fernandes	100 Easy to make Goan Dishes
Madhur Jeffery's	Flavors of India
John B.Knight	Quantity Food Production (Planning & Mngt.)
S.C.Dubey	Basic Baking
William J. Sultan	Practical Baking

PRACTICAL

Quantity Food Production on the basis of Indian Popular Cuisine .
Bakery Practical to cover the following (advanced stages)
Short crust pastry and its products: Tarts, Pie etc.
Flaky & Puff Pastry and their Products:
Choux Pastry and its Products: Éclairs, Profit rolls.
Advanced cookies & Biscuits.
Advanced cakes and other bakery products
Advanced Puddings ---Hot and Cold

SEM – IV

TEACHING SCHEME : Theory : 3 Hours/week
 Practical: 4 Hours/week

ASSESSMENT SCHEME :	MARKING SCHEME	
	MAX	TO PASS
Theory:	105	30
Practical	30	12
Internal	15	06
<hr/>		
Total	150	60

OBJECTIVES:

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

Develop an Understanding of the Aperitifs, Bitters, Liqueurs-Their Characteristics, Classification, Methods of Production, Brand names And service.

Familiarize them with the special form of restaurant service viz. Gueridon service; it's advantages; different equipments used in it .

Work independently and prepare at least two gueridon preparations.

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

Understand the various functions organized by the hotel.

Plan and organize independently Buffets, Banquets, Wedding receptions Birthday Parties, Kitty Parties, conferences, seminars, ODC's etc.

COURSE CONTENT:**24.1 LIQUEURS:**

History, Definition, Manufacture, Hot method; distillation, cold methods; infusion, Percolation, Aging, Base spirits, Sweetenings

24.2 APERITIFS

Classification

Knowledge of production

Varieties and service of Aperitifs

24.3 GUERIDON SERVICE:

History of gueridon

Definition of term gueridon

General points to be considered while doing gueridon

Advantages and disadvantages of gueridon service

Gueridon equipment and ingredients

Method of service of common gueridon preparations

24.4 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.

Mide-en-Place.

Check 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).
Organisation of the banquet dept,
Function selling –Menus.
Facilities available.
Seating plans –Theater, Classroom, formal
Contract / Memorandum
Weekly & daily
Formal gatherings
Table plans / arrangements
Name cards
Seating plan
Mis- en –place
Service
Toasting and sequence of events
Banqueting exercises.
Case studies in banqueting
Informal gathering
Reception.
Cocktail parties
Seminars.
Exhibition
Fashion show
Trade fairs Wedding Organising theme functions

24.6 OUTDOOR CATERING MANAGEMENT:

Introduction :Who could be a out door caterer ; Infrastructure; Licenses:

24.6 OUTDOOR CATERING MANAGEMENT

- Introduction ; Who could be a out door caterer; Infrastructure 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.

24.7 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 :

Jaffrey T. Clarke Table & Bar
Denni R. Lillicrap F & B Service '
Matt A. Casdo Food & Beverage service
Michael M. Coltman Beverage Management

PRACTICALS

1. Revision of 1st year practicals - Table layout and services for different types of meals.
2. Beverage order taking and preparation of BOT.
3. Gueridon Service : Preparation and service of Banana Flambe and Crepe Suzette.
4. Layout and drawing of the Function Prospectus and identifying its appropriate usage
5. Planning of the different types of buffet counters and setting the counter.
6. Planning of the different types of table and seating arrangement for different types of buffets.
7. Preparation of function check list of buffet.
8. Assignment on buffet menu planning.
9. Planning the table layouts of different types of banquet functions.
10. Seating plans of different banquets. Preparation of charts, name cards etc.
11. Food and beverage - How to serve in banquet?
12. Assignments :
 - A. Check list for conference and other parties. !
 - B. Menu planning for the state banquet.
13. To visit hotels for buffet, banquet and business events.

BHM 34 HOTEL HOUSEKEEPING and MANAGEMENT

SEM IV

TEACHING SCHEME	Theory	3 hrs/week
	Practical	2 hrs/week

ASSESSMENT; SCHEME

MARKING SCHEME

	Max.
Theory	105
Practical	30
Internal	15
<hr/>	
Total	150

OBJECTIVES:

The syllabus continues to provide in-depth knowledge about : planning and organizing of the department with emphasis on work study, duty Rota and work analysis.

- Safety awareness, accidents and first aid box.
- Interior decoration and Horticulture which includes flower arrangement .
- Detailed study on spring cleaning- scheduling, carpet, upholstery and drapery cleaning, pests and rodent control.

COURSE CONTENT :**34.1 PERSONAL QUALITIES OF HOUSEKEEPER WITH EMPHASSIS ON**

- Emergencies & dealing with them.
- Safety awareness & accident prevention.
- First aid box .
- Dealing with sick guest & sanitization.

34.2 INTERIOR DECORATION

- Colour
- Light & lighting system
- Floor & wall covering
- Role of accessories.

34.3 HORTICULTURE :

- Living with flowers
- Types & Colours
- Simple ways of gardening
- Equipment, care pesticides
- Techniques to cutting flowers
- In-house herb garden

34.4 FLOWER ARRANGEMENT :

Equipment and material required, Knowledge about variety of flowers and other decorating material used in flower arrangement

Purpose of flower arrangement , placement and level of placement Purpose with relevant examples.

Styles and Principles of flower arrangement.

34.5 SPRING CLEANING

Meaning, scheduling,

54.6 PESTS AND RODENTS CONTROL**34.7 CLEANING AND MAINTENANCE OF CARPETS UPHOLSTRY AND DRAPERY**

Routine and spring cleaning

TEXT READINGS

Mohini Sethi
Joan C.Branson

Cat en" ng Management
Hotel, Hostel & Hospital Housekeeping

Georgi ra Tucker
Anne Effelsberg
John Ambulan/Andrews

The Professional Housekeeper
Flower Arranging
First Aid Manual

PRACTICAL

1. Dealing With emergency

- a) Event of fire
- b) Event of fumes
- c) Event of gas leakage

2. First Aid -

- a) Treatment for
 - Minor & Scalds
 - Unconscious
 - Dizziness
 - Sun burn
 - Minor wounds
 - Choking
 - Fainting shock
 - Nose bleeding
 - Marine stings
- b) Dressing of minor wounds & cuts

3. Interior Decoration -

- a) Making and display of different miniature of wall covering and floor covering, light arrangements using flip charts.
- b) Setting of interiors and placements of accessories.

4. Horticulture -

- a) Identification of different tools in gardening.
- b) Different ways of gardening
- c) Different flowers

5. Flower arrangement -

- a) Identification, of equipment and material required for flower arrangement.
- b) Practice of different styles of flower arrangement.

6- Routine - Detailed cleaning - shampooing of carpet - drapery upholstery

BHM 44 FRONT OFFICE OPERATIONS & MANAGEMENT

SEM IV

TEACHING SCHEME

Theory 3 hrs/week

Practical 2 hrs/week

ASSESSMENT; SCHEME

MARKING SCHEME

Max.

Theory 105

Practical 30

Internal 15

Total 150

OBJECTIVES

- a) Explain the basic front office accounting functions & Methods of account settlement and check-out procedure.
- b) Illustrate foreign exchange encasement procedure.
- c) Summarise starting and ending of shift procedures for cashiers.
- d) Making the students aware of Safety lockers management.
- e) Present Assertive communications Approaches and customer care.

COURSE CONSENT :**44.1 CHECK-OUT PROCEDURE**

Information to concerned departments

44.2 MAINTAINING MASTER FOLIO AND MANAGING PROBLEMS THEREIN:

- 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) Problem Handling

44.3 PREPARATION OF BILL FOR CHECKING OUT GUESTS:**44.4 RECEIVING PAYMENTS (SETTLING BILLS) :**

- a) Cash
- b) Credit Card
- c) Bill to Company
- d) Travel agent voucher
- e) Traveler's Cheque

44.5 FOREIGN EXCHANGE ENCASHMENT PROCEDURE

- a) Authorised agencies
- b) Licenses and documents used
- c) Different currencies and their Forex rates
- d) Category of guests entitled

44.6 SAFETY LOCKERS :

- a) House rules
- b) Operational procedure

44.7 STARTING AND ENDING WORK SHIFT AT FRONT OFFICE CASH

- a) Procedures and reports

44.8 INTER DEPARTMENT COMMUNICATION AND COORDINATION:

TEXT READING

Dennis L. Foster	Front Office Operation & Admn
Sudhir Andrews	Hotel Front Office Manual
Bruce Braham	Hotel Front Office
James A Badri	Hotel Front Office Management

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
- Operating safety lockers
- Starting and ending work shifts at front office cash
- Handling situations.
- Computerised billing systems

BHM 54
SEM IV
TEACHING SCHEME Theory 2 hrs/week

FRENCH

ASSESSMENT; SCHEME	Max.	Duration	MARKING SCHEME
Theory	45		
Internal	05		
Total	50		

The aim of the course, continues to introduce the students to the French language as it will help them to understand the much us terms in the operational subjects such as Food Production and F & Service and also as it as the most widely used foreign language other than English as far as hospitality industry is concerned.:
At the end of the semester the students should :

- a) Have revised all the grammar covered in SEM I, II & III.
- b) Have learnt the grammar scheduled for this semester
- c) Be able make expressive conversations in French.

COURSE CONTENT :

- 54.1 Revision of Sem I, II, III
- 54.2 Adverbs
- 54.3 Prepositions
- 54.4 Conjugations
- 54.5 Interjection
- 54.6 Conversations

TEXT READINGS :

Course Langue Francaise
John Grisbrooke French for Catering Students
S. Bhattacharya French for Hotel Management & Tourism Industry

BHM 64
SEM IV
TEACHING SCHEME

Computer Application

: Theory : 2 hrs / week
: Practical: 2 hrs / week

ASSESSMENT		Max	Duration
	Theory :	70	3 hrs
	Practical:	20	3 hrs
	Internal :	10	
	Total	100	

The objective of the course is to systematically develop the computer skill. During this semester the students will be given the knowledge of Spread Sheet and database package (MS Access elementary) presentation application.

64.1 Spread Sheet:

Introduction, advantages of electronic spreadsheets, starting spread application.

64.2 MS Excel:

MS Excel Screen Components, Working With cells, Moving around in excel, using tool bar, menu bar, getting help, entering information, using data fill, custom fill, auto correct, Auto Complete, Option, editing data, working with cells, ranges & worksheets,

64.3 Using Advance option: Building formula, referencing cells in same work books, referencing cells in other worksheets.

64.4 Data Base Creation with MS Access: Get started, elements of access, data base, creating new data base using wizard, the data base windows, relational data base, relate table with access, type of relationship.

TEXT READING:

BPB Publication	Office 2000 complete
Nitin K. Naike	PC Software (MS Office)
Mark Minasi	Windows Professional 2000

PRACTICAL

Spread Sheet Application (MS Excel), and MS Access basics.

COURSE CONTENT :**74.1 WATER MANAGEMENT SYSTEM :**

- a) Cold and hot water system used in hotel.
- b) Hardness of water, water softening-Base exchange method.
- c) Flushing cisterns, water taps, tapes and closets.

74.2 REFRIGERATION & AIR CONDITIONING

- a) Basic principle, boiling point and latent heat.
- b) Compression types of refrigeration system.
- c) Deforestation.

d) Conditions for comfort.

- e) Unit for air conditioning: Window and central air conditioning
- f) Various parts in general preventive maintenance

74.3 EQUIPMENT REPLACEMENT AND PURCHASE POLICIES :**a) Circumstances under which equipment are generally replaced :**

- b) Inadequacy, obsolescence, excessive maintenance, declining efficiency.
- c) Replacement policy for items which gradually deteriorates.
- d) Replacement when the current annual cost is equal to the average annual cost.
- e) Economic replacement cycle for suddenly failing equipment.
- f) Analytical problems.

74.4 WASTE DISPOSAL & POLLUTION CONTROL :

- a) Various methods for disposal of waste.
- b) Sewage treatment plant.
- c) Water pollution.
- d) Sewage pollution.
- e) Air pollution and noise pollution related to hotel industry.

74.5 ENERGY CONSERVATION :

- a) Energy conservation methods in different departments of a hotel.
- b) Developing energy conservation program in hotels.

74.6 UTILITY OPTIMISATION :

Utilities, Importance, cost associated with utilities, break even chart, performance of utilities, optimization of utilities & latest techniques.

TEXT READINGS

Mohoni Sethi	Catering Management
Ronald Kinton	The Theory of Catering
Alan T. Stutts	Maintenance Handbook for Hotel Motels & Resort
S. R. Dubey	Mastering Catering Science
O.F.G. Kilgour	Complete Catering Science
Arora & Jain	Hotel Maintenance

**BHM 84
SEM IV**

TOURISM

TEACHING SCHEME

Theory

2 hrs/week

ASSESSMENT SCHEME

MARKING SCHEME

Max.

Duration

Theory 45

3 Hrs

Internal 05

Total

50

The- objective of the course is to make the students aware of the Indian tourist destinations, Tourism infrastructure, Current Govt. policies and requirements, Role of travel agents and co-relation between hotel and tourism.-:

COURSE CONTENTS

84.1 Introduction to tourism.

- a) Definition
- b) Why do people travel (In bound - out bound)
- c) Classification

84.2 Components of Tourism Industry

- a) Destination
- b) Transport - airlines, railway, by road etc.
- c) Accommodation, recreation, .adventure, entertainment, historical, religious, special interest,

84.3

I) National Tourism Organisation and administration in India

- a) NTO
- b) ITDC
- c) STATE TOURIST DEVELOPMENT DEPT.- Role and function in tourism development

II) International

- a) WTO, PATA, IATO, IATA and ITB

84.4 Role of Marketing in Tourism

- a) Definition
- b) Product development
- c) Market segmentation

84.5 Role of Travel agencies and Tour operators in Tourism development.

- a) Thomas-cook, Sita, Mercury

84.6 Role of travel trade-fairs, festivals etc. in tourism promotion

- a) Destination India
- b) Visit India
- c) Festivals of India
- d) Tourist year 1998 & 2000

84.7 India as tourist destination:

- Historical
- Adventure and wildlife
- Natural
- Religious
- Archaeological
- Commercial places etc.

TEXT READINGS

A. K. Bhatia

Pran Nath Seth

Pragati Mohanty

A.K. Bhatia

Pran Nath Seth

Tourism Development

An Introduction to Travel & Tourism

Hotel Industry & Tourism

International Tourism

International Travel & Tourism

SEM- V

Code.	Subject	Marking Scheme				Teaching Scheme	
No.		Int	Th	Pra.	Tot	Th. Hrs.	Pr. Hrs.
BHM 15	Food & Beverage Management	15	105	30	150	4	8
BHM 25	Accommodation Management	15	105	30	150	4	4
BHM 35	Computer Application	10	70	20	100	2	2
BHM 45	Entrepreneurship	05	45	--	50	3	
BHM 55	Managerial Communication	05	45	--	50	2	
BHM 65	Decision Making Skill	05	45	--	50	3	
BHM 75	Hospitality and Marketing Management	05	45	--	50	3	
TOTAL					600	21	14

BHM 15

FOOD & BEVERAGE MANAGEMENT

SEM V

TEACHING SCHEME : Theory : 4 hrs/week
Practical : 8 hrs/week

ASSESSMENT SCHEME : Marks Duration
Theory : 105 3 hrs
Practical : 30 3 hrs
Internal : 15
Total : 150

OBJECTIVES :

At the end of the course the students should:

- a) Be able to conceptualize management and functioning of independent F & B establishment
- b) Knowledge of larder work.
- c) Insight of modern bakery techniques.
- d) know the concept of food cost control and its implementation.
- e) conceptualize the control cycle & establish its role in the management of food & beverage operation
- f) acquire the requisite technical skills in bakery and its management.

COURSE CONTENT

15.1 LARDER

- a) Layout and planning of a larder department .
- b) Staff organization.
 - c) cold food presentation.
 - d) Aspic and chaudfroid.
 - e) Sandwiches and canapés.
 - f) cold starters .
- g) Charcuterie.
 - h) Sausages , terrines. galatines. pate, mousses
 - i) control of expensive commodities, meat tag.

15.2 STATUS OF INDIAN BAKERY INDUSTRY

15.3 BAKERY FLOUR:

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

15.4 BRIEF INSIGHT OF:

- a) emulsifier, surfactants, and enzymes used in bakery products.
- b) bakery fats.

c) Flavors for bakery industry.

15.5 RECENT DEVELOPMENT IN BREAD MAKING TECHNOLOGY:

15.6 BAKERY PROJECTISATION AND ORGANISATION:

15.7 PROCESSING DURING EMERGENCY BREAKDOWN :

15.8 INTRODUCTION TO F&B MANAGEMENT :

15.9 F&B CONTROL CYCLE

- a) Characteristics of F & B operations
- b) Stages in F & B cycle: Indenting purchasing, storing Issuing Preparation and selling
- c) Yield testing
- d) Cost analysis and control: Food cost percentage; Analysis of food cost percentage; study of causes and remedies
- e) Food Cost Reconciliation sheet

TEXT READINGS :

M.D. Voures	: super cook the complete encyclopedia of cooking. (vol-1 to 23, a to z)
K. Arora	:theory of cookery.
Thangam Philip	: Modern cookery Vol-II
June Duden	: Hors D'oeuvres
Larousse	:Gastronomy
Jane Grigson's	:European Cookery
Charmine Solomon	: The complete Asian cookery
J. Irwin	: Italian cookery
Sonia Stevenson	: The magic of soucery
Christes Schamalas	: Garnishing
Paul Bocuse	:The new professional chef
Victor ceserani	: Kitchen Larder work
Arno Schmidt	: The book of Hors D'overs & canapes
Michael M. Coltman	: Cost control for hosp ind
Paul R Dittmer	: Principles of food, beverages & labour cost

controls.

PRACTICALS

At least 10 (ten) menus of advanced / ethnic nature to cover Promint international cuisines.
Revisions of various service practicals in F&B .

BHM 25
SEM- V

ACCOMODATION MANAGEMENT

TEACHING SCHEME :	Theory	:	4hrs. / week
	Practical	:	4 hrs. / week
ASSESSMENT SCHEME :		Marks	Duration
	Theory	:	105 3 hrs
	Practical	:	30 3 hrs
	Internal	:	15
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	Total	:	150

OBJECTIVES:

The syllabus continue to provide : indepth knowledge about : planning and organizing of the department with emphasis on work study , dutyroster and work analysis .

- a) purchasing procedure and stock control.
- b)Administration skills : including contracts procedures , stock control and setting up of housekeeping department in a new hotel.
- c) Managing VIP, CIP, Travel agent groups and cricis situation
- d) Learning detailed procedure regarding classification of hotels.

COURSE CONTENT:

25.1 PLANNING AND 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.

25.2 PURCHAISING PROCEDURE

- a) Purchasing arrangements
- b) Purchasing cycle

25.3 STORE & STOCK CONTROL

- a) STORE room control .
- b) Inventory & requisition
- c) Par stock
- d) Stock taking
- e) Inventory control

25.4 RENNOVATION OF ROOMS :

Floors , Refurbishing, furniture , & interior decoration etc .

25.5 CONTRACT CLEANING:

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

25.6 VARIABLES OF OPENING A HOUSEKEEPING DEPARTMENT IN A NEW HOTEL :

25.7 REQUIREMENT / MANAGEMENT OF NON COMMERCIAL ACCOMODATION SERVICE :

25.8 CRISES MANAGEMENT :

- a) During facility breakdown
- b) security Aspect
- c) Loss prevention

25.9 Managerial Handling of VIP'S, CIP'S & TRAVEL AGENTS groups :

25.10 CLASSIFICATION PROCEDURE OF HOTELS :

PROCEDURE & Norms

Gradation

PRACTICALS

- 1, Preparing guest rooms & checking through check list .
2. Cleaning & upkeep of public areas.
3. preparing rooms for special occasion / Guests /VIP / CIP/ Tr.agents .
4. To co-ordinate with hotels for learning purchase, storing , & inventory system.

BHM 35
SEM- V

COMPUTER APPLICATION

TEACHING SCHEME :	Theory	:	4hrs. / week	
	Practical	:	4 hrs. / week	
ASSESSMENT SCHEME :			Marks	Duration
	Theory	:	70	3 hrs
	Practical	:	20	3 hrs
	Internal	:	10	
<hr/>				
	Total	:	100	

OBJECTIVE

The objective of the course is to systematically develop the computer skills. During this semester the students will be given knowledge of a data base management packages (FOXPRO) which has wide application in the hotel industry.

COURSE CONTENT :

Database Management Package - FOXPRO

- 35.1 Why FoxPro?
- 35.2 Getting Acquainted with FoxPro.
- 35.3 Creating a database structure.
- 35.4 Adding, editing, and viewing data.
- 35.5 Understanding indexes and expressions.
- 35.6 Using queries and logical expressions.
- 35.7 Generating! reports and mailing labels.
- 35.8 Multiple data base files
- 35.9 Case studies
- 35.10 Mathematical commands and functions.

TEXT READING:

Charles Siegel Mastering FoxPro 2.5

R.K. Taxali FoxPro 2.5 Made Simple

PRACTICALS

PRACTICE OF FOXPRO PACKAGE AS PER SYLLABUS.

BHM 45
SEM V

ENTREPRENEURSHIP

TEACHING SCHEME	:	Theory	:	3 hours/Week	
ASSESSMENT SCHEME	:		Marks	Duration	
		Theory	:	45	3hrs/week
		Internal	:	05	

		TOTAL	:	50	

OBJECTIVE :

The course shall be taken up with emphasis on entrepreneurship for hospitality & related products and services . On completion of this course a student should be ---

- Able to define , identify , appreciate & rate entrepreneurial competencies.
- Develop an insight in to factors and process involved in opportunity scanning and competitive analysis
- Understand methodology involve in various types of concept stage decision
- acquaint themselves with strategies for stabilization & growth of a business entity.

COURSE CONTENT:

45.1 INTRODUCTION:

The entrepreneurial competencies, :meaning , developing , entrepreneurial competencies , rating E.C. of a person .The concept and significance of entrepreneurial qualities of a manager in an organization.

45.2 OPPORTUNITY SCANNING :

The zeroing in process , factor involved in selecting a product /service to offer , need for market assessment , demand analysis , analyzing competitive situation ,understanding current business practices .

45.3 CONCEPT STAGE DECISION :

Factors involved in selection of site , technology, capacity, market segment, organization-form , suppliers etc .Various financial & non financial support and scheme from G.O./N.G.O.S available to an entrepreneur in India.

45.4 PREPARATION OF BUSINESS PLAN / PROJECT REPORT:

PROJECT REPORT - Its significance & scope contents in a business plan , drawing up implementation schedule , common errors in business plan formulation & presentation .

45.5 STRATEGIES FOR STABILIZATION AND GROWTH :

Introduction stages in growth of an enterprise , stabilization strategies , growth strategies , operational challenges in managing an enterprise .

TEXT READINGS :

Richard E. Boyatzis	The competent manager
Richard M. Hodgetts	Effective small Business Mngt.
Jain. Vijay K.	Marketing management for small units
Mccormack :Mark H	what they don't teach you at Harvard business School

Gupta M.C.
Churchill & LEWIS
Drucker, Peter F.
Hanan. M.
Mascarenhas. B.
Scott.M. and Bruce
planning

Entrepreneurship in small scale Industry .
The five stages of small business Growth .
Innovation & Entrepreneurship.
Fast forth strategies
Planning for flexibility ,Long range Planning.
Five stages of Growth in Small Business . Long Range

BHM 55
SEM-V

MANAGERIAL COMMUNICATION

TEACHING SCHEME : Theory : 2 Hours/Week
Practical : 2 Hours/Week

	Marks	Duration
ASSESSMENT SCHEME : Theory	: 45	3 hrs.
Internal	: 05	
<hr/>		
Total	: 50	

OBJECTIVES :

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

- What are intrapersonal into personal and group communications?
- Understand the value of Communication for better human relations in day-to-day life.
- Understand the importance and observance of social skills and etiquettes in various occasions.
- Understand the various forms of verbal and non-verbal, formal and informal communications.
- Build and use Business vocabulary.

COURSE CONTENTS:

55.1 FUNDAMENTALS OF HUMAN RELATIONS:

Intrapersonal into personal and group relationships, Transactional analysis implications for managers in organizational context.

55.2 FORMAL WRITTEN COMMUNICATIONS

Official letters, Report Writing: Categories Formats, Memorandums and Circulars, Agenda and minutes, Resume, Drafting advertisements.

55.3 FORMAL VERBAL COMMUNICATIONS:

Group discussions, Interview, Extempore, Business Negotiations, Public Speaking, Meeting, Toasting, Councelling, Business presentations.

55.4 SOCIAL SKILLS FOR MANAGERS:

Update of Etiquettes a manager should observe in various formal and informal situations; The body Language.

55.5 BUSINESS VOCABULARY BUILDING AND USAGE:

TEXT READINGS

Nellan Pickett Practical Communication
Murphy and Peck Effective Business Communication

Waldo W. Bradek	Public Speaking
Manroe and Ehninged	Speech Communication
Himshreet and Baty	Business Communication
Richard E. Cable	Public Relation and Communication
Steven L. Vibbert	Management
C. B. Gupta	Office Language
Allen Peace	Body Language
Bele Carbagie	The Quick and Easy Way to Affective Speaking

BHM 65

SEM V

DECISION MAKING SKILLS

TEACHING SCHEME : Theory :3 hrs/week

ASSESSMENT SCHEME	:		Marks	Duration
		Theory	:45	3hrs
		Internal	: 05	

 Total : 50 Marks
OBJECTIVE :

The objective of the course is to orient & train students on :

- 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 :**65.1 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

65.2 PROJECT MANAGEMENT TECHNIQUES

- Meaning of project
- Network analysis
- Critical path method
- Program evaluation and review technique
- Time and cost relationship
- Resource allocation

65.3 CASES

This unit is aimed at developing the students so that they can :

- Understand problems by making interpretations from facts
- Suggest best solution
- A number of case studies related to hotel and hospitality management will be discussed in the class which the students will analyze and submit as assignments

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 |
| James R.Keiser | : Principles and Practices of Management in Hospitality Industry |
| Leunon and Peet | : Hospitality Management a case study approach |
| Robert C. Lewis | : Cases in Hospitality Marketing and Management |
| C.F.Shortt | : Food and Beverage Management |
| B.K.Punia | : Tourism Management – Problems and Prospects |

BHM 75
SEM-V

HOPITALTTY AND MARKETING MANAGEMENT

TEACHING ASSESSMENT :	Theory	:	3 hours/week	
ASSESSMENT SCHEME :			MARKS	Duration
	Theory	:	45	3hrs
	Internal	:	5	
<hr/>				
	Total	:	50	

OBJECTIVE :

- a) Introduction to the fundamental concepts of modern marketing management, especially in context of service industry.
- b) To develop insight into method used for marketing strategy formulation Planning & administration in the hotel industry
- c) To provide insight to marketing strategy and planning for the hotel industry.
- d) Appreciate significance , methods of analysis of consumer needs.
- e) To provide methods of planning and control of various marketing techniques
 - f) To explain the concepts pertaining to product knowledge Consumer behavior, Face to face selling, customer cares.
- g) To orient about, importance, Basic Methods, Planning & control of in house selling, the role of merchandising.

COURSE CONTENT :

75.1 THE CONCEPT OF MARKETING

Introduction , Marketing vs. Selling
The customer Wants, Needs, Perception, Buying capacity Understanding Services as product :
characteristics of services challenges involved in service marketing
The buying decision process

75.2 THE HOSPITALITY MARKETING FUNCTION

Characteristics of Hospitality business.
The concept of Marketing Mix
Product Life Cycle
The hospitality product/services mix

75.3 THE MARKETING PLAN

The policy, strategy and organization for marketing
Meaning, purpose and methods for Market Survey
Concept of Market segmentation and selection of target market, Niche marketing,
Meaning of Internal Marketing
Budget for and control of Marketing.

75.4 STRATEGIC DECISIONS FOR MARKETING

Deciding about the product/service range
Selection of location; its impact on Marketing
Impact of physical design, process/technology
Pricing strategies
Various forms of Hospitality Marketing channels and other business collaborations
Policy regarding employee selection/development considering their role in marketing

75.5 MARKETING COMMUNICATION AND PROMOTION

Advertisement: types, contents, media, frequency and budget

Measuring Advertisement effectiveness.

Publicity, Public Relation, Direct/Personal selling

75.6 SALES MAXIMISATION WITHIN PREMISES

Sales Promotion, Merchandising Suggestive selling

Understanding customer behaviour and profile .

TEXT READINGS :

Robert C. Lewis

Cases in Hospitality Marketing & Management

John Roberts

Marketing for the Hospitality Industry

Robert D. Raid

Hospitality Marketing Management

Dennis L. Foster

Marketing Hospitality Sales & Marketing for Hotels, Motels
& Resorts

Roberts C. Lewis

Marketing Leadership in Hospitality

SEM- VI

Code.	Subject	Marking Scheme				Teaching Scheme	
No.		Int	Th	Pra.	Tot	Th. Hrs.	Pr. Hrs.
BHM 16	Food & Beverage Management -IV	15	105	30	150	4	8
BHM 26	Accommodation Management-IV	15	105	30	150	4	4
BHM 36	Total Quality Management	05	45	--	50	3	2
BHM 46	Human Resource Management	05	45	--	50	3	
BHM 56	Hotel Information System	10	70	20	100	2	3
BHM 66	Finance Management	05	45		50	3	
TOTAL					550	22	17

BHM 16**FOOD & BEVERAGE MANAGEMENT**

SEM VI

TEACHING ASSESSMENT: Theory : 4 hrs/week

Practical : 8 hrs/week

ASSESSMENT SCHEME : Marks Duration

Theory: 105 3 hrs.

Practical : 30 3 hrs.

Internal : 15

 Total : 150
OBJECTIVES :

This course is aimed to impart knowledge to the students regarding advance aspects in Food & Beverage Operations and Management.

At the end of this course the student will:

- a) Understand European & Oriental Cuisine in detail.
- b) Design Kitchen and related facilities.
- c) Conceptualize invalid diet management.
- d) Standardize new recipes.
- e) Understand the variables of kitchen management.
- f) Gain aesthetic skills.
- g) Understand the components of cost and its utilization in profit maximization in F & B operation.
- h) Understand capital & operational budgets for F & B operations.
- i) Understand how history and scatter sheets can be used for performance analysis and appraisal.
- j) Design and market menu cards.
- k) Establish new F & B outlets and upgrade the existing ones.

COURSE CONTENT :**16.1 DETAILED STUDY OF ORIENTAL AND EUROPION CUISINES:****16.2 DESIGNING KITCHEN :**

Staff analysis,

Equipment analysis of a man

c) Job designing & work flow analysis,

Location & Space analysis.

e) Policy & Budget

f) Other technical factors

g) Actual designing.

16.3 INVALID DIET MANAGEMENT:**16.4 STANDARDIZATION OF NEW RECIPES:**

Standardization cycle: Testing, Tasting, Evaluating, Modification.

16.5 FIVE P's OF KITCHEN MANAGEMENT:

People, product, plant and property, promotion and profit.

16.6 F & B OPERATIONAL COST CONTROLLING:

- a) Component of cost
- b) Factors affecting food cost, Labour cost & overhead expenses.
- c) Profit Maximisation.

16.7 OPERATIONAL AND CAPITAL BUDGET FOR F & B ENTERPRISES:

16.8 OPERATIONS PERFORMANCE ANALYSIS & APPRAISAL:

Sales History

- (b) Scatter sheet

16.9 MENU CARD DESIGN:

- a) Choice of material
- b) Aesthetic quality: Size, shape, print, artwork etc.
- c) Classification of dishes.
- d) Marketing characteristics of Menu card.
- e) Menu card designing for new establishment.

16.10 EXECUTION OF F & B PROJECTS:

- a) Determining the type of restaurant
- b) Analyzing clientele
- c) Hiring of staff
- d) The layout and space management
- e) The equipment analysis and procurement
- f) Interior designing
- g) Sequencing various activities involved during project stage.

TEXT READINGS:

Jane Grigson	European Cookbook
Kotas & Davis	Food cost control
Birchfield	Design & Layout of Food Service facility
Kotas & Jaywardana	Profitable Food & Beverage Management
Dittmenn & Griffin	Principle of Food, Beverage & Labor cost Control
Ni cholus Lodge	The International School of sugar craft.
Joseph Amendota	Ice carving made easy
Amendola & Lungberg	Understanding Baking
Gisslen & Griffin	Professional Baking
S. C. Oubey	Basic Baking
W.Sultan	Practical Baking

PRACTICAL

1) The practicals for this course will comprise of tasks, assignments, and lab work based on the theory syllabus detailed above.

2) AESTHETIC SKILLS:

- a) Ice Carving, Vegetable Carving
- b) Butter Sculpture
- c) Center pieces (Innovative)
- d) Marzipan, Sugar craft
- e) Advanced Icing.

3. BAKERY:

Bread & Breakfast Rolls
Hot & Cold pudding (Revision)
Basic Paste (Revision)
Decorative cakes
A la Carte & basket Cookery

4. Learn how to manage training restaurant as captain/manager.

5. To acquire supervisory skills by visiting various hotels during festivals and functions.

BHM-26**ACCOMMODATION MANAGEMENT**

SEM-VI

TEACHING SCHEME : Theory : 4 hour / week
Practical : 4 hour/week

ASSESSMENT SCHEME : Marks
Theory : 105
Practical : 30
Internal : 15

Total : 150

OBJECTIVES:

The aim of the syllabus is to make the students aware of :

1. The future of the accommodation industry; growing interdependence between travel and hotel industry and franchising.
2. Planting accommodation facilities in general and for specific needs.
3. Developing management skills in relation to budget, budgetary control, tariff change and occupancy forecasting
4. Motivational skills- as a leader, charge agent and supervisory role and involvement in working with employees.

COURSE CONTENT:**26.1 INTERDEPENDENCE OF HOTEL AND TRAVEL AGENTS:**

- a) current trend in this relationship
- b) developing tour packages
- c) other promotional strategies executed through travel agents.

26.2 FUTURE & TRENDS IN ACCOMMODATION INDUSTRY

- a) time share
- b) heritage hotels
- c) floatels
- d) other trends NON-SMOKING ROOMS , children, elderly long –staying guests rooms

26.3 FRANCHISING:

Definition & meaning usual terms and condition of franchising, advantages and disadvantages of franchising to either parties, with special reference to accommodation industry.

26.4 CLUB OPERATION AND MANAGEMENT:

health club management
amusement and entertainment management
adventure sports

26.5 HUMAN RESOURCE PLANNING FOR ACCOMMODATION OPERATIONS:

26.6 PLANNING HOTEL FACILITIES:

modern trends and norms in general facility planning
planning facilities as per specific guest requirement

26.7 ROLE OF EXECUTIVE HOUSEKEEPER AND FRONT OFFICE MANAGER

Leading and motivating
Delegation and controlling
Communicating and industrial relation

26.8 BUDGET AND BUDGETORY CONTROL

26.9 BASIS OF TARIFF CHANGE AND CHARGES

26.10 OCCUPANCY FORECASTING

TEXT READING :

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	Hersonal management in hotel & catering industry.

All periodical all publications pertaining to hotel, travel & torusm industry.

PRACTICALS

- 1) Designing room for different categories of guests a)handicapped b)children c)vip etc
- 2) To co-ordinate with hotel purchase system for ordering
- 3) Purchase, storing and inventory controls
- 4) To prepare checklist for public and non public areas.
- 5) Practical training at training hotel in front office and house keeping
- 6) Revision and recapitulation of previous semesters.

**BHM-36
SEM VI**

TOTAL QUALITY MANAGEMENT

TEACHING SCHEME : Theory : 3 hrs/week

ASSESSMENT SCHEME	MARKS	DURATION
Theory	45	3hrs
Internal	05	
Total	50 marks	

OBJECTIVE :

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

- Understand, define and appreciate the concept of total quality.
- Identify various factors involved in quality management
- Understand all aspects of ISO 9000 quality management
- Co-relate and apply the knowledge of total quality management to the hospitality industry services.

COURSE CONTENT:

36.1 THE CONCEPT OF “QUALITY”

- Makinsey’s seven ‘S’ model for excellence
- Customer consciousness & delight
- Emerging concept of quality
- Productivity v/s cost of quality
- Utilization of resources & control of waste
- Managing human resistance to changes
- Quality planning & process capability studies
- Variability control through SPC & SQC
- Zero defect concept
- Comparative study of new and old seven tools of SQC

36.2 TOTAL QUALITY MANAGEMENT:

- Total quality management spiral
- Detailed analysis of TQM elements
- Total quality of work life
- Deming quality model for continual improvement
- The role of government in promoting TQM and ISO – 9000
- Beyond ISO-9000 certification.

36.3 ISO-9000 QUALITY SYSTEM:

Product specification v/s quality system standards, evolution of ISO-9000 , series of standards, impacts of adopting ISO – 9000 Quality system, quality vocabulary, an overview of clauses of ISO-9000 Standards, quality mission, culture, policy, goals & objectives, preparation and implementation of tailor made quality system & procedures, documentation and data control, various techniques for problem solving and adopting corrective & preventive actions, quality audit and certification.

36.4 QUALITY OF HOSPITALITY SERVICES:

- a) Various aspects of quality in hospitality industry, cases and experience of hotels successful in getting ISO certification, role of employees and managers in ensuring quality in hospitality services, measures to maintain consistency.
- b) An overview of procedure involved in certification.

TEXT READINGS:

Peters and Waterman
Demarle & Shillito
Mudge & Arther
Feigenbaum,A.V.

In search of excellence
value engineering
value engineering A systematic Approach
total quality control

BHM 46
SEM VI

HUMAN RESOURCE MANAGEMENT

TEACHING SCHEME :	Theory	:	3 hour / week
ASSESSMENT SCHEME :			Marks
	Theory	:	45
	Internal	:	05
<hr/>			
	Total	:	50

OBJECTIVE:

- To develop an insight into meaning nature scope and value of contemporary approach to human resource management in an organization .
- To describe organization of a human resource management functionary in an establishment,
- and 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 :

46.1 INTRODUCTION :

Nature and Scope of Human Resource Management –

- Concept and Nature, Human Resource Management as a profession, Objectives and importance, Functions and scope of Human Resource Management.
- Organization of personnel Department, Qualities of Personnel Manager, Role of Personnel Manager, Status of Personnel Manager.
- Characteristics of Hospitality Industry for a Human Resource Manager. HRD as responsibility of all Managers.

46.2 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.
- 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, Meaning and process of selection.

d) 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 formal induction

46.3 TRAINING AND DEVELOPMENT:

Training of Operatives:

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.

Executive Development -

Concept and objectives, Importance and process, Methods and techniques, Principles of Executive Development.

46.4 JOB EVALUATION

Concept, Process & objectives of Job Evaluation, Advantages & Limitations, Essentials of successful Job Evaluation, Methods of job evaluation.

Wage and salary administration

Objectives and principles essentials of a sound wage structure, factors affecting wages, methods of wage payment, wage policy in India, executive compensation.

46.5 PERFORMANCE APPRAISAL :

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

46.6 JOB CHANGES :

- a) Transfers, Promotions and Separations
- b) 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.

TEXT READINGS :

David A Decenzo	Personnel/Human Resource Management
H ,L Kumar	Personnel Mngt. in Hotel & Catering 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

BHM 56
SEM VI

HOTEL INFORMATION SYSTEM

TEACHING SCHEME :	Theory	2 hrs/week	
	Practical	3 hrs/week	
ASSESSMENT SCHEME		Marks	Duration
	Theory	70	3 Hrs
	Practical	20	3 Hrs
	Internal	10	
	<hr/>		
	Total	100 marks	

OBJECTIVE :

The objectives of this course are to :

- Elaborate on the concept of Management Information System.
- Provide knowledge and skills required for computerization of a unit.
- To enable them to adopt and use software for specific needs.

COURSE CONTENT :

- 56.1 The Concept of Management Information System and characteristic of MIS
Information requirement at different levels of Management (**For Hotel Industry**).Uses of information and functional reporting system (**In any Hotel**).
- 56.2 Report Reading and Analysis Skills for Managers. Information system for decision making. (**In contest of Hotel Industry**)
- 56.3 Basic information system / decision making and MIS, Decision assisting.
- 56.4 Data bank concept, Conversion of manual system to computer based system, MIS planning. Software development life cycle (**Introductory part only**)
- 56.5 Networking Technology and Hardware Maintenance.
(Use of computer Network, Type of network, Network Protocol, Network Topology, OSI reference model.)

TEXT READING :

Tennenbaum	Computer Networks
William Stalling	Computer & Data Communication
Govind R.	IBM PC and its Clones
Kasavana Cahill	Hospitality Industry Computer System

PRACTICAL

- Surveying an unit for computer needs and requirements.
- Preparing an estimate of Hardware & Software configuration.
- Installation and maintenance of Computer facility in a unit.
- Adopting and operating a ready made software in specific need.

BHM 66
SEM -VI

FINANCE MANAGEMENT

TEACHING SCHEME	: Theory	: 3	Hours/week
ASSESSMENT SCHEME	:	Marks	Duration
	Theory	: 45	3 hrs
	<u>Internal</u>	<u>: 05</u>	
	Total	: 50	

OBJECTIVES :

The objective of the course is to introduce the students to the various aspects of Financial Management related to the hotel industry. After studying the course the student will be able to :

- a) Explain and prepare company accounts
- b) Prepare cash flow statement
- c) Understand basics of costing and budgeting
- d) Interpret financial accounts
- e) Manage work capital

COURSE CONTENT:

66.1 PREPARING COMPANY ACCOUNTS

The structure of company 's Financial accounts: Information which must be disclosed, Profit and Loss Account terminology, Balance Sheet terminology

66.2 PREPARING CASH FLOW STATEMENTS

The need to generate cash, How trading affects the firm's cash position, Preparing a cash flow statement, Sources and application of funds, What does the cash flow statement show? The importance of cash flow.

66.3 COSTING

- a) Definition of Cost, Costing, Cost accounting, Scope and advantage of cost techniques, Cost concept pertaining to the hotel industry.
- b) Elements of costing : Fixed cost, Variable cost, Material cost, Labour overheads
- c) Breakeven Analysis: Meaning and uses, price and quality variance

66.4 MANAGING BUDGETS

- a) Targets for performance, budgetary control
- b) Introducing and establishing an effective system, the Budget Committee Benefits and Limitation of Budget
- c) Functional budgets and master budget
- d) Preparation of Master Budget
- e) Methods of Budgeting : Fixed and Flexible Budgets
- f) Organizational Planning and Staff Motivation
- g) Budgets : Strategic objectives and monitoring progress

66.5 INTERPRETING FINANCIAL ACCOUNTS

- a) Understanding financial performance, What is an accounting ratio?
- b) Ratio analysis and financial performance, using accounting ratio.
- c) Liquidity , profitability, use of assets, capital structure, returns paid to investors, ratio analysis in action

66.6 MANAGING WORKING CAPITAL

Cash flow problems, what is working capital and why is it important?

Working capital : working capital management, controlling working capital, stock, debtors, cash and bank balances, current liabilities, the working capital cycle.

TEXT READINGS

Dr. Jagmohan Negi : Financial and Cost Control Technique in Hotel and Catering Industry

Sally Messenger& Shaw : Financial Management for the Hospitality Tourism and Leisure Industries

Dennis L.Foster : Operations and Methods and Cost Controls

Michael M. Coltman : Hospitality Management Accounting

Ozi D’Cunha : Accounting and Cost Control

SEMESTER VII

Code.	Subject	Marking Scheme				Teaching Scheme	
No.		Int	Th	Pra.	Tot	Th. Hrs.	Pr. Hrs.
BHM 17	Business Statistics	10	90	--	100	20	
BHM 27	Research Method	10	90	--	100	20	
BHM 37	Project Work				200		
	a) Evaluation	100	--	--			
	b) VIVA VOCE	--	--	100			
	Total				400		

**BHM 17
SEM VII**

BUSINESS STATISTIC

**TEACHING SCHEME :
ASSESSMENT SCHEME:**

	Theory	: 20 Hours
	Marks	Duration
Theory	: 90	3 Hrs
Internal	: 10	

Total : 100

OBJECTIVES :

The objectives of the course is to help the students in understanding statistical methods and techniques and their application in hotel and catering Industry, in decision-making.

COURSE CONTENT:-

17.1 Meaning and Definition Of Statistics, Scope And Limitations In Hotel And Tourism Industry - Its Role In Managerial Decisions.

17.2 Measures Of Central Tendency, Meaning And Criteria For Good Measures Of Central Tendency- Means Median Mode Geometric And Harmonic Means.

17.3 Measures Of Dispersion Meaning And Criteria For Good Measures Of Dispersion, Range, Deviation, Standard Deviation And Variances.

17.4 Co - Relation Theory- Concepts, Applications, Carl Person's Coefficient Of Co-Relation And Spearman Co-Efficient Of Co-Relation.

17.5 Time Series And Its Components:- Regression Theory, Concepts, Application, Simple And Multiple Regression And Comparison Of Co-Efficient Of Co-Relation And Regression.

TEXT READING BOOKS:

D.N. ELHANCE	Fundamentals of statistics
S.P. GUPTA,	Business Statistics
R.L.LEVIN AND RUBIN	Statistics for Management
D.C. SANCHETI & V.K.KAPOOR	Statistics
SHENOY	Statistics Methods For Business

RESEARCH METHOD

BHM 27
SEM V11

TEACHING SCHEME :	THEORY :	20 HRS	
ASSESSMENT SCHEME		MARKS	DURATION
	THEORY	90	3 HRS
	INTERNAL	10	
<hr/>			
TOTAL		100	

OBJECTIVES:

The objectives of the course is to help the students in understanding research methods and techniques and their application in hotel and catering Industry, in decision-making.

COURSE CONTENT:

27.1 MEANING AND SCOPE OF RESEARCH OPERATIONS IM THE MANAGEMENT.

27.2 COLLECTION ORGANIZATION, PRESENTATION ANALYSIS AND INTERPRETATION, PRIMARY AND SECONDARY DATA- FREQUENCY DISTRIBUTION.

27.3 SAMPLING THEORY AND DESIGN OF SAMPLE SURVEYS VS ENUMERATIONS;

- 1) OBJECTIVES AND PRINCIPLES OF SAMPLING
- 2) TYPES OF SAMPLING
- 3) ERRORS IN SAMPLING

TEXT READING BOOKS

D. N ELHANCE

S.P GUPTA

R.L.LEVIN AND RUBIN

D.C. SANCHETI & V.K.KAPOOR

SHENOY

FUNDAMENTALS OF STATISTICS

BUSINESS STATISTICS

Statistics for Management

Statistics

Statistics Methods For Business

PROJECT WORK

BHM 37
SEM V11

During their training at any hotel allocated through MSOHM

ASSESSMENT SCHEME : PROJECT WORK :

INTERNAL EVALUATION : 100 MARKS

VIVA VOCE PR : 100 MARKS

TOTAL	200
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OBJECTIVE :

To encourage and guide students to collect statistical data for RESEARCH as methodology for tackling and solving problems related to hospitality industry . This course will also help the students to update their knowledge about the industry.

COURSE CONTENT

During the course the students will learn to:

- a) Identify and define a specific problem/opportunity to research.
- b) Drawing suitable methodology.
- c) Set scope / Limitations of study.
- d) Design and administer suitable structured and unstructured research tools.
- e) Collect, edit and present primary and secondary data.
- f) Edit and present
- h) Do analysis and to draw definite conclusions
- i) Write the report in acceptable format and language.

For this course each student is required to select one topic of his / her choice under the guidance of a competent faculty; and take up extensive research work.

SEMESTER -VIII

Code.	Subject	Marking Scheme				Teaching Scheme	
No.		Int	Th	Pra.	Tot	Th. Hrs.	Pr. Hrs.
BHM 78	Hotel Project Management	10	90	--	100		
BHM 88	Major Project						
a)	Evaluation	--	--	200	200		
b)	Viva Voce	--	--	100	100		
TOTAL					400		

BHM 18**HOTEL PROJECT MANAGEMENT**

SEM VIII

TECHING SCHEME	: Theory	20 Hrs	
		Marks	Duration
ASSESSMENT SCHEME:	Theory	90	3 Hrs
	Internal	10	

	Total	100	

OBJECTIVES

The objectives of the course is to develop the students an understanding the pros and cons of developing a hotel project / food and beverage outlet.

COURSE CONTENT

78.1 SELECTION OF HOTEL PROJECT : LOCATION ; SIZE ; A) Customer segment B) Marketing Operation C) Financial Feasibility and viability

78.2 LEGAL ASPECTS OF MANAGING A HOTEL PROJECT

78.3 EXECUTION OF F & B PROJECTS :

- a) Determining the type of restaurant
- b) Analyzing clientele
- c) Hiring of staff
- d) The layout and space management
- e) The equipment analysis and procurement
- f) Interior designing
- g) Sequencing various activities involved during project satge.

TEXT READING

Nanvy Scalon	: Restaurant mnagement
Birchfield	: Design and Layout of Food Service Facility
Cousin, Foskett	: Food and Beverage Management
Kotas and Jaywardana	: Profitable Food and Beverage Management
Richard E. Boyatzis	: The Competent Manager
Richard M. Hodgetts	: Effective Small Business Management
Jain, Vijay K.	: Marketing Management for Small Units
Mc Cormack; Mark H.	: What They Don't Teach You At Harvard Business School

BHM 28
SEM VIII

MAJOR PROJECT WORK

During their continuing training at the hotel

ASSESSMENT SCHEME : Project Report	
External Evaluation	: 200 Marks
Viva Voce	: 100 Marks

Total	300 Marks

OBJECTIVE

To encourage and guide students to collect statistical data to develop their own hotel project / F & B Project. This project work will also help the students to update their knowledge about the new developments, needs and requirements in the industry.

COURSE CONTENTS

During the course the students will learn to :

- a) Identify and define the specific problems relating to the project
- b) Making suitable study for market segmentations
- c) Set scope / limitations for the project
- d) Design and administer suitable structured project depending on market needs.
- e) Allocate various financial requirements through available Financial Institutions and draw a plan to return the loan to the above institutions.
- f) Draw a list of various legal and other aspects which are required to be managed during the project stage.
- g) Write the report in acceptance format and language.

For this course each student is required to select one topic of his/her choice under the guidance of a competent faculty; and take up an extensive research work.