



Chhatrapati Shahu Ji Maharaj University, Kanpur

School of Hotel Management



**Chhatrapati Shahu Ji Maharaj University
(MHMCT Batch 2023 onwards)**



**Study Scheme & Syllabus of
Master of Hotel Management and Catering Technology
(MHMCT)
School of Hotel Management**





Chhatrapati Shahu Ji Maharaj University, Kanpur

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Master of Hotel Management and Catering Technology (MHMCT) It is a Post Graduate (PG) Program of 2 years' duration (4 semesters)

Eligibility for Admission: Bachelor Degree Pass in B.Sc. in H & HA, BHMCT, BBA in Tourism and Hospitality.

Total Marks of MHMCT Program: 2300, Total Credit of MHMCT Program: 80

Courses & Examination Scheme:

First Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L	T	P	Internal	External		
MHM101	Core Theory	Food Production Operation Management-I	4	0	0	25	75	100	4
MHM101 P	Practical	Food Production Operation Management -I	0	0	4	25	75	100	2
MHM102	Core Theory	Food and Beverage Service Operation Management -I	4	0	0	25	75	100	4
MHM102 P	Practical	Food and Beverage Service Operation Management -I	0	0	4	25	75	100	2
MHM103	Core Theory	Principle of Management	4	0	0	25	75	100	4
MHM104 A	Elective I	Managerial Communication	4	0	0	25	75	100	4
MHM104 B	Elective II	Introduction to Marketing	4	0	0	25	75	100	4
TOTAL			16	0	08	150	450	600	20

Elective- I (Choose any One) Theory

MHM 104 A Managerial Communication

MHM 104 B Introduction to Marketing



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Second Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L	T	P	Internal	External		
MHM201	Core Theory	Front Office Operations Management-II	4	0	0	25	75	100	4
MHM 201 P	Practical	Front Office Operation Management-II	0	0	4	25	75	100	2
MHM202	Core Theory	Accommodation Operation Management -II	4	0	0	25	75	100	4
MHM 202 P	Practical	Accommodation Operation Management -II	0	0	4	25	75	100	2
MHM203	Core Theory	Research Methodology	4	0	0	25	75	100	4
MHM204 A	Elective I	Organizational Behaviors	4	0	0	25	75	100	4
MHM204 B	Elective II	Human Resources Management	4	0	0	25	75	100	4
	TOTAL		16	0	08	150	450	600	20

Elective- I (Choose any One) Theory

MHM 204 A Organizational Behaviors

MHM 204 B Human Resources Management



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Third Semester

Course Code	Course Type	Course Title	Load Allocations			Total Marks	Credits
			L	T	P		
MHM301	Core Practical	Industry Exposure- from any of the hospitality Industry (Airlines, Corporates, Human Resources, Retails, Sales & Marketing)	0	0	4	100	4
MHM302	Core Practical	Log Book & Training Project Report on Industry Exposure	0	0	4	100	4
MHM303	Core Practical	Comprehensive Viva Voce on Industry Exposure	0	0	4	100	4
MHM304	Core Practical	Seminar on Industry Exposure	0	0	4	100	4
MHM305	Core Practical	Synopsis Submission on the basis of Industry Exposure	0	0	4	100	4
	TOTAL		0	0	20	500	20



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Fourth Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L	T	P	Internal	External		
MHM 401	Core Theory	Hotel Sales and Marketing	4	0	0	25	75	100	4
MHM 402	Core Elective Theory	Elective-I A. Food Production Management B. F&B Management C. Front Office Management	4	0	0	25	75	100	4
MHM 402 P	Core Elective Practical	Elective-I A. Food Production Management B. Food & Beverage Service Management C. Front Office Management	0	0	4	25	75	100	2
MHM 403	Core Elective Theory	Elective-II A. Bakery Management B. Bar Management C. Accommodation Management	4	0	0	25	75	100	4
MHM 403 P	Core Elective Practical	Elective-II A. Bakery Management B. Bar Management C. Accommodation Management	0	0	4	25	75	100	2
MHM404	Core	Project Report (Dissertation)	0	0	4	25	75	100	4
TOTAL			12	0	12	150	450	600	20



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Elective-1 (Choose any One) Theory

- MHM 402 A Food Production Management
- MHM 402 B Food & Beverage Service Management
- MHM 402 C Front Office Management

Elective-1 (Choose any One) Practical

- MHM 402 A P Food Production Management
- MHM 402 B P Food & Beverage Service Management
- MHM 402 C P Front Office Management

Elective-II (Choose any One): Theory

- MHM 403 A Bakery Management
- MHM 403 B Bar Management
- MHM 403 C Accommodation Management

Elective-II (Choose any One): Practical

- MHM 403 A P Bakery Management
- MHM 403 B P Bar Management
- MHM 403 C P Accommodation Management

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First Semester

FOOD PRODUCTION OPERATION MANAGEMENT-I

MHM 101

Objective	This course aims to provide inputs on professional food production operations. Students shall learn and develop food production skills in the lab, supplemented with theoretical inputs. Learners shall be exposed to cooking methods, the use and care of equipment, and ingredients along with their roles in various areas of professional kitchen.	
Sl. No.	Topics	Hours
Unit - 1	Introduction to the art of cookery <ul style="list-style-type: none">• Culinary history.• Origins of modern cookery.• Aims and objectives of cooking food, Importance of cooking food, with reference to the catering industry. Principles of a balanced and a healthy diet• Conversion Table	06
Unit - 2	Kitchen Hygiene and Professionalism <ul style="list-style-type: none">• Personal hygiene, their importance• Levels of skill, Attitude towards work	03
Unit - 3	Kitchen Organization: <ul style="list-style-type: none">• Modern kitchen Brigade• Kitchen layout, Hierarchy and function,• Duties and responsibilities of Executive Chef, Sous chef and Chef de partie• Different sections of kitchen and their responsibility• Co-ordination with other departments	06
Unit - 4	Equipment, Tools and Fuels <ul style="list-style-type: none">• Classification of different equipments• Uses, maintenance, criteria for selection of equipments• Various fuels used, Advantages and disadvantages of each	03
Unit - 5	Basic preparations <ul style="list-style-type: none">• Mise-en-place of all the basic preparations, cuts of vegetables, mire poix , bouquet garni,• Various textures, consistencies, various methods of mixing food.	04
Unit - 6	Methods of Cooking <ul style="list-style-type: none">• Transfer of heat• Classification of cooking methods-boiling, poaching, steaming, stewing, braising, blanching, Frying, sautéing, roasting, grilling, , broiling, baking.• Basic rules with examples• Advanced methods-micro-wave, infra red, induction, paper bag etc.	08
Unit - 7	Basic Bakery <ul style="list-style-type: none">• Introduction. Principal of baking, uses of different types of oven• Difference between Bakery, patisserie and confectionary. Examples• Ingredients used, and role of each ingredients in baking	06
	Total	36



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Suggested Reading:

- Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS
- Theory of Cookery-a text book- Pranshu Chomplay, Dr.Shaliendra Singh
- Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
- Herrings Dictionary of Classical & Modern Cookery, Walter Bickel
- Chef Manual of Kitchen Management, Fuller, John
- The Professional Chef (4th edition), Le Rol A.Polsom
- Food production operation, Parvinder S. Bali

FOOD PRODUCTION OPERATION MANAGEMENT PRACTICAL -I

MHM 101 P

Objective	This course enables students to familiarize with : <ul style="list-style-type: none">• kitchen equipment• different methods of cooking• commonly used ingredients• some common preparations
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1. Familiarization and Understanding the usage of equipment and tools
2. Proper usage of a kitchen knife and hand tools
3. Familiarization, identification of commonly used raw material: For commodities listed in theory.
4. Basic hygiene practices to be observed in the kitchen
5. First aid for cuts & burns
6. Safety practices to be observed in the kitchen
7. Demonstration of cooking methods – two items of preparation of each method:
8. Boiling: Potato and Rice
9. Poaching: Fish and Egg
10. Steaming: Rice, Pudding
11. Blanching: Vegetable
12. Stewing: Mutton and Vegetable stew
13. Frying: Fritters, Patties
14. Sautéing: Vegetable
15. Roasting: Potato and Vegetable roast
16. Grilling: Grilled Vegetable and Fish
17. Braising: Chicken
18. Broiling: Breads, Spices
19. Baking: Potato and vegetable
20. Micro waving: Rice and Vegetable
21. Basic cuts of vegetables , Julienne, Jardinière, Brunoise, Dices, Macedoine, Payssane, Mire poix etc.

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FOOD & BEVERAGE SERVICE OPERATION MANAGEMENT-I

MHM-102

Objective	This course introduces to the students on Professional Food & Beverage Service Operations. Students shall learn and develop food service skills in the lab, supplemented with theoretical inputs. Learners shall be exposed to service methods, the uses and care of equipment's, and tools along with their roles in various areas of professional food service outlets.
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Sl. No.	Topics	Hours
Unit -1	Introduction to Food & Beverage Service Industry <ul style="list-style-type: none">• Classification and various sectors of Catering Industry	02
Unit-2	Introduction to F & B Service operations: <ul style="list-style-type: none">• Types of F&B Outlets - Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Snack Bar, executive lounges, business- centers & Night Clubs, Bistro, Pubs, Kiosks,• Casinos, Fast Foods, Take away, Buffet Restaurants, Ancillary areas.	04
Unit-3	F & B Service Tools, Equipment and Furnishings: <ul style="list-style-type: none">• Classification, Various Tools and Equipments,• Usage of Equipment,• Types, Sizes and usage of Furniture,• Linen, Napkins, Chinaware, Silverware, Glassware & Disposables• Special & Other Equipment, Tools and Furnishings - PDA's, Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props• Care and maintenance• Other new concepts of modern furnishings,	08
Unit-4	Food & Beverage Service Personnel: <ul style="list-style-type: none">• Basic Etiquettes for Catering staff, Attitude & Attributes of a Food & Beverage personnel and competencies,• Food & Beverage Service Organization,• Job Descriptions & Job Specifications of F& B Service Staff,• Interdepartmental Coordination.	10
Unit-5	Mise-en- Scene and Mise-en- place:	02
Unit-6	Food & Beverage Service Methods: <ul style="list-style-type: none">• Different Types of service - Table Service-Silver, English, Family and American/Pre plated, Butler/French, Russian, Self Service- Buffet & Cafeteria Specialized Service-Gueridon-Trolley, Lounge, Room, etc.,• Single Point Service-Take Away, Vending, Kiosks, Food• Courts & Bars and Automats.	10
Total		36

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Suggested Books:

- Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
- Food & Beverage Service –Lillicrap & Cousins, ELBS\
- Modern Restaurant Service –John Fuller, Hutchinson
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management –Brian Varghese

FOOD & BEVERAGE SERVICE OPERATION MANAGEMENT PRACTICAL-I

MHM 102 P

Objective	This course enables students to familiarize with : <ul style="list-style-type: none">• Service equipment• Grooming standard• Different table set-up• Different types of service• Different types of meal
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1. Restaurant Etiquettes
2. Restaurant Hygiene practices
3. Practice of Mise- En –Scene activities
4. Practice of Mise- En –Place activities
5. Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.
6. Care and Maintenance of various Tools, Equipments, Flatware's, Hollowware's etc
7. Side board Organization
8. Laying & Relaying of Table cloth
9. Practice of 7 to 10 Napkin folds
10. Rules for Laying a Basic Cover
11. Carrying a Salver/Tray
12. Service of Water
13. Handling the Service Gear
14. Carrying Plates, Glasses & other Equipments
15. Clearing an Ashtray
16. Handling precautions.



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PRINCIPLE OF MANAGEMENT

MHM 103

Objective	To make the student to understand about the basic concepts of management and its application in the hotel operations.
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S. No.	TOPIC'S	Hours
Unit- 1	Management: <ul style="list-style-type: none">• Definition• Nature• Scope & Characteristics• Management - Art or Science• Principles of Management	4
Unit- 2	Evolution of Management: <ul style="list-style-type: none">• Scientific Theory- Taylor• Administrative Principles- Fayol• Human Relations Perspective- Hawthorne Studies• Various approaches to Management	6
Unit- 3	Planning and Organizing: <ul style="list-style-type: none">• Meaning and Importance of staffing• Types of Plans and Structures• Meaning and Importance of Organizing• Various types of Organization Systems	6
Unit- 4	Staffing and Directing: <ul style="list-style-type: none">• Meaning and Importance of Staffing• Process of Staffing• Meaning, Importance and Principles of Directing• Meaning and Definition of Leadership• Types and Theories of Leadership• Meaning and Definition of Motivation• Theories of Motivation• Meaning, Importance and Process of Communication• Barriers of Communication	10
Unit- 5	Coordination and Control: <ul style="list-style-type: none">• Meaning and Importance of Coordination• Process of coordination• Meaning and Importance of controlling• Process of Control• Techniques of Control	4
	TOTAL	30

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Suggested Reading

- Essential of Management – Harold Koontz & Heinsz Weirich.
- Management – H. Koontz & Cyrill O' Donnell.
- Management Theory – Jungle, H. Koontz

MANAGERIAL COMMUNICATION,

MHM 104 A (Elective)

Objective	To help students to understand and develop effective communication skills specifically for the hospitality industry.
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S. No.	TOPIC'S	Hours
Unit- 1	Introduction to Managerial Communication <ul style="list-style-type: none">• Meaning, Importance and objectives• Principles of communication• Forms of communication, communication process,• Barriers of effective communication,• Techniques of effective communication	06
Unit- 2	Nonverbal Communication <ul style="list-style-type: none">• Body Language, Gestures, Postures, Facial Expressions Dress codes• The Cross Cultural Dimensions of Business Communication• Listening and Speaking techniques of electing response, probing questions, observations• Business and Social etiquettes	05
Unit- 3	Managerial Speeches <ul style="list-style-type: none">• Principles of Effective speech and Presentations,• Technical & Non technical presentations,• Speech of Introduction – Speech of thanks-occasional speech-theme speech,• Use of audio visuals aid.	05
Unit- 4	Interview Techniques <ul style="list-style-type: none">• Mastering the art of conducting and giving interview,• Placement interview, discipline interviews, appraisal interviews, exit interviews Group Communication Importance, Meetings – group discussions. Video conferencing	08
Unit- 5	Introduction to Managerial Writings, Business letters <ul style="list-style-type: none">• Inquiries, Circulars, Quotations, Order, Acknowledgements Executions,	08

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	Complaints, claims and adjustments, collection letter, Banking correspondence, Agency correspondence, Bad news and persuading letters, Sales letters, Job applications letters Bio data, Covering letter, Interview Letters, Letter of Reference , Memos, Minutes, circulars and notices Reports <ul style="list-style-type: none">Types of Business Reports – Formats, choice of vocabulary, coherence and cohesion , paragraph writings, organizations reports by individual , Report by committee	
	TOTAL	32

Reference Books:

- Lesikar, R.V. & Flatley, M.E. (2005): Basic Business Communication Skills for Empowering the Internet Generation. Tata McGraw hills Publishing Company Ltd. New Delhi.
- Ludlow, R. & Panton, F. (1998) The Essence of Effective Communications Prentice Hall of India Pvt. Ltd.
- Adair J. (2003) Effective Communication Pan McMillan
- Thill J.V. & Bovee G.L. (1993) Excellence in Business Communication McGraw Hill, New York.
- Bowman, J.P. & Branchaw, P.P. (1987) Business Communications: From Process to Product. Dryen Press, Chicago

INTRODUCTION TO MARKETING **MHM 104 B (Elective)**

Objective	To make the student to understand about the basic concepts of management and its application in the hotel operations.
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S. No.	TOPIC'S	Hours
Unit- 1	Introduction to Marketing <ul style="list-style-type: none">Nature importance and core concept of MarketingDifferent Orientation towards market place and Marketing Philosophies (Product Oriented, Market Oriented and Societal)Marketing management process	08



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Unit- 2	Marketing Analysis and Research- <ul style="list-style-type: none">• Service marketing - unique features & challenges• Applicability of Marketing principles with special reference to Travel and Hospitality industry• Marketing Information System and Market Research, Measuring / Forecasting Market Demand• Analysis of Consumer's Buying Behaviour, Concept of Market Segmentation and Market Targeting.	07
Unit- 3	Designing Marketing Strategies Staffing <ul style="list-style-type: none">• Marketing Mix: Design and Development• Competitive Differentiation and Product Positioning• New and Innovative Product Development Strategies• Concept of PLC and related Strategies	07
Unit- 4	Planning and Controlling Marketing Programs <ul style="list-style-type: none">• Product Strategies - Product Levels, Product Issues, Brand Decisions,• Pricing Strategies - Pricing Product, Considerations and Approaches,• Distribution Channel Strategies - Nature and Importance of Distribution Systems; Channel design decisions, Channel Management Decisions• Sales Promotion - Selecting, Developing, Implementing and Monitoring Sales Promotion Strategies	08
	TOTAL	30

Reference Books:

1. Services marketing - Zeital Valerire - A and Mary Jo Baiter publisher Megraw Hill companies
2. Kotler Philip, Marketing Management: Analysis, planning, implementation and control, Prentice Hall of India, New Delhi
3. Kotler Philip and Armstrong, Gary, Principles of Marketing; Prentice Hall of India
4. Saxena, Rajan, Marketing Management; Tata McGraw Hill, New Delhi
5. Staton, Willian et al. Fundamentals of Marketing; McGraw Hill International Edition
6. Wilson, Richard and Gilligan Colin, Strategic Marketing Management-Planning, Implementation and Control; Viva Books Pvt. Ltd. New Delhi
7. Marketing Management; V. S. Ramakumari MAC MILLAN India Ltd.
8. Hospitality Marketing, Wearne, Neil, Global Books & Subscription Services.
9. Marketing & Sales Strategies for Hotels and Travel Trade, Dr. Jagmohan Negi, S. Chand & Co.
10. Marketing for Hospitality & Tourism, Kotler Philip, Pearson Education Asia



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SECOND SEMESTER

FRONT OFFICE OPERATION MANAGEMENT-I

MHM 201

Objective	The course familiarizes students with different sectors of hospitality industry. The students will get to know about different international hotel chains, ownership and organization structure of hotels.
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Sl. No.	TOPIC'S	Hours
Unit- 1	Introduction and Organization Structure of Front Office <ul style="list-style-type: none">• Function areas• Front office hierarchy,• Duties and responsibilities• Personality traits	6
Unit- 2	Types of Rooms, Hotel Entrance, Lobby and Front Office <ul style="list-style-type: none">• Different types of rooms• Sub Sections of Front Office• Front office equipment	6
Unit- 3	Tariff Structure <ul style="list-style-type: none">• Basis of charging• Plans, competition, customer's profile, standards of service & amenities• Different types of tariffs• Rack Rate• Discounted Rates for Corporate, Airlines, Groups & Travel Agents• GUEST ACCOUNTING (MANUAL): Guest Weekly Bill, Visitors Tabular Ledger	6
Unit- 4	Front Office and Guest Handling <ul style="list-style-type: none">• Introduction to guest cycle:• Pre arrival, Arrival, Stay, Departure and after departure. During the Stay Activities• Message and Mail Handling• Room selling technique• Hospitality desk• Complaints handling• Guest handling• Guest history	8



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Unit- 5	Reservations <ul style="list-style-type: none">• Importance of reservation• Modes• Channels and sources (FITs, Travel Agents, Airlines, GITs)• Types of reservations (Tentative, confirmed, guaranteed etc.)• Systems (non automatic, semi automatic fully automatic)• Cancellation, Amendments and overbooking	6
Unit- 6	Bell Desk <ul style="list-style-type: none">• Functions• Procedures and records	4
Unit- 7	Cash & Accounts <ul style="list-style-type: none">• Introduction to cash• Functions of cash sections• Various modes of payment by the guest	4
Total		40

Suggested Readings

1. Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
2. Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi.
3. International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
4. Hotel Front Office Management, James A. Bardi, Van Nostrand Reinholdn New York.
5. Hotel Front Office Operations & Management, second edition, Jatashankar. R. Tewari

FRONT OFFICE OPERATIONS MANAGEMENT- I PRACTICAL MHM 201 P

Objective	This course enables students to familiarize with : <ul style="list-style-type: none">• Telephone etiquettes• Role of different personnel in front office• Lost and found procedure• Currencies of different countries
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1. Introduction of front office equipment and furniture (Rack, counter bell desk)
2. Filling up of various Performa.
3. Welcoming of guest
4. Telephone handling
5. Role play
6. Reservation
7. Arrivals
8. Luggage handling & Message and mail handling



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ACCOMMODATION OPERATION MANAGEMENT –I

MHM 202

Objective	The course familiarizes students with the meaning and functions of Accommodation Operations in hotels and other service industries. The course is blend of Theory and Practical to develop a professional attitude in students.
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Sl. No.	TOPIC'S	Hours
Unit- 1	Introduction <ul style="list-style-type: none">• Meaning and definition· Importance of Housekeeping• A career in the Housekeeping department• Role of Housekeeping in guest satisfaction and repeat Business	04
Unit- 2	Housekeeping Department <ul style="list-style-type: none">• Organizational framework of the Department• Role of Key Personnel in Housekeeping• Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper• Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department	04
Unit- 3	Housekeeping Procedures <ul style="list-style-type: none">• Briefing, Debriefing, Gate pass• Indenting from stores· Inventory of Housekeeping Items• House keeping control desk, Importance, Types of keys ,key control,• Handling Lost and Found• Forms, Formats and registers used in the Control Desk• Handling of Guest queries, problem, request• General operations of control desk• Role of control desk during Emergency	06
Unit- 4	The Hotel Guest Room <ul style="list-style-type: none">• Layout of guest room (Types)• Layout of corridor and floor pantry• Types of guest rooms• Furniture/Fixtures/Fittings/Soft Furnishings/Accessories/Guest Supplies/Amenities in a• guest room (to be dealt in brief only)	04



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Unit- 5	Cleaning Science <ul style="list-style-type: none">• Characteristics of a good cleaning agent• General Criteria for selection & Classification• PH scale and cleaning agent with their application• Types of cleaning agent• Cleaning products (Domestic and Industrial)• Use, care and Storage• Use of Eco-friendly products in Housekeeping	08
Unit-6	Cleaning Equipment <ul style="list-style-type: none">• Types of Equipment• Operating Principles of Equipment• Characteristics of Good equipment (Mechanical/Manual)• Storage, Upkeep, Maintenance of equipment	06
Unit -7	Care and Cleaning of Different Surfaces <ul style="list-style-type: none">• Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering ,Stain Removal	06
Unit-8	Types of Beds and Mattresses	02
	TOTAL	40

Suggested Books:

- Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
- The Professional Housekeeper, Tucker Schneider, VNR
- Professional Management of Housekeeping Operations, Martin Jones, Wiley
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- 5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
- Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
- Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke
- Introduction to Hotel & Hospitality Management, Aishwarya Arya, Shivansu Sachan, Arvind Chauhan & Ankit Kumar

ACCOMMODATION OPERATION MANAGEMENT -1 PRACTICAL

MHM 202 P

Objective	This course enables students to familiarize with: <ul style="list-style-type: none">• Set up of maid's trolley• Layout of room• Bed making procedure• Cleaning equipments and agents• Cleaning of different surfaces
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1. Understanding Guest Room Layout (Double, Twin, suite room)
2. Identification of cleaning equipment – Manual & mechanical
3. Operation, maintenance and storage of cleaning equipments. (manual and mechanical)
4. Setting up of maid's cart trolley.
5. Usage of different types of cleaning agents, polishes, detergent, acids etc
6. Cleaning stains from different types of surfaces like wood, glass, plastic, Ceramic etc
7. Handling Desk Control (preparing form and formats)
8. Handling guest requests and complains at control desk

RESEARCH METHODOLOGY

MHM- 203

Objective	To make the students to gain the Basic Knowledge about the Concept of Scientific Research and the Methods of Conducting Scientific Enquiry and the Statistical Tools of Data Analysis.
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SNo.	TOPIC'S	Hours
Unit -1	Introduction to Research Methodology: <ul style="list-style-type: none">• Meaning and objectives of Research.• Types of Research.• Research Approaches.• Significance of Research.• Research methods Vs Methodology.• Research Process• Criteria of Good Research• Problem faced by Researches.• Tech. Involved in defining a problem	3
Unit-2	Research Design: <ul style="list-style-type: none">• Meaning and Need for Research Design• Features and important concepts relating to research design.• Different Research design.• Imp. Experimental Designs.	2

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Unit-3	Sample Design: <ul style="list-style-type: none">• Censure and sample Survey• Implication of Sample design• Steps in sampling design• Criteria for selecting a sampling procedure• Characteristics of a good sample design.• Different types of Sample design.• Measurement Scales.• Important scaling Techniques.	4
Unit-4	Methods of Data Collection: <ul style="list-style-type: none">• Collection of Primary Data• Collection through Questionnaire & schedule collection of secondary data• Difference in Questionnaire & Schedule.• Different methods to collect secondary data	3
Unit -5	Data Analysis, Interpretation and Presentation Techniques: <ul style="list-style-type: none">• Hypothesis Testing• Usage of Hypothesis testing in forecasting• Procedure and flow diagram for Hypothesis Testing• Test of Significance to ascertain Revenue in hotel Industry• Chi- Square Analysis.• Report Presentation for Hotel Management Purpose	6
TOTAL		30

Suggestive Reading:-

- Research Methodology by Mr C P Khotari
- Statistics For Manager by O P Aggarawal
- How To Research & Write Theses In Hospitality Tourism By James Paynper & John Willy
- Marketing Research by Harper W Boyd



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ORGANISATIONAL BEHAVIOURS

MHM-204 A (Elective)

Objective	<ul style="list-style-type: none">• To enhance the understanding of the dynamics of interactions between individual and the organization.• To facilitate a clear perspective to diagnose and effectively handle human behavior issues in Organizations.• To develop greater insight into their own behavior in interpersonal and group, team, situations.
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S.No	Topic	Hours
Unit- 1	Introduction: <ul style="list-style-type: none">• What is Organizational Behavior• Historical Evolution of Organization Behavior• Functions, Skills & Role of Managers.• Systems Approaches for Understanding Organization	8
Unit- 2	Basic Human Processes I: <ul style="list-style-type: none">• Learning: Definition, Learning Process, Theories Of Learning• Perception: Concept of Perception Process,• Factors Influencing Perception, Perceptual Errors, Self-Fulfilling Prophecy.	8
Unit- 3	Basic Human Process II: <ul style="list-style-type: none">• Communication: Definition, functions, process of communication, gateways and barriers to communication, basic forms of communication• Personality: Concept & Determinants of Personality, Theories of Personality	8
Unit- 4	The Individual in the Organization: <ul style="list-style-type: none">• Values: Definition, and Types• Attitudes: Definition, Functions, Nature, and Changing Attitudes.• Stress Management: Nature, Causes, Effects, and Managing Stress.• Motivation: Definition, Concept, and Theories of Motivation	6



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Unit- 5	Group Process and influencing others: <ul style="list-style-type: none">• Group Dynamics: Definition And Classification of Groups, Groups Behavior, Group Development, Group Decision Making, Teams, Difference Between Group and Team.• Interpersonal Relationship: Transaction Analysis, Johari Window• Conflict Management,• Leadership: Definition, Concept Factors, and Theories.	6
TOTAL		36

Suggested Readings:

1. S.P. Robbins, 'Organisational Behavior', Phi New Delhi
2. F. Luthans, 'Organisational Behavior', Mc Graw Hill, New Delhi
3. Uma Shekharan, 'Organizational Behavior', Tata Mc Graw Hill, New Delhi
4. Jit S Chandan, 'Organizational Behavior'.

HUMAN RESOURCE MANAGEMENT **MHM 204 B (Elective)**

Objective	This subject aims to make the students aware of the various green practices or in other words environmentally friendly practices being carried out in hotels today.
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S. No.	TOPIC'S	Hours
Unit- 1	The Foundation and Challenges of HRM <ul style="list-style-type: none">• HRM: Definition, Role, Significance and Challenges,• HRD: Meaning and Importance• Differences between HRM and HRD• HRM in Tourism Industry in India: Travel Agencies, Tour Operations and Hotels, Organizational Structure of HR Department in Tourism Industry with the help of Case Studies.	06
Unit- 2	Human Resource Planning <ul style="list-style-type: none">• Human Resource Planning: Meaning, Nature and Needs of Human• Resource Planning, Planning Process• Recruitment and Selection• Training and Development• Job Evaluation	06

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	<ul style="list-style-type: none">• Concept, Scope, Limitation and Methods, Job Analysis and Job Description.	
Unit- 3	Introduction to Organisational Behaviour <ul style="list-style-type: none">• Human Resource Motivation: Techniques and Importance• Theories of Motivation• Employee Welfare and Compensation Management• Employee Discipline and Grievance Handling	08
Unit- 4	Human Resource Accounting and Information Systems <ul style="list-style-type: none">• Human Resource Accounting and Audit• Human Resource Policies• Human Resource Records and Information Systems• Emerging Issues and Trends in HRM	08
	TOTAL	30

Suggested Reading

1. Edwin B. Flippo Personnel Management
2. C.B. Memoria Personnel Management
3. Tripathi Personnel Management





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THIRD SEMESTER

(INDUSTRIAL EXPOSURE)

Duration of Exposure: 20 weeks

Leave Formalities: I weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training

Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 100-110 working days (20 weeks x 06 days = 120 days). Students who are unable to complete a minimum of 54 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 54 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The training in II semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the placement coordinator/ H.O.D for Industrial exposure from parent Institute

Training Schedule: II Semester

The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 20.

Academic Credits for training shall be based on following:

The Practical exam for industrial exposure in their concerned field will be conducted at the end of the industrial exposure to gauge the learning.

Log Book and Training Report handwritten or computer typed needs to be prepared and submitted. The log Book should be maintained on daily routine basis to document the general learning.

Log books and attendance, Appraisals, Report, as applicable. All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in II semester on completion of training in that respective department. A Power Point presentation (based on the report) should be made and presented through Seminar mode. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed.



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Comprehensive Viva Voce would be conducted to test the overall learning

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

- a. The typing should be done on both sides of the paper (instead of single side printing)
- b. The font size should be 12 with Times New Roman font.
- c. The Training Report may be typed in 1.5 line spacing.
- d. The paper should be A-4 size.

Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

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

1. Logbook.;
2. Appraisal;
3. A copy of the training certificate.
4. IT Report from the Departments,
5. Attendance sheet.
6. Leave card

MHM 301

INDUSTRY EXPOSURE FROM ANY OF THE HOSPITALITY INDUSTRY (AIRLINES, CORPORATE SECTOR, RETAIL SECTOR, HUMAN RESOURCES & SALES AND MARKETING)

LOG BOOK & TRAINING PROJECT REPORT ON INDUSTRY EXPOSURE

MHM-302

Log books are to be completed on daily basis during industrial training. All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report about the Hotel/ hospitality unit assigned for industrial training and reporting observation of infrastructure, staffing, Standard operating procedures of respective departments in hotel/hospitality unit and operational information of core departments on completion of training.

COMPREHENSIVE VIVA VOCE ON INDUSTRY EXPOSURE

MHM 303

Comprehensive Viva Voce would be conducted to test the overall learning during the industrial exposure.

SEMINAR – MHM 304

A Power Point presentation (based on the report) should be made and presented through Seminar mode. This will be presented in front of a select panel from the institute and the industry. It should be made for



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duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed.

SYNOPSIS SUBMISSION

MHM 305

A synopsis will be submitted on the basis of the industrial exposure gained during the industrial training.



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FOURTH SEMESTER

HOTEL SALES & MARKETING

MHM 401

Objective	The subject focuses on the concept of services, marketing & the various aims, objectives, techniques & importance of marketing of service products.
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S.No	Topic	Hours
Unit- 1	Sales promotion <ul style="list-style-type: none">• Meaning, Definition, Importance Objectives, of Sales Promotion, Factors Contributing the growth of Sales promotion,• <i>Tools/levels of Sales promotion</i>- Consumer sales promotion, Dealer Sales Promotion, Sales force promotion.• <i>Sales Quota</i>-Meaning, Benefits, Weakness, Basis necessary for fixing quota, Types of Quota• <i>Personal Selling</i>-Definition, Concept, Objectives, Importance, Duties of Salesman and Qualities of successful salesman.	8
Unit- 2	Advertising <ul style="list-style-type: none">• Meaning , Definition and Objectives of advertising, advertising and Sales promotion, Functions and Advantages of Advertising• <i>Advertising Media</i> – selection of advertising media, kinds of advertising media-indoor and outdoor advertising.• <i>Product Strategy</i>-Meaning of brand, essentials of a good brand, benefits of brand, Types of brand. Meaning of branding, elements of branding. Case studies.• <i>Building Customer Loyalty</i>-Meaning of customer loyalty, Customer Satisfaction, Customer value, Retaining customer through service quality, Developing Service Quality programme , Case Studies	10
Unit- 3	Marketing Environment <ul style="list-style-type: none">• Concept of Micro and Macro Environment, Case study• <i>Marketing Planning</i> - Meaning of Planning and Marketing Planning, Importance, Benefits and Characteristics of marketing Planning, Marketing Planning Processes.• <i>Marketing Segmentation</i> -Definition, Criteria for Market Segmentation, Basis for Consumer Market Segmentation, Philosophies of Market Segmentation• <i>Market positioning</i> - Product Positioning, Meaning, Qualities of Successful Position, Positioning Approaches, Product Repositioning, Case Studies	10

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Unit- 4	Marketing Control <ul style="list-style-type: none">• Meaning and concept of control, significance, control process, tools and techniques of marketing control.• <i>Marketing of Services</i> - Definition, Characteristics of Services, Marketing Mix in service Marketing• <i>International marketing</i> – introduction, decision regarding international marketing, main activities, importance of international marketing.• <i>Recent trends in marketing</i> – Relationship marketing, Word of-mouth marketing, Test marketing, case studies	10
	Total	38

Books Recommended:

1. Marketing for hospitality & Tourism, Philip Kotler, Second Edition, 1998
2. Marketing Management, M.M. Verma & Agarwal, Kings Publication, 2003.
3. Hospitality Sales and Marketing, Abbey, J.R.
4. Modern Marketing Management, Davar
5. Marketing Hospitality, Sales and Marketing for hotels, Motels & Resorts – Foster, D.C.
6. Sales & Marketing for the travel professional, Foster D.C.
7. Marketing Management, Kotler Philip
8. Marketing for Hospitality & Tourism, Kotler. Philip
9. Selling & Sales Management, Lonacaster G.
10. Marketing & Sales Strategies for Hotel & Travel Trade, Negi Jagmohan
11. Modern Marketing, Pillai, R.S.
12. Service Marketing, Rampal, M.K.
13. Hospitality Marketing Management, Raid, R.D.



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FOOD PRODUCTION MANAGEMENT

MHM 402A (Theory Elective I)

Objective	This being the concluding culinary course for the programme, it is aimed at consolidating the food production skills and knowledge of the students and developing the managerial and conceptual skill sets required in the professional culinary industry.
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Sl. No.	Topic	Hours
Unit- 1	Vegetable And Fruit Cookery <ul style="list-style-type: none">• Introduction – classification of vegetables• Pigments and colour changes• Effects of heat on vegetables• Classification of fruits• Uses of fruit in cookery	06
Unit- 2	Meat Cookery <ul style="list-style-type: none">• Game- meaning- types with examples, Selection and cooking methods used.• Poultry – Structure, Types, cuts with usage and examples with Selection techniques and cooking methods applicable.• Meat – Structure, Types, Cuts with example and usage with different cooking methods, Selection techniques, Grading, tenderizers and its application. Special emphasis on- Selection, cuts size and uses of lamb, mutton, beef, veal & pork and offal's.• Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.	10
Unit- 3	Introduction to Indian Cookery <ul style="list-style-type: none">• History and Key characteristics of Indian regional cuisine.• Characteristics and role of regional staple food.• A detailed study on Indian Regional Cuisine regarding ingredients used, traditional preparation & cooking methods, utensils and accompaniments of following cuisine: Kashmir, Bengal, Assam, Gujarat, Punjab, Rajasthan, Hyderabad, Goa, Tamil Nadu, Karnataka, Andhra Pradesh, etc.• Basics of Indian masalas, gravies, breads and sweets.• Specialty cuisines such as Mughlai, Awadhi, Hyderabadi and South Indian.• Basics of Tandoor: Preparing Tandoor, Types, Marinade preparation, Types of Tandoori dishes, Tandoori breads, Tandoori accompaniments.	10



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	<ul style="list-style-type: none">Indian Fast Foods.	
Unit- 4	<p>Menu Planning:</p> <ul style="list-style-type: none">Introduction: Types of menus, terms and factors which affect Menu Planning.Development of the Menu.Compiling Menus.Nutritional Aspect of Menu Planning.	04
Unit- 5	<p>Basic Bakery and Confectionery:</p> <ul style="list-style-type: none">Pastry –Introduction, types of dough and pastes.Uses, faults and remedies of pastry dough and paste.Types of sponges.Cakes – basics mixture for small cakes, faults & remedies.Cookies and Biscuits: Types – Short crust methods, dropping methods and RecipesBakery and Confectionery: culinary terminologies.	06
Total		36

Suggested Reading:

1. Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
3. Encyclopedia of Indian cookery- Hussain and Fernandez
4. Modern Cookery: Thangam Philip
5. Master Chefs of India: Prasad and Prasad
6. Complete Indian cook book- Mridula Baljekar
7. Menu planning- Kivela
8. The Book of Ingredients: Jane Grigson,
9. Chef manual of Kitchen Management: Fuller John,
10. Theory of Cookery, Mrs. K.Arora, Frank Brothers
11. The Professional Chef (4th edition), Le Rol A.Polsom
12. Basic bakery- C. S. Dubey
13. Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
14. The Complete Guide to the Art of Modern Cookery, Escoffier
15. Food production operation, Parvinder S. Bali

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**FOOD PRODUCTION MANAGEMENT
(PRACTICAL ELECTIVE I)
MHM 402 A P**

Objective	This course enables students to familiarize with : <ul style="list-style-type: none">• Menu costing• International cuisine• Plate presentation• Non edible displays
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1. Demonstration of Charcuterie

- Galantines
- Ballotine
- Pate
- Terrines
- Mousselines

2. Preparation of basic Salads & Horsd' Oeuvre' Preparation of varieties of sandwiches & canapés Cold preparations, Aspic, chaudfroid,

3. Practice on Ice Carving, Tallow sculpture, Fruit & Vegetable display, Pastillage, Salt dough & Jelly logo

4. International cooking – various countries. International cuisine -French, English, Italian, Greek, Lebanon, American, Spanish, Mexican, Chinese, Thai, Indonesian, Japanese, Scandinavian

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School of Hotel Management

FOOD & BEVERAGE SERVICE MANAGEMENT

MHM 402 B (Theory Elective I)

Objective	The subject aims to inculcate a widespread understanding of management aspects of food and beverage operations and controlling characteristics of service outlets. It inculcates the students with supervisory skills required in the department.
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Sl. No.	Topic	Hours
Unit- 1	Restaurant Planning <ul style="list-style-type: none">• Restaurant Planning & Operations• Types of Restaurants• Location or site• Sources of Finance• Design Consideration• Furniture• Lighting and Décor• Equipment required• Records maintained• Licenses required	06
Unit- 2	Personal Management in F & B Service <ul style="list-style-type: none">• Developing a good F & B Team (desirable attributes for various levels of hierarchy)• Allocation of work, Task analysis and Duty Rosters• Performance Measures• Customer Relations• Staff Organizations and Training Sales Promotion	06
Unit- 3	Event Management <ul style="list-style-type: none">• Types of functions• Role of sales and marketing• Taking bookings• Planning and organizing themes of Indian and International cuisine• Concept & planning for MICE segments• Function Administration & Organization- Menus, Function contracts, Seating Arrangements• Introduction, Types of Banquets and Buffets , Equipments Used, Calculation of Space Allocation in Banquets• Buffet Presentation, menu planning in Buffets, staff	06



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	Allocation in Buffets <ul style="list-style-type: none">• Buffet Management	
Unit- 4	Gueridon & Flambé Service <ul style="list-style-type: none">• Introduction• History, Types, Staffing, Equipments Used, Ingredients Used.• Common preparations• Flambe' dishes, Carving, Salad making etc. Trolley service - Beverages, Starters, High tea, Desserts etc.	06
Unit- 5	Room Service <ul style="list-style-type: none">• Introduction, general principles, pitfalls to be avoided• Cycle of Service, scheduling and staffing, Room service menu planning• Forms & formats, order taking, thumb rules, suggestive selling, breakfast cards• Layout & Setup of Common Meals, use of technology for better room service• Time management- lead time from order taking to clearance	12
	Total	36

Reference Books:

1. Food & Beverage Service Training Manual-Sudhir Andrews
2. Food & Beverage Service -Lillicrap & Cousins
3. Modern Restaurant Service -John Fuller
4. Food & Beverage Service Management-Brian Varghese Introduction F& B Service- Brown,
5. Heppner & Deegan Professional Food & Beverage Service Management -Brian Varghese
6. World Of Wines, Spirits & Beers-H.Berberoglu Beverage Book-Andrew, Dunkin & Cousins
7. Professional Guide to Alcoholic Beverages—Lipinski Alcoholic Beverages -Lipinski &
8. Lipinski Food Service Operations - Peter Jones & Cassel

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FOOD & BEVERAGE SERVICE MANAGEMENT

(PRACTICAL ELECTIVE I)

MHM 402 B P

Objective	This course enables students to familiarize with : <ul style="list-style-type: none">• Menu planning with wines• Planning to open F&B outlet• Banquet arrangements• Planning different menu
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• Buffet Lay -up, theme Buffets set up
• Taking Banquet Booking-Filling - Banquet FP Format
• Banquet Service Set-up and operations
• Practical's of Gueridon service
• Practice of Taking Room Service orders
• Tray Set up for Room Service Orders

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School of Hotel Management



FRONT OFFICE MANAGEMENT

MHM 402 C (Theory Elective I)

Objective	Front office is the gateway to hotels hence its operations and management is crucial to the Hospitality Industry. To prepare the students of specialization with in-depth knowledge of the same, it is important to introduce them to more detailed and varied topics.
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SNo	Topic	Hours
Unit- 1	F.O. - Sales & Marketing <ul style="list-style-type: none">Hotel MarketingElements of marketingRoom Selling Techniques – Up selling , Down selling,Room availability Forecast	08
Unit- 2	Tariff Structure <ul style="list-style-type: none">Basis of chargingPlans, competition, customer's profile, standards of service & amenitiesDifferent types of tariffsRack RateDiscounted Rates for Corporates, Airlines, Groups & Travel AgentsGUEST ACCOUNTING (MANUAL): Guest Weekly Bill, Visitors Tabular Ledger	08
Unit- 3	The Night Audit <ul style="list-style-type: none">Importance & functions of night auditOperating modes : non automated, semi-automated, automatedNight audit process The night audit reports – generations & utility	10
Unit- 4	Yield management <ul style="list-style-type: none">Introduction & conceptYield management teamMeasuring yieldObjectives and Benefits of Yield ManagementPotential average single rate,Potential average double rateIdentical yield, Rev PAR , Occupancy ratio	12
TOTAL		38

Suggested Text Books & References

- Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
- Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi.



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3. International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
4. Hotel Front Office Management, James A. Bardi, Van Nostrand Reinholdn New York.

**FRONT OFFICE MANAGEMENT
(PRACTICAL ELECTIVE I)**

MHM 402 C P

Objective	This course aims to revise the entire previous practical so that the student specialises his/ her skills in theFront Office and learn all the S.O.P.
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S. No.	Topic
01	Yield management calculations, preparing statistical data based on actual calculations Preparation of sales letter, brochure, tariff cards & other sales documents Computer proficiency in all hotel computer applications – actual computer lab hoursInternet practice for direct sales

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School of Hotel Management

BAKERY MANAGEMENT
MHM 403 A (Theory Elective II)

Objective	Preparing students to be baking and pastry professionals through hands-on experience and the development of competency based skills while emphasizing management and creativity.
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Sl. No.	Topic	Hours
Unit- 1	Sugar works <ul style="list-style-type: none">Basics of sugar: Introduction and types used in Bakery and confectionarySugar Preparation- Stages of sugar cooking,Handling of cooked sugar, turning sugar into- toffees, candies, praline, jujubes etc.Preparing decorative pieces.	04
Unit- 2	Chocolate <ul style="list-style-type: none">HistorySourcesManufacture & Processing of ChocolateTypes of chocolateTempering of chocolateCocoa butter, white chocolate and its applications	12
Unit- 3	Frozen and Cold Desserts <ul style="list-style-type: none">Preparation of Ice creams and its different preparations: Parfait, Bombe, Semifreddo , Sundae etc.Additives and preservatives used in Ice-cream manufacturePreparations of Custards, Puddings, Mousse, Soufflé's.	04
Unit- 4	Recapitulation of Basic Bread Preparation <ul style="list-style-type: none">Types of bread preparation- Straight dough method, Salt delayed method, ferment and dough method, No-time method.Bread faults and remediesYeast Production and types of Yeast-Preparation , Fermentation ,Separation and Filtration ,concentration and PackagingTypes of Breakfast and dinner bread-rolls:Types of yeast dough products	12
Unit- 5	RECAPITULATION OF BASIC PASTRY PREPARTION <ul style="list-style-type: none">Pastry –Introduction, types of dough and pastes.Characteristics and Guidelines for making PastriesUses, faults and remedies of pastry dough and paste.Types of sponges.Cakes – basics mixture for small cakes faults & remedies.Cookies and Biscuits: Types – Short crust methods, dropping methods and Recipes	02
TOTAL		34

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Suggested Reading:

- Iced desserts- Farrow and Lewis
- Theory of Cookery, K.Arora, Frank Brother

**BAKERY MANAGEMENT
(PRACTICAL ELECTIVE II)
MHM 403 A P**

Objective	This course enables students to familiarize with : <ul style="list-style-type: none">• Prepare hotel- ready baked different bread products• Check the quality of baking and causes of spoilage.• Plan & prepare different types of cakes
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- Quick bread, various breakfast rolls and dinner rolls.
- Chocolate and confectionery – Ganache, chocolate sauce
- Decorated cake, Gateaux.
- Chocolate cake, Christmas cake, Wedding & Specialty Cakes,
- Various icing, topping, frosting, etc
- Meringue, Struddles, turnovers, mille-feuilles
- Demonstration on various sugar works - toffees, candies, praline, jujubes etc.
- Preparations of frozen desserts, Custards, Puddings, Mousse, Soufflé's.



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BAR MANAGEMENT

MHM 403 B (Theory Elective II)

Objective	To make the student employable in the Bar Department. To develop and sharpen the overall skills of the students so that he is job ready..
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UNIT	TOPIC	HOURS
I	Bar Operation <ul style="list-style-type: none">• Introduction• Parts of Bar• Types of Bar• Equipment used in Bar• Target clientele• Location• Atmosphere and Décor• Basic elements of Layout and Design consideration• Records maintained• Licenses required	10
II	Cocktails and Mocktails <ul style="list-style-type: none">• Introduction, History• <u>Components of cocktail</u>- Base ,modifier, Flavoring, Coloring, Sweetening ingredient• Garnish• <u>Methods of making cocktails</u>- Building, Stirring, Shaking, Blending, Layering• Types & Preparation• Points to be noted while making cocktails and mixed drinks B)- Cocktail Recipes <ul style="list-style-type: none">• Cocktail recipes• Classic international recipes• Popular modern cocktails• Mocktails• Shooters	08

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III	Wines	14
	<ul style="list-style-type: none">• Introduction, definitions and classification• Wines- Introduction, classification, Still, Sparkling, Aromatized & Fortified Wines• Viticulture Methods• Vine Diseases• Wines-France, Italy, Spain, Portugal, South Africa, Australia, India& USA• Food & Wine Harmony• Storage and service of wine• Wine glasses and equipment.	
IV	Food & Beverage Terminology related to Bars Management	04
TOTAL		36

Reference Books:

1. Food & Beverage Service Training Manual-Sudhir Andrews
2. Food & Beverage Service -Lillicrap & Cousins
3. Modern Restaurant Service -John Fuller
4. Food & Beverage Service Management-Brian Varghese Introduction F& B Service- Brown,
5. Heppner & Decgan Professional Food & Beverage Service Management -Brian Varghese

BAR MANAGEMENT
(PRACTICAL ELECTIVE II)
MHM 403 B P

Objective	This course enables students to familiarize with : <ul style="list-style-type: none">• To make the students to gain the Basic Knowledge about different of bar and bar operations.
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• Various BAR Set up
• Identification of Bar equipments
• Dispense Bar Set-up and operations
• Cocktail and Mock tail Preparations
• Service of Wines
• Preparation of Various garnishes for Cocktail and Mocktails



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School of Hotel Management

ACCOMMODATION MANAGEMENT

MHM 403 C (Theory Elective II)

Objective	This course aims to revise the entire previous practical so that the student specialises his/ her skills in the Front Office and learn all the S.O.P.
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S.No	Topic	Hours
Unit- 1	Planning and Organizing the Housekeeping Department- <ul style="list-style-type: none">• Planning process• Area Inventory List• Frequency Schedule• Performance and Productivity standard• Time and motion study• Standard Operating Manual• Job Allocation and Work Schedules• Calculating staff strength and duty roaster• Teamwork and leadership• Training in Housekeeping• Inventory Level for Non Recycle Items	10
Unit- 2	Planning Trends in Housekeeping <ul style="list-style-type: none">•Planning Guest Rooms, Bathrooms ,suites ,Lounges•Planning fir the Provision of Leisure facilities for the Guest•Boutique Hotel Concept•Special Provision for Physically Challenged Guest	06
Unit- 3	Contract Services- <ul style="list-style-type: none">• Types of contract• Guidelines for hiring contracts• Advantages and disadvantages	05
Unit- 4	Budget <ul style="list-style-type: none">• Budget and budgetary control• Budget process• Methods of buying• Stock record issuing and control	08
Unit- 5	New Property Operations <ul style="list-style-type: none">• Starting Up Housekeeping Countdown	03
Unit- 6	Energy and Water Conservation <ul style="list-style-type: none">• Energy Conservation• Water Conservation• Waste Management	04
TOTAL		36

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Suggested Books:

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

ACCOMMODATION MANAGEMENT

(PRACTICAL ELECTIVE II)

MHM 403 C P

Objective	This course enables students to familiarize with : <ul style="list-style-type: none">• Time management• Housekeeping training module• Application of management functions in housekeeping
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Sr. No.	Topic
01	Inventory Control Preparing Duty Roaster Calculation of Frequency Schedule Calculation of Time and motion Study Calculation of Staff strength Planning of Guest Rooms , Bathrooms, suites LoungesSteps for Preparing Budget Stock Register-Preparation and Maintenance Issuing Procedure of Supplies Planning New operations

Project Report (Dissertation)

MHM 404

- Systematically identify relevant theory and concepts, relate these to appropriate methodologies and evidence, apply appropriate techniques and draw appropriate conclusions
- Engage in systematic discovery and critical review of appropriate and relevant information sources

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