

Chhatrapati Shahu Ji Maharaj University
(BHMCT Batch 2019 onwards)



Study Scheme & Syllabus of
Bachelor of Hotel Management and Catering Technology
(BHMCT)
School of Hotel Management



School of Hotel Management

Course Offered- Bachelor of Hotel Management & Catering Technology

Program Outcome (PO)

- To educate and enrich the knowledge of today's individuals so that our tomorrow cannot distinguish between the care of a mother and a hospitality worker.
- To provide an open opportunity to the young generation for evolving their core competencies for building up their career as World-class professional with broad-based foundation, in-depth knowledge, and versatile personality to meet the challenges of Hospitality Industry.
- Hotel management training can provide the skills and professional development needed for leadership, training, and general administrative functions in operations.





PSO for 1st Semester Subjects

Sr. No	Subject Name & Course	PSO (Programme Specific Outcome)
1	BHM-101 Food Production-I	The course aims to introduce the students to Basic Kitchen knowledge which will subsequently help to understand and apply professional Cookery during the subsequent semester. Thus, topics ranging from 'Culinary history', 'Kitchen organization', 'Food production equipment', 'Basic elements of cooking, and 'Mother sauce & Stocks' have been incorporated for study.
2	BHM-102 Food & Beverage Services-I	The course has been designed so as inculcate basic understanding on the structural and operational perspectives of Food and Beverage Service with basic knowledge about F&B areas & familiarization of equipments so that the students may be gradually exposed to the professional and applied intricacies of the subject.
3	BHM-103 Front Office Operations-I	course endeavors to introduce the students about the concept, significance, organization and basic functions of Hotel Front Office.
4	BHM-104 Housekeeping Operations-I	The course structure has been planned in a manner that the students are able to develop basic understanding on the concept of House Keeping Operations with particular reference to art and science of cleaning
5	BHM-105 Basic of Communication	The basic objective of the course is to help students to acquire and develop communication skills necessary for efficient management, and also to understand the significance of effective communication in an organization. The module has been designed keeping in mind the various aspects of communication necessary for day to day transactions with special reference to Hotels, Restaurants and other Hospitality institutions.

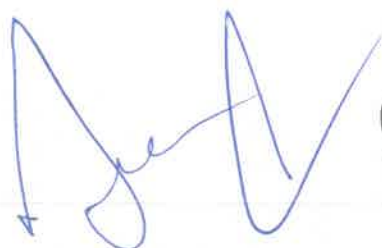
6	BHM-106 Introduction to Hospitality Industry	The course has been designed to inculcate basic understanding on 'conceptual', developmental and structural perspectives of Hospitality sector with special reference to Hotel and Hoteliering Business.
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PSO for 2nd Semester Subjects

Sr. No	Subject Name & Course	PSO (Programme Specific Outcome)
1	BHM-201 Food Production-II	This course has been designed to familiarize the students with basic cooking methods and preparation of Egg, Soup and Cereals in 5 Star Hotel. The students have also been introduced to concept of Kitchen & HACCP principles.
2	BHM- 202 Food & Beverage-II	This course aims to acquaint the students with service methods applicable to 'Various types of meals', 'familiarize them with organization and functions of a restaurant' and make them understand the importance of menu planning'.
3	BHM- 203 Front Office Operations-II	This module aims at exposing the students to core functions and procedures of Front Office related to Check-in Procedures for different categories of guest, Night Audit and Tariff Formulation.
4	BHM- 204 Housekeeping Operations-II	This paper has been planned to ensure that the incumbent students are able to effectively assimilate the intricacies of housekeeping procedures. The public area cleaning task, Floors – types of floor finishes, methods of cleaning, Learn about inspection of guest room, Cleaning and care of metals: Brass, silver etc. and their compositions.
5	BHM- 205 Hygiene and Sanitation	This course aimed at familiarizing the students regarding contaminated food, cause of contamination and sanitary techniques to develop ethics towards maintaining hygiene and sanitation in and around the hotel property.
6	BHM- 206 Book Keeping & Accountancy	This Paper endeavors to acquaint the students with accounting principles and basic accounting procedures and formats so that they could effectively understand hotel accounting in the subsequent semester.

PSO for 3rd Semester Subjects

Sr. No	Subject Name & Course	PSO (Programme Specific Outcome)
1	BHM-301 Food Production-III	The course of study aims at introducing the students to 'Indian Cookery' with specific Reference 'Indian Regional Cuisine' & Tandoori Preparation and basic knowledge of Bakery & Confectionery.
2	BHM-302 Food and Beverage Service-III	The framework of this paper has been designed with the aim to develop professional skills of the students required for serving the various alcoholic beverages to the guests. With the study of present module, the students will also be able to understand control method and procedures involving F&B Service.
3	BHM-303 Front Office Operations-III	This module aims at exposing students 1 Handling guest mails, messages, enquires and guest complains. 2. Safety deposit & Wake-up Call procedure 3. The tasks performed at bell desk. 4. Meaning and reason of Black listing the guest
4	BHM- 304 Housekeeping Operations-III	This module exposes to students to Planning and organizing of the linen room and uniform room. 2. Purchasing cycle and procedure of linen 3. Activities in sewing room and laundry Some knowledge about fiber, fabrics and yarn
5	BHM-305 Nutrition and Food Science	After the study of this module, the students will be able to know the effects of microorganisms on food and apply the acquired knowledge in preserving food against contamination, intoxication and spoilage.
6	BHM-306 Hotel Accounting	The module aims at acquainting the students with key areas, issues and procedures concerning hotel accounting.






PSO for 4th Semester Subjects

Sr. No	Subject Name & Course	PSO (Programme Specific Outcome)
1	BHM-401 Food Production-IV	This module will enable the students to develop skills, knowledge required to organize and prepare international cuisine and cold work.
2	BHM-402 Food and Beverage Service-IV	The course structure has been designed to develop the insight of the students on bar and bar related operations and elaborate knowledge of wines, cocktails & mocktails, Banqueting procedure have been detailed for the knowledge of students.
3	BHM-403 Front Office Operations-IV	The Student will get knowledge about:- <ol style="list-style-type: none"> 1. Check out procedure followed in the hotel 2. Illustrate Foreign Exchange Encashment procedure 3. Different methods of settlement – Cash & Credit. 4. Different types of accounts, folios, vouchers prepared at front desk.
4	BHM-404 Housekeeping Operations-IV	The Student will get knowledge about: <ol style="list-style-type: none"> 1. Managing housekeeping personal 2. Planning and organizing of the department 3. Safety awareness, accident and first aid box. 4. Budgeting and Store room control 5. Understanding the significance of contracts and Outsourcing
5	BHM-405 Hotel Engineering	This course of study will familiarize the students with the Hotel engineering equipments and proper management of the hotel equipments and maintenance of the equipments and to make them understand Engineering & Maintenance and management of the Hotels.
6	BHM-406 Research Methodology	The objective of this module is to equip the students with the basic understanding of the research methodology and to provide an insight into the application of modern analytical tools and techniques used for the purpose of management decision making.




PSO for 5th Semester Subjects

Sr. No	Subject Name & Course	PSO (Programme Specific Outcome)
1	Extensive on the job training	<ol style="list-style-type: none"> 1. The Student shall have to undergo a Twenty-Two weeks extensive on the job training in a leading hotel/resort property, duly approved by the Institute. 2. The student will have to submit a comprehensive training report in the Institute, duly certified by the competent authority of the training Hotel. 3. The reports will be evaluated by a panel of experts. 4. Career exposure of core departments.
2	Log Book:	<ol style="list-style-type: none"> 1. During the training, the students have to maintain a log book in the format prescribed by the department. 2. Log book is the summary record of all the duties assigned to the student during the training. 3. The log book, to be submitted along with the training report, will be evaluated by the panel of expert (One internal and one external.)
3	Research Project	<ol style="list-style-type: none"> 1. At the outset of fifth semester, every student shall be assigned an applied topic (problem) for the Research project under the supervision of the faculty members of the Department. 2. The Project, duly certified by the concerned supervisor, shall have to be submitted by the students on the date notified by the Institute.

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PSO for 6th Semester Subjects

Sr. No	Subject Name & Course	PSO (Programme Specific Outcome)
1	BHM-601 Food Production-VI	The course aims to expose the students to quantity cooking in different catering establishment. The students will be exposed to technique of cooking and the equipments required for the same. The students will also be familiarizing with management aspects related to Kitchen control.
2	BHM-602 Food & Beverage Service Operations-VI	The course structure has been designed to develop professional management aspect related to F&B management & Control
3	BHM-603 Front Office Operations-VI	The Student will get knowledge about:- <ol style="list-style-type: none"> 1. The role of front office in ensuring safety and security of guest 2. Handling different types of guest and situations. 3. Meaning and importance of Overbooking in hotel 4. Room Tariff Fixation 5. Evaluation of hotel performance 6. Forecasting and budgeting their meaning and importance in front office.
4	BHM-604 House Keeping Operations-VI	The Student will get knowledge about:- <ol style="list-style-type: none"> 1. Apply the elements of art in designing interiors 2. Interior decoration and horticulture which includes flower arrangement 3. Importance of renovation in housekeeping. 4. Identify the living creatures in the vicinity of the hotel. 5. Waste & waste control
5	BHM-605 Environmental Management	<ol style="list-style-type: none"> 1. To prevent pollution, meet compliances obligations and enhance condition of the environment. 2. Controlling or influencing the way the organizations product and services are designed

6	BHM-606 Principles of Management	This module explains meaning of management and analyses its process in modern organizations including various aspects of the Hotel Industry. It gives the basic knowledge about the evolution and importance of the various concepts of Management. It also aims at making the student deal with the decision making aspects in their day to day work.
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PSO for 7th Semester Subjects

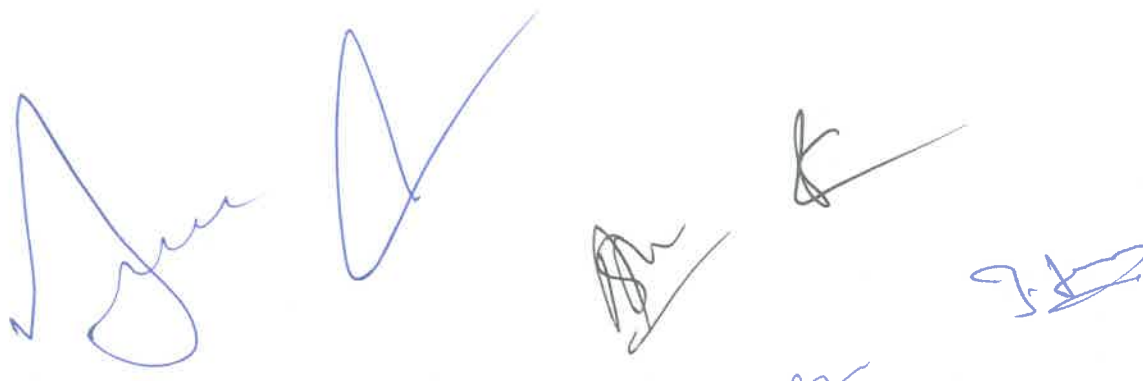
Sr. No	Subject Name & Course	PSO (Programme Specific Outcome)
1	BHM-701/BHM-702 Food Production & Management (Elective-I)	The course has been designed to impart advance knowledge of food production management in order to produce professional chef.
2	BHM-701/BHM-702 Food and Beverage Service (Elective-II)	Since the incumbent students already have ample exposure on all the basic aspects of F&B Service, this module focuses on planning and organization of F&B operations in different; function catering buffets and Gueridon Service.
3	BHM-703/BHM-704 Front Office Operations (Elective-I)	To have a thorough understanding of sales techniques, to deal with various situations at the front desk daily, thereby gaining an insight into problem solving in the hotel and to appreciate the role played by the supervisor in the efficient running of the Front Office.
4	BHM-703/BHM-704 House Keeping Operations (Elective-II)	To familiarize the students with the operation of the House keeping department as well as its routine system, functions of staff
5	BHM-705 Human Resource Management	The Success of any organization depends upon the Human Resources working in the Organization. The Hospitality Industry also depends on its Human Resources for its success. The course focuses on the complete cycle through which the Human Resources after joining the organization. The course also specifically covers the need and the requirement of Human Resources in the Hospitality Industry
6	BHM-706 Financial Management	This course has been design to develop understanding of the students on the financial aspects of planning and decision making
7	BHM-707 Managerial Economics	This Course has been design to develop understanding of the students on the basic economic theories and economic environment for managerial decisions

8	BHM-708 Seminar	A topic will be assigned relevant to hospitality industry to a student focusing on his/her area of interest and he/she will be required to submit a synopsis and make a presentation before a term of internal and external examiners
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PSO for 8th Semester Subjects

Sr. No	Subject Name & Course	PSO (Programme Specific Outcome)
1	BHM-801 Growing Dimensions of travel and tourism sector	<ol style="list-style-type: none"> 1. This module aims at creating a clear perception of the incumbents of conceptual and philosophical framework of tourism. 2. It makes the candidate to closely examine India's performance in International Tourism in the light of Countries tourist resource potential.
2	BHM-802 Event Management	The module endeavors to familiarize the students with the scope and structural and functional aspects of the fast growing field of event management
3	BHM-803 Facility Planning	The module focuses on Hotel design and architectural consideration, layout of kitchen and stores and quality management
4	BHM-804 Materials Management for Hospitality	The key objective of this course to acquaint the students with the decision making for effective and efficient purchase, storage and flow of material in hospitality organizations.
5	BHM-805 Entrepreneurship Development	On account of the ever-growing entrepreneurial opportunities, entrepreneurship development is strongly surging ahead as key areas of the professional studies. This module would enable the students to understand the traits and trick of Entrepreneurship development and in the process, assess develop and refine their potential to this effect.
6	BHM-806 Hotel Law	To familiarize the upcoming professional with the legalities and regulation governing the 'inception, approval and operations of a hospitality establishment', 'employer's right and responsibility' and 'the right and responsibilities of hotel vis a vis hotel guest'.

7	BHM-807 Organizational Behaviour	This module would help the students to understand the key dimensions, process and influences upon human behaviour at the level of individual, as also in the context of work organization.
8	BHM-808 Introduction to Computer Applications	This module helps in plan to create basic understanding on the structural and functional aspects of computer.
9	BHM-809 Comprehensive Viva-Voce Exam	The students shall have to appear for a comprehensive Viva-Voce exam convened by external and internal expert (01 External and 01 Internal Expert) the date of comprehensive Viva-Voce exam shall notified by the Institute at least 15 days prior to the Viva-Voce Exam



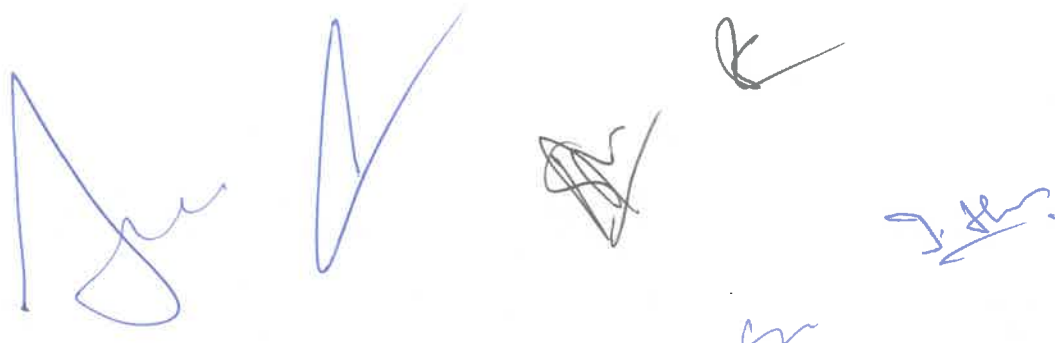
Course Index

BHMCT Ist Year Semester-I (NON NEP)

Sr.no	Subject Code	Subject	Theory 100		Practical 100		Credit	
			Int. 30	Ext. 70	Int. 30	Ext. 70	Theory	Practical
1	BHM-101	Food Production-I	30	70	30	70	3	1
2	BHM-102	Food & production Service-I	30	70	30	70	3	1
3	BHM-103	Front Office Operations-I	30	70	30	70	3	1
4	BHM-104	House Keeping operations-I	30	70	30	70	3	1
5	BHM-105	Basics of Communications	30	70	-	-	3	-
6	BHM-106	Introduction to Hospitality Industry	30	70	-	-	3	-
Total Marks			1000				22	

Semester-II (NON NEP)

Sr.no	Subject Code	Subject	Theory 100		Practical 100		Credit	
			Int. 30	Ext. 70	Int. 30	Ext. 70	Theory	Practical
1	BHM-201	Food Production-II	30	70	30	70	3	1
2	BHM-202	Food & production Service-II	30	70	30	70	3	1
3	BHM-203	Front Office Operations-II	30	70	30	70	3	1
4	BHM-204	House Keeping operations-II	30	70	30	70	3	1
5	BHM-205	Hygiene & Sanitation	30	70	-	-	3	-
6	BHM-206	Book Keeping & Accountancy	30	70	-	-	3	-
Total Marks			1000				22	



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BHMCT 2nd Year
Semester-III (NON NEP)

Sr.no	Subject Code	Subject	Theory 100		Practical 100		Credit	
			Int. 30	Ext. 70	Int. 30	Ext. 70	Theory	Practical
1	BHM-301	Food Production-III	30	70	30	70	3	1
2	BHM-302	Food & production Service-III	30	70	30	70	3	1
3	BHM-303	Front Office Operations-III	30	70	30	70	3	1
4	BHM-304	House Keeping operations-III	30	70	30	70	3	1
5	BHM-305	Nutrition & Food Science	30	70	-	-	3	-
6	BHM-306	Hotel Accounting	30	70	-	-	3	-
Total Marks			1000				22	

Semester-IV (NON NEP)

Sr.no	Subject Code	Subject	Theory 100		Practical 100		Credit	
			Int. 30	Ext. 70	Int. 30	Ext. 70	Theory	Practical
1	BHM-401	Food Production-IV	30	70	30	70	3	1
2	BHM-402	Food & production Service-IV	30	70	30	70	3	1
3	BHM-403	Front Office Operations-IV	30	70	30	70	3	1
4	BHM-404	House Keeping operations-IV	30	70	30	70	3	1
5	BHM-405	Hotel Engineering	30	70	-	-	3	-
6	BHM-406	Research Methodology	30	70	-	-	3	-
Total Marks			1000				22	

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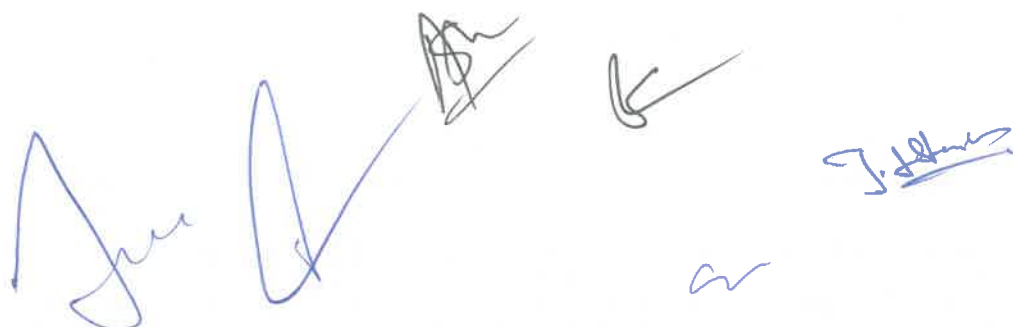
BHMCT 3rd Year

Semester-V (NON NEP) 22 Weeks Industrial Training

Sr.no	Subject Code	Subject	Max. Marks
1	BHM-501	Training Report Evaluation	200
2	BHM-502	Training Report Viva-Voce	200
3	BHM-503	Log Book Evaluation	200
4	BHM-504	Project report Evaluation	200
5	BHM-505	Project report Viva-Voce	200
Total			1000

Semester-VI (NON NEP)

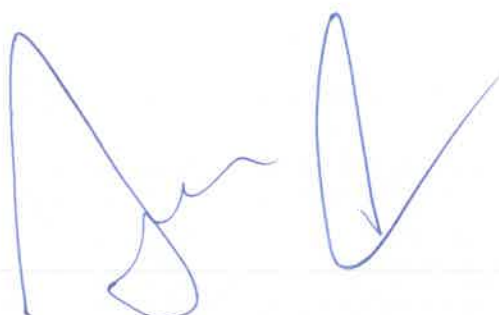
Sr.no	Subject Code	Subject	Theory 100		Practical 100		Credit	
			Int. 30	Ext. 70	Int. 30	Ext. 70	Theory	Practical
1	BHM-601	Food Production-VI	30	70	30	70	3	1
2	BHM-602	Food & production Service- VI	30	70	30	70	3	1
3	BHM-603	Front Office Operations- VI	30	70	30	70	3	1
4	BHM-604	House Keeping operations- VI	30	70	30	70	3	1
5	BHM-605	Environmental Management	30	70	-	-	3	-
6	BHM-606	Principles of Management	30	70	-	-	3	-
Total Marks			1000				22	



BHMCT 4th Year
Semester-VII (NON NEP)

SI	Subject Code	Subject	Theory 100		Practical 100	
			Int. 30	Ext. 70	Int. 30	Ext. 70
1.	BHM-701	Food Production & Management	30	70	30	70
2.	BHM-702	Food & Beverage Service Operations	30	70	30	70
3.	BHM-703	Front Office Operations	30	70	30	70
4.	BHM-704	Housekeeping Operations	30	70	30	70
5.	BHM-705	Hotel Marketing	30	70	-	-
6.	BHM-706	HRM	30	70	-	-
7.	BHM-707	Financial Management			-	-
8.	BHM-708	Business Communication			-	-
9	BHM-709	Managerial Economics			-	-
Total			1000			

Note: - BHM 706, BHM 707, BHM 708 & BHM 709 are the Elective Courses offered to students out of these four. Students have to choose one among these four courses.






Semester-VIII (NON NEP)

Sr.no	Subject Code	Subject	Theory 100		Practical 100		Teaching scheme Hours Per Week		Credit	
			Int. 30	Ext. 70	Int. 30	Ext. 70	L	P	Theory	Practical
1	BHM-801	Growing Dimension of Tourism	30	70	-	-	3	-	3	-
2	BHM-802	Event Management	30	70	-	-	3	-	3	-
3	BHM-803	Hospitality Management	30	70	-	-	3	-	3	-
4	BHM-804	Facility Planning	30	70	-	-	3	-	3	-
5	BHM-805	Entrepreneurship Development	30	70	-	-	3	-	3	-
6	BHM-806	Hotel Law	30	70	-	-	3	-	3	-
7	BHM-807	Organization Behavior	30	70	-	-	3	-	3	-
8	BHM-808	Dissertation	-	-	100	200	3	-	-	1
Total			1000				24	3	22	

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Chhatrapati Shahu Ji Maharaj University, Kanpur



School of Hotel Management

BHM-101 Food Production-I

Objective: - The course aims to introduce the students to Basic Kitchen knowledge which will subsequently help to understand and apply professional Cookery during the subsequent semester. Thus, topics ranging from 'Culinary history', 'Kitchen organization', 'Food production equipment', 'Basic elements of cooking, and 'Mother sauce & Stocks' have been incorporated for study.

Course Code	Course Name	Course Outcomes (CO)
BHM-101	Food Production-I	CO1: The management and functioning of Quantity Kitchen.
		CO2: Various convenience foods and fast foods.
		CO3: Knowledge of basic desserts.
		CO4: Functioning of bakery kitchen.

Module-I – Introduction <ul style="list-style-type: none">-Food Production- meaning and scope-Culinary History; Origin of classical and modern cuisine- Culinary Terms
Module-II – Kitchen Organization <ul style="list-style-type: none">-Kitchen organization and staffing-Duties and responsibility of various Chefs; levels of skills and experiences-Coordination with other department- Layout of the kitchen in various organizations- Layout of receiving, service and wash up areas
Module-III –Basic Element of Cooking Food <ul style="list-style-type: none">- Aims and objectives of cooking food- Various textures- Various Consistencies- Pre-Preparation Techniques- Preparation Techniques
Module-IV – Basic Food Preparation <ul style="list-style-type: none">-Identification of Indian/Continental Vegetables- Basic Vegetable Cuts- Vegetable Cooking
Module-V – Stocks <ul style="list-style-type: none">- Definition and Types of stock- Basic stock preparation

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School of Hotel Management

	<ul style="list-style-type: none">- Stock Recipes- Uses and storage
	Module-VI – Mother Sauces <ul style="list-style-type: none">- Basic mother sauces and their uses- Classification of sauces- Recipes- Derivatives

Practical

Proper usage of kitchen knives and other hand tools.

Identifying different commodities

Proper use of tools and equipment's related to food production.

Identification of basic ingredients/commodities; use of objective and subjective

Methods and simple identification techniques

Understanding weights in home measures and convenient measures.

Preparation of basic stock and sauces and vegetables cuts and cooking

Suggested Reading

Arora Krishna: Theory of Cookery; Frank Bros & Co.

Klinton & Cesarani: Practical Cookery; Arnold Heinemann.

Larousse Gastronomique-Cookery encyclopedia by Paul Hamlyn

Modern Cookery for teaching and The trade Vol. I & Vol. II – Thangam

E. Philip (Mumbai, Orient Longman)

Chef's Manual of kitchen Management- John Fuller

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School of Hotel Management

BHM-102 Food & Beverage Services-I

Objective: - The course has been designed so as inculcate basic understanding on the structural and operational perspectives of Food and Beverage Service with basic knowledge about F&B areas & familiarization of equipment's so that the students may be gradually exposed to the professional and applied intricacies of the subject.

Course Code	Course Name	Course Outcomes (CO)
BHM-102	Food & Beverage Service-I	CO1: Define spirits and classify them
		CO2: Understand distillation Process
		CO3: Understand various production processes of spirits (Whisky, Brandy, Gin, Vodka & Rum) and their characteristics with brands.
		CO4: Understand traditional spirits (Tequila, Absinthe, Tiquira, Ouzo etc).
		CO5: Understand the production of liqueurs
		CO6: Able to know the flavor, base and colour of liqueurs
		CO7: Understand the various methods of making cocktails and Understand the points while making the cocktails.

1	Module-I – Introduction to F&B Service <ul style="list-style-type: none">- F&B Service: origin, growth and development.- Role of catering establishment in Hotel industry.- Structure of Catering Industry- Types of various Food and Beverage Establishment.
2	Module-II – Organization of F&B Service Department <ul style="list-style-type: none">- Organizational structure of a large, medium and small hotel- Duties and responsibilities of F&B staff- Job description and job responsibilities of various ranks- Attitude and attributes of F&B staff.- Interdepartmental coordination



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3	Module-III – Food & Beverage Service Areas <ul style="list-style-type: none">- Coffee Shops- Snack Bar/Counter Service- Specialty Restaurant- Room Service- Night Clubs- Fast Food- Bar- Discotheque- Cafeteria
4	Module-IV – Ancillary Department <ul style="list-style-type: none">- Pantry- Still Room- Food pickup areas- Stores- Kitchen Stewarding
5	Module-V – F&B Service Equipment-Familiarization &selection <ul style="list-style-type: none">- Classification of equipment.- Crockery- Tableware- Glassware- Hollowware- Flatware- Other special equipment- Linen including furniture

Practical

- Identification, care and maintenance of F&B Service equipment
- Silver cleaning
- Basic restaurant etiquette
- Rinsing and drying of silver cutlery, Crockery and special equipment
- Mise-en-scene and Mise-en -place
- Practice of different serviette folds.

Suggested Reading

- Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Service; Hadder & Stoughton educational.
- Andrews Sudhir: Food & Beverage Service training manual; Tata McGraw Hill.
- Modern Restaurant Service – John Fuller
- Beverage Management – Michael Coltman

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School of Hotel Management

BHM-103 Front Office Operations-I

Objective: - The course endeavors to introduce the students about the concept, significance, organization and basic functions of Hotel Front Office.

Course Code	Course Name	Course Outcomes (CO)
BHM-103	Front Office Operations-I	CO1. Understand and handle check-out procedure.
		CO2: Understand the procedure of settling guest bills.
		CO3: Understand Forex exchange encashment procedure.
		CO4: Understand front office accounting procedure and the formats which are prepared at front office.

Module	Course Topics
1	Introduction to Front Office Introduction to Hotel Industry, evolution, definition of modern hotel, Classification And Categorization, Indian Concept. Role and importance of front office in the hotel.
2	Organizational Structure Of front office Structure and functions of each section Duties and responsibilities of Front office staff. Layout of Front office department.
3	Attributes of front office staff and front Office Terminology Attributes of front office staff. Front office terminology regarding guests, plans, rooms and other front office activities.
4	Reservation Operations: The Importance Of Reservation Section. The Modes Of Reservation: C.R.S. And I.R.S. Various Tools Of Reservation: Room Status Board. Reservation Form, Advance-Letting Chart, Density Control Chart, Hotel Diary, Whitney system of reservation. Cancellation And Amendment Procedure. Various Reports Prepared at front office at the time of reservation. Group Reservation.

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Practical

- Telecommunication skills and telephone manners.
- Front office terminology
- Forms/formats related to front office
- Basic manners and grooming standard required to front office operations

Reference books:

- Dennis L. Foster: Back Office Operation & Admn.
- Dennis L. Foster: Front Office Operation & Admn
- Sudhir Andrews: Hotel Front Office
- Colin Dix & Chirs Baird: Front Operations
- Kasavana & Brooks: Managing Front Office Operations
- Jatashankar R. Tewari- Hotel Front Office Operations & Management

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School of Hotel Management

BHM-104 Housekeeping Operations-I

Objective: - The course structure has been planned in a manner that the students are able to develop basic understanding on the concept of House Keeping Operations with particular reference to art and science of cleaning

Course Code	Course Name	Course Outcomes (CO)
BHM-104	House Keeping operations-I	CO 1. Gain an insight into the process of recruitment, hiring, selection, orientation, training, motivation etc
		CO2. Understanding the steps involved in the planning process.
		CO3. Understanding the concept preparing, outline housekeeping different expanses
		CO4. Understanding the concept of par stock and par level.

Module	Course Topics
1	Housekeeping as A Department: Importance of housekeeping. Responsibilities of housekeeping department and housekeeping layout. Interdepartmental co-operation & co-ordination of Housekeeping. Different sections of Housekeeping departments. Organization Structure Of Housekeeping Department: Small hotels, Medium hotels, large hotels. Duties & responsibilities of Executive Housekeeping. Duties & responsibilities of Housekeeping Staff.
2	Guest Rooms- Types of guest room with sizes. Guest room status report. Floor rules Service and facilities offered by various hotel.
3	Cleaning Organization Principles of cleaning . Method of organizing cleaning Frequency of cleaning daily, periodic and special. Design features that simplify cleaning.

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4	Cleaning equipment: General considerations & selections Classification & Types of equipments, Floor trolley, Vacuum Cleaner etc. Method of use & mechanism for each type Care & maintenance. Cleaning agents: General criteria for selection Classification.
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Practical

- Familiarization of housekeeping areas
- Identification of various floor surface
- Identification of cleaning equipments
- Glass cleaning and mirror cleaning
- Floors and bathroom cleaning.
- Understanding scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping and brushing.

Reference books:

- Sudhir Andrews: Hotel Housekeeping
- Joan C. Branson: Hotel, Hostel & Hospital Housekeeping
- Georgi ra Tucker: The Professional Housekeeper
- Rose Mary & Heinemann: Housekeeping Management for Hotels
- Devid Allen, Hutchinson: Accommodation & Cleaning Services
- G. Raghubalan – Hotel Housekeeping

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BHM-105 Basic of Communication

Course Objective: - The basic objective of the course is to help students to acquire and develop communication skills necessary for efficient management, and also to understand the significance of effective communication in an organization. The module has been designed keeping in mind the various aspects of communication necessary for day to day transactions with special reference to Hotels, Restaurants and other Hospitality institutions.

Course Code	Course Name	Course Outcomes (CO)
BHM-105	Basics of Communications	CO1. Understand the Communication skills necessary for efficient management.
		CO2. Understand the value of communication for better human relations in day to day life.
		CO3. Build and use Business Vocabulary
		CO4. Handle various situations like Group Discussion & Interview.

Module	Course Topics
1	Module-I – Essentials of Grammar <ul style="list-style-type: none">- Part of Speech- Punctuation- Vocabulary building- Phonetics
2	Module-II – Letter & Resume writing <ul style="list-style-type: none">- Types of Letter- Formal/informal- Drafting applications- Preparing the Resume
3	Module-III – Effective speaking in Hospitality Business <ul style="list-style-type: none">- Generic queries vs. Restaurant and Hotel terminology- Significance of police communication in the context of hoteliering- Communication with/in group- Qualities of a good speaker
4	Module-IV – Interviews and public speaking <ul style="list-style-type: none">- Interviews- Debates- Discussions- Speeches- Seminar Talks

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5	Module-V – Speech improvement <ul style="list-style-type: none">- Pronunciation, stress and accent- Signifiabale of effective of speech in hospitality industry, especially in hotels.- Common phonetic difficulties and connective drill Exercises- Acquaintance with frequently used foreign sound – need and significance- Telephonic communication – nature, scope and relevance in the context of hotel industry- Developing Telephone Skills – Principles and practices
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Suggested Reading:

- Kaul Asha, 'Business Communication' Prentice Hall of India, New Delhi 1999
- Lesikar, Pettit, 'Business Communication' Richard Irwin Inc., All India Traveller Bookseller Delhi 1996
- Murphy and hildbandt, 'Essential of Business Communication', McGraw Hill International, New york
- Parag Diwan and Agarwal, Business Commnications'

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BHM-106 Introduction to Hospitality Industry

Course Objective: - The course has been designed to inculcate basic understanding on 'conceptual', developmental and structural perspectives of Hospitality sector with special reference to Hotel and Hoteliering Business.

Course Code	Course Name	Course Outcomes (CO)
BHM-106	Introduction to Hospitality Industry	CO1. to understand the hospitality sector
		CO2. History about the hospitality
		CO3. Over view of hotel eras

Module	Course Topics
1	Module-I <ul style="list-style-type: none">- Hospitality: Origin of the concept; meaning, nature & Scope.- Introduction to Hotel Industry, evolution, definition of modern hotel- Relationship between Hospitality and Tourism- Accommodation: Type and forms; changing concepts over time.- Origin and growth of Hotel Industry with special reference to India- Types of Establishments
2	Module-II <ul style="list-style-type: none">- Core departments of a standard hotel: front office, Food Production, F&B Service, Housekeeping and back office.- Organizational structure of a hotel- Linkages and Integration in hotel and hoteliering business: Inter-sectoral and Intra-sectoral- Front Office – Functions, significance and scope.
3	Module-III <ul style="list-style-type: none">- Housekeeping operation organization and functions- Study of ancillary sections with Linen Room and laundry Operations- Food Production Department – Key Functions, scope and significance- Food and Beverages service – Main Functions, Operations, Scope and significance management of F&B



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4	Module-IV <ul style="list-style-type: none">- Factors affecting manpower requirement in Hotel sector- Marketing of Hotel service, opportunities, scope and constraints, especially in India contest.- Impact of Hotels on National, regional and local economy
5	Module-V <ul style="list-style-type: none">- Role of public sector in the development of Hotel and Hoteliering sector in India; contribution of I.T.D.C and state Tourism Departments/Corporations.- Multinational hotel chains and their impact on hoteliering business with special reference to Developing countries; Major Multinational Hotel chains operating in India- Present Status of Hotel Business in India

Suggested Reading:

- Andrews Sudhir: Hotel Front Office, Tata McGraw Hill, New Delhi
- Andrews Sudhir: Hotel House Keeping, Tata McGraw Hill, New Delhi
- Andrews Sudhir: Food and Beverage, Tata McGraw Hill, New Delhi
- Paul R. Dittmer, Gerald G. Grifin: Dimension of the Hospitality Industry, Van Nostrand reinhold New York
- Peter Jones : Introduction to Hospitality Operation, Cassell, New York
- Fred Lawson: Hotel & Resorts, planning, Design and Refurbishment, Butter worth Architecture, Oxford
- Donald E. Lindbergh: The Hotel and Restaurant Business, Van Nostrand Reinhold New York



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Semester-II

BHM-201 Food Production-II

Objective: - This course has been designed to familiarize the students with basic cooking methods and preparation of Egg, Soup and Cereals in 5 Star Hotel. The students have also been introduced to concept of Kitchen & HACCP principles.

Course Code	Course Name	Course Outcomes (CO)
BHM-201	Food Production-II	CO1: The management and functioning of Kitchen.
		CO2: TO know the preparation of egg cookery
		CO3: Knowledge of international soup
		CO4: Functioning of various kitchen

Module	Course Topics
1	Module-I Food Cooking Methods <ul style="list-style-type: none">- Introduction to Cooking Methods- Classification- Principles of Cooking- Precautions & Care
2	Module-II Menu Planning <ul style="list-style-type: none">- Introduction to menu planning- Types of menu- Principles of menu planning- Menu Planning for various outlets
3	Module-III Soups <ul style="list-style-type: none">- Introduction & importance- Classification with examples- Basic Recipes- International Soups
4	Module-IV Egg Cookery <ul style="list-style-type: none">- Introduction to Egg Cookery- Structure of egg- Selection of egg- Uses of egg in cookery

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5	Module-V Rice, Cereals and Pulses preparation <ul style="list-style-type: none">- Introduction of various types of Rice, Cereals and Pulse- Preparation of Rice-Boiled, Plain, Fried- Preparation of Cereals Chapatis, Phulkas, Parathas- Preparation of Pulses
6	Module-VI Kitchen Hygiene <ul style="list-style-type: none">- Hygiene practices to be Followed- HACCP principles applicable to Hotel Kitchen- Role of Kitchen Stewarding

Practical

- Preparation of basic soups and sauces
- Preparation of basic masalas
- Basic use of egg in cookery
- Preparation of various types of Omelets and other egg preparation
- Rice, Cereals and Pulse Cooking
- Application of heat by using moist method

Suggested Readings

- Arora Krishna: Theory of Cookery; Frank Bros & Co.
- Klinton & Cesarani: Principle Cookery; Arnold Heinemann
- Larousse Gastronomique -Cookery Encyclopedia by Paul Hamlyn
- Modern Cookery for teaching and the Trade Vol. I & Vol. II – Thangam
- E.Philip (Mumbai, Orient Longman).
- Chef's Manual of kitchen management – John Fuller
- Le Repertoire Da La Cuisine – L. Saulnier.

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School of Hotel Management

BHM- 202 Food & Beverage Service-II

Objective: - This course aims to acquaint the students with service methods applicable to 'Various types of meals', 'familiarize them with organization and functions of a restaurant' and make them understand the importance of menu planning'.

Course Code	Course Name	Course Outcomes (CO)
BHM-202	Food & Beverage Service-II	CO1: how to do the restaurant set up
		CO2: Understand the mise en plan
		CO3: to understand the meal service
		CO4: Understand the non-alcoholic beverage
		CO5: Understand the production of cigar
		CO6: Able to know the restaurant service
		CO7: how to do the menu planning

Module	Course Topics
1	Module-I Restaurant Setup <ul style="list-style-type: none">- Mise-en-scene- Mise-en-place- Sideboard
2	Module-II Food and Beverage Service Methods <ul style="list-style-type: none">- Table Service-Silver, English, American, Family, French, Russian etc.- Self Service- Buffet, Cafeteria and Counter Service- Specialized Service-Gueridon, Tray, Trolley, Lounge, Room etc.- Single Point Service-Take away, vending, kiosks and bars etc.
3	Module-III Types of Meals <ul style="list-style-type: none">- Breakfast- Brunch- Lunch- Hi-Tea- Dinner- Supper
4	Module-IV Non Alcoholic Beverage <ul style="list-style-type: none">- Classification of Nonalcoholic beverage & Uses- Tea – Origin, Manufacturing, Types & Brand names- Coffee – Origin, Manufacturing, Types & Brand names- Juices, soft Drink & Health Drinks – Introduction, Brand names

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5	Module-V Menu <ul style="list-style-type: none">- Meaning, Scope and significance- Types of menu; Ala Carte and Table D'Hote- French Classical menu
6	Module-VI Menu Planning <ul style="list-style-type: none">- Objectives of menu planning- Factors to be considered while compiling the menu- General accompaniments and covers.- Planning lunch and dinner menu.
7	Module-VII Tobacco <ul style="list-style-type: none">- History & Uses- Processing of Tobacco for Cigarette, Cigar & Pipe- Cigarettes – Types, brand names & service- Planning lunch and dinner menu

Practical

- Laying and relaying of Table cloth; rules for laying a table; changing a tablecloth.
- Carrying salver/tray, plates, glasses and other equipment's
- Handling the service gear
- Arrangement of silverware on the table and sideboards
- Laying table for different types of covers
- Mise-en-place for Brush, Lunch, Hi-Tea, Dinner and Supper
- Service Sequence
- Presentation & encashment of Bill
- Preparation & Service of Non Alcoholic Beverages

Suggested Reading

- Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Service; Holder & Stoughton Educational
- Andrews Sudhir: Food & Beverage Service Training Manual; Tata Mcgraw Hill.
- Essential Table Service for Restaurants- John Fuller
- The Waiter – A.J. Curry
- Modern Restaurant Service - John Fuller
- Beverage Management – Michael Coltman
- Table and Bar – Jeffrey Clarke
- Bar and Beverage Book – Costas Katsigns & Mary Porter
- Mr. Boston's Bartender's and Party Guide - Warner

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BHM-203 Front Office Operations-II

Objective: - This module aims at exposing the students to core functions and procedures of Front Office related to Check-in Procedures for different categories of guest, Night Audit and Tariff Formulation.

Course Code	Course Name	Course Outcomes (CO)
BHM-203	Front Office Operations-II	CO1. Understand and handle check-in procedure.
		CO2: Understand the procedure of settling guest bills.
		CO3: Understand the check-out procedure
		CO4: Understand front office accounting procedure and the formats which are prepared at front office.

Module	Course Topics
1	Check in procedure: Greeting the guest. Pre Registration Process Registration: Meaning, Registration Records, system of registration, importance of registration & registration process Allotment of rooms keys Check in procedures for special cases: Confirmed Reservation Foreigners. VIP's. Walk-in. Scanty Baggage
2	Handling Group Arrivals Types of groups. Rooming list. Pre arrival procedures. Welcoming and handling of group at the time of actual check-in. Post arrival activities with reference to group types. Room change procedure.
3	Night Audit Job, duties and responsibilities of night auditor. Preparation of transcript. Night Audit Process. Preparation of various reports like expected arrival & Departure report, Occupancy Report etc.
4	Room Tariff Formulation Factors affecting Room Tariff Basis for establishing end of the day Room Rate Designation

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Practical

- Recapitulation of the semester – I
- Greeting and receiving the guest.
- Registration procedure of guests: walk-in, reserved.
- Allotment of room and handling over keys.
- Post arrival activities at the reception.
- Check-in procedures for foreigners.
- Check-in procedures for VIP.
- Group check-in.
- Statistical methods.
- Shift hand over procedures.
- Planning for following day's arrival and departures.

Reference books:

- Dennis L. Foster: Back Office Operation & Admn.
- Dennis L. Foster: Front Office Operation & Admn.
- Sudhir Andrews: Hotel Front Office
- Colin Dix & Chirs Baird: Front Operations.
- Kasavana & Brooks: Managing Front office Operations
- Jatashankar R. Tewari- Hotel Front Office Operations & Management

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BHM-204 Housekeeping Operations-II

Objective:- This paper has been planned to ensure that the incumbent students are able to effectively assimilate the intricacies of housekeeping procedures. The public area cleaning task, Floors – types of floor finishes, methods of cleaning, Learn about inspection of guest room, Cleaning and care of metals: Brass, silver etc. and their compositions.

Course Code	Course Name	Course Outcomes (CO)
BHM-204	House Keeping operations-II	CO1. Understand Room layout and guest supplies.
		CO2: Understand the Daily routines & systems of housekeeping department
		CO3: Understand Records and formats maintained in the housekeeping department.

Module	Course Topics
1	Room layout and guest supplies. Standard room, VIP room, deluxe room, suit room Guest special request Area of cleaning- Guest room Front of the house Back of the house.
2	Wall Finishes: Different wall finishes in rooms, public and back areas, Wall papers: Uses, merits and demerits. Floor finishes: Classification and characteristics: Hard and soft floor finishes methods of cleaning.
3	Daily routines & systems of housekeeping department: Control Desk Activities. Staff Allocation, Duty Roasters. Forms of formats record and registers handling difficult situation. Records and formats maintained in the housekeeping department. Guest Room Inspection – Check List
4	Composition, care and cleaning of: Metals, glass, leather, plastic, ceramic and wood.



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Practical

Basic cleaning procedure in guest room:

- a. Check-out room.
- b. Occupied room.
- c. Vacant room.
- d. Evening service.
- e. Clerical jobs to undertaken in the above cases.

Cleaning and care of:

- a. Different metals e.g. brass & silver

Guest room inspection: Check-list

REFERENCE BOOKS:

- Sudhir Andrews: Hotel Housekeeping
- Joan C. Branson: Hotel, Hostel & Hospital Housekeeping
- Georgi ra Tucker: The Professional Housekeeper
- Rose Mary & Heinemann: Housekeeping Management for Hotels
- Devid Allen, Hutchinson: Accommodation & Cleaning Services
- G. Raghubalan – Hotel Housekeeping

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BHM- 205 Hygiene and Sanitation

Objective: - This course aimed at familiarizing the students regarding contaminated food, cause of contamination and sanitary techniques to develop ethics towards maintaining hygiene and sanitation in and around the hotel property.

Course Code	Course Name	Course Outcomes (CO)
BHM-205	Hygiene & Sanitation	CO 1. - Introduction to Hygiene and Sanitation: Hygiene, Sanitation, Importance of hygiene and sanitation in the hospitality industry
		CO2. Understanding the- Food poisoning and Food Spoilage
		CO3. Understanding the - Proper care and food sanitation
		CO4. Understanding the concept of par stock and par level.
		CO5. to understand about the - Cleaning Methods

Module	Course Topics
1	Unit-I <ul style="list-style-type: none">- Introduction to Hygiene and Sanitation: Hygiene, Sanitation, Importance of hygiene and sanitation in the hospitality industry, personal hygiene for staff member in the production areas in preparing food or coming in touch with food and beverages, personal hygiene for staff coming in touch with guests.
2	Unit-II <ul style="list-style-type: none">- Food poisoning and Food Spoilage- Food poisoning: Meaning, Types- Water and food borne disease- Moulds, Yeast, Bacteria- HACCP- Brief Introduction
3	Unit-III <ul style="list-style-type: none">- Proper care and food sanitation- Food handling for kitchen and service staff- High-risk Foods- Preventing Contamination- Temperature Control- Storage of various food materials- Food Hygiene regulation
4	Unit-IV <ul style="list-style-type: none">- Premises and equipment care- Design of premises- Equipment used in Kitchen: Cleaning and disinfection- Protective clothing: Selection, efficiency, comfort, care and maintenance

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5	Unit-V <ul style="list-style-type: none">- Cleaning Methods- Cleaning Agents: Water - Hard & soft water, Detergents, Abrasives, Disinfectants- Cleaning Schedules- Pest Control & Waste disposal
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Reference

- Hotel Management - Educational and Environmental Aspects - Yogendra K. Sharma
- Food Science and Nutrition - Sunetra Roday
- Food Hygiene - Kavite Ed Marwaha
- Food and Hygiene - William Tibbles
- Elements of Hygiene and sanitation - Theodore Hough
- The Essentials of food and safety and sanitation - David McSwane, Nancy R. Rue
- Handbook of Hygiene and Public Health - Bedi Y.P.
- The Foods We Eat - Warren, C.C
- Managing Food Hygiene, Nicholas Johns, Publisher: Macmillan
- The Food Hygiene Handbook by Richard A S Preger, Publishers: High Field Publications



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BHM- 206 Book Keeping & Accountancy

Objective:- This Paper endeavors to acquaint the students with accounting principles and basic accounting procedures and formats so that they could effectively understand hotel accounting in the subsequent semester.

Course Code	Course Name	Course Outcomes (CO)
BHM-206	Book Keeping & Accountancy	CO1. - Accounting: meaning, definition, objectives and scope
		CO2. - Basic accounting procedures: Journal-debit and Credit, rules of debit & credit, method of journalizing.
		CO3. - to know the Ledger - meaning of ledger, utility of ledger, posting of entries
		CO4. - Trading Account- meaning, need, preparation of trading a/c.

Module	Course Topics
1	Module -I <ul style="list-style-type: none">- Accounting: meaning, definition, objectives and scope- Accounting V/S Accountancy- Basic terms in Accounting- Branches of Accounting- Concept and conventions; Generally accepted accounting Principles(GAAP)- Uses and limitation of accounting- Parties interested in accounting information- Accounting standards with reference to hospitality industry
2	Module -II <ul style="list-style-type: none">- Accounting equation; meaning, computation and effect of transaction.- Basic accounting procedures: Journal-debit and Credit, rules of debit & credit, method of journalizing.- Ledger - meaning of ledger, utility of ledger, posting of entries
3	Module -III <ul style="list-style-type: none">- Practice system of book keeping - cash book, types of cash books, contra entry- Trial Balance- meaning and objective, preparation of trial balance, errors & rectification of errors.
4	Module -IV <ul style="list-style-type: none">- Bank Reconciliation Statement - meaning, cause of difference, need & importance of BRS, Preparation of BRS.- Depreciation- meaning, need and methods.

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5	Module -V <ul style="list-style-type: none">- Financial Statement - Trading account, Profit and loss a/c, Balance Sheet- Trading Account- meaning, need, preparation of trading a/c.- P/L a/c- meaning, need, preparation of P/L a/c- Balance Sheet- meaning, need, preparation of Balance Sheet.
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Reference

- T.S. Grawal, 'Double Entry Book Keeping', Sultan Chand & Sons New Delhi
- C. Mohan Juneja, Chawla, Saksena, 'Double Entry Book Keeping', Kalyani Publication New Delhi
- Gupta & Radhaswamy, 'Advanced Accountancy'
- Sc Gupta, 'Advanced Accountancy', Sultan Chand & Co. New Delhi
- Joseph A Wiseman & James A Cashin, 'Advanced Accountancy' McGraw Hill Publishers

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School of Hotel Management

Semester-III

BHM-301 Food Production-III

Objective:- The course of study aims at introducing the students to 'Indian Cookery' with specific Reference 'Indian Regional Cuisine' & Tandoori Preparation and basic knowledge of Bakery & Confectionery.

Course Code	Course Name	Course Outcomes (CO)
BHM-301	Food Production-III	CO1: - Introduction to Indian Cookery
		CO2: - Role of spices in Indian Cookery
		CO3: -Understand the Introduction to Bakery & Confectionery
		CO4:- Understand the Types of Raising Agents & Shortenings agents

Module	Course Topics
1	Module-I – Indian Cookery <ul style="list-style-type: none">- Introduction to Indian Cookery- Spices Used in Indian Cookery- Role of spices in Indian Cookery
2	Module-II – Regional Indian Cuisine <ul style="list-style-type: none">- Introduction to Regional Cuisine- Factors affecting regional cuisine- Cuisine of different states – Andhra Pradesh, Goa, Bengal, Gujarat, Kashmir, Maharashtra, Punjab, Rajasthan, Uttar Pradesh with specific reference to Mughlai, Awadhi, Hydrabadi cuisine
3	Module-III – Tandoor <ul style="list-style-type: none">- Introduction to Tandoor- Preparation & Care of Tandoor- Mise-en-place for Tandoori Preparation- Recipes of prominent Tandoori Dishes- Tandoori Breads
4	Module-IV –Basic Bakery & Confectionery <ul style="list-style-type: none">- Introduction to Bakery & Confectionery- Yeast dough, Types of Dough, Faults & Remedies- Types & Role of sugar, Cooking of Sugar- Paste, Types of Paste- Cakes, Cake making methods, faults & remedies



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5	Module-V –Raising Agents & Shortenings <ul style="list-style-type: none">- Types of Raising Agents & Shortenings agents- Role of raising- Role of Shortenings- Advantages & Disadvantages of using raising & shortenings agents
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Practical

- Preparation of basic masalas and gravies
- Preparation of regional cuisines
- Preparation of Tandoori items
- Bread making-white brown, multi grain
- Cake making-sponge chocolate, Swiss roll, Yule log, Trifle, fruit cake etc. Indian Desserts.

Suggested Readings:

- Arora Krishna: Theory of Cookery; Frank bros & Co.
- Klinton & Cesarani: Practical Cookery; Arnold Heinemann.
- Larousse Gastronomique – Cookery Encyclopedia by Paul Hamlyn
- Modern Cookery for teaching and the Vol.I & Vol.II – Thangam E. Philip (Mumbai, Orient Longman).
- Chef's Manual of Kitchen management – John Fuller,
- Le Repertoire De La Cuisine – L.Saulnier.



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BHM-302 Food and Beverage Service-III

Objective: - The framework of this paper has been designed with the aim to develop professional skills of the students required for serving the various alcoholic beverages to the guests. With the study of present module, the students will also be able to understand control method and procedures involving F&B Service.

Course Code	Course Name	Course Outcomes (CO)
BHM-302	Food & Beverage Service-III	CO1: Define spirits and classify them
		CO2: Understand distillation Process
		CO3: Understand various production processes of spirits (Whisky, Brandy, Gin, Vodka & Rum) and their characteristics with brands.
		CO4: Understand traditional spirits (Tequila, Absinthe, Tiquira, Ouzo etc).
		CO5: Understand the production of liqueurs
		CO6: Able to know the flavor, base and colour of liqueurs
		CO7: Understand the various methods of making cocktails and Understand the points while making the cocktails.

Module	Course Topics
1	Module-I –Alcoholic Beverages – Beers and other Fermented and Brewed beverages <ul style="list-style-type: none">- Definition, Characteristics- Classification of alcoholic beveragesTypes of Beer- Beer Manufacturing Process- Brands (Indian and International)- Service of different types of beer- Sake, cider and Perry
2	Module-II – Cheeses <ul style="list-style-type: none">- Introduction- Types- Production- Brands and Service- Storage
3	Module-III – Spirits <ul style="list-style-type: none">- Introduction & Definition- Types of manufacturing process-(Pot Still & Patent Still)- Production of Spirits- Service of spirit- Proof Spirit- English, American & Gay Lussac

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4	Module-IV – Gueridon Flambe Service <ul style="list-style-type: none">- History of Gueridon- Definition- Advantage/Disadvantage- Types of trolleys- Gueridon Equipment
5	Module-V – Control Methods <ul style="list-style-type: none">- Necessity and functions of control system; control measures- Billing methods – duplicate and triplicate system- KOTs and BOT; Computerized KOT's

Practical

- Practice of social skills; dress code
- Flambe
- Preparation of BOT & KOT
- Understanding beer & spirit labels
- Service of Beer – (Bottle, Can and draught)
- Service of spirit

Suggested Readings:

- Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational
- Andrews Sudhir: Food & Beverage Service training manual; Tata McGraw Hill
- Essential Table Service for restaurant – John Fuller
- The Waiter – A.J Curry
- Modern Restaurant Service – John Fuller
- Beverage Management – Michael Coltman
- Table and Bar – Jeffrey Clarke

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BHM-303 Front Office Operations-III

Objective: - This module aims at exposing students

1. Handling guest mails, messages, enquires and guest complains.
2. Safety deposit & Wake-up Call procedure
3. The tasks performed at bell desk.
4. Meaning and reason of Black listing the guest

Course Code	Course Name	Course Outcomes (CO)
BHM-303	Front Office Operations-III	CO1. Understand the Handling Guest Mail & Messages
		CO2: Understand the Room key management
		CO3: Understand the check-out procedure
		CO4: Understand front office accounting procedure and the formats which are prepared at front office.

Module	Course Topics
1	Handling Guest Mail & Messages Managing various guest Enquiries. Handling guest mails and messages.
2	Other Information And Desk Functions Room key management. Safety deposit Locker : Procedure Wake up call. Paging system. Guest Complaint & Handling Procedure.
3	Black Listing Of Guest Meaning, reason and procedure. Bell desk management Procedures: Check in. Check out. Left language. Other activities & Formats used at Bell Desk.
4	Other Activities Work Done by Receptionist during Morning Shift, Afternoon Shift & Night Shift Duties of Bell Boy. Duties of doorman and parking attendant. Responsibilities of Airport representative.



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Practical

1. Recapitulation of the semester – II
2. Handling various types of enquires.
3. Message and mail handling and books filling up.
4. Bell desk activities during: - Check-in & check-out.

REFERENCE BOOKS:

- Dennis L Foster – Back Office operation & Administration.
- Sudhir Andrews – Hotel Front Office.
- Bruce Braham – Hotel Front Office.
- Jatashankar R. Tewari- Hotel Front Office Operations & Management.

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BHM-304 Housekeeping Operations-III

Objective: - This module exposes to students to

1. Planning and organizing of the linen room and uniform room.
2. Purchasing cycle and procedure of linen
3. Activities in sewing room and laundry
4. Some knowledge about fiber, fabrics and yarn.

Course Code	Course Name	Course Outcomes (CO)
BHM-304	House Keeping operations-III	CO 1. Planning and organizing of the linen room and uniform room
		CO2. Purchasing cycle and procedure of linen
		CO3. Some knowledge about fiber, fabrics and yarn
		CO4. Understanding the concept of par stock and par level.
		CO5. The types of contracts and various services offered on contract basis in housekeeping.

Module	Course Topics
1	Hotel linen: Classification: room linen, F&B linen, miscellaneous linen. Selection criteria & stock requirements. Par Stock Linen room: Location. Equipment. Storage & section: Stocktaking. Marking & Monogramming. Functioning. Purchasing procedures of linen Purchasing arrangements Purchasing Cycle
2	Sewing room: Activities and area provided. Equipment's. Uniform room: Purpose of uniforms. No. of sets issuing procedure & exchange of uniform. Designing a uniform. Layout and planning of the uniform room.

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3	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. Stain removal: Different types of strains. Cleaning methods. Specific reagents. Care for colored and delicate fabrics.
4	Fibers and fabrics: Definition. Origin and classification. Characteristics of different fibers – cotton, linen, silk, polyester, nylon, acrylic. Yarns: Types. Finishes: Designing, sizing, deguming, weighting, scouring, calendaring, decatizing, tentering, shearing. Flocking, sanforisation mercerization, napping. Bleaching, Dyeing, Printing, Singeing.

Practical

1. Basic cleaning procedure in guest room:
 - a) Check-out room.
 - b) Occupied room.
 - c) Vacant room.
 - d) Evening services.
2. Laundry:
 - a) Identification and operation of different equipments.
 - b) Laundry cleaning agents.
 - c) Flow process in industrial laundry-layout, planning and operation.
 - d) Dry cleaning method.
3. Stain removal: Identification and removal of the stains using the specific methods and reagents.
4. Sewing Room – mending and use of sewing kit.
5. Visit to hotel laundry / commercial laundry.

TEXT READINGS

Joan C. Branson - Hotel, Hotel & Hospital Housekeeping.
Georgira Tucker - The Professional Housekeeper.
G. Raghubalan – Hotel Housekeeping



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BHM-305 Nutrition and Food Science

Objective:- After the study of this module, the students will be able to know the effects of microorganisms on food and apply the acquired knowledge in preserving food against contamination, intoxication and spoilage.

Course Code	Course Name	Course Outcomes (CO)
BHM-305	Nutrition and Food Science	CO1. Understand the - Food Science: Definition, Scope and signification
		CO2. Understand the - Food borne Illnesses; food poisoning and food spoilage
		CO3. Preservation: need and scope; principles of preservation

Module	Course Topics
1	Module-I –Introduction to Food Science <ul style="list-style-type: none">- Meaning of Food, Nutrition, Malnutrition, Important of Food- Food Science: Definition, Scope and signification- Food chemistry, food microbiology, food processing and food science, concept and linkages
2	Module-II – Bacteria, Yeast and Moulds <ul style="list-style-type: none">- Bacteria: Harmful effects of bacteria; food spoilage and putrefaction, factors affecting growth of Bacteria- Food borne Illnesses; food poisoning and food spoilage- Moulds: meaning and purpose; beneficial effects; cheese making and antibiotics.- Yeast: uses, role and significance in food and beverages Industry; alcoholic fermentation; bread baking.
3	Module-III –Nutrition <ul style="list-style-type: none">- Types, Dietary sources, functions, daily dietary requirements; affects of dietary deficiency and excess of carbohydrates, lipids, protein, vitamins, minerals and water- Balanced diet and nutrition: quantitative and quality requirements according to age, sex, occupation and climate etc.
4	Module-IV –Food Preservation <ul style="list-style-type: none">- Food Preservation: need and scope; principles of preservation- Methods of preservation: low temperature treatment (refrigeration, freezing), thermal preservation (pasteurization, sterilizing, canning); dehydration chemical preservatives, Irradiation etc.

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5	Module-V – Food Standards <ul style="list-style-type: none">- Food spoilage; cause of Food Spoilage- Food Packaging: Types and functions, packaging material, Aseptic packing, modified-Atmosphere packaging- Food standard; food adulteration, adulterants and control measures- Food Additives- Ethical, legal and regulatory framework- HACCP
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Suggested Reading

- Clinical Dietetics & Nutrition by F.P Anita
- Fundamentals of Food and Nutrition, Mudambi and Rajgopal

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BHM-306 Hotel Accounting

Objective: - The module aims at acquainting the students with key areas, issues and procedures concerning hotel accounting.

Course Code	Course Name	Course Outcomes (CO)
BHM-306	Hotel Accounting	CO1. Revenue producing departments of a Hotel.
		CO2. Hotel sales record & control of rooms
		CO3. understand the revenue management

Module	Course Topics
1	Module-I <ul style="list-style-type: none">- System of Accounting followed in Hotels- Meaning of tabular system and its importance in Hotel industry- Revenue producing departments of a Hotel.- Types of ledgers maintained in Hotels- Meaning, purpose and preparation of visitors Tabular Ledger and Guest Weekly Bills
2	Module-II <ul style="list-style-type: none">- Organisation structure of account and finance department in a five Star Hotel- Responsibilities, Duties and Area of Work- Computers in Hotel accounting- Foreign exchange and Hotels- Room Tariff – Types and range of room tariffs in a standard hotel; basis of charging rooms rates – 24 hrs. basis, night stay basic and check out time basis- Fixing room rates – criteria and strategic considerations- Methods for calculating and fixing room rates
3	Module-III <ul style="list-style-type: none">- Guest accounting; allowance granted to the guests- Hotel statistical information- Methodology of food costing- Advantages of using computer in accounting; commonly used software in hotel accounting
4	Module-IV <ul style="list-style-type: none">- Hotel sales record & control of rooms- Departmentalization of hotel revenue including operating costs- Night Audit – Basic principles- Daily report- Sales record and control of revenue producing departments

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5	Module-V <ul style="list-style-type: none">- Record 7 control of cash – Incoming & outgoing cash- Preparation of various reports – Revenue report, city ledger- Summary report, guest account, control report, Management Information report- Uniform system of accounts in Hotels – Objectives, Advantages, systems & Procedures
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Suggested reading

- Book keeping in the Hotel & Catering Industry – Richard Kotas
- A uniform system of accounts for hotels – hotels association of New York
- Financial & Cost control techniques – Dr. Jag Mohan Negi.
- Dr. Jag Mohan Negi elements of Hotel accountancy H.K.S. Book International
- T.S Grawal, 'Double Entry Book keeping', Sultan Chand & sons New Delhi
- C. Mohan Juneja Chawla Sakesa, 'Double Entry Book Keeping', Kalyani publication, New Delhi
- Gupta & Radhaswamy, 'Advanced Accountancy'
- SC Gupta, 'Advanced Accountancy', Sultan Chand & Co. New Delhi
- Joseph A Wiseman & James A Cashin, 'Advanced Accountancy' McGraw Hill Publishers.



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Semester-IV

BHM-401 Food Production-IV

Objective:- This module will enable the students to develop skills, knowledge required to organize and prepare international cuisine and cold work.

Course Code	Course Name	Course Outcomes (CO)
BHM-401	Food Production-IV	CO1: -- Introduction to continental cuisine and Cooking Technique
		CO2: - - Introduction to Grade Manger section and layout
		CO3: -Understand the Introduction to Bakery & Confectionery
		CO4:- Understand the Types of Raising Agents & Shortenings agents

Module	Course Topics
1	Module -I- Continental Cuisine <ul style="list-style-type: none">- Introduction to continental cuisine- Cooking Technique- Basic Ingredients Used- Continental Recipes
2	Module -II - Cold Work <ul style="list-style-type: none">- Introduction to Grade Manger section and layout- Grade Manger work and its importance- Study of cuts of<ol style="list-style-type: none">1. Fish2. Chicken3. Meat4. Beef & their Uses- Basics, types and preparation of Plate, Terrine, galantine, ballontine, mousse, Quenelles- Force meat & its Preparation- Salad - Types preparation, Dressings- Sandwich & Canapés - Types, Fillings
3	Module -III - International Cuisine Chinese, Italian, Thai, Mexican, Japanese <ul style="list-style-type: none">- Introduction- Cooking Style- Equipment Used

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4	Module -IV - Bakery & Confectionery <ul style="list-style-type: none">- Pastry - Short Crust, Laminated & Choux- Methods of Preparation- Recipes- Uses & Precautions
5	Module -V - Bread <ul style="list-style-type: none">- Bread Making Methods- Role of Ingredients- Bread faults & remedies

Practical

- Preparation of continental menu four course & five Course
- Preparation of International Cuisine - Chinese, Japanese, Thai, Italian & Mexican
- Preparation of Breads - White, Brown & Multigrain.
- Preparation of Pastries

Suggested Reading

- Arora Krishna: Theory of Cookery; Frank Bros & Co.
- Klinton & Cesarani; Practical Cookery; Arnold Heinemann.
- Larouse Gastronomique -Cookery Encyclopedia by Paul Hamlyn
- Modern Cookery for Teaching and the Trade Vol. I & Vol. II - Thangam E. Philip (Mumbai, Orient Longman)
- Chef's Manual of Kitchen Management - John Fuller
- Le Repertoire De La Cuisine - L.Saulnier



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BHM-402 Food and Beverage Service- IV

Objective: - The course structure has been designed to develop the insight of the students on bar and bar related operations and elaborate knowledge of wines, cocktails & mocktails, banqueting procedure have been detailed for the knowledge of students.

Course Code	Course Name	Course Outcomes (CO)
BHM-402	Food & Beverages Service-IV	CO1: to understand the - Definition and classification wine
		CO2: Understand fermentation Process
		CO3: - Food and wine Harmony; vine decease.
		CO4: - Introduction & Definition- Types of Aperitif & Uses
		CO5:.. Understand the production of liqueurs
		CO6: Able to know the flavor, base and colour of liqueurs
		CO7: Understand the various methods of making cocktailsand Understand the points while making the cocktails.

Module	Course Topics
1	Module -I- Wines <ul style="list-style-type: none">- Definition and classification- Viticulture and viticulture methods- Vinification- Still, Sparking, aromatized and fortified wines- Wines of France, Italy, Spain, Portugal, South Africa, India and America- Food and wine Harmony; vine decease- Wine Terms
2	Module -II - Bar Operations <ul style="list-style-type: none">- Types of bar- Layout of Bar- Bar Planning, Designing and Bar Menu- Bar Equipment- Bar Control- Bar Staff Hierarchy
3	Module -III - Cocktails & Mock tails <ul style="list-style-type: none">- Introduction & Definition- Classic Cocktails & Cocktails - Recipes- Equipments & Glassware- Garnishes and Decorative accessories

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4	Module -IV - Aperitif <ul style="list-style-type: none">- Introduction & Definition- Types of Aperitif & Uses- Service
5	Module -V - Liqueurs <ul style="list-style-type: none">- Introduction & Definition- Types- Production Methods- Brand Names- Service
6	Module -VI - Banquets <ul style="list-style-type: none">- Introduction to Banquets- Banqueting, Staffing & Functions- Types of Banquet- Banquet Arrangements- Menu Planning

Practicals

- Identification of different types of glassware and wine bottles from different regions.
- Machine wines with food.
- Service of white, rose and sparkling wines; Champagne Service.
- Understanding wine terminology

Mocktail and Cocktail Preparations

Presentation and service of Cocktail and Mockails

- Service of Aperitif & Liqueur
- Arrangement of Layout for Various Banquets

Suggested Reading

- Lillicrap Dennis, Cousin John & Smith Robert: Food & Beverage Service; Hodder & Stoughton Educational
- Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.
- Essential Table Service for Restaurants- John Fuller
- The Waiter - A.J Curry
- Modern Restaurant Service- John Fuller
- Beverage Management - Michael Coltman
- Table and Bar - Jeffrey Clark



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BHM-403 Front Office Operations IV

Objective: - The Student will get knowledge about:-

1. Check out procedure followed in the hotel
2. Illustrate Foreign Exchange Encashment procedure
3. Different methods of settlement – Cash & Credit.
4. Different types of accounts, folios, vouchers prepared at front desk.

Course Code	Course Name	Course Outcomes (CO)
BHM-403	Front Office Operations-IV	CO1.1. Check out procedure followed in the hotel
		CO2: 2. Illustrate Foreign Exchange Encashment procedure
		CO3: 3. Different methods of settlement – Cash & Credit.
		CO4: U4. Different types of accounts, folios, vouchers prepared at front desk.

Module	Course Topics
1	CHECK-OUT PROCEDURE The Guest Departure Procedure and Post Departure Activities at Front Desk – Guest History Card. Information to concerned Departments - Interdepartmental Coordination. Problems during Guest Check out and their solutions
2	MODES OF SETTLEMENT Receiving Payments/Settling Bills Through a. Cash b. Credit Card c. Bill to Company d. Travel Agent Voucher e. Travelers Cheques
3	FOREIGN EXCHANGE Foreign Exchange Encashment Procedure Authorized agencies, Licenses and documents used, Category of guest entitled. Different currencies and their-Forex rates
4	FRONT OFFICE ACCOUNTING Different types of Accounts, Ledgers, Folios & Vouchers prepared at Front Desk. Guest Accounting Cycle



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PRACTICAL

1. Revision and Recapitulation of previous semester.
2. Handling checkout procedure and accepting payments.
3. Preparation of Bills
4. Settlement of guest account through different modes.
5. FOREX encashment procedure
6. Familiarization with various documents prepared at cashiers desk: VTL, Paid outs, Vouchers, Miscellaneous Charge Voucher, & Other Documents.
7. Guest Accounting Cycle

Reference books:

- Dennis L. Foster: Back Office Operation & Admn.
- Sudhir Andrews: Hotel Front Office
- Kasavana & Brooks: Managing Front office Operations
- Jatashankar R. Tewari- Hotel Front Office Operations & Management



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BHM-404 Housekeeping Operations IV

Objective:- The Student will get knowledge about:

1. Managing housekeeping personal
2. Planning and organizing of the department
3. Safety awareness, accident and first aid box.
4. Budgeting and Store room control
5. Understanding the significance of contracts and Outsourcing

Course Code	Course Name	Course Outcomes (CO)
BHM-404	House Keeping operations-IV	CO1: 1. Managing housekeeping personal
		CO2: 2. Planning and organizing of the department
		CO3: 3. Safety awareness, accident and first aid box.
		CO4: 4. Budgeting and Store room control

Module	Course Topics
1	MANAGING HOUSEKEEPING PERSONAL <ol style="list-style-type: none">a. Documents for Personnel Managementb. Determining Staff Strength – Recruiting, Selection, Hiring, Orienting & Training Schedulingc. Motivating Employees, Performance Appraisald. Time & Motion Studies & Job Analysise. Teamwork & Leadershipf. Employee Welfare & Discipline
2	PLANNING & ORGANISING IN THE HOUSEKEEPING DEPARTMENT <ol style="list-style-type: none">a. Area Inventory Listb. Frequency Schedulesc. Performance Standardsd. Productivity Standardse. Inventory Levelsf. Standard Operating Procedures & Manuals PERSONAL QUALITIES OF HOUSEKEEPING STAFF WITH EMPHASIS ON. <ol style="list-style-type: none">a. Dealing with Emergency situations.b. Safety & security awareness and loss preventionc. Use of First aid boxd. Dealing with sick guest and sanitization

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3	STORE AND STOCK CONTROL a. Store room control b. Inventory and requisitions c. Par Stock and Stock taking HOUSEKEEPING BUDGETING a. Concept & Importance b. The Budget Process c. Types of budget d. Operational & Capital Budget e. Housekeeping Expenses.
4	CONTRACT AND OUTSOURCING a. Definition, b. Contact service in housekeeping, c. Hiring contract providers d. Contract specification e. Pricing of contracts f. Advantages and disadvantages

PRACTICAL

1. Revision and recapitulation of previous semesters
2. **Dealing with Emergency**
 - a) Event of fire
 - b) Event of fumes
 - c) Event of gas leakage
3. **First Aid**
 - a) Treatment for Minor and Scalds Unconsciousness, Drunkenness, Sun burn
Minor wounds, Choking, Fainting shock, Nose bleeding
 - b) Dressings for minor wounds and cuts
4. **Designing rooms for different categories of guests**
Handicapped, Children & V.I.P, etc.
5. Practical training at Training hotel in Housekeeping

Text Reading

- Sudhir Andrews: Hotel Housekeeping
- Joan C. Branson: Hotel, Hostel & Hospital Housekeeping
- Georgi ra Tucker: The Professional Housekeeper
- Rose Mary & Heinemann: Housekeeping Management for Hotels
- G. Raghubalan – Hotel Housekeeping



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BHM-405 Hotel Engineering

Objective:- This course of study will familiarize the students with the Hotel engineering equipment's and proper management of the hotel equipments and maintenance of the equipments and to make them understand Engineering & Maintenance and management of the Hotels.

Course Code	Course Name	Course Outcomes (CO)
BHM-405	Hotel Engineering	CO 1. - Role and importance of maintenance department in the hotel industry
		CO2. to Understand about the Gas-heat terms and units; method of transfer
		CO3.- Fire prevention and fire fighter system.

Module	Course Topics
1	Module -I <ul style="list-style-type: none">- Maintenance - Preventing and Breakdown maintenance and comparisons- Role and importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.- Organization chart of maintenance department, duties and responsibilities of maintenance department.
2	Module -II <ul style="list-style-type: none">- Types of fuel used in catering industry and comparative study of different fuels, and calculation of amount of fuel required and cost.- Gas-heat terms and units; method of transfer.- LPG/CNG and its properties; principles of Bunsen and burner, its precautions to be taken while handling of gas; low and high pressure burners.- Gas bank, location, different types of manifolds- Refrigeration & Air-conditioning - basic principles, latent heat, boiling and its dependence on pressure, vapour compressor system of refrigerator and refrigerants- Vapour absorption system care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance.- Vertical transportation, elevators and escalators



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3	Module -III <ul style="list-style-type: none">- Fire prevention and fire fighter system (Classes on fire, method of extinguishing fires, fire extinguisher, portable and stationery, fire detector, alarm automatic fire detectors cum extinguishing devices, structural protection, Legal Requirements.)- Water disposal and pollution control- Solid and liquid waste, sludge and sewage, disposal of solid waste- Sewage treatment- Pollution related to hotel industry- Water Pollution, sewage pollution- Air pollution, Noise pollution, thermal pollution- Legal Requirements issues
4	Module -IV <ul style="list-style-type: none">- Audio visual equipments- Various audio visual- Care and cleaning of overhead projector, slide projector, LCS and power point presentation units- Maintenance of Computers- Care and cleaning of PC, CPU, Modern, UPS, Printer, Laptops- Contract/Maintenance- Necessity of Contract maintenance, advantages and disadvantages.- Essential requirements of contract, types of contract and their comparative advantage and disadvantages- Procedures for inviting and processing tenders, negotiating and finalizing.
5	Module -V <ul style="list-style-type: none">- Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts, definition their uses and relationship, AC and DC, single phase and three phase and its importance on equipment specification. Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connection, short circuit, fuses, MCB, earthing reason for placing switches on live wire side.- Electric wires and types of wiring- External lightening- Safety in handling electrical equipment- Water system, water distribution system in hotel- Cold water system in India- Hardness if water, water softening, base exchange method- Swimming pool maintenance- Cold and Hot water supply in Hotels- Flushing system, water taps, traps and closets



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Suggested Readings:

- Hurts R. Service and maintenance for Hotel and Restaurant establishment
- Textbook of Hotel Maintenance - Goyal and Arora
- Hotel planning & Design - Rutes & Penner
- Hospitality facility planning - David
- Principles of Hotel Engineering - Orsenis
- Principles of Hotel Maintenance - Glad Well

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BHM-406 Research Methodology

Objective: - The objective of this module is to equip the students with the basic understanding of the research methodology and to provide an insight into the application of modern analytical tools and techniques used for the purpose of management decision making.

Course Code	Course Name	Course Outcomes (CO)
BHM-406	Research Methodology	CO1) Differentiate and select the type of research as per the study
		CO2) The development of Scale for the research
		CO3) Type of sampling technique required according to research
		CO4) Analysis techniques with different research tool
		CO5) Chapter writing and conclude the research.

Module	Course Topics
1	Module -I-Introduction to Research Methodology <ul style="list-style-type: none">- Meaning and objectives of Research.- Types of Research.- Hallmarks of scientific Research- Significance of Research
2	Module -II-The Research Process <ul style="list-style-type: none">- The Board problem area- The purpose of study; Exploratory, descriptive, hypothesis testing, case study analysis.- Literature survey- Problem definition- Theoretical framework- Types of Variable- Hypothesis Development- The Research Design- Internal and External Validity
3	Module -III-Methods of Data collection <ul style="list-style-type: none">- Sources of Data- Primary, secondary- Data collection methods: Interviewing, Questionnaire, Observational- Sampling: reason of sampling, simple random sampling, convenience sampling

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4	Module -IV-Data Analysis Techniques & Tools <ul style="list-style-type: none">- Objectives in Data analysis- Making data ready for analysis- Frequency Distribution- Measurement of Central Tendency- Correlation & Regression
5	Module -V-Interpretation & Presentation Techniques: <ul style="list-style-type: none">- Hypothesis testing- Basic concepts concerning hypothesis testing- Procedure and flow diagram for Hypothesis testing- Test of significance- Chi-Square analysis- Report presentation techniques.

Suggested Reading

- Sekaran, U. Research methods for Business: A Skill Building Approach, John Wiley & Sons, 2006
- Andrews, F.M and S.B. Withey: Social indicators of well Being Plenum Press, NY, 1976
- Bennet Roger: Management Research, ILO, 1983
- Fowler. Foyed J.Jr.: Survey Methods, 2nd ed., Sage Pub., 1983

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Semester-V

Extensive on the job training (Twenty-Two Weeks)

Course Code	Course Name	Course Outcomes (CO)
BHM-501	Training Report Evaluation	CO1: -- To understand the over view of the hotel
		CO2: structure of various department of hotel
		CO3: designing of various hotel format
BHM-502	Training Report Viva-Voce	CO1: To understand the over view of the hotel
		CO2: hotels basic knowledge
		CO3: structure of various department of hotel
BHM-503	Log Book Evaluation	CO1: -- to note down the daily work during the training
		CO2: to know the duties and responsibility of hotel staff.
		CO3: to understand the restaurant work culture
BHM-504	Project report Evaluation	CO1: -- to understand the how to write the project
		CO2: to understand how to prepare the dissertation
BHM-505	Project report Viva-Voce	CO1: The viva-voce is an oral examination taken by the external examiner. CO2: To tests the student's understanding of the hospitality project, its objectives, research methodology, findings and suggestions.

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The Student shall have to undergo a Twenty-Two weeks extensive on the job training in a leading hotel/resort property, duly approved by the Institute. Though the Institute may help the incumbent students in arranging their training in suitable institution, the sole responsibility to this effect, will rest on the student. The student will have to submit a comprehensive training report in the Institute, duly certified by the competent authority of the training Hotel. The reports will be evaluated by a panel of experts, (one internal and one external), who will also conduct viva voce on the same. Last date for submission of the report shall be notified by the department and will usually be at least 15 days prior to the commencement of the end semester examinations

Log Book:

While on the training, the students shall have to maintain a log book in the format prescribed by the department. The log book, to be submitted along with the training report, will be evaluated by the panel of expert (One internal and one external.)

Research Project

At the outset of fifth semester, every student shall be assigned an applied topic (problem) for the Research project under the supervision of the faculty members of the Department. The Project, duly certified by the concerned supervisor, shall have to be submitted by the students on the date notified by the Institute. A team of an external and one internal who is also in charge of Research project shall evaluate the report and also conduct viva voce examination of the students on a duly notified date.

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Semester-VI

BHM-601 Food Production-VI

Objective: - The course aims to expose the students to quantity cooking in different catering establishment. The students will be exposed to technique of cooking and the equipment's required for the same. The students will also be familiarizing with management aspects related to Kitchen control.

Course Code	Course Name	Course Outcomes (CO)
BHM-601	Food Production-VI	CO1: Introduction to large scale commercial cooking
		CO2: Types of garnishes & accompaniments
		CO3: Kitchen planning & Layout
		CO4: Evaluation of standard Recipe Developing, testing & assessing New Recipes

Module	Course Topics
1	Module -I- Quantity Food Production <ul style="list-style-type: none">- Introduction to large scale commercial cooking- Industrial, Hospital, Institutional Catering kitchen brigade- Layout of large kitchen work flow- Equipment used in Quantity cooking
2	Module -II- Garnishes & Accompaniments <ul style="list-style-type: none">- Types of garnishes & accompaniments- Importance of Garnishes in Cooking- Examples & Preparation of Different Garnishes
3	Module -III- Kitchen Management <ul style="list-style-type: none">- Objectives of kitchen management- Kitchen planning & Layout- Food preparation Areas- Food Service System
4	Module -IV- Garnishes & Accompaniments <ul style="list-style-type: none">- Types of garnishes & accompaniments- Standard purchase specification & its importance- Yield testing & Yield management- Food costing- Inventory Control
5	Module -V- Standard Recipes <ul style="list-style-type: none">- Evaluation of standard Recipe- Developing, testing & assessing New Recipes

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Practical

- Quantity Cooking
- Invalid Cookery-Hospital Cooking
- Banquet Cooking
- Preparation of simple & Continental garnishes

Reference Book

- Arora Krishna: Theory of cookery; Frank Bros & Co.
- Klinton & Cesarani: Practical Cookery; Arnold Heinemann
- Larousse Gastronomique - Cookery Encyclopedia by Paul Hamlyn
- Modern Cookery for Teaching and the Trade Vol. I & Vol. II - Thangam E. Philip (Mumbai, Orient Longman)
- Chef's Manual of Kitchen Management - John Fuller
- Le Repertoire De La Cuisine - L.Saulnier



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BHM-602 Food & Beverage Service Operations-VI

Objective: - The course structure has been designed to develop professional management aspect related to F&B management & Control

Course Code	Course Name	Course Outcomes (CO)
BHM-602	Food & production Service- VI	CO1: to understand the - Concept & feasibility study & Planning
		CO2: Understand the food and beverage management
		CO3: -- Purchasing, Brief study of purchasing cycle Receiving, storing & Issuing
		CO4: to understand the Techniques of cost control
		CO5: Aims & Objectives of Beverage cost control

Module	Course Topics
1	Module -I- Introduction to F&B Management <ul style="list-style-type: none">- Introduction & Objectives- Size & Scope of F&B Operations- F&B Operation- Meal Experience
2	Module -II- Planning for F&B Operations <ul style="list-style-type: none">- Concept & feasibility- Feasibility study & Planning- Investment- Facility designing & Layout
3	Module -III- Menu <ul style="list-style-type: none">- Introduction & Types of menu- Menu Pricing- Menu Merchandising- Menu Engineering
4	Module -IV- F&B Operation <ul style="list-style-type: none">- Introduction- Purchasing, Brief study of purchasing cycle - Receiving, storing & Issuing- Purchase specification- Yield Management
5	Module -V- Food Cost Control <ul style="list-style-type: none">- Introduction- Aims & Objectives of cost control- Techniques of cost control- Limitation of cost control- Break Even Analysis



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6	Module -VI- Beverage Control <ul style="list-style-type: none">- Introduction- Aims & Objectives of Beverage cost control- Bin Card & its Importance
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Practicals

- Developing of New Mock tails & Cocktails Recipe
- Developing Bar tending Skills
- Special Food service

Suggested Reading

- Lillicrap Dennis Cousin John & Smith Robert: Food & Beverage Service; Hodder & Stoughton Educational
- Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.
- Essential Table Service for Restaurant - John Fuller
- The Waiter - A.J Curry
- Modern Restaurant Service - John Fuller
- Beverage Management - Michael Coltman
- Table and Bar - Jeffrey Clarke
- Bar and Beverage Book - Costas Katsigns & Mary Porter.
- Mr. Boston's Bartender's and party guide - Warner
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BHM-603 Front Office Operations VI

Objective: - The Student will get knowledge about

1. The role of front office in ensuring safety and security of guest
2. Handling different types of guest and situations.
3. Meaning and importance of Overbooking in hotel
4. Room Tariff Fixation
5. Evaluation of hotel performance
6. Forecasting and budgeting their meaning and importance in front office.

Course Code	Course Name	Course Outcomes (CO)
BHM-603	Front Office Operations- VI	CO1. The role of front office in ensuring safety and security of guest
		CO2: The role of front office in ensuring safety and security of guest
		CO3: Meaning and importance of Overbooking in hotel
		CO4: Forecasting and budgeting their meaning and importance in front office.

Module	Course Topics
1	SAFETY & SECURITY Meaning, importance, types of security, control of room keys, and role of front office. Fire Safety- causes, classification of fires, procedure in case of fire Handling Emergency situation – Accidents, Terrorist Activities and Bomb Threat, Robbery and Theft, Guest in Drunken State and Death of Guest in Hotel
2	GUEST HANDLING a) Dealing with guests of different personalities: - Fussy guest, irate guest, timid guest, socializing guest b) Overbooking c) Guest Satisfaction & Delight d) accessing the result of customer care policy- Questionnaire, Suggestion book, Face to face interview, & Feed Back Form
3	EVALUATION OF HOTEL PERFORMANCE Method of Room Tariff Fixation – Hubbart formula, cost based approach, market based approach. Methods of measuring hotel performance - formulas Its importance for Investors, Owners and Managers Evaluation of hotel by guest



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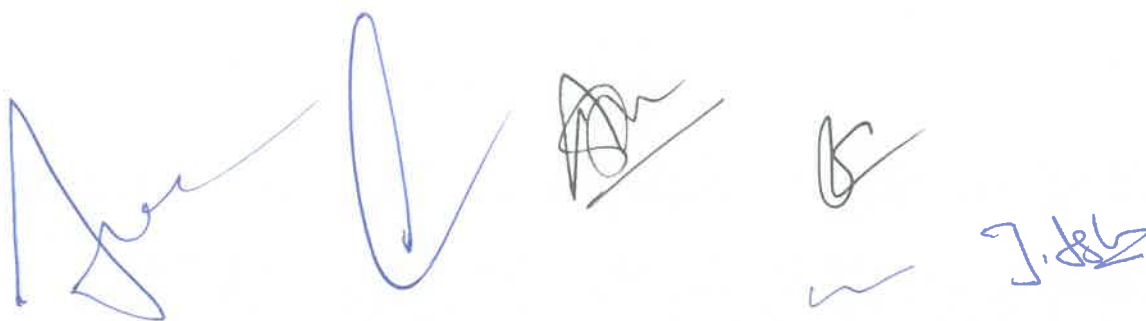
4	FORECASTING & BUDGETING Forecasting Meaning, Benefits of Forecasting, data required for forecasting, records required for forecasting and forecasting formula Budgeting Meaning, types of budget. Budgetary control – meaning, advantages and disadvantages of budgetary control, essentials of budgetary control
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PRACTICAL

1. Revision and Recapitulation of previous semester.
2. Handling different situations in hotel like – fire, accident, bomb threats etc.
3. Handling different types of guest – fussy guest etc
4. Overbooking situation
5. Familiarization with forms like Guest comment Card, Questionnaire Form etc
6. Calculation of room tariff and measuring hotel performance
7. Forecasting for future
8. Preparing budget for front office

Reference books:

- Dennis L. Foster: Back Office Operation & Admn.
- Sudhir Andrews: Hotel Front Office
- Kasavana & Brooks: Managing Front office Operations
- Jatashankar R. Tewari- Hotel Front Office Operations & Management





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BHM-604 Housekeeping Operations VI

Objective: - The Student will get knowledge about

1. Apply the elements of art in designing interiors
2. Interior decoration and horticulture which includes flower arrangement
3. Importance of renovation in housekeeping.
4. Identify the living creatures in the vicinity of the hotel.
5. Waste & waste control

Course Code	Course Name	Course Outcomes (CO)
BHM-604	House Keeping operations-VI	CO1. Interior decoration and horticulture which includes flower arrangement
		CO2: Importance of renovation in housekeeping
		CO3: Identify the living creatures in the vicinity of the hotel.

Module	Course Topics
1	INTERIOR DESIGNING Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture. INTERIOR DECORATION: a) Color b) Light and lightening system c) Floor, ceiling and wall covering d) Role of accessories e) Window & Window Treatment f) Furniture
2	HORTICULTURE a) Landscaping b) Types of manures c) Simple ways of gardening d) Equipment, care & pesticides e) In-house herb garden FLOWER ARRANGEMENT a) Equipment and material required, knowledge of varieties of flowers and other decorative material used in flower arrangement b) Purpose of flower arrangement, placement and level of placement with relevant examples c) Styles and principals of flower arrangement

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3	RENNOVATION OF ROOMS a. Reasons to renovate b. Types of renovation c. Refurbishing VARIABLES OF OPENING A HOUSEKEEPING DEPARTMENT IN A NEW
4	PEST AND RODENTS CONTROL 1. Definition & Types of Pests & rodents 2. Pests control methods Types of Wastes & Waste Disposal Methods

PRACTICAL

- Revision and Recapitulation of previous semester.
- **INTERIOR DECORATION**
- Making and display of different miniature of wall covering and floor
- Covering, light arrangements using flip charts
- Setting of interiors and placements of accessories
- **FLOWER ARRANGEMENT**
 - o Identification of equipment and material required for flower arrangement
 - o Practice of different styles of flower arrangements
- **Pests control methods**

TEXT READINGS

- Mohini Sethi – Catering Management
- John C. Branson – Hotel Hostel & Hospital House Keeping
- Georgira Tucker – The Professional Housekeeper
- Anne Effelsberg – Flower Arranging
- John Ambulan/Andrews – First Aid Manual
- Sudhir Andrews: Hotel Housekeeping
- G. Raghubalan – Hotel Housekeeping Joan C. Branson: Hotel, Hostel & Hospital Housekeeping



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BHM-605 Environmental Management

Course Code	Course Name	Course Outcomes (CO)
BHM-605	Environmental Management	CO 1. Environmental: Definition, concept and scope
		CO2. Waste water treatment and pollution control
		CO3. Fire prevention and fire fighter system

Module	Course Topics
1	Module -I <ul style="list-style-type: none">- Environmental: Definition, concept and scope- Physical and Biotic Components of Environmental- Environmental Management system and 14001, environmental policy, aspects, Environmental Management Programmed
2	Module -II - Operating guidelines and itself - Audit checklist for various departments in a Hotel <ul style="list-style-type: none">- Administration Offices- Front Office/Kitchen/F&B Outlets/Housekeeping and Laundry- Swimming Pool and Health Club- Out Doors Landscaping etc
3	Module -III - Best practices in Hotels <ul style="list-style-type: none">- Energy Management- Water Conservation- Waste control & management- Indoor air and pollution control- Eco purchasing- Hazardous chemical reaction and safeguards
4	Module -IV - Alternate Technologies <ul style="list-style-type: none">- Non-conventional energy- Waste water treatment and pollution control- Solid waste management- Indoor air quality- Rain harvesting
5	Module -V - Environmental Legislation <ul style="list-style-type: none">- Introduction to legal and regulatory framework- Salient features of the air (prevention & Control of pollution) Act, 1981- The water (prevention and control of pollution) Act, 1974- The noise pollution (Regulation and control) Rules 2000- The Environment (Protection) Act, 1986

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Suggested Reading

- Abbasi SA: Environmental Everyone, Discovery publishing House, New Delhi
- Bandhu, Desh, Environmental Management, Indian Environmental Society, New Delhi
- Djameja Suresh K, Environmental Engineering, McGraw Hill International Edition, New York
- Peavy, Howard S etal; Environmental Engineering, McGraw Hill International Edition, New York
- Thakur Kailash, Environment Protection Law & Policy in India, Deep and Deep Publications, New Delhi
- Tripathi A K & Bhatt VB, Changing Environmental Ideologies, Ashish Publishing House, New Delhi
- Uberoi NK, Environmental Management, Excel Books, New Delhi



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BHM-606 Principles of Management

Objective: - This module explains meaning of management and analyses its process in modern organizations including various aspects of the Hotel Industry. It gives the basic knowledge about the evolution and importance of the various concepts of Management. It also aims at making the student deal with the decision making aspects in their day to day work.

Course Code	Course Name	Course Outcomes (CO)
BHM-606	Principles of Management	CO1) - Objectives and levels of management
		CO2) - Management as a field of study
		CO3)- Planning - Definition, nature and relevance
		CO4) - Significance of motivation in effective management/modern management

Module	Course Topics
1	Module -I- Introduction to Management <ul style="list-style-type: none">- Management - definition, nature and scope- Objectives and levels of management- Management: Science, art or profession- Management as a field of study- Functions of management- Introduction to evolution of management thought: scientific management, fayol's principles of management, human relations school, systems concept- Concept responsibilities of Business- Managerial Skills
2	Module -II- Planning and Organization <ul style="list-style-type: none">- Planning - Definition, nature and relevance- Planning Process, MBO- Organizing - Meaning, characteristics, importance and scope, process of organizing, types of organization structures- Authority and responsibility, Delegation of authority, centralization and Decentralization, span of control, Departmentation

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3	Module -III- Staffing and Directing <ul style="list-style-type: none">- Staffing - Meaning and scope- Directing - Meaning and scope- Leadership - Leadership styles, Theories qualities- Significance of motivation in effective management/modern management- Communication - meaning and types, Business communication - scope and process- Barriers in communication
4	Module -IV- Coordination and control <ul style="list-style-type: none">- Coordination - nature, scope and approaches- Importance of coordination; barriers and grey areas- Meaning and Importance of controlling- Process of control- Factors influencing the process of control- Management by exception
5	Module -V- New practices and sub field of Management <ul style="list-style-type: none">- Innovation Management- Knowledge Management- Cross Border Management

Suggested Reading

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

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School of Hotel Management

Semester-VII

BHM-701 Food Production & Management VII

Objective:-The course has been designed to impart advance knowledge of food production management in order to produce professional chef.

Course Code	Course Name	Course Outcomes (CO)
BHM-701	Food Production & Management VII	CO1: to understand the - Study of cuts & their uses
		CO2: -- Types of garnishes & accompaniments
		CO3: Kitchen planning & Layout
		CO4: Evaluation of standard Recipe Developing, testing & assessing New Recipes

Module	Course Topics
1	Module-I –Review of food Production basics <ul style="list-style-type: none">- Cooking Methods- Special cooking techniques- Study of cuts & their uses
2	Module-II – Kitchen Management <ul style="list-style-type: none">- Objectives & aims kitchen management- Kitchen planning & Layout- Modern equipment used in production department- Inventory management & store management- Purchasing, receiving, marketing survey, selection of suppliers
3	Module-III – Kitchen Control <ul style="list-style-type: none">- Planning & Scheduling- Quality & Quantity Control- Records registers formats used in kitchen control- Yield management
4	Module-IV – Quantity food production <ul style="list-style-type: none">- Food production for different types of catering operations- Banquet cuisine- Portion Control- Storage, Problems



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5	Module-V – Fast Food <ul style="list-style-type: none">- Introduction- Uses, types & Importance- Varieties of fast food – pizza, burger, sandwiches, steak & cutlet- Indian fast food
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Practical

- Preparation of various carving – Vegetables, Ice, Butter, Thermocol
- Quantity Cooking
- Fusion cooking
- Invalid cookery – diet menu for different category of patients

Suggested reading

- Arora Krishna: theory of cookery; Frank Bros & Co.
- Klinton&Cesarani: Practical cookery; Arnold Heinemann.
- Larousse Gastronomique – Cookery Encyclopedia by Paul Hamlyn
- Modern Cookery for teaching and the trade Vol. I & Vol. II – Thagam E. Philip (Mumbai, Orient Longman)
- Chef's manual of kitchen management – John Fuller
- Le repertoire De La Cuisine – L.Saulnier



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BHM-702 Food and Beverage Service & Management VII

Objective:-Since the incumbent students already have ample exposure on all the basic aspects of F&B Service, this module focuses on planning and organization of F&B operations in different; function catering buffets and Gueridon Service.

Course Code	Course Name	Course Outcomes (CO)
BHM-702	Food & Beverage Service & Management VII	CO1: Review of Catering Operations
		CO2: Layout of Food Service Areas
		CO3: Purchasing, Brief study of purchasing cycle - Receiving, storing & Issuing
		CO4: to understand the Techniques of cost control
		CO5: Aims & Objectives of Beverage cost control

Module	Course Topics
1	Module-I – Review of Catering Operations <ul style="list-style-type: none">- Commercial- Welfare- Transport
2	Module-II – Layout of Food Service Areas <ul style="list-style-type: none">- Coffee Shop- Fast Food- Specialty Restaurant- Banquets
3	Module-III – Extensive Study of Menu <ul style="list-style-type: none">- French Classical Menu – Eleven, Fourteen & Seventeen Course- Accompaniments & Garnishes- Compiling of Menus for Different Occasions
4	Module-IV – Review of Service Methods Prevalent in Catering operations with specific reference to special food service <ul style="list-style-type: none">- Silver- Russian- American- Buffet- Gueridon- Indian- Coffee Shot- Buffet- Banquet



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5	Module-V –Extensive Study of Alcoholic Beverages <ul style="list-style-type: none">- Wines- Spirits- Liqueur- Aperitif- Beer
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Practicals:

- Enchasing Skills for Table Service for Various F&B Outlets
- Developing managerial & supervisory Qualities for restaurant
- A preparation of cocktail & mocktail students will be require to develop new recipes for cocktail & mocktail
- Mini project

Suggested Reading

- Lillicrapdennis, cousin john & smith Robert: Food & beverage service; Hodder&stoughton Educational
- Andrews Sudhir: Food & Beverage Service training manual; Tata McGraw Hill
- Essential table Service for restaurant- john fuller
- The Waiter – A.J Curry
- Modern Restaurant Service – John Fuller
- Beverage Management – Michael Coltman
- Table and Bar – Jeffrey Clarke
- Bar and Beverage Book – Costas Katsigns& Mary Porter
- Mr. Boston's Bartender's and Party guide - Warner



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BHM-703 Front Office Management VI

Objective: -The Student will get knowledge about:

1. Features of PMS interface and Management system
2. Concept and views of quality management in hotels.
3. Meaning and Procedure front office arrangements.
4. Yield management system and statistics.

Course Code	Course Name	Course Outcomes (CO)
BHM-703	Front Office Management VII	CO1. The role of front office in ensuring safety and security of guest
		CO2: The role of front office in ensuring safety and security of guest
		CO3: Meaning and importance of Overbooking in hotel
		CO4:Forecasting and budgeting their meaning and importance in front office.

Module	Course Topics
1	Front Office Arrangements <ul style="list-style-type: none">• Independent hotels• International Business• Time Share & Condominium• Franchising• Management Contract• Chain Hotels Module
2	Yield Management System <ul style="list-style-type: none">• Concept and Importance• Yield Management Tools: Capacity management, Discount allocation, Duration control• Elements of yield management• Benefits and challenges in yield management• Yield Management Team
3	Computer Applications in Front Office Property management system: Micros Amadeus Ids Fortune Shaw man PMS interface with stand alone systems
4	Quality Management System in Hotels Concept and Importance Guest perception of quality Features of quality management Benefits of quality management



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Practical

1. Recapitulation of previous semester.
2. Recapitulation of all the important forms and formats used in front office
3. Familiarization with the different software used in computer.
4. Understand and handle the procedure of PMS
5. Familiarization with different tools of Yield Management.
6. Familiarize with the standards of Quality
7. To visit different categories of Properties

Reference Books:

- Dennis L. Foster - Front Office Operation & Admin.
- Bruce Braham - Hotel Front Office
- M J Kasvana - Application of computer in hospitality industry
- Jatashankar R. Tewari - Hotel Front Office Operations & Management
- D P Goel - Managing Information System



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BHM-704 Accommodation Management VII

Objective- The students will get knowledge about:

1. Changing trends in housekeeping.
2. Eco friendly environment.
3. Detail about safety and security.
4. Ergonomics and eternal environment

Course Code	Course Name	Course Outcomes (CO)
BHM-704	Accommodation Management VII	CO1. Interior decoration and horticulture which includes flower arrangement
		CO2: Importance of renovation in housekeeping
		CO3 Identify the living creatures in the vicinity of the hotel.

Module	Course Topics
1.	Changing Trends in Housekeeping Hygiene Training and Motivation Eco friendly Amenities New Scientific Techniques IT Savvy Housekeeping
2.	Ecotels <ul style="list-style-type: none">• Ecotels Certification Process• Site Selection Factors for Ecotels• Hotel Design and Construction• Eco-friendly Housekeeping• Water Conservation• Energy Conservation
3.	Modern Trends in Safety & Security <ul style="list-style-type: none">• Work Environment Safety• Potential Hazards in Housekeeping• Crime Prevention• Key and their Control
4.	Ergonomics in Housekeeping <ul style="list-style-type: none">• Internal Environment (Noise, Air Conditioning and Lighting)• Supervision in Housekeeping

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Practical

1. Using of latest in IT amenities in the housekeeping department Wi-Fi, WALNs, GPS, VoIP
2. Uses of energy conserving products
Water conservation
Uses of eco friendly amenities
Estimation or eco friendly site
3. Handling of keys for security reason
Handling scanty baggage guest.
Methods of handling housekeeping equipments and materials.
4. Implementing the need of ergonomics in housekeeping
Analysis the significance of ergonomics
Preparing of checklist both for rooms and public area.
Inspection through checklist

Reference Books:

Martin Robert J (1998), Professional Management Of Housekeeping Operation.

Hotel Housekeeping Training Manual- Sudhir Andrews.

Hotel Housekeeping Operation And Management G. Raghubalan And Smritte Raghubalan(2007)

Hotel, Hostel and Hospital Housekeeping –Joan Branson And Margaret Lennox



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BHM-705 Hotel Marketing

Objective:- The objective of the present module is to familiarize students with sales and marketing techniques especially related to hotel Industry.

Course Code	Course Name	Course Outcomes (CO)
BHM-705	Hotel Marketing	CO 1. To understand the selling concept of hospitality Market
		CO2. To Understand customer expectation, perception & behavior
		CO3. To study the service design & Hotel positioning,
		CO4. To analyze the issue for improving Quality & Productivity.

Module	Course Topics
1	Understanding Services: Concept of Selling and Marketing <ul style="list-style-type: none">• What are Services• Customers involvement in Service Processes -Difference between Goods & Services Marketing• Service Marketing Matrix
2	Focus on the Customer <ul style="list-style-type: none">• Customer Behavior in Services• Customer Expectation of Services• Customer Perception of Services• Building Customer Relationships
3	Service Design and Standards: -Service Development and Design <ul style="list-style-type: none">• Customer Defined Service Standards• Hotel Service in Marketplace• Positioning Hotel in Market Place• Creating the Service Offer and Adding Value -Pricing Strategies for Hotels
4	Planning and Maintaining Hotel Industry <ul style="list-style-type: none">• Creating Delivery Systems in Place -Enhancing Hotel Value by Improving Quality and Productivity• Balancing Demand and Capacity
5	Issues for Senior Management: - <ul style="list-style-type: none">• Managing People in Hotel Organisation• Organising for Service Leadership• International and Global Strategies in Marketing of Hotels



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Suggested Readings

- Christopher Lovelock, 'Services Marketing - People, Technology, Strategy', Pearson Education, Asia
- Valerie A Zeithmal & Mary Jo Bitner, 'Services Marketing - Integrating Customer Focus across the firm, Tata Mc Graw Hill, Edition

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**BHM-706 Human Resource Management
(Elective-I)**

Objective:-The Success of any organization depends upon the Human Resources working in the Organization. The Hospitality Industry also depends on its Human Resources for its success. The course focuses on the complete cycle through which the Human Resources after joining the organization. The course also specifically covers the need and the requirement of Human Resources in the Hospitality Industry

Course Code	Course Name	Course Outcomes (CO)
BHM-706	Human Resource management	CO 1. Definition, Scope and Nature of HRM
		CO2. Training: Definition, Overview, Methods - Management Development
		CO3. Performance Management & Appraisal

Module	Course Topics
1	Module-I – Introduction <ul style="list-style-type: none">- Definition, Scope and Nature of HRM- Purpose and Evolution of HRM
2	Module-II – Human Resource Planning <ul style="list-style-type: none">- Job Analysis- Job Design- Human Resources Planning
3	Module-III <ul style="list-style-type: none">- Recruitment- Selection- Placement- Promotion, Demotion, Job Rotation
4	Module-IV – Training & Development <ul style="list-style-type: none">- Training: Definition, Overview, Methods- Management Development- Career Planning- Performance Management & Appraisal
5	Module-V – Compensation <ul style="list-style-type: none">- Job Evaluation- Compensation, Financial Incentive- Employee Relation- Ethics & Justice in HR management, Labour relations & Collection Bargaining, Employee Safety & Health

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Suggested Readings

- Werther & Davies, 'Human Resources and personnel Management', McGraw Hill Publications.
- C.S Venkataratnam and Srivastava, 'Personal Management and Human Resources', Tata McGraw Hill Publications, New Delhi
- Wayne F. Cascio, 'Managing Human Resources _ Productivity, Quality of Work life & Profits', McGraw Hill Publications
- Gary Dessler, Bijuvarkkey, Human resource Management, Personal Publications

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**BHM-707 Financial Management
(Elective-I)**

Objective:- This course has been design to develop understanding of the students on the financial aspects of planning and decision making

Course Code	Course Name	Course Outcomes (CO)
BHM-706	Financial Management	CO1) Concept of Financial management: Meaning, Nature and Scope. Changing role of a fund's manager
		CO2) Capitalization and capital structure: Meaning and concept. Theories of capitalization-Brief overview
		CO3) Planning - Definition, nature and relevance
		CO4) Significance of motivation in effective management/modern management

Module	Course Topics
1	Module-I –Nature of Financial Management: <ul style="list-style-type: none">- Concept of Financial management: Meaning, Nature and Scope. Changing role of a funds manager- Functional aspects of funds manager: Financing Decisions, investment decisions and Dividend decision etc.- Financial Goal, Financial Control- Financial planning in Tourism and Hotel Industry
2	Module-II – Financial Planning: <ul style="list-style-type: none">- Time value of money and its application- Sources of short term, medium, term and long term finance- Capitalization and capital structure: Meaning and concept. Theories of capitalization-Brief overview- Cost of capital- Leverage analysis: Operation and financial analysis- Capital Budgeting Decision: Pay back period, accounting rate of return, NPV, IRR, Profitability index- Profit planning: Break Even analysis and Cost volume and profit (CVP) analysis
3	Module-III – Budget and Budgetary Control: <ul style="list-style-type: none">- Budget-concept, Types and preparation perspectives; Benefits and limitations of budget and budgetary control

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4	Module-IV – Financial Analysis: <ul style="list-style-type: none">- Nature of financing analysis- Signification of financial analysis- Types of financial analysis- Tools of financial analysis: common size, comparative statement, ration analysis
5	Module-V – Working capital management <ul style="list-style-type: none">- Concept, Importance & scope, determinant of working capital, operating cycle and estimation of working capital

Suggested Reading

- Pandey, I.M., financial Management, Vikas publishing House
- Srivastava, R.M., Financial Management, Himalaya Publishing House
- Van Horne, Financial Management and policy, Pearson Education
- Ravi M Kishore, Management accounting, Taxmans Publication

J. B. K.

B. A. K.

A. K. S.

W. K. S.



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**BHM-708 Business Communication
(Elective-I)**

Objective:- The basic purpose of the module is to develop the skills of the students for efficient Business Communication by familiarising them with essence of effective communication, formal and informal conversation, official communication, diaries, notes and use of English for the media i.e., Print, T.V, and Radio

Course Code	Course Name	Course Outcomes (CO)
BHM-708	Business Communication	CO.1 Effective business writing
		CO.2 Effective business communications
		CO.3 Research approaches and information collection
		CO.4 Developing and delivering effective presentations

Module	Course Topics
1	Letters: <ul style="list-style-type: none">• Business Letters• Informal Letter• Conversation• Formal Conversation (Face-to Face)• Informal Conversation (Face-to-Face)• Discussion
2	Other Forms of Official Communication: <ul style="list-style-type: none">• Memoranda• Report Writing• Minutes of Meetings• Telegram and FAX -Tenders/quotations
3	Presentation Basics <ul style="list-style-type: none">• Importance of Presentation skill -Making a presentation• Voice modulation• Presentation Plan• Visual Aids• Styles of presentation
4	Social Skills for Hotel Managers <ul style="list-style-type: none">• Update of etiquettes• Attributes• Use of Body language
5	Business Vocabulary & Usage <ul style="list-style-type: none">• Essay writing -Comprehensions,• Elocution,• Telephone Ettiquettes

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Suggested Reading

- Kaul Asha, 'Business Communication' Prentice Hall of India, New Delhi 1999
- Lesikar, Pettit, 'Business Communication' Richard Irwin Inc., All India Traveller Bookseller Delhi 1996
- Murphy and Hildbrandt, 'Essentials of Business Communication', Mc Graw Hill International, New York

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**BHM-709 Managerial Economics
(Elective-I)**

Objective:- This Course has been design to develop understanding of the students on the basic economic theories and economic environment for managerial decisions

Course Code	Course Name	Course Outcomes (CO)
BHM-709	Managerial Economics	CO-Types of Business Organization- Proprietary firms
		CO-Production and costs – Meaning of production function
		CO Pricing and output determination

Module	Course Topics
1	Definition, nature and scope of managerial economics –Managerial Economics, Micro-economics and Macro-economic -Applications of economics in managerial decision making
2	Types of Business Organization- Proprietary firms, Partnership Firms, joint stock companies, public sector undertaking, cooperative societies, Non-profit organizations, Business organization in New Millennium – Organizational Goals
3	Demand Analysis – Determinants of market demand – Law of supply and elasticity of supply – Relevant Coast for Decision Making – Break Even Analysis
4	Production and costs – Meaning of production function – Law of supply and Elasticity of supply – Relevant costs for decision making – Break even analysis
5	Pricing and output determination – Pricing decision under different market forms like perfect competition, monopoly, oligopoly – Pricing in public sector undertakings and cooperative societies
6	Government and Business – Need for Government intervention in the market – price control – Support prices and administered prices – Prevention and control of monopoly – Protection of consumers interest – Economic liberalization – Disinvestment – Policy planning as a guide to overall business development

Book Recommended

1. Managerial Economics – D. Salvatore
2. Managerial Economics – Mote, Paul and Gupta
3. Managerial Economics – Vasrshney and Maheswari
4. A study of Managerial Economics – D.Gopalkrishna
5. Managerial Economics – Reckie and Crooke
6. Managerial Economics – Gupta
7. Managerial Economics 4th Ed. – Craig Peterson

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Semester-VIII

BHM-801 Growing Dimensions of Travels and Tourism Sector

Objective: - This module aims at catering a clear perception of the incumbents on conceptual and philosophical framework of Tourism. It defines the core terminology of the discipline; explains the various influences and processes responsible for the tremendous development of the leisure business; and outlines the likely positive and implications of tourism industry. At the end, it makes the candidates to closely examine India's performance in International Tourism in the light of country's Tourist Resource Potential.

Course Code	Course Name	Course Outcomes (CO)
BHM-801	Growing Dimension of Tourism	CO1: to understand the - Tourist and Tourism: Definition, Meaning, Nature and Scope
		CO2: Types and Typologies of Tourism
		CO3: Travel and Tourism through the ages

Module	Course Topics
1	Module -I <ul style="list-style-type: none">- Tourist and Tourism: Definition, Meaning, Nature and Scope- Concept of Resource, Attraction, Product, Market, Industry and Destination in tourism- Indispensable ingredients of Tourism (Components of Tourist), Elements of Tourism- Types and Typologies of Tourism- Leisure Recreation and Tourism interrelationship(s)- Tourism, hospitality and Hoteliering - Inter - relationship and interdependence
2	Module -II <ul style="list-style-type: none">- Travel and Tourism through the ages- Emergence of Neo tourism- Over-view on Global Tourist Traffic and receipt patterns over the decades.- Factors affecting growth of International Tourism; Concept of push and pull forces in Tourism; Travel and Tourism motivators. Relevance of Understanding Tourism, Motivations. Travel de-motivators- Impact of Industrialization and Technological advancement. Future perspective



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3	Module -III <ul style="list-style-type: none">- Tourism Infrastructure - Types, Forms and significance- Infrastructure with special reference to accommodation and transport sectors- organizational infrastructure of Tourism in India at Central and state levels- Travel agency and tour operations sector - Definition and Differentiation Functions, Scope and significance- Brief overview on functions and Importance of WTO, PATA and IATA
4	Module -IV <ul style="list-style-type: none">- Concept of demand and supply in Tourism; Unique features of Tourist Demand. Complimentarily in Tourist Demand - Tourist decision making and buying process and the various influencing factors there-in- Tourism supply mix and need for integrated approach; Constraints in creating ideal destination/supply mix- Chain of distribution in tourism and the significance of vertical and horizontal integration. Interdisciplinary, trans-disciplinary and multi-disciplinary nature of Tourism. Need for different approaches to study Tourism
5	Module -V <ul style="list-style-type: none">- Economical impacts of Tourism; Income and employment multiplier affects.- Socio-Cultural implications of tourism; 'Tourism - environment inter-relationship- India's performance in International tourism - trends, problems and grey areas;- Tourism policy of India

Recommended Books

- A.K. Bhatia 'Tourism Development: Principles, Practices and Philosophies', Sterling Publishers, New Delhi
- McIntosh, Robert, W Goeldner, R Charles, 'Tourism: Principles, Practices and Philosophies John
- Wiley and Sons Inc. New York 1990
- JMS Negi, 'Tourism Travel - Concepts and principles "Geetanjli Publishing House, New Delhi, 1990
- 4. R N Kaul 'Dynamics of Tourism: A Trilogy, Sterling, New Delhi
- PN Seth, 'Successful Tourism Planning and Management' Cross Section publications
- Holloway, Christopher: Business of Tourism

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BHM-802 Event Management

Objective: - The module endeavors to familiarize the students with the scope and structural and functional aspects of the fast growing field of event management

Course Code	Course Name	Course Outcomes (CO)
BHM-802	Event Management	CO1:- Event - Definition, concept & the changing scenario
		CO2: Layout of Food Service Areas
		CO3: Event management - scope & growth prospects
		CO4: to understand the Techniques of cost control

Module	Course Topics
1	Module -I- Introduction to event management <ul style="list-style-type: none">- Event - Definition, concept & the changing scenario- Event management - scope & growth prospects- Signification of event management in contemporary text of globalization and technological advancement- Concepts and principles of event management
2	Module -II- Interpersonal skills and public relations: <ul style="list-style-type: none">- Communication skills (communication process, types of communication, presentation as an effective tool, barriers & constraints, common tips.)- Necessity of human resource management and human relationships
3	Module -III- Conceptualizing and designing events: <ul style="list-style-type: none">- 5 C's of event. Pre - event activities- Planning, organizing, staffing, leading, co-ordination, controlling.- Keys to success, SWOT analysis.
4	Module -IV- Staging an event: <ul style="list-style-type: none">- Choosing the event site, developing the theme, conducting rehearsals, providing services, arranging catering.- Logistic management- Event catering basics, event catering, planning for a catered event, catering tips- Risk management- Ethical and legal perspective.(Catering & Logistic)



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5	Module -V- Event marketing & promotion: <ul style="list-style-type: none">- Setting objectives - developing a strategic marketing plan- Purpose of promotion- Use of different media - print, networking, radio, T.V- Factors to make promotion effective.
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Suggested Readings:

- Successful event management: A Practical Hand Book - Anton Shone with Bryn Parry

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BHM-803 Hospitality Management

Objective- The students will get knowledge about:

- 1) The growth and development of International hotel chains in India
- 2) Understand the linkages of Hospitality Industry with other sector
- 3) To assess the contribution of the Hospitality Industry in an economy
- 4) The growth and development of various hospitality Industry in India
- 5) Importance of hospitality distribution channel
- 6) Management role in Hospitality Industry & Affiliation bodies for the Hospitality Industry

Course Code	Course Name	Course Outcomes (CO)
BHM-803	Hospitality Management	CO1 The growth and development of International hotel chains in India
		CO2: Understand the linkages of Hospitality Industry with other sector
		CO3: To assess the contribution of the Hospitality Industry in an economy
		CO4 The growth and development of various hospitality Industry in India

Module	Course Topics
1.	Hospitality Industry Hospitality: Meaning and concepts, Hospitality as career, Hospitality as an Industry, Hospitality as support service Development of Hospitality Industry in India, Recent trends in Indian Hospitality Industry, Significance of Hospitality Industry in India, Problems of Tourism and Hospitality Industry, Future Prospects of Hospitality Industry. Major players in Hospitality Industry in India.
2.	Contribution of Hospitality Industry Hospitality Industry –Complementary to other sectors, Linkage of Hospitality Industry with other business, Contribution of Hospitality Industry to India & Global Economy. Employment pattern and forecast in Hospitality Industry in India. Role of Information Technology in Hospitality Industry, Importance of Responsible Hospitality, Human Resource Management: Issues and technologies, Hospitality Distribution Channel

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3.	<p>Management in Hospitality Planning in Hospitality Management, Long range planning tools, organizing in hospitality management, Human resource Management in Hospitality Management.</p> <p>Importance of Control in Hospitality Management, leadership and directing in Hospitality Management, Elements of Leading and directing</p>
4.	<p>Regulations required for Hospitality Organization Hotel Cost Center's –Marketing, Engineering, Accounting, Human Resources, Security. Types of Hotels Rooms, Plans and Rates, Front Office and its coordination with other.</p> <p>Classification of Hotels- as per Location, Size, Target Markets, Level of Service, Ownership & Affiliation, Other Lodging Establishment departments, Laws and rules pertaining to Hospitality Industry, Hospitality Organization-FHRAI, HRACC, IH&RA, Customer Care-general etiquettes, telephone handling, effective communication skills.</p>

Reference Books:

- Introduction to Hospitality Industry: A Text Book Prof. S.C. Bagri & Ashish Dahiya
- Introduction to Management in the Hospitality Industry –Clayton W. Barrows, Tom Powers, Dennis Reynolds
- Introduction to Hospitality Management, 5th edition –John .R. Walker

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BHM-804 Facility Planning

Objective:- The module focuses on Hotel design and architectural consideration, layout of kitchen and stores and quality management

Course Code	Course Name	Course Outcomes (CO)
BHM-804	Facility Planning	CO1. Understand and design considerations and thumb rule.
		CO2: Understand the procedure of SLP.
		CO3. Understand and able to evaluate star classification.
		CO- Understand planning and designing of restaurant and kitchen and project Mgt.

Module	Course Topics
1	Module -I- Facility Planning - Need, Concept and Scope <ul style="list-style-type: none">- Star classification of Hotel- Criteria for star classification of Hotel (Five, Four, Three, Two, One and Heritage)/Gradation/Monitoring/Periodic assessment - issues and agencies
2	Module -II - Hotel Design: <ul style="list-style-type: none">- Design Consideration- Attractive Appearance- Efficient plan- Good Location- Suitable Material- Good Workmanship- Sound Financing- Competent Management
3	Module -III - Kitchen/Restaurant Design <ul style="list-style-type: none">- Designing and planning a Restaurant- Bar Design- Basic layout of kitchen- Area required for Kitchen- Developing kitchen plans

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4	Module -IV - Facilities planning: <ul style="list-style-type: none">- The systematic layout planning pattern(SLP)- Planning Consideration- Flow process & Flow diagram- Procedure for determining space consideration the guiding factors for guest room/public facilities, support facilities & service, hotel administration, internal roads/budget hotel/ 5 star hotel- Architectural consideration- Difference between carpet area plinth area and supper built area their relationship, reading of blue print (plumbing, electrical, A.C, ventilation, public area)- Approximate cost of construction estimation- Approximate operating areas in budget type/ 5 star type hotel approximate other operating areas per guest room- Approximate requirement and estimation of water/electrical load gas, ventilation
5	Module -V - Project Management <ul style="list-style-type: none">- The network models (CPM/PERT)- Drawing of a network diagram- Project cost analysis

Suggested Reading:

- Hurts R., Services and maintenance for Hotel and Restaurant establishment
- Textbook of Hotel Maintenance - Goyal and Arora
- Hotel planning & Design - Rutes & Penner
- Hospitality Facility planning - David
- Principles of Hotel Engineering - Orsenis
- Principles of Hotel maintenance - Glad Well
- Hotel facility planning - Tarun Bansal

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BHM-805 Entrepreneurship Development

Objective:- On account of the ever-growing entrepreneurial opportunities, entrepreneurship development is strongly surging ahead as key areas of the professional studies. This module would enable the students to understand the traits and trick of Entrepreneurship development and in the process, assess develop and refine their potential to this effect.

Course Code	Course Name	Course Outcomes (CO)
BHM-805	Entrepreneurship Development	CO 1. Definition, Scope and Nature of management
		CO2. Training: Definition, Overview, Methods- Management Development
		CO3. Performance Management & Appraisal

Module	Course Topics
1	Module -I <ul style="list-style-type: none">- Entrepreneurship traits, types and significance- Definitions, characteristics of Entrepreneurship types- Qualities and functions of entrepreneurs Role and importance of entrepreneur in economic growth
2	Module -II <ul style="list-style-type: none">- Competing theories of entrepreneurship- Entrepreneurial development programmed in India
3	Module -III <ul style="list-style-type: none">- Entrepreneurial behaviours- Entrepreneurial Motivation- N-Achievement and Management Success
4	Module -IV <ul style="list-style-type: none">- Innovation and Entrepreneur- Establishing Entrepreneurs System- Search for Business Idea- Sources of Idea- Idea Processing Input requirement
5	Module -V <ul style="list-style-type: none">- Sources & Criteria for financing- Fixed and working capital assessment- Technical Assistance- Marketing Assessment- Preparation of Feasibility reports and Legal formalities & Documentation



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Suggested Reading

- Essential of Management - Harold Koontz & Heinz Weirich
- Management - H. Koontz & Cyrill O' Donnell
- Management Theory - Jung, H. Koontz

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BHM-806 Hotel Law

Objective:- To familiarize the upcoming professional with the legalities and regulation governing the 'inception, approval and operations of a hospitality establishment', 'employer's right and responsibility' and 'the right and responsibilities of hotel vis a vis hotel guest'.

Course Code	Course Name	Course Outcomes (CO)
BHM-806	Hotel Law	CO-Laws governing the Hotel Industry; areas of legal compliance for Hotel business
		CO2) Types of license and procedure for applying condition for grant of license

Module	Course Topics
1	Module -I - Introduction to Hotel and Tourism Laws <ul style="list-style-type: none">- Laws governing the Hotel Industry; areas of legal compliance for Hotel business.- Legislation concerning accommodation and catering sector- International Hotel Regulations- Common regulations and legislation applicable to tourism and hotel industry - brief overview
2	Module -II - Laws Relation to Hotel Operations: <ul style="list-style-type: none">- Rights and responsibilities of hotel guests with regard to provision of accommodation, food and beverages, safety and security of guests and general code of conduct- Inn keeps right to lien
3	Module -III - Laws Relating to Registration and Approval and Bar License: <ul style="list-style-type: none">- Types of license and procedure for applying condition for grant of license- Bar and liquor license, liquor licensing law, licensed premises, types of permits, type of premises, general permitted hours- Food and Beverage Law
4	Module -IV - Food Legislation <ul style="list-style-type: none">- Food adulteration act- Common Food Adulterants & their identification- Central committee for food standards, central food laboratory- Food inspector & their duties and power

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5	Module -V - Introduction to Merchantile Law <ul style="list-style-type: none">- Brief study & implication of the following laws in hotel industry- Law of contract - Definition, essential elements of contract- Sales of good act - definition right of seller, purchaser, guarantee & warranty- Partnership Act- Types, duties & responsibilities, termination of partnership- Industrial Law - Payment of wages act, minimum wages, Industrial dispute act
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Suggested Reading:

- Introduction to Law - Kapoor (Taraporevala, Mumbai)
- Commercial Law - Kapoor (Sultan Chand, Delhi)
- Reserve Bank of India Guidelines
- Satyendra Singh Malik: Ethical, Legal and Regulatory aspect of Tourism Business
- India Tourism Act 1992, (Govt. of India)
- Company Laws - N.D. Kapoor
- Business Laws - K.R.Mulchandani

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BHM-807 Organizational Behavior

Objective:- This module would help the students to understand the key dimensions, process and influences upon human behaviour at the level of individual, as also in the context of work organization.

Course Code	Course Name	Course Outcomes (CO)
BHM-807	Organization Behavior	CO-Introduction to Evolution of Organization Behavior
		CO-Systems approaches for understanding organization

Module	Course Topics
1	Module -I - Introduction <ul style="list-style-type: none">- Organization Behaviour: meaning and scope- Introduction to Evolution of Organization Behaviour- Functions, skills and role of managers- Systems approaches for understanding organization
2	Module -II - Basic Human Process I <ul style="list-style-type: none">- Learning: Definition, learning process, theories of learning (Classical Conditioning, Operant conditioning, Social Learning)- Perception: Concept of perception process, Factors Influencing Perception. Perceptual Errors, Self-Fulfilling Prophecy.
3	Module -III - 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 (Type theories, Trait Theories, Psycho analytical approach)
4	Module -IV - 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 (Carrot & stick, maslow, McGregor, Herzberg)

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5	Module -V - Group Process and Influencing Others: <ul style="list-style-type: none">- Group Dynamics: Definition and classification of Groups, Group Behavior, Group Development, Group Decision Making, Teams, Difference Between group and Team- Interpersonal Relationship: Transactional analysis, Johari Window- Conflict Management: Types, Levels & Process- Leadership: Definition, Concept, Style and Theories
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Suggested Readings:

- S.P. Robbins, 'Organizational Behavior', Phi New Delhi
- F.Luthans, 'Organizational Behavior', McGraw Hill New Delhi
- Uma Shekharan, 'Organizational Behavior', Tata McGraw Hill New Delhi
- Jit S Chandan, 'Organizational Behavior'



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BHM-808 Computer Application

Objective:- This module has been planned to create basic understanding on the structural and functional aspects of computers. The subsequent semesters the incumbent students are readily able to assimilate the intricacies of computer applications with special reference to Hotel Management.

Course Code	Course Name	Course Outcomes (CO)
BHM-808	Computer Application	CO- Understanding the concept of input and output devices of Computers
		CO-Understand an operating system and its working, and solve common problems related to operating systems
		CO-Learn basic word processing, Spreadsheet and Presentation Graphics Software skills.
		CO-Study to use the Internet safely, legally, and responsibly

Module	Course Topics
1	Module -I - Introduction and Organization of computers: <ul style="list-style-type: none">- Introduction and Characteristics- Block Diagram of computer Computers- Input and Output Units of computer- Computer Memory- RAM, ROM, PROM, EPROM, EEPROM; Stable and dynamic memory, Primary and Secondary memory- Magnetic Secondary Hard disk, memory, Floppy disk, CD-ROM, Disk Cartridges etc.- Hardware and Software.
2	Module -II - Introduction to Windows & MS Word: <ul style="list-style-type: none">- Windows - Functions and Advantages- Introduction to Word- Viewing, Creating, Opening and Saving a Document- Editing and Formatting Text- Proofing a Document- Mail Merge

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BHM-808 Computer Application

Objective:- This module has been planned to create basic understanding on the structural and functional aspects of computers. The subsequent semesters the incumbent students are readily able to assimilate the intricacies of computer applications with special reference to Hotel Management.

Course Code	Course Name	Course Outcomes (CO)
BHM-808	Computer Application	CO- Understanding the concept of input and output devices of Computers
		CO-Understand an operating system and its working, and solve common problems related to operating systems
		CO-Learn basic word processing, Spreadsheet and Presentation Graphics Software skills.
		CO-Study to use the Internet safely, legally, and responsibly

Module	Course Topics
1	Module -I - Introduction and Organization of computers: <ul style="list-style-type: none">- Introduction and Characteristics- Block Diagram of computer Computers- Input and Output Units of computer- Computer Memory- RAM, ROM, PROM, EPROM, EEPROM; Stable and dynamic memory, Primary and Secondary memory- Magnetic Secondary Hard disk, memory, Floppy disk, CD-ROM, Disk Cartridges etc.- Hardware and Software.
2	Module -II - Introduction to Windows & MS Word: <ul style="list-style-type: none">- Windows - Functions and Advantages- Introduction to Word- Viewing, Creating, Opening and Saving a Document- Editing and Formatting Text- Proofing a Document- Mail Merge

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3	<ul style="list-style-type: none">- Module -III - MS Excel- Excel - Nature; Significance and Scope- Starting Excel- Working with a Spreadsheet- Editing the Worksheet- Formula in Excel- Selecting, Inserting and Deleting Sheet
4	<ul style="list-style-type: none">- Module -IV - MS Power point- Introduction to 'Power Point'; viewing and creating presentations.- Entering and Editing Text- Formatting Text- Drawing and Rotating Objects
4	<ul style="list-style-type: none">- Module -V - Internet- Introduction- Understanding www- Sending and receiving email; Accessing News groups/Websites- Downloading Files- Face book: concept and significance; Establishing Web Presence

PRACTICALS:

- MS word, Excel
- Power Point and use and proficiency on internet
- Use of PMS software and how to generate various reports

Suggested Readings:

- Braham, B. Computer System in Hotel and Catering Industry, Casseu, 1998.
- Basandra, S.K. Computer Today, New Delhi: Golgothia Publications. Clark, A. Small
- Business Computer Systems, Hodder and Stoughton, 1987.
- London, K.C. and London. J.P. Management System Information System - a
- contemporary perspective, Mc. Milan. 1988



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BHM-809 Comprehensive Viva-Voce Exam

The students shall have to appear for a comprehensive Viva-Voce exam convened by external and internal expert (01 External and 01 Internal Expert) the date of comprehensive Viva-Voce exam shall notified by the Institute at least 15 days prior to the Viva-Voce Exam

Course Code	Course Name	Course Outcomes (CO)
BHM-808	Comprehensive Viva-Voce Exam-300	CO TO Understand the dissertation

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