

3 – YEAR B.Sc. DEGREE
IN
HOSPITALITY & HOTEL ADMINISTRATION
WITH SPECIALISATION (MAJORS)
FOOD & BEVERAGE MANAGEMENT
CURRICULUM

JOINTLY OFFERED BY:
NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY
NOIDA
(NCHM&CT)

AND

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
(IGNOU)

2009-2012 ACADEMIC SESSION



TEACHING AND EXAMINATION SCHEME

SIX SEMESTERS of 17 WEEKS EACH AND 14 WEEKS PRACTICUM

FIRST SEMESTER

No.	Subject code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM111	Foundation Course in Food Production – I	30	120	100	100
2	BHM112	Foundation Course in Food & Beverage Service – I	30	60	100	100
3	BHM113	Foundation Course in Front Office – I	30	30	100	100
4	BHM114	Foundation Course in Accommodation Operations – I	30	30	100	100
5	BHM105	Application of Computers	15	60	50	100
6	BHM106	Hotel Engineering	60	-	100	-
7	BHM116	Nutrition	30	-	100	-
TOTAL:			225	300	650	500
GRAND TOTAL			525		1150	

SECOND SEMESTER

No.	Subject code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM151	Foundation Course in Food Production – II	30	120	100	100
2	BHM152	Foundation Course in Food & Beverage Service – II	30	60	100	100
3	BHM153	Foundation Course in Front Office – II	30	30	100	100
4	BHM154	Foundation Course in Accommodation Operations – II	30	30	100	100
5	BHM117	Principles of Food Science	30	-	100	-
6	BHM108	Accountancy	60	-	100	-
7	BHM109	Communication	30	-	50	-
8	TS-01	Foundation Course in Tourism	30	-	IGNOU	
9	--	Tutorials/Library	15	-	-	-
TOTAL:			285	240	650	400
GRAND TOTAL			525		1050	



THIRD SEMESTER

No.	Subject code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM201	Food Production Operations	30	120	100	100
2	BHM202	Food & Beverage Operations	30	30	100	100
3	BHM203	Front Office Operations	30	30	100	100
4	BHM204	Accommodation Operations	30	30	100	100
5	BHM205	Food & Beverage Controls	30	-	100	-
6	BHM206	Hotel Accountancy	30	-	100	-
7	BHM207	Food Safety & Quality	30	-	50	-
8	TS-03	Management in Tourism	30	-	IGNOU	
9	BEGE103	Communication Skills in English	30	-	IGNOU	
10	TS-07	Human Resource Management	30	-	IGNOU	
11	BHM391	Research Methodology	15	-	-	-
TOTAL:			315	210	650	400
GRAND TOTAL			525		1050	

PRACTICUM – I

Subject code	Subject	Duration	Marks
BHM392	Industrial Training – Generic	4 Weeks	20

FOURTH SEMESTER

No.	Subject Code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM273	Food & Beverage Management - I	60	120	100	200
2	BHM274	Food & Beverage Management - II	60	120	100	200
3	BHM281	Financial Management	60	-	100	-
4	BHM282	Business Ethics & Law	60	-	100	-
5	BHM283	Business Economics	30	-	50	-
6	BHM391	Research Methodology	15	-	-	-
TOTAL			285	240	450	400
GRAND TOTAL			525		850	

PRACTICUM – II

Subject code	Subject	Duration	Marks
BHM392	Industrial Training – Specialised	6 Weeks	40



FIFTH SEMESTER

No.	Subject Code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM323	Food & Beverage Management - III	120	60	200	100
2	BHM324	Food & Beverage Management - IV	120	60	200	100
3	BHM281	Strategic Management	60	-	100	-
4		Elective – I	60	-	100	-
5	TS-06	Tourism Marketing	30	-	IGNOU	
6	BHM391	Tutorial / Library / Research Project	15	-	-	-
TOTAL			405	120	600	200
GRAND TOTAL			525		800	

PRACTICUM – III

Subject code	Subject	Duration	Marks
BHM392	Industrial Training – Specialised	4 Weeks	40

SIXTH SEMESTER

No.	Subject Code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM373	Food & Beverage Management - V	120	60	200	100
2	BHM374	Food & Beverage Management - VI	120	60	200	100
3	BHM391	Research Project	-	60	-	100
4		Elective – II	60	-	100	-
5	BHM392	Practicum Report (Practicum I, II & III)	-	-	-	100
6		Special topics/Guest speakers	30	-	-	-
7		Tutorial / Library	15	-	-	-
TOTAL			345	180	500	400
GRAND TOTAL			525		900	

*Total marks will comprise 30% Internal Assessment & 70% Term end exam marks.

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SEMESTER – I

WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHM111	Foundation Course in Food Production – I	02	08
2	BHM112	Foundation Course in Food & Beverage Service – I	02	04
3	BHM113	Foundation Course in Front Office – I	02	02
4	BHM114	Foundation Course in Accommodation Operations – I	02	02
5	BHM105	Application of Computers	01	04
6	BHM106	Hotel Engineering	04	-
7	BHM116	Nutrition	02	-
TOTAL:			15	20
GRAND TOTAL			35	



BHM111 – FOUNDATION COURSE IN FOOD PRODUCTION – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	INTRODUCTION TO COOKERY A. Levels of skills and experiences B. Attitudes and behaviour in the kitchen C. Personal hygiene D. Uniforms & protective clothing E. Safety procedure in handling equipment	02	5%
02	CULINARY HISTORY A. Origin of modern cookery	01	Intro only
03	HIERARCHY AREA OF DEPARTMENT AND KITCHEN A. Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments	03	10%
04	CULINARY TERMS A. List of culinary (common and basic) terms B. Explanation with examples	02	5%
05	AIMS & OBJECTS OF COOKING FOOD A. Aims and objectives of cooking food B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation	02	10%
06	BASIC PRINCIPLES OF FOOD PRODUCTION – I A. VEGETABLE AND FRUIT COOKERY A. Introduction – classification of vegetables B. Pigments and colour changes C. Effects of heat on vegetables D. Cuts of vegetables E. Classification of fruits F. Uses of fruit in cookery G. Salads and salad dressings	03	15%
	ii) STOCKS A. Definition of stock B. Types of stock C. Preparation of stock D. Recipes E. Storage of stocks F. Uses of stocks	03	5%



	<p>G. Care and precautions</p> <p>iii) SAUCES</p> <p>A. Classification of sauces</p> <p>B. Recipes for mother sauces</p> <p>C. Storage & precautions</p>	02	10%
07	<p>METHODS OF COOKING FOOD</p> <p>A. Roasting</p> <p>B. Grilling</p> <p>C. Frying</p> <p>D. Baking</p> <p>E. Broiling</p> <p>F. Poaching</p> <p>G. Boiling</p> <ul style="list-style-type: none"> • Principles of each of the above • Care and precautions to be taken • Selection of food for each type of cooking 	04	15%
08	<p>SOUPS</p> <p>A. Classification with examples</p> <p>B. Basic recipes of Consommé with 10 Garnishes</p>	2	10%
09	<p>EGG COOKERY</p> <p>A. Introduction to egg cookery</p> <p>B. Structure of an egg</p> <p>C. Selection of egg</p> <p>D. Uses of egg in cookery</p>	2	5%
10	<p>COMMODITIES:</p> <p>B. Shortenings (Fats & Oils)</p> <p>A. Role of Shortenings</p> <p>B. Varieties of Shortenings</p> <p>C. Advantages and Disadvantages of using various Shortenings</p> <p>D. Fats & Oil – Types, varieties</p> <p>ii) Raising Agents</p> <p>A. Classification of Raising Agents</p> <p>B. Role of Raising Agents</p> <p>C. Actions and Reactions</p> <p>iii) Thickening Agents</p> <p>A. Classification of thickening agents</p> <p>B. Role of Thickening agents</p> <p>iv) Sugar</p> <p>A. Importance of Sugar</p> <p>B. Types of Sugar</p> <p>C. Cooking of Sugar – various</p>	4	10%
TOTAL		30	100%



BHM111 - FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICALS)**PART 'A' – COOKERY****HOURS ALLOTTED: 60****MAXIMUM MARKS: 50**

S.No	Topic	Method	Hours
1	i) Equipments – Identification, Description, Uses & handling ii) Hygiene – Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications	04
2	C. Vegetables – classification ii) Cuts – julienne, jardinière, macedoines, brunoise, paysane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students	04
3	Identification and Selection of Ingredients – Qualitative and quantitative measures.	Market survey/tour	04
4	D. Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying – (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising – Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students	04
5	E. Stocks – Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students	04
6	Sauces – Basic mother sauces <ul style="list-style-type: none">• Béchamel• Espagnole• Veloute• Hollandaise• Mayonnaise• Tomato	Demonstrations & simple applications	04
7	Egg cookery – Preparation of variety of egg dishes <ul style="list-style-type: none">• Boiled (Soft & Hard)• Fried (Sunny side up, Single fried, Bull's Eye, Double fried)• Poaches• Scrambled• Omelette (Plain, Stuffed, Spanish)• En cocotte (eggs Benedict)	Demonstrations & simple applications by students	04
8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students	04
9	Simple Salads & Soups: <ul style="list-style-type: none">• Cole slaw,• Potato salad,	Demonstration by instructor and applications by	28



	<ul style="list-style-type: none"> • Beet root salad, • Green salad, • Fruit salad, • Consommé <p>Simple Egg preparations:</p> <ul style="list-style-type: none"> • Scotch egg, • Assorted omelletes, • Oeuf Florentine • Oeuf Benedict • Oeuf Farci • Oeuf Portugese • Oeuf Deur Mayonnaise <p>Simple potato preparations</p> <ul style="list-style-type: none"> • Baked potatoes • Mashed potatoes • French fries • Roasted potatoes • Boiled potatoes • Lyonnaise potatoes • Allumettes <p>Vegetable preparations</p> <ul style="list-style-type: none"> • Boiled vegetables • Glazed vegetables • Fried vegetables • Stewed vegetables. 	students	
TOTAL			60



PART 'B' – BAKERY & PATISSERIE
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	Equipments <ul style="list-style-type: none"> • Identification • Uses and handling Ingredients – Qualitative and quantitative measures	Demonstration by instructor and applications by students	04
2	BREAD MAKING <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched bread recipes • Bread Loaf (White and Brown) • Bread Rolls (Various shapes) • French Bread • Brioche 	Demonstration by instructor and applications by students	10
3	SIMPLE CAKES <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched Cakes, recipes • Sponge, Genoise, Fatless, Swiss roll • Fruit Cake • Rich Cakes • Dundee • Madeira 		10
4	SIMPLE COOKIES <ul style="list-style-type: none"> • Demonstration and Preparation of simple cookies like • Nan Khatai • Golden Goodies • Melting moments • Swiss tart • Tri colour biscuits • Chocolate chip • Cookies • Chocolate Cream Fingers • Bachelor Buttons. 	Demonstration by instructor and applications by students	16
5	HOT / COLD DESSERTS <ul style="list-style-type: none"> • Caramel Custard, • Bread and Butter Pudding • Queen of Pudding • Soufflé – Lemon / Pineapple • Mousse (Chocolate Coffee) • Bavaroise • Diplomat Pudding • Apricot Pudding • Steamed Pudding – Albert Pudding, Cabinet Pudding. 	Demonstration by instructor and applications by students	20
TOTAL			60



MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	04.30 HRS		
Indenting and Scullery 30 minutes before and after the practical			

All menu items to be made from the prescribed syllabus only

Part – A (Cookery)

1. One simple salad OR soup	10
2. One simple sauce	10
3. One simple egg preparation	10
4. One simple vegetable or potato preparation	05
5. Journal	05
	40

Part – B (Bakery)

1. Bread or bread rolls	15
2. Simple cake or cookies	10
3. One dessert hot or cold	10
4. Journal	05
	40

Part – C (General Assessment)

1. Uniform & Grooming	05
2. Indenting and plan of work	05
3. Scullery, equipment cleaning and Hygiene	05
4. Viva	05
	20

PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavour	20%
D) Taste	20%
E) Presentation	<u>20%</u>
	<u>100%</u>

NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Invigilation will be done by both internal and external persons.
3. Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
4. Uniform and grooming must be checked by the examiners before commencement of examination.
5. Students are not allowed to take help from books, notes, journal or any other person.



	- All other equipment used in F&B Service		
	• French terms related to the above	01	
05	NON-ALCOHOLIC BEVERAGES	01	20%
	Classification (Nourishing, Stimulating and Refreshing beverages)		
	A. Tea	01	
	- Origin & Manufacture		
	- Types & Brands	01	
	B. Coffee		
	- Origin & Manufacture	01	
	- Types & Brands		
	C. Juices and Soft Drinks	01	
	D. Cocoa & Malted Beverages		
	- Origin & Manufacture		
TOTAL		30	100%



BHM112 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I (PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No	Topic	Hours
01	Food Service areas – Induction & Profile of the areas	04
02	Ancillary F&B Service areas – Induction & Profile of the areas	04
03	Familiarization of F&B Service equipment	08
04	Care & Maintenance of F&B Service equipment	04
05	Cleaning / polishing of EPNS items by: <ul style="list-style-type: none"> - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine 	04
06	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware	16
07	Tea – Preparation & Service	04
08	Coffee - Preparation & Service	04
09	Juices & Soft Drinks - Prepa–ation & Service <ul style="list-style-type: none"> • Mocktails • Juices, Soft drinks, Mine–al water, Tonic water 	08
10	Cocoa & Malted Beverages – Preparation & Service	04
TOTAL		60



MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

All Technical Skills to be tested as listed in the syllabus

			MARKS
1.	Uniform / Grooming	:	10
2.	Service Equipment Knowledge / Identification	:	20
3.	Care Cleaning & Polishing of service equipment	:	20
4.	Service skills / tasks	:	20
5.	Beverage service Tea / Coffee / Soft drinks	:	20
6.	Journal	:	10
			100

NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.



BHM113 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office	03	10%
02	CLASSIFICATION OF HOTELS A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium	05	15%
03	TYPES OF ROOMS A. Single B. Double C. Twin D. Suits	02	5%
04	TIME SHARE & VACATION OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size	03	10%
05	FRONT OFFICE ORGANIZATION A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits	05	20%
06	HOTEL ENTRANCE, LOBBY AND FRONT OFFICE A. Layout B. Front office equipment (non automated, semi automated and automated)	03	10%
07	BELL DESK A. Functions B. Procedures and records	04	20%



08	FRENCH: To be taught by a professional French language teacher. A. Understanding and uses of accents, orthographic signs & punctuation B. Knowledge of cardinaux & ordinaux (Ordinal & cardinal) C. Days, Dates, Time, Months and Seasons	05	10%
TOTAL		30	100



BHM113 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (PRACTICALS)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours
1	Appraisal of front office equipment and furniture	2
2	Rack, Front desk counter & bell desk	2
3	Filling up of various proforma	4
4	Welcoming of guest	2
5	Telephone handling	4
6	Role play: <ul style="list-style-type: none"> • Reservation • Arrivals • Luggage handling • Message and mail handling • Paging 	4 4 2 4 2
TOTAL		30

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00 HRS

		MARKS
1.	UNIFORM & GROOMING	: 10
2.	COURTESY & MANNERS	: 10
3.	SPEECH AND COMMUNICATION	: 10
4.	TECHNICAL KNOWLEDGE	: 20
5.	PRACTICAL SITUATION HANDLING	: 40
6.	JOURNAL	: 10
		100

NOTE:

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. 200 technical questions to be prepared in advance, covering the entire syllabus.
3. Practical situations – at least 25 situations be made representing all aspects of the syllabus.



BHM114 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Guest Satisfaction and Repeat Business	02	5%
02	ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department	08	25%
03	CLEANING ORGANISATION A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment	04	15%
04	CLEANING AGENTS A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping	05	20%
05	COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes	05	15%
06	INTER DEPARTMENTAL RELATIONSHIP A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department	02	10%
07	USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT	04	10
TOTAL		30	100%



BHM114 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Sample Layout of Guest Rooms <ul style="list-style-type: none"> • Single room • Double room • Twin room • Suite 	02
02	Guest Room Supplies and Position <ul style="list-style-type: none"> • Standard room • Suite • VIP room special amenities 	04
03	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none"> • Familiarization • Different parts • Function • Care and maintenance 	04
04	Cleaning Agent <ul style="list-style-type: none"> • Familiarization according to classification • Function 	02
05	Public Area Cleaning (Cleaning Different Surface) <p>A. WOOD</p> <ul style="list-style-type: none"> • polished • painted • Laminated <p>B. SILVER/ EPNS</p> <ul style="list-style-type: none"> • Plate powder method • Polivit method • Proprietary solution (Silvo) <p>C. BRASS</p> <ul style="list-style-type: none"> • Traditional/ domestic 1 Method • Proprietary solution 1 (brasso) <p>D. GLASS</p> <ul style="list-style-type: none"> • Glass cleanser • Economical method(newspaper) <p>E. FLOOR - Cleaning and polishing of different types</p> <ul style="list-style-type: none"> • Wooden • Marble • –errazzo/ mosaic etc. <p>F. WALL - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> • Skirtin– • Dado • Different types of paints(distemper Emulsion, oil paint etc) 	14



06	Maid's trolley <ul style="list-style-type: none"> • Contents • Trolley setup 	02
07	Familiarizing with different types of Rooms, facilities and surfaces <ul style="list-style-type: none"> • Twin/ double • Suite • Conference etc 	02
TOTAL		30

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

	MARKS
1. UNIFORM & GROOMING	: 10
2. GUEST ROOM SUPPLIES & POSITION	: 10
3. SURFACE CLEANING (TWO DIFFERENT SURFACES)	: 30
4. MAIDS TROLLY	: 10
5. CARE & CLEANING OF EQUIPMENT	: 10
6. VIVA	: 20
7. JOURNAL	: 10
	100

NOTE:

1. Time limit of the examination should be strictly adhered to.
2. Tasks should be limited to the syllabus



BHM105 - APPLICATION OF COMPUTERS – THEORY
HOURS ALLOTTED: 15 – MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	<p>COMPUTER FUNDAMENTALS - THEORY</p> <p>INFORMATION CONCEPTS AND PROCESSING</p> <p>A. Definitions B. Need, Quality and Value of Information C. Data Processing Concepts</p> <p>ELEMENTS OF A COMPUTER SYSTEM</p> <p>A. Definitions B. Characteristics of Computers C. Classification of Computers D. Limitations</p> <p>HARDWARE FEATURES AND USES</p> <p>A. Components of a Computer B. Generations of Computers C. Primary and Secondary Storage Concepts D. Data Entry Devices E. Data Output Devices</p> <p>SOFTWARE CONCEPTS</p> <p>A. System Software B. Application Software C. Language Classification D. D. Compilers and Interpreters</p>	05	05%
02	<p>OPERATING SYSTEMS/ENVIRONMENTS - THEORY</p> <p>BASICS OF MS-DOS</p> <p>A. Internal commands B. External commands</p> <p>INTRODUCTION TO WINDOWS</p> <p>A. GUI/Features B. What are Windows and Windows 95 and above? C. Parts of a Typical Window and their Functions</p>	05	20%
03	<p>NETWORKS – THEORY</p> <p>A. Network Topology</p> <ul style="list-style-type: none"> • Bus • Star • Ring <p>B. Network Applications</p>	05	35%



	<p>C. Types of Network</p> <ul style="list-style-type: none"> • LAN • MAN • WAN <p>D. Network Configuration Hardware</p> <ul style="list-style-type: none"> • Server • Nodes <p>E. Channel</p> <ul style="list-style-type: none"> • Fibre optic • Twisted • Co-axial <p>F. Hubs</p> <p>G. Network Interface Card</p> <ul style="list-style-type: none"> • Arcnet • Ethernet <p>H. Network Software</p> <ul style="list-style-type: none"> • Novel • Windows NT 		
TOTAL		15	100%



BHM105 - APPLICATION OF COMPUTERS – PRACTICAL
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	WINDOWS OPERATIONS A. Creating Folders B. Creating Shortcuts C. Copying Files/Folders D. Renaming Files/Folders E. Deleting Files F. Exploring Windows G. Quick Menus	05	15%
F. 02	MS-OFFICE 2007 MS WORD DOCUMENT A. Entering Text B. Saving the Document C. Editing a Document already saved to Disk D. Getting around the Document E. Find and Replace Operations F. Printing the Document FORMATTING A DOCUMENT A. Justifying Paragraphs B. Changing Paragraph Indents C. Setting Tabs and Margins D. Formatting Pages and Documents E. Using Bullets and Numbering F. Headers/Footers G. .Pagination SPECIAL EFFECTS A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript B. Changing Fonts C. .Changing Case CUT, COPY AND PASTE OPERATION A. Marking Blocks B. Copying and Pasting a Block C. Cutting and Pasting a Block D. Deleting a Block E. Formatting a Block F. Using Find and Replace in a Block USING MS-WORD TOOLS A. Spelling and Grammar B. Mail Merge C. .Printing Envelops and Labels	15	25%



	<p>TABLES</p> <ul style="list-style-type: none"> A. Create B. Delete C. Format <p>GRAPHICS</p> <ul style="list-style-type: none"> A. Inserting Clip arts B. Symbols (Border/Shading) C. Word Art <p>PRINT OPTIONS</p> <ul style="list-style-type: none"> A. Previewing the Document B. Printing a whole Document C. Printing a Specific Page D. Printing a selected set E. Printing Several Documents F. Printing More than one Copies 		
03	<p>MS OFFICE 2007 MS-EXCEL</p> <ul style="list-style-type: none"> A. How to use Excel B. Starting Excel C. Parts of the Excel Screen D. Parts of the Worksheet E. Navigating in a Worksheet F. Getting to know mouse pointer shapes <p>CREATING A SPREADSHEET</p> <ul style="list-style-type: none"> A. Starting a new worksheet B. Entering the three different types of data in a worksheet C. Creating simple formulas D. Formatting data for decimal points E. Editing data in a worksheet F. Using AutoFill G. Blocking data H. Saving a worksheet I. Exiting excel <p>MAKING THE WORKSHEET LOOK PRETTY</p> <ul style="list-style-type: none"> A. Selecting cells to format B. Trimming tables with Auto Format C. Formatting cells for: <ul style="list-style-type: none"> - Currency - Comma - Percent - Decimal - Date D. Changing columns width and row height E. Aligning text <ul style="list-style-type: none"> - Top to bottom 	15	25%



	<ul style="list-style-type: none"> - Text wrap - Re ordering Orientation <p>F Using Borders</p> <p>GOING THROUGH CHANGES</p> <ul style="list-style-type: none"> A. Opening workbook files for editing B. Undoing the mistakes C. Moving and copying with drag and drop D. Copying formulas E. Moving and Copying with Cut, Copy and Paste F. Deleting cell entries G. Deleting columns and rows from worksheet H. Inserting columns and rows in a worksheet I. Spell checking the worksheet <p>PRINTING THE WORKSHEET</p> <ul style="list-style-type: none"> A. Previewing pages before printing B. Printing from the Standard toolbar C. Printing a part of a worksheet D. Changing the orientation of the printing E. Printing the whole worksheet in a single pages F. Adding a header and footer to a report G. Inserting page breaks in a report H. Printing the formulas in the worksheet <p>ADDITIONAL FEATURES OF A WORKSHEET</p> <ul style="list-style-type: none"> A. Splitting worksheet window into two four panes B. Freezing columns and rows on-screen for worksheet title C. Attaching comments to cells D. Finding and replacing data in the worksheet E. Protecting a worksheet F. Function commands <p>MAINTAINING MULTIPLE WORKSHEET</p> <ul style="list-style-type: none"> A. Moving from sheet in a worksheet B. Adding more sheets to a workbook C. Deleting sheets from a workbook D. Naming sheet tabs other than sheet 1, sheet 2 and so on E. Copying or moving sheets from one worksheet to another <p>CREATING GRAPHICS/CHARTS</p> <ul style="list-style-type: none"> A. Using Chart wizard B. Changing the Chart with the Chart Toolbar C. Formatting the chart's axes D. Adding a text box to a chart E. Changing the orientation of a 3-D chart F. Using drawing tools to add graphics to chart and 		
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	worksheet G. Printing a chart with printing the rest of the worksheet data EXCEL's DATABASE FACILITIES A. Setting up a database B. Sorting records in the database		
04	MS OFFICE 2007 MS-POWER POINT A. Making a simple presentation B. Using Auto content Wizards and Templates C. Power Points five views D. Slides - Creating Slides, re-arranging, modifying - Inserting pictures, objects - Setting up a Slide Show E. Creating an Organizational Chart	20	25%
05	Internet & E-mail – PRACTICAL	05	10%
TOTAL		60	100%

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS

100

PASS MARKS

50

MARKS

- | | | | |
|----|------------------------------|---|----|
| 1. | VIVA | : | 20 |
| 2. | Typing & Printing (20 lines) | : | 20 |
| 3. | 6 tasks of 10 marks each | : | 60 |

100

(Refer syllabus for tasks)



BHM106 - HOTEL ENGINEERING
HOURS ALLOTTED: 60 MAXIMUM-MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>MAINTENANCE:</p> <p>A. Preventive and breakdown maintenance, comparisons B. Roll & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel. C. Organization chart of maintenance department, duties and responsibilities of maintenance department</p>	03	5%
02.	<p>Fuels used in catering industry:</p> <p>A. Types of fuel used in catering industry; calorific value; comparative study of different fuels B. Calculation of amount of fuel required and cost.</p>	04	5%
03	<p>Gas:</p> <p>A. Heat terms and units; method of transfer B. LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output. C. Gas bank, location, different types of manifolds</p>	04	5%
04	<p>Electricity:</p> <p>A. Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications B. Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side. C. Electric wires and types of wiring D. Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances. E. Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination. F. External lighting G. Safety in handling electrical equipment.</p>	06	10%
05.	<p>Water systems:</p> <p>G. Water distribution system in a hotel H. Cold water systems in India I. Hardness of water, water softening, base exchange method (Demonstration) J. Cold water cistern swimming pools K. Hot water supply system in hotels L. Flushing system, water taps, traps and closets.</p>	04	5%



06	Refrigeration & Air-conditioning: <ul style="list-style-type: none"> A. Basic principles, latent heat, boiling point and its dependence on pressure, vapour compressor system of refrigeration and refrigerants B. Vapour absorption system, care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance. (Demonstration) C. Conditions for comfort, relative humidity, humidification, dehumidifying, dew point control, unit of air conditioning D. Window type air conditioner, central air conditioning, preventive maintenance E. Vertical transportation, elevators, escalators. 	10	15%
07	Fire prevention and fire fighting system: <ul style="list-style-type: none"> A. Classes of fire, methods of extinguishing fires (Demonstration) B. Fire extinguishes, portable and stationery C. Fire detectors and alarm D. Automatic fire detectors cum extinguishing devices E. Structural protection F. Legal requirements 	04	10%
08	Waste disposal and pollution control: <ul style="list-style-type: none"> A. Solid and liquid waste, sullage and sewage, disposal of solid waste B. Sewage treatment C. Pollution related to hotel industry D. Water pollution, sewage pollution E. Air pollution, noise pollution, thermal pollution F. Legal Requirements 	05	10%
09	Safety: <ul style="list-style-type: none"> A. Accident prevention B. Slips and falls C. Other safety topics 	01	5%
10.	Security	01	10%
11.	Equipment replacement policy: <ul style="list-style-type: none"> A. Circumstances under which equipment are replaced. B. Replacement policy of items which gradually deteriorates C. Replacement when the average annual cost is minimum D. Replacement when the present cost is minimum E. Economic replacement cycle for suddenly failing equipment 	05	5%
12.	Audio visual equipments: <ul style="list-style-type: none"> A. Various audio visual equipment used in hotel B. Care and cleaning of overhead projector, slide projector, LCD and power point presentation units C. Maintenance of computers: D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops E. Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness 	08	10%



13.	Contract maintenance: A. Necessity of contract maintenance, advantages and disadvantages of contract maintenance B. Essential requirements of a contract, types of contract, their comparative advantages and disadvantages. C. Procedure for inviting and processing tenders, negotiating and finalizing	03	5%
TOTAL		60	100%



04	MACRO NUTRIENTS A. Vitamins <ul style="list-style-type: none"> • Definition and Classification (water and fats soluble vitamins) • Food Sources, function and significance of: <ol style="list-style-type: none"> 1. Fat soluble vitamins (Vitamin A, D, E, K) 2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid) B. MINERALS <ul style="list-style-type: none"> • Definition and Classification (major and minor) • Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine & Flourine 	05	15%
05	WATER <ul style="list-style-type: none"> • Definition • Dietary Sources (visible, invisible) • Functions of water • Role of water in maintaining health (water balance) 	01	5%
06	BALANCED DIET <ul style="list-style-type: none"> • Definition • Importance of balanced diet • RDA for various nutrients – age, gender, physiological state 	01	5%
07	MENU PLANNING <ul style="list-style-type: none"> • Planning of nutritionally balanced meals based upon the three food group system • Factors affecting meal planning • Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. • Calculation of nutritive value of dishes/meals. 	02	10%
08	MASS FOOD PRODUCTION <ul style="list-style-type: none"> • Effect of cooking on nutritive value of food (QFP) 	01	5%
09	NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH <ul style="list-style-type: none"> • Need for introducing nutritionally balanced and health specific meals • Critical evaluation of fast foods • New products being launched in the market (nutritional evaluation) 	01	5%
TOTAL		30	100%



SEMESTER – II

WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	02	08
2	BHM152	Foundation Course in Food & Beverage Service - II	02	04
3	BHM153	Foundation Course in Front Office - II	02	02
4	BHM154	Foundation Course in Accommodation Operations - II	02	02
5	BHM117	Principles of Food Science	02	-
6	BHM108	Accountancy	04	-
7	BHM109	Communication	02	-
8	TS-01	Foundation Course in Tourism	02	-
9	-	Tutorial/Library	01	-
TOTAL:			19	16
GRAND TOTAL			35	



BHM151 - FOUNDATION COURSE IN FOOD PRODUCTION – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	SOUPS C. Basic recipes other than consommé with menu examples a. Broths b. Bouillon c. Puree d. Cream e. Veloute f. Chowder g. Bisque etc D. Garnishes and accompaniments E. International soups	02	10%
02	SAUCES & GRAVIES D. Difference between sauce and gravy E. Derivatives of mother sauces F. Contemporary & Proprietary	03	10%
03	MEAT COOKERY A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)	04	15%
04	FISH COOKERY A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)	03	10%
05	RICE, CEREALS & PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals	01	5%
06	i) PASTRY A. Short crust B. Laminated C. Choux D. Hot water/Rough puff <ul style="list-style-type: none"> • Recipes and methods of preparation • Differences • Uses of each pastry • Care to be taken while preparing pastry • Role of each ingredient • Temperature of baking pastry 	02	5%
	ii) Flour	03	10%



	A. Blending of spices B. Different masalas used in Indian cookery <ul style="list-style-type: none"> • Wet masalas • Dry masalas C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends		
10	KITCHEN ORGANIZATION AND LAYOUT A. General layout of the kitchen in various organisations B. Layout of receiving areas C. Layout of service and wash up	02	10%
TOTAL		30	100%



BHM151 - FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)

PART A - COOKERY

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	<ul style="list-style-type: none"> • Meat – Identification of various cuts, Carcass demonstration • Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope • Fish-Identification & Classification • Cuts and Folds of fish 	Demonstrations & simple applications	04
2	<ul style="list-style-type: none"> • Identification, Selection and processing of Meat, Fish and poultry. • Slaughtering and dressing 	Demonstrations at the site in local Area/Slaughtering house/Market	04
3	<p>Preparation of menu</p> <p>Salads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups</p> <p>Chicken, Mutton and Fish Preparations- Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd’s pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef</p> <p>Simple potato preparations- Basic potato dishes</p> <p>Vegetable preparations- Basic vegetable dishes</p> <p>Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations</p>	Demonstration by instructor and applications by students	52
TOTAL			60



PART B - BAKERY & PATISSERIE
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	PASTRY: Demonstration and Preparation of dishes using varieties of Pastry <ul style="list-style-type: none"> • Short Crust – Jam tarts, Turnovers • Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns • Choux Paste – Eclairs, Profiteroles 	Demonstration by instructor and applications by students	20
2	COLD SWEET <ul style="list-style-type: none"> • Honeycomb mould • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé 	Demonstration by instructor and applications by students	20
3	HOT SWEET <ul style="list-style-type: none"> • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding 	Demonstration by instructor and applications by students	12
4	INDIAN SWEETS Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by students	08
TOTAL			60



152 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>MEALS & MENU PLANNING:</p> <p>A. Origin of Menu B. Objectives of Menu Planning C. Types of Menu D. Courses of French Classical Menu</p> <ul style="list-style-type: none"> • Sequence • Examples from each course • Cover of each course • Accompaniments <p>E. French Names of dishes F. Types of Meals</p> <ul style="list-style-type: none"> • Early Morning Tea • Breakfast (English, American Continental, Indian) • Brunch • Lunch • Afternoon/High Tea • Dinner • Supper 	<p>01 02 01 05 03 03</p>	
02	<p>I PREPARATION FOR SERVICE</p> <p>A. Organising Mise-en-scene B. Organising Mise en place</p> <p>II TYPES OF FOOD SERVICE</p> <p>A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service</p>	<p>02 04</p>	
03	<p>SALE CONTROL SYSTEM</p> <p>A. KOT/Bill Control System (Manual)</p> <ul style="list-style-type: none"> • Triplicate Checking System • Duplicate Checking System • Single Order Sheet • Quick Service Menu & Customer Bill <p>B. Making bill C. Cash handling equipment D. Record keeping (Restaurant Cashier)</p>	06	



04	TOBACCO A. History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes – Types and Brand names D. Pipe Tobacco – Types and Brand names E. Cigars – shapes, sizes, colours and Brand names F. Care and Storage of cigarettes & cigars	03	
TOTAL		30	100%



BHM152 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No	Topic	Hours		
01	REVIEW OF SEMESTER -1	04		
02	<p>TABLE LAY-UP & SERVICE</p> <p>Task-01: A La Carte Cover Task-02: Table d' Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover</p> <p>TRAY/TROLLEY SET-UP & SERVICE</p> <p>Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup</p>	16		
03	<p>PREPARATION FOR SERVICE (RESTAURANT)</p> <p>A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties</p>	04		
04	<p>PROCEDURE FOR SERVICE OF A MEAL</p> <p>Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests</p>	08		
05	<p>Social Skills</p> <p>Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes</p>	04		
06	<p>Special Food Service - (Cover, Accompaniments & Service)</p> <p>Task-01: Classical Hors d' oeuvre</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus </td> </tr> </table> <p>Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts)</p>	<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus 	12
<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus 			



	Service of Tobacco <ul style="list-style-type: none"> • Cigarettes & Cigars 	
07	Restaurant French: To be taught by a professional French language teacher. <ul style="list-style-type: none"> • Restaurant Vocabulary (English & French) • French Classical Menu Planning • French for Receiving, Greeting & Seating Guests • French related to taking order & description of dishes 	12
TOTAL		60



BHM153 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	TARIFF STRUCTURE A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs <ul style="list-style-type: none"> • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents 	04	10%
02	FRONT OFFICE AND GUEST HANDLING <ul style="list-style-type: none"> • Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure 	04	10%
03	RESERVATIONS A. Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation G. Amendments H. Overbooking	07	25%
04	ROOM SELLING TECHNIQUES A. Up selling B. Discounts	02	05%
05	ARRIVALS A. Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration (non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs	05	20%
06	DURING THE STAY ACTIVITIES A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique	06	20%



	E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history		
07	FRONT OFFICE CO-ORDINATION With other departments of hotel	02	10%
TOTAL		30	100

BHM153 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (PRACTICALS)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

Hands on practice of computer applications on PMS.

S.No.	Suggested tasks on Fidelio
1	Hot function keys
2	Create and update guest profiles
3	Make FIT reservation
4	Send confirmation letters
5	Printing registration cards
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cashier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check –in a walk-in guest
17	Maintain guest history
18	Issue a new key
19	Verify a key
20	Cancel a key
21	Issue a duplicate key
22	Extend a key
23	Programme keys continuously
24	Re-programme keys
25	Programme one key for two rooms



BHM154 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	ROOM LAYOUT AND GUEST SUPPLIES A. Standard rooms, VIP ROOMS B. Guest's special requests	04	15%
02	AREA CLEANING A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.	06	20%
03	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists	10	35%
04	TYPES OF BEDS AND MATTRESSES	02	5%
05	PEST CONTROL A. Areas of infestation B. Preventive measures and Control measure	03 03	20%
06	KEYS A. Types of keys B. Computerised key cards C. Key control	02	5%
TOTAL		30	100%



BHM154 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (PRACTICAL)**HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

S.No.	Topic	Hours
01	Review of semester 1	2
02	Servicing guest room(checkout/ occupied and vacant) <u>ROOM</u> Task 1- open curtain and adjust lighting Task 2-clean ash and remove trays if any Task 3- strip and make bed Task 4- dust and clean drawers and replenish supplies Task 5-dust and clean furniture, clockwise or anticlockwise Task 6- clean mirror Task 7- replenish all supplies Task 8-clean and replenish minibar Task 9-vaccum clean carpet Task 10- check for stains and spot cleaning <u>BATHROOM</u> Task 1-disposed soiled linen Task 2-clean ashtray Task 3-clean WC Task 4-clean bath and bath area Task 5-wipe and clean shower curtain Task 6- clean mirror Task 7-clean tooth glass Task 8-clean vanitory unit Task 9- replenish bath supplies Task 10- mop the floor	6
03	Bed making supplies (day bed/ night bed) Step 1-spread the first sheet(from one side) Step 2-make miter corner (on both corner of your side) Step 3- spread second sheet (upside down) Step 4-spread blanket Step 5- Spread crinkle sheet Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet) Step 7- tuck the folds on your side Step 8- make miter corner with all three on your side Step 9- change side and finish the bed in the same way Step 10- spread the bed spread and place pillow	8
04	Records <ul style="list-style-type: none">• Room occupancy report• Checklist• Floor register• Work/ maintenance order]• Lost and found• Maid's report• Housekeeper's report• Log book	4



	<ul style="list-style-type: none"> • Guest special request register • Record of special cleaning • Call register • VIP list • Floor linen book/ register 	
05	Guest room inspection	2
06	Minibar management <ul style="list-style-type: none"> • Issue • stock taking • checking expiry date 	2
07	Handling room linen/ guest supplies <ul style="list-style-type: none"> • maintaining register/ record • replenishing floor pantry • stock taking 	4
08	Guest handling <ul style="list-style-type: none"> • Guest request • Guest complaints 	2



BHM117 - PRINCIPLES OF FOOD SCIENCE
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<ul style="list-style-type: none"> • Definition and scope of food science and • It's inter-relationship with food chemistry, food microbiology and food processing. 	02	5%
02	<p>CARBOHYDRATES</p> <ul style="list-style-type: none"> A. Introduction B. Effect of cooking (gelatinisation and retrogradation) C. Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization) D. Uses of carbohydrates in food preparations 	04	15%
03	<p>FAT & OILS</p> <ul style="list-style-type: none"> A. Classification (based on the origin and degree of saturation) B. Autoxidation (factors and prevention measures) C. Flavour reversion D. Refining, Hydrogenation & winterisation E. Effect of heating on fats & oils with respect to smoke point F. Commercial uses of fats (with emphasis on shortening value of different fats) 	05	20%
04	<p>PROTEINS</p> <ul style="list-style-type: none"> A. Basic structure and properties B. Type of proteins based on their origin (plant/animal) C. Effect of heat on proteins (Denaturation, coagulation) D. Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity) E. Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.) 	04	15%
05	<p>FOOD PROCESSING</p> <ul style="list-style-type: none"> A. Definition B. Objectives C. Types of treatment D. Effect of factors like heat, acid, alkali on food constituents 	03	10%
06	<p>EVALUATION OF FOOD</p> <ul style="list-style-type: none"> A. Objectives B. Sensory assessment of food quality C. Methods D. Introduction to proximate analysis of Food constituents E. Rheological aspects of food 	03	10%
07	<p>EMULSIONS</p> <ul style="list-style-type: none"> A. Theory of emulsification B. Types of emulsions 	03	10%



	C. Emulsifying agents D. Role of emulsifying agents in food emulsions		
08	COLLOIDS <ul style="list-style-type: none"> • Definition • Application of colloid systems in food preparation 	02	5%
09	FLAVOUR <ul style="list-style-type: none"> • Definition • Description of food flavours (tea, coffee, wine, meat, fish spices) 	02	5%
10	BROWNING <ul style="list-style-type: none"> • Types (enzymatic and non-enzymatic) • Role in food preparation • Prevention of undesirable browning 	02	5%
TOTAL		30	100%



BHM108 - ACCOUNTANCY
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	INTRODUCTION TO ACCOUNTING A. Meaning and Definition B. Types and Classification C. Principles of accounting D. Systems of accounting E. Generally Accepted Accounting Principles (GAAP)	04	5%
02	PRIMARY BOOKS (JOURNAL) A. Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals	10	15%
03	SECONDARY BOOK (LEDGER) A. Meaning and Uses B. Formats C. Posting D. Practicals	06	10%
04	SUBSIDIARY BOOKS A. Need and Use B. Classification <ul style="list-style-type: none"> • Purchase Book • Sales Book • Purchase Returns • Sales Returns • Journal Proper • Practicals 	06	10%
05	CASH BOOK A. Meaning B. Advantages C. Simple, Double and Three Column D. Petty Cash Book with Imprest System (simple and tabular forms) E. Practicals	10	15%
06	BANK RECONCILIATION STATEMENT A. Meaning B. Reasons for difference in Pass Book and Cash Book Balances C. Preparation of Bank Reconciliation Statement D. No Practicals	04	5%
07	TRIAL BALANCE A. Meaning	06	10%



	B. Methods C. Advantages D. Limitations E. Practicals		
08	FINAL ACCOUNTS A. Meaning B. Procedure for preparation of Final Accounts C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet D. Adjustments (Only four) <ul style="list-style-type: none"> • Closing Stock • Pre-paid Expenses • Outstanding Expenses • Depreciation 	12	25%
09	CAPITAL AND REVENUE EXPENDITURE A. Meaning B. Definition of Capital and Revenue Expenditure	02	5%
TOTAL		60	100%

NOTE: USE OF CALCULATORS IS PERMITTED



BHM109 - COMMUNICATION
HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	BUSINESS COMMUNICATION A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers	7	20%
02	LISTENING ON THE JOB A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking	6	20%
03	EFFECTIVE SPEAKING A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech	7	20%
04	NON VERBAL COMMUNICATION A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Proxemics: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artifacts – furniture, plants, colours, architects etc.	4	15%
05	SPEECH IMPROVEMENT A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds	4	15%
06	USING THE TELEPHONE A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills	2	10%
TOTAL		30	100%



FOUNDATION COURSE IN TOURISM (TS-01)
HOURS ALLOTTED: 30

Tourism has been acknowledged as one of the most rapidly growing industries in recent years. Yet it has not received adequate attention as an academic discipline which it rightly deserves. This course has been designed with the objective of making up for this lacuna by introducing to you some foundational concepts of tourism studies. The emphasis here has been on the situation obtaining in India, though we have not been unduly different about borrowing concepts and terms from similar studies undertaken in other parts of the world. You will thus find details on the historical evolution of tourism along with core definitions of tourism industry in this course. Tourism services and operations, planning and policy, and marketing and communications form other Blocks of the course. Finally we have also dealt with the geography and tourism and the relationship between cultural heritage and tourism development in this course.

Syllabus

Block-1 Tourism Phenomenon

- Unit 1 Understanding Tourism – I
- Unit 2 Understanding Tourism – II
- Unit 3 Historical Evolution and Development

Block-2 Tourism Industry

- Unit 4 Tourism System
- Unit 5 Constituents of Tourism Industry and Tourism Organisations
- Unit 6 Tourism Regulations
- Unit 7 Statistics and Measurements

Block-3 Tourism Services and Operations – 1

- Unit 8 Modes of Transport
- Unit 9 Tourist Accommodation
- Unit 10 Informal Services in Tourism
- Unit 11 Subsidiary Services: Categories and Roles
- Unit 12 Shops, Emporiums and Melas (Fairs)

Block-4 Tourism Services and Operations – 2

- Unit 13 Travel Agency
- Unit 14 Tour Operators
- Unit 15 Guides and Escorts
- Unit 16 Tourism Information



Block-5 Geography and Tourism

Unit	17	India's Biodiversity: Landscape, Environment and Ecology
Unit	18	Seasonality and Destinations
Unit	19	Map and Chart Work

Block-6 Tourism Marketing and Communications

Unit	20	Tourism Marketing – 1: Relevance, Product Design, Market Research
Unit	21	Tourism Marketing – 2: Promotional Events, Advertising Publicity, Selling
Unit	22	Role of Media
Unit	23	Writing for Tourism
Unit	24	Personality Development and Communicating Skills

Block-7 Tourism: The Cultural Heritage

Unit	25	Use of History
Unit	26	Monuments and Museums
Unit	27	Living Culture and Performing Arts
Unit	28	Religions of India

Block-8 Tourism: Planning and Policy

Unit	29	Tourism Policy and Planning
Unit	30	Infrastructural Development
Unit	31	Local Bodies, Officials and Tourism
Unit	32	Development, Dependency and Manila Declaration

Block-9 Tourism Impact

Unit	33	Economic Impact
Unit	34	Social, Environmental and Political Impacts
Unit	35	Threats and Obstacles to Tourism



SEMESTER - III

WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per Semester	
			Th.	Pr.
1	BHM201	Food Production Operations	02	08
2	BHM202	Food & Beverage Operations	02	02
3	BHM203	Front Office Operations	02	02
4	BHM204	Accommodation Operations	02	02
5	BHM205	Food & Beverage Controls	02	-
6	BHM206	Hotel Accountancy	02	-
7	BHM207	Food Safety & Quality	02	-
8	TS-03	Management in Tourism	02	-
9	BEGE103	Communication Skills in English	02	-
10	TS-07	Human Resource Management	02	-
11	BHM392	Research Methodology	01	-
TOTAL:			21	14
GRAND TOTAL			35	



BHM201 - FOOD PRODUCTION OPERATIONS – THEORY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	QUANTITY FOOD PRODUCTION EQUIPMENT	07	05%
	<ul style="list-style-type: none"> A. Equipment required for mass/volume feeding B. Heat and cold generating equipment C. Care and maintenance of this equipment D. Modern developments in equipment manufacture 		
	MENU PLANNING		10%
	<ul style="list-style-type: none"> A. Basic principles of menu planning – recapitulation B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units C. Planning menus for <ul style="list-style-type: none"> • School/college students • Industrial workers • Hospitals • Outdoor parties • Theme dinners • Transport facilities, cruise lines, airlines, railway D. Nutritional factors for the above 		
INDENTING	05%		
	<ul style="list-style-type: none"> • Principles of Indenting for volume feeding • Portion sizes of various items for different types of volume feeding • Modifying recipes for indenting for large scale catering • Practical difficulties while indenting for volume feeding 		
PLANNING	05%		
	Principles of planning for quantity food production with regard to <ul style="list-style-type: none"> • Space allocation • Equipment selection • Staffing 		
02	VOLUME FEEDING	07	
	<ul style="list-style-type: none"> A. Institutional and Industrial Catering <ul style="list-style-type: none"> • Types of Institutional & Industrial Catering • Problems associated with this type of catering • Scope for development and growth B. Hospital Catering <ul style="list-style-type: none"> • Highlights of Hospital Catering for patients, staff, visitors 		5%
			5%



	<ul style="list-style-type: none"> • Diet menus and nutritional requirements <p>C. Off Premises Catering</p> <ul style="list-style-type: none"> • Reasons for growth and development • Menu Planning and Theme Parties • Concept of a Central Production Unit • Problems associated with off-premises catering <p>D. Mobile Catering</p> <ul style="list-style-type: none"> • Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) • Branches of Mobile Catering <p>E. Quantity Purchase & Storage</p> <ul style="list-style-type: none"> • Introduction to purchasing • Purchasing system • Purchase specifications • Purchasing techniques • Storage 		5%
			5%
			5%
03	<p>REGIONAL INDIAN CUISINE</p> <p>A. Introduction to Regional Indian Cuisine</p> <p>B. Heritage of Indian Cuisine</p> <p>C. Factors that affect eating habits in different parts of the country</p> <p>D. Cuisine and its highlights of different states/regions/communities to be discussed under:</p> <ul style="list-style-type: none"> • Geographic location • Historical background • Seasonal availability • Special equipment • Staple diets • Specialty cuisine for festivals and special occasions <p>STATES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p>COMMUNITIES Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</p> <p>DISCUSSIONS Indian Breads, Indian Sweets, Indian Snacks</p>	16	15%
			25%
			10%
TOTAL		30	100%



BHM201 - FOOD PRODUCTION OPERATIONS – PRACTICAL

HOURS ALLOTTED: 120

MAXIMUM MARKS: 100

Each institute to formulate 30 set of menus from the following cuisines.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

SUGGESTED MENUS

MAHARASTRIAN

- MENU 01 Masala Bhat
 Kolhapuri Mutton
 Batata Bhajee
 Masala Poori
 Koshimbir
 Coconut Poli
- MENU 02 Moong Dal Khichdee
 Patrani Macchi
 Tomato Saar
 Tilgul Chapatti
 Amti
 Basundi

AWADH

- MENU 01 Yakhni Pulao
 Mughlai Paratha
 Gosht Do Piazza
 Badin Jaan
 Kulfi with Falooda
- MENU 02 Galouti Kebab
 Bakarkhani
 Gosht Korma
 Paneer Pasanda
 Muzzafar



BENGALI

- MENU 01 Ghee Bhat
Macher Jhol
Aloo Posto
Misti Doi
- MENU 02 Doi Mach
Tikoni Pratha
Baigun Bhaja
Payesh
- MENU 03 Mach Bhape
Luchi
Sukto
Kala Jamun
- MENU 04 Prawan Pulao
Mutton Vidalloo
Beans Foogath
Dodol

GOAN

- MENU 01 Arroz
Galina Xacutti
Toor Dal Sorak
Alle Belle
- MENU 02 Coconut Pulao
Fish Caldeen
Cabbage Foogath
Bibinca

PUNJABI

- MENU 01 Rada Meat
Matar Pulao
Kadhi
Punjabi Gobhi
Kheer
- MENU 02 Amritsari Macchi
Rajmah Masala
Pindi Chana
Bhaturas
Row Di Kheer



MENU 03 Sarson Da Saag
Makki Di Roti
Peshawari Chole
Motia Pulao
Sooji Da Halwa

MENU 04 Tandoori Roti
Tandoori Murg
Dal Makhani
Pudina Chutny
Baingan Bhartha
Savian

SOUTH INDIAN

MENU 01 Meen Poriyal
Curd Rice
Thoran
Rasam
Pal Payasam

MENU 02 Line Rice
Meen Moilee
Olan
Malabari Pratha
Parappu Payasam

MENU 03 Tamarind Rice
Kori Gashi
Kalan
Sambhar
Savian Payasam

MENU 04 Coconut Rice
Chicken Chettinad
Avial
Huli
Mysore Pak

RAJASTHANI

MENU 01 Gatte Ka Pulao
Lal Maas
Makki Ka Soweta
Chutny (Garlic)
Dal Halwa



MENU 02 Dal
Batti
Churma
Besan Ke Gatte
Ratalu Ki Subzi
Safed Mass

GUJRATI

MENU 01 Sarki
Brown Rice
Salli Murg
Gujrati Dal
Methi Thepla
Shrikhand

MENU 02 Gujrati Khichadi
Oondhiyu
Batata Nu Tomato
Osaman
Jeera Poori
Mohanthal

HYDERABADI

MENU 01 Sofyani Biryani
Methi Murg
Tomato Kut
Hare Piaz ka Raita
Double Ka Meetha

MENU 02 Kachi Biryani
Dalcha
Mirchi Ka Salan
Mix Veg. Raita
Khumani Ka Meetha

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa



Chutneys: Mujeh cheten, Ganda Cheten, Dween cheten, Aleh cheten (pumpkin chutney)

Note: In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc.



BHM202 - FOOD & BEVERAGE SERVICE OPERATIONS – THEORY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	ALCOHOLIC BEVERAGE A. Introduction and definition B. Production of Alcohol <ul style="list-style-type: none"> • Fermentation process • Distillation process C. Classification with examples	03	7%
02	DISPENSE BAR A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment	02	07%
03	WINES A. Definition & History B. Classification with examples <ul style="list-style-type: none"> • Table/Still/Natural • Sparkling • Fortified • Aromatized C. Production of each classification D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> • France • Germany • Italy • Spain • Portugal E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> • USA • Australia • India • Chile • South Africa • Algeria • New Zealand F. Food & Wine Harmony G. Storage of wines H. Wine terminology (English & French)	08	30%
04	BEER A. Introduction & Definition B. Types of Beer C. Production of Beer D. Storage	04	15%
05	SPIRITS	07	25



	<ul style="list-style-type: none"> A. Introduction & Definition B. Production of Spirit <ul style="list-style-type: none"> • Pot-still method • Patent still method C. Production of <ul style="list-style-type: none"> • Whisky • Rum • Gin • Brandy • Vodka • Tequilla D. Different Proof Spirits <ul style="list-style-type: none"> • American Proof • British Proof (Sikes scale) • Gay Lussac (OIML Scale) 		
06	<p>APERITIFS</p> <ul style="list-style-type: none"> A. Introduction and Definition B. Types of Aperitifs <ul style="list-style-type: none"> • Vermouth (Definition, Types & Brand names) • Bitters (Definition, Types & Brand names) 	03	08%
07	<p>LIQUEURS</p> <ul style="list-style-type: none"> A. Definition & History B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) D. Popular Liqueurs (Name, colour, predominant flavour & country of origin) 	03	08%
TOTAL		30	100%



BHM202 - FOOD & BEVERAGE SERVICE OPERATIONS - PRACTICAL
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No	Topic	Hours
01	Dispense Bar – Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables	05
02	Service of Wines Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake	05
03	Service of Aperitifs Task-01 Service of Bitters Task-02 Service of Vermouths	03
04	Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	02
05	Service of Spirits Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila	04
06	Service of Liqueurs Task-01 Service styles – neat/on-the-rocks/with cream/en frappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley	03
07	Wine & Drinks List Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar	04
08	Matching Wines with Food Task-01 Menu Planning with accompanying Wines <ul style="list-style-type: none"> • Continental Cuisine • Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines <ul style="list-style-type: none"> • Continental Cuisine • Indian Regional Cuisine 	04
	TOTAL	30



BHM203 - FRONT OFFICE OPERATIONS – THEORY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	COMPUTER APPLICATION IN FRONT OFFICE OPERATION A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus	02	5%
02	FRONT OFFICE (ACCOUNTING) A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system <ul style="list-style-type: none"> • Non automated – Guest weekly bill, Visitors tabular ledger • Semi automated • Fully automated 	06	20%
03	CHECK OUT PROCEDURES <ul style="list-style-type: none"> • Guest accounts settlement <ul style="list-style-type: none"> - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out 	04	20%
04	CONTROL OF CASH AND CREDIT	04	15%
05	NIGHT AUDITING A. Functions B. Audit procedures (Non automated, semi automated and fully automated)	04	15%
06	FRONT OFFICE & GUEST SAFETY AND SECURITY A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)	05	20%
07	FRENCH A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as <ul style="list-style-type: none"> • Reservations (personal and telephonic) • Reception (Doorman, Bell Boys, Receptionist etc.) • Cleaning of Room & change of Room etc. 	05	5%
TOTAL		30	100%



BHM203 - FRONT OFFICE OPERATIONS - PRACTICAL
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

- A. Hands on practice of computer applications related to Front Office procedures such as
- Reservation,
 - Registration,
 - Guest History,
 - Telephones,
 - Housekeeping,
 - Daily transactions
- B. Front office accounting procedures
- Manual accounting
 - Machine accounting
 - Payable, Accounts Receivable, Guest History, Yield Management
- C. Role Play
- D. Situation Handling

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No	Topic
1	Hot function keys
2	Create and update guest profiles
3	Send confirmation letters
4	Print registration cards
5	Make FIT reservation & group reservation
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cahier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check –in a walk-in guest
17	Maintain guest history
18	Make sharer reservation
19	Add a sharer to a reservation
20	Make A/R account
21	Take reservation through Travel Agent/Company/ Individual or Source
22	Make room change
23	Make check and update guest folios
24	Process charges for in-house guests and non-resident guests.
25	Handle allowances and discounts and packages



26	Process advance for in-house guest
27	Put routing instructions
28	Print guest folios during stay
29	Processing foreign currency exchange/ cheque exchange
30	Process guest check out by cash and credit card
31	Check out without closing folio-Skipper accounts
32	Handle paymaster folios
33	Check out using city ledger
34	Print guest folio during check out
35	Close bank at end of each shift
36	Check room rate and variance report
37	Tally Allowances for the day at night
38	Tally paid outs for the day at night
39	Tally forex for the day at night
40	Credit check report



BHM204 - ACCOMMODATION OPERATIONS - THEORY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01.	<p>LINEN ROOM</p> <p>Activities of the Linen Room Layout and equipment in the Linen Room Selection criteria for various Linen Items & fabrics suitable for this purpose Purchase of Linen Calculation of Linen requirements Linen control-procedures and records Stocktaking-procedures and records Recycling of discarded linen Linen Hire</p>	10	35%
02.	<p>UNIFORMS</p> <p>A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. Layout of the Uniform room</p>	03	10%
03.	<p>SEWING ROOM</p> <p>A. Activities and areas to be provided B. Equipment provided</p>	02	5%
04.	<p>LAUNDRY</p> <p>A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal</p>	10	35%
05.	<p>FLOWER ARRANGEMENT</p> <p>A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement</p>	03	10%
06.	<p>INDOOR PLANTS</p> <p>Selection and care</p>	02	5%
TOTAL		30	100%



BHM204 - ACCOMMODATION OPERATIONS - PRACTICAL

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Layout of Linen and Uniform Room/Laundry	03
02	Laundry Machinery and Equipment	10
03	Stain Removal	06
04	Flower Arrangement	08
05	Selection and Designing of Uniforms	03
TOTAL		30



BHM205 - FOOD & BEVERAGE CONTROLS
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	FOOD COST CONTROL A. Introduction to Cost Control B. Define Cost Control C. The Objectives and Advantages of Cost Control D. Basic costing E. Food costing	02	5%
02	FOOD CONTROL CYCLE A. Purchasing Control B. Aims of Purchasing Policy C. Job Description of Purchase Manager/Personnel D. Types of Food Purchase E. Quality Purchasing F. Food Quality Factors for different commodities G. Definition of Yield H. Tests to arrive at standard yield I. Definition of Standard Purchase Specification J. Advantages of Standard Yield and Standard Purchase Specification K. Purchasing Procedure L. Different Methods of Food Purchasing M. Sources of Supply N. Purchasing by Contract O. Periodical Purchasing P. Open Market Purchasing Q. Standing Order Purchasing R. Centralised Purchasing S. Methods of Purchasing in Hotels T. Purchase Order Forms U. Ordering Cost V. Carrying Cost W. Economic Order Quantity X. Practical Problems	07	25%
03	RECEIVING CONTROL A. Aims of Receiving B. Job Description of Receiving Clerk/Personnel C. Equipment required for receiving D. Documents by the Supplier (including format) E. Delivery Notes F. Bills/Invoices G. Credit Notes H. Statements I. Records maintained in the Receiving Department J. Goods Received Book K. Daily Receiving Report L. Meat Tags M. Receiving Procedure	05	15



	<p>N. Blind Receiving</p> <p>O. Assessing the performance and efficiency of receiving department</p> <p>P. Frauds in the Receiving Department</p> <p>Q. Hygiene and cleanliness of area</p>		
04	<p>STORING & ISSUING CONTROL</p> <p>A. Storing Control</p> <p>B. Aims of Store Control</p> <p>C. Job Description of Food Store Room Clerk/personnel</p> <p>D. Storing Control</p> <p>E. Conditions of facilities and equipment</p> <p>F. Arrangements of Food</p> <p>G. Location of Storage Facilities</p> <p>H. Security</p> <p>I. Stock Control</p> <p>J. Two types of foods received – direct stores (Perishables/non-perishables)</p> <p>K. Stock Records Maintained Bin Cards (Stock Record Cards/Books)</p> <p>L. Issuing Control</p> <p>M. Requisitions</p> <p>N. Transfer Notes</p> <p>O. Perpetual Inventory Method</p> <p>P. Monthly Inventory/Stock Taking</p> <p>Q. Pricing of Commodities</p> <p>R. Stock taking and comparison of actual physical inventory and Book value</p> <p>S. Stock levels</p> <p>T. Practical Problems</p> <p>U. Hygiene & Cleanliness of area</p>	08	25
05	<p>PRODUCTION CONTROL</p> <p>A. Aims and Objectives</p> <p>B. Forecasting</p> <p>C. Fixing of Standards</p> <ul style="list-style-type: none"> • Definition of standards (Quality & Quantity) • Standard Recipe (Definition, Objectives and various tests) • Standard Portion Size (Definition, Objectives and equipment used) • Standard Portion Cost (Objectives & Cost Cards) <p>D. Computation of staff meals</p>	04	15
06	<p>SALES CONTROL</p> <p>A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price</p> <p>B. Matching costs with sales</p> <p>C. Billing procedure – cash and credit sales</p> <p>D. Cashier's Sales summary sheet</p>	04	15
TOTAL		30	100%



BHM206 - HOTEL ACCOUNTANCY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS A. Introduction to Uniform system of accounts B. Contents of the Income Statement C. Practical Problems D. Contents of the Balance Sheet (under uniform system) E. Practical problems F. Departmental Income Statements and Expense statements (Schedules 1 to 16) G. Practical problems	10	35%
02	INTERNAL CONTROL A. Definition and objectives of Internal Control B. Characteristics of Internal Control C. Implementation and Review of Internal Control	06	20%
03	INTERNAL AUDIT AND STATUTORY AUDIT A. An introduction to Internal and Statutory Audit B. Distinction between Internal Audit and Statutory Audit C. Implementation and Review of internal audit	06	20%
04	DEPARTMENTAL ACCOUNTING A. An introduction to departmental accounting B. Allocation and apportionment of expenses C. Advantages of allocation D. Draw-backs of allocation E. Basis of allocation F. Practical problems	08	25%
TOTAL		30	100%



BHM207 - FOOD SAFETY & QUALITY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight Age
01	<i>Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene</i>	01	Intro
02	MICRO-ORGANISMS IN FOOD A. General characteristics of Micro-Organisms based on their occurrence and structure. B. Factors affecting their growth in food (intrinsic and extrinsic) C. Common food borne micro-organisms: a. Bacteria (spores/capsules) b. Fungi c. Viruses d. Parasites	02	10%
03	FOOD SPOILAGE & FOOD PRESERVATION A. Types & Causes of spoilage B. Sources of contamination C. Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products) D. Basic principles of food preservation E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)	04	15%
04	BENEFICIAL ROLE OF MICRO-ORGANISMS A. Fermentation & Role of lactic and bacteria B. Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages) C. Miscellaneous (Vinegar & anti-biotics)	02	5%
05	FOOD BORNE DISEASES A. Types (Infections and intoxications) B. Common diseases caused by food borne pathogens C. Preventive measures	02	5%
06	FOOD ADDITIVES A. Introduction B. Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)	02	5%
07	FOOD CONTAMINANTS & ADULTERANTS A. Introduction to Food Standards B. Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material) C. Common adulterants in food D. Method of their detection (basic principle)	04	15%
08	FOOD LAWS AND REGULATIONS A. National – PFA Essential Commodities Act (FPO, MPO etc.) B. International – Codex Alimentarius, ISO C. Regulatory Agencies – WTO	03	10%



	D. Consumer Protection Act		
09	QUALITY ASSURANCE A. Introduction to Concept of TQM, GMP and Risk Assessment B. Relevance of Microbiological standards for food safety C. HACCP (Basic Principle and implementation)	04	10%
10	HYGIENE AND SANITATION IN FOOD SECTOR A. General Principles of Food Hygiene B. GHP for commodities, equipment, work area and personnel C. Cleaning and disinfection (Methods and agents commonly used in the hospitality industry) D. Safety aspects of processing water (uses & standards) E. Waste Water & Waste disposal	04	15%
11	RECENT CONCERNS A. Emerging pathogens B. Genetically modified foods C. Food labelling D. Newer trends in food packaging and technology E. BSE (Bovine Serum Encephalopathy)	02	10%
TOTAL		30	100%

REFERENCES:

- i. Modern Food Microbiology by Jay. J.
- ii. Food Microbiology by Frazier and Westhoff
- iii. Food Safety by Bhat & Rao
- iv. Safe Food Handling by Jacob M.
- v. Food Processing by Hobbs Betty
- vi. PFA Rules



BHM391 - RESEARCH METHODOLOGY
HOURS ALLOTTED: 15

Research is an academic activity and as such the term should be used in a technical sense. Research comprises defining and redefining problems, formulating hypothesis or suggested solutions; collecting, organising and evaluating data; making deductions and reaching conclusions. In fact, research is an art of scientific investigation. In short, the search for knowledge through objective and systematic method of finding solution to a problem is research.

During semesters III and IV students will be exposed to different techniques of conducting research. They will be taught in a theory class, methods adopted in designing of a research and collecting of data followed by its presentation and interpretation.

While there will be no term end examination in the subject, students will attain knowledge and expertise in tackling research which they will undertake during semester V and VI.

S.No.	Topic
01	INTRODUCTION TO RESEARCH METHODOLOGY A. Meaning and objectives of Research B. Types of Research C. Research Approaches D. Significance of Research E. Research methods vs Methodology F. Research Process G. Criteria of Good Research H. Problem faced by Researches I. Techniques Involved in defining a problem
02	RESEARCH DESIGN A. Meaning and Need for Research Design B. Features and important concepts relating to research design C. Different Research design D. Important Experimental Designs
03	SAMPLE DESIGN A. Censure and sample Survey B. Implication of Sample design C. Steps in sampling design D. Criteria for selecting a sampling procedure E. Characteristics of a good sample design F. Different types of Sample design G. Measurement Scales H. Important scaling Techniques
04	METHODS OF DATA COLLECTION A. Collection of Primary Data B. Collection through Questionnaire and schedule collection of secondary data C. Difference in Questionnaire and schedule D. Different methods to collect secondary data
05	DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES A. Hypothesis Testing B. Basic concepts concerning Hypothesis Testing C. Procedure and flow diagram for Hypothesis Testing



	D. Test of Significance E. Chi-Square Analysis F. Report Presentation Techniques
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MANAGEMENT IN TOURISM (TS-03)
HOURS ALLOTTED: 30

The course has been designed to familiarise the learners with the Management concepts, functions and skills keeping in view their applicability in tourism.

Syllabus

Block-1 Understanding Entrepreneurship and Management

- Unit 1 Management: Concept and Functions
- Unit 2 Entrepreneurship: Concept and Functions
- Unit 3 Corporate Forms in Tourism
- Unit 4 Management Issues in Tourism

Block-2 Understanding Organizational Theory

- Unit 5 Understanding Organizations
- Unit 6 Planning and Decision Making
- Unit 7 Organizing
- Unit 8 Monitoring and Controlling

Block-3 Organizational Behaviour Issues

- Unit 9 Small Group Behaviour
- Unit 10 Inter Personal Behaviour
- Unit 11 Inter Group Behaviour
- Unit 12 Supervisory Behaviour

Block-4 Management Functions

- Unit 13 Human Resource Management
- Unit 14 Financial Management
- Unit 15 Operations Management
- Unit 16 Marketing Management
- Unit 17 Information Technology and Management

Block-5 Managing Financial Operations

- Unit 18 Understanding P & L Statements
- Unit 19 Understanding Balance Sheet
- Unit 20 Profitability Analysis
- Unit 21 Project Formulation and Appraisal

Block-6 Managerial Practices in Tourism – 1

- Unit 22 Tour Operators
- Unit 23 Travel Agencies
- Unit 24 Hotels
- Unit 25 Public Relations



Block-7 Managerial Practices in Tourism – 2

Unit	26	Food Services
Unit	27	Tourist Transport
Unit	28	Airlines
Unit	29	Airports

Block-8 Convention Promotion and Management

Unit	30	Convention Industry
Unit	31	Planning Conventions
Unit	32	Management and Implementation of Conventions



COMMUNICATION SKILLS IN ENGLISH (BEGE - 103)
HOURS ALLOTTED: 30

This course is assigned 8 credits and requires about 240 hours of study on your part. It aims at making you aware of how a communicative situation influences the choice of sentence structure and vocabulary. This course is divided into 8 blocks of 5 units each, and includes the basic concepts in communication, formal and informal conversation, official communication, diaries, notes and use of English for the media i.e. Print, T.V. and Radio.

Syllabus

Block-1 Letters

Unit	1	Some Concepts in Communication
Unit	2	Formal Letters-1
Unit	3	Formal Letters-2
Unit	4	Informal Letters-1
Unit	5	Informal Letters-2

Block-2 Conversation

Unit	6	Formal Conversation: Face-to-Face-1
Unit	7	Formal Conversation: Face-to-Face-2
Unit	8	Informal Conversation: Face-to-Face-1
Unit	9	Informal Conversation: Face-to-Face-2
Unit	10	Discussions Telephone Conversation

Block-3 Other Forms of Official Communication

Unit	11	Memoranda
Unit	12	Reports-1
Unit	13	Reports-2
Unit	14	Minutes of Meetings
Unit	15	Telegrams and Telexes

Block-4 Interviews and Public Speaking

Unit	16	Interviews
Unit	17	Debates
Unit	18	Discussions
Unit	19	Speeches
Unit	20	Seminar Talks



Block-5 Diaries, Notes, Tables and Figures

Unit	21	Diaries: Private
Unit	22	Diaries: General
Unit	23	Travelogues
Unit	24	Notes
Unit	25	Tables, Charts and Graphs

Block-6 Mass Media: Print

Unit	26	Writing for Newspapers-1
Unit	27	Writing for Newspapers-2
Unit	28	Articles for Journals
Unit	29	Advertising-1
Unit	30	Advertising-2

Block-7 Writing for Radio

Unit	31	Writing for Radio-1 The Movement of Sounds
Unit	32	Writing for Radio-2 The Movement of Ideas
Unit	33	Writing for Radio-3
Unit	34	Radio Drama-1
Unit	35	Radio Drama-2

Block-8 Mass Media: Television

Unit	36	A Television Script
Unit	37	Television Drama
Unit	38	Documentary and Feature Programmes
Unit	39	Interviews
Unit	40	Media, Contexts and Words

Audios	1	Letters (Block-1)
	2	Conversations: Role Relation and Tone in Conversation (Block-2)
	3	Making a Public Speech (Block-4)

Videos	1	Debating Skills (Block-4)
	2	Appearing for an Interview (Block-4)
	3	Using Charts and Diagrams (Block-5)
	4	Visualising a T.V. Script: Introduction to T.V. Production Techniques (Block-8)



HUMAN RESOURCE MANAGEMENT (TS-07)
HOURS ALLOTTED: 30

S.No.	Topic
01	Human Resource Planning A. Micro B. Macro
02	HRD applications in Hotel Industry
03	Relevance of HRD in Hotel Industry
04	Personnel Office A. Functions B. Operations
05	Hotel Environment and Culture
06	HRD System
07	Job Evaluation A. Concepts B. Scope C. Limitations
08	Job Analysis and Job Description
09	Job Evaluation Methods
10	Task Analysis
11	Demand and Supply Forecasting
12	Human Resource Information System
13	Human Resource Audit
14	Human Resource Accounting Practices
15	Recruitment and Selection
16	Attracting and Retaining Talents • Strategic Interventions
17	Induction and Placement
18	Staff Training and Development
19	Training Methods and Evaluation
20	Motivation and Productivity
21	Motivation and Job Enrichment
22	Career Planning
23	Employee Counselling
24	Performance Monitoring and Appraisal
25	Transfer, Promotion and Reward Policy
26	Disciplinary Issues
27	Employees' Grievance Handling
28	Compensation and Salary Administration
29	Employee Benefits and Welfare Schemes
30	Labour Laws and Regulations Related to Hotel Industry
31	Gender Sensitivities
32	Emerging Trends and Perspectives
33	Impacts of Mergers and Acquisitions on Human Resource Practices



BHM392 - PRACTICUM

During the BSc. in H&HA with Specialisation, students are to undertake industrial exposure thrice ie. for four weeks after semester III in Generic stream, for six weeks after semester IV in Specialised field and again for four weeks after semester V in Specialised field. Final examination / presentation will be done only during Term End examinations of Semester VI. Weightage to each practicum shall be as under:

Practicum I:	20 marks
Practicum II:	40 marks
Practicum III:	40 marks

BHM392 - PRACTICUM – I GENERIC

Student will essentially attend a large hotel to get an overview of the functioning of key departments. They will be exposed to the working environment and assess job expectations, skill and knowledge requirements of each function at different levels. An opportunity will be provided to the candidate to analyse their strengths, weaknesses and passion in relation to the different functions. Trainees must assess and evaluate the role they are most likely to perform in the hospitality industry, based on their interest quickly, for which four weeks have been provided.



SEMESTER - IV

WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per Semester	
			Th.	Pr.
1	BHM273	Food & Beverage Management - I	04	08
2	BHM274	Food & Beverage Management - II	04	08
3	BHM281	Financial Management	04	--
4	BHM282	Business Ethics & Law	04	--
5	BHM283	Business Economics	02	-
6	BHM391	Research Methodology	01	-
TOTAL:			19	16
GRAND TOTAL			35	



SEMESTER - IV MAJOR I – I
BHM273 - FOOD AND BEVERAGE MANAGEMENT- I (THEORY + PRACTICAL)
THEORY - HOURS ALLOTTED: 60 MAXIMUM MARKS: 100
PRACTICAL - HOURS ALLOTTED: 120 MAXIMUM MARKS: 200

S. No.	Topic	Hours
01	PLANNING & OPERATING VARIOUS F&B OUTLET	10
	<ul style="list-style-type: none"> A. Physical layout of functional and ancillary areas B. Objective of a good layout C. Steps in planning D. Factors to be considered while planning E. Calculating space requirement F. Various set ups for seating G. Planning staff requirement H. Menu planning I. Constraints of menu planning J. Selecting and planning of heavy duty and light equipment K. Requirement of quantities of equipment required like crockery, Glassware, steel or silver etc. L. Suppliers & manufacturers M. Approximate cost N. Planning Décor, furnishing fixture etc. 	
	PRACTICAL	12
02	F & B STAFF ORGANISATION	04
	<ul style="list-style-type: none"> A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roster 	
	PRACTICAL <ul style="list-style-type: none"> • Making of Duty Roster and writing job description & specification 	06
03	MANAGING F&B OUTLET	04
	<ul style="list-style-type: none"> A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure 	
	PRACTICAL Supervising F&B outlets	06
04	FUNCTION CATERING	10
	BANQUETS <ul style="list-style-type: none"> A. History B. Types C. Organisation of Banquet department D. Duties & responsibilities E. Sales 	



	<p>F. Booking procedure G. Banquet menus</p> <p>BANQUET PROTOCOL</p> <ul style="list-style-type: none"> • Space Area requirement • Table plans/arrangement • Misc-en-place • Service • Toasting <p>INFORMAL BANQUET</p> <ul style="list-style-type: none"> • Réception • Cocktail parties • Convention • Seminar • Exhibition • Fashion shows • Trade Fair • Wedding • Outdoor catering 	16
	<p>PRACTICAL Calculation of Space for Banquets, Banquet Menu & Service</p>	
05	<p>FUNCTION CATERING</p> <p>BUFFETS</p> <p>A. Introduction B. Factors to plan buffets C. Area requirement D. Planning and organisation E. Sequence of food F. Menu planning G. Types of Buffet H. Display I. Sit down J. Fork, Finger, Cold Buffet K. Breakfast Buffets L. Equipment M. Supplies N. Check list</p>	12
	<p>PRACTICAL Setting of various types of Buffet</p>	10
06	<p>GUERIDON SERVICE</p> <p>A. History of gueridon B. Definition</p>	08

SEMESTER – IV MAJOR – II
BHM274 - FOOD AND BEVERAGE MANAGEMNT – II (THEORY)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S. No	Topic	Hours
01	COST DYNAMICS A. Elements of Cost B. Classification of Cost	02
02	SALES CONCEPTS A. Various Sales Concept B. Uses of Sales Concept	02
03	INVENTORY CONTROL A. Importance B. Objective C. Method D. Levels and Technique E. Perpetual Inventory F. Monthly Inventory G. Pricing of Commodities H. Comparison of Physical and Perpetual Inventory	10
04	BEVERAGE CONTROL A. Purchasing B. Receiving C. Storing D. Issuing E. Production Control F. Standard Recipe G. Standard Portion Size H. Bar Frauds I. Books maintained J. Beverage Control	10
05	SALES CONTROL A. Procedure of Cash Control B. Machine System C. ECR D. NCR E. Preset Machines F. POS G. Reports H. Thefts I. Cash Handling	05
06	BUDGETARY CONTROL A. Define Budget B. Define Budgetary Control C. Objectives	05



	<ul style="list-style-type: none"> D. Frame Work E. Key Factors F. Types of Budget G. Budgetary Control 	
07	VARIANCE ANALYSIS <ul style="list-style-type: none"> A. Standard Cost B. Standard Costing C. Cost Variances D. Material Variances E. Labour Variances F. Overhead Variance G. Fixed Overhead Variance H. Sales Variance I. Profit Variance 	06
08	BREAKEVEN ANALYSIS <ul style="list-style-type: none"> A. Breakeven Chart B. P V Ratio C. Contribution D. Marginal Cost E. Graphs 	06
09	MENU MERCHANDISING <ul style="list-style-type: none"> A. Menu Control B. Menu Structure C. Planning D. Pricing of Menus E. Types of Menus F. Menu as Marketing Tool G. Layout H. Constraints of Menu Planning 	06
10.	MENU ENGINEERING <ul style="list-style-type: none"> A. Definition and Objectives B. Methods C. Advantages 	04
11.	MIS <ul style="list-style-type: none"> A. Reports B. Calculation of actual cost C. Daily Food Cost D. Monthly Food Cost E. Statistical Revenue Reports F. Cumulative and non-cumulative 	04



BHM281 - FINANCIAL MANAGEMENT
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	FINANCIAL MANAGEMENT MEANING & SCOPE A. Meaning of business finance B. Meaning of financial management C. Objectives of financial management	02
02	FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION A. Meaning and types of financial statements B. Techniques of financial analysis C. Limitations of financial analysis D. Practical problems	05
03	RATIO ANALYSIS A. Meaning of ratio B. Classification of ratios C. Profitability ratios D. Turnover ratios E. Financial ratios F. Du Pent Control Chart G. Practical Problems	12
04	FUNDS FLOW ANALYSIS A. Meaning of funds flow statement B. Uses of funds flow statement C. Preparation of funds flow statement D. Treatment of provision for taxation and proposed dividends (as non-current liabilities) E. Practical problems	10
05	CASH FLOW ANALYSIS A. Meaning of cash flow statement B. Preparation of cash flow statement C. Difference between cash flow and funds flow analysis D. Practical problems	12
06	FINANCIAL PLANNING MEANING & SCOPE A. Meaning of Financial Planning B. Meaning of Financial Plan C. Capitalisation D. Practical problems	06
07	CAPITAL EXPENDITURE A. Meaning of Capital Structure B. Factors determining capital structure	05



	<ul style="list-style-type: none"> C. Point of indifference D. Practical problems 	
08	<p>WORKING CAPITAL MANAGEMENT</p> <ul style="list-style-type: none"> A. Concept of working capital B. Factors determining working capital needs C. Over trading and under trading 	02
09	<p>BASICS OF CAPITAL BUDGETING</p> <ul style="list-style-type: none"> A. Importance of Capital Budgeting B. Capital Budgeting appraising methods C. Payback period D. Average rate of return E. Net Present Value F. Profitability index G. Internal rate of return H. Practical problems 	06



BHM282 - BUSINESS ETHICS AND LAW
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
1.	<p>BUSINESS ETHICS</p> <p>Definition of business ethics Need for ethics in hotel business Ethics and moral values Theories of moral development Lawrence Kohlberg's theory Carol Gilligan theory</p>	6	20
2.	<p>AREAS OF ETHICS IN HOTEL INDUSTRY</p> <p>Dealing with a staff Dealing with guests and their belongings Following duty hours Safety and security in the hotel Dealing with lady guests Code of ethics</p>	6	10
3.	<p>BUSINESS LAW</p> <p>Introduction to law Evolution of law Classification of law</p>	4	5
4.	<p>INDIAN CONTRACT LAW</p> <p>Definition of contract, proposal, agreement, consideration etc., Essentials of valid contract Competent parties Types of parties – valid, void and voidable Performance of contract Discharge of contract Remedies for breach of contract Indemnity and guarantee</p>	8	10
5	<p>CONSUMER PROTECTION ACT</p> <p>Definitions – Consumer, complaint, defect in goods, deficiency in service, unfair trade practice, restricted trade practice Procedure for redressal of grievances before district forum, state commission and national commission Other related provisions</p>	6	10
6	<p>SALE OF GOODS ACT</p> <p>Essentials of valid sale</p>	3	5



	Conditions and warranties Unpaid seller and his rights Rights and duties of seller and buyer		
7	FOOD ADULTERATION ACT Principles of food laws regarding prevention of food adulteration, definition, authorities under the act Powers of various authorities under the act Procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities and AGMARK etc.,	5	10
8	SHOPS AND ESTABLISHMENTS ACT Procedure relating to registration of hotels, lodges, eating houses, restaurants and other related provisions	2	5
9	ENVIRONMENTAL PROTECTION ACT – IMPORTANT PROVISIONS The water (Prevention and control of pollution) Act The air (Prevention and control of pollution) Act	2	5
10	LICENSES AND PERMITS Licenses and permits for hotels and catering establishments Procedure for procurement, buy laws of hotels and restaurant under municipal corporation Renewal suspension and termination of licenses	6	10
11	INDUSTRIAL LEGISLATION Factory Act – Definition of factory, worker, health safety and welfare provisions Industrial disputes act – definition of industry, manufacturing process, industrial dispute, provisions relating to strike, lock-out, retrenchment, lay-off and authorities for settlement of industrial disputes Payment of wages act- definition of wages, authorized deductions from wages Workmen’s compensation act – definition of dependent, disablement, occupational disease, liability of the employer to pay compensation and amount of compensation	12	10



BHM283 - BUSINESS ECONOMICS
HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
I.	<p><u>Introduction:</u></p> <p>Economic activities, non-economic activities, nature and scope of business economics. Micro economics, Macro-economics. Inducting and deducting approaches graphs – concepts of scope – utility – cardinal and ordinal utility. Law of diminishing marginal utility; Law of equi. Marginal utility</p>	2 hours	5%
II.	<p><u>Demand Supply and Market Equilibrium:</u></p> <p>Demand – Meaning – Individual demand – Law of Demand – Properties of Demand curve. Income effect and substitution effect. Exceptions to the law of Demand. Individual Demand and Market Demand, Demand Function, Determinants of Demand, Determinants of Market Demand. Shift of Demand Vs Movememnt along a Demand Curve. Elasticity of Demand. Price Elasticity – Meaning and Measurement. Price Elasticity and total revenue of a firm. Income Elasticity. Classification of goods based on Income Elasticity Cross Elasticity. Classification of goods into substitutes and complements. Supply – Law of supply – Determinants of supply Market Equilibrium. Concept of consumer surplus.</p>	8 hours	12%
III.	<p><u>Production and Costs:</u></p> <p>Production function. Distinction between short run and long run production. Production with one variable input. Relationship between Total, Marginal, and Average Production Functions. Laws of variable proportion. Production with two variable inputs. Isoquan to Isocosts. Techniques of Maximization of output, minimisation of cost and maximization of profit. Scale of Production. Economies and diseconomies of scale. Cost function. Short-run, Total and Average Costs. Long-run, Total and Average Costs.</p>	6 hours	9%
IV.	<p><u>Market structure and Factors of Production:</u></p> <p>Market – Market Structure – Characteristics of market. Perfect Competition – Characteristics – Equilibrium Price. Project maximizing output in the short and long run. Monopoly – Characteristics, Defects, Monopolistic competition – Defects, characteristics. Product differentiation. Profit maximizing price and output in the short and long run. Oligopoly, Characteristics – Price rigidity. Kinked Demand Curve – Factors of Production.</p>	8 hours	12%
V.	<p><u>National Income, Trade Cycles and International Trade:</u></p> <p>National Income – Definition, Measurement Gross Domestic Product – Meaning. Fiscal Deficit. Economic system. Socialism, Mixed Economy System, Free Market Economies. Concepts of Economic Liberalization,</p>		



	Privatization, Globalization – Recent Trends. International Trade – Concepts, Comparative Cost Theory – Balance of Trade – Balance of Payments. World Trade Organization, Agreements, Functions. Trade Cycles – Meaning, Phases, Consequences, Remedies.	6 hours	12%
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Suggested Books for Reference:

1. D. Gopalakrishna – A study in Managerial Economics
Himalaya Publishing House, Mumbai, Delhi, Nagpur.
2. S. Gupta – Managerial Economics
Tata McGraw-Hill Publishing Company Ltd., New Delhi.
3. V.L. Motem Samuel Paul, G.S. Gupta – Managerial Economics Concepts and Cases
Tata McGraw – Hill Publishing Company Ltd., New Delhi.
4. K.K. Dewett – Elementary Economic Theory
J.D. Verma
S. Chand Company Pvt. Ltd., Ram Nagar, New Delhi.



BHM391 - RESEARCH METHODOLOGY (Contd. from semester III)
HOURS ALLOTTED: 15

Research is an academic activity and as such the term should be used in a technical sense. Research comprises defining and redefining problems, formulating hypothesis or suggested solutions; collecting, organising and evaluating data; making deductions and reaching conclusions. In fact, research is an art of scientific investigation. In short, the search for knowledge through objective and systematic method of finding solution to a problem is research.

During semesters III and IV students will be exposed to different techniques of conducting research. They will be taught in a theory class, methods adopted in designing of a research and collecting of data followed by its presentation and interpretation.

While there will be no term end examination in the subject, students will attain knowledge and expertise in tackling research which they will undertake during semester V and VI.

S.NO	TOPIC	HOURS
6	CASUAL-COMPARATIVE STUDIES AND CORRELATION METHOD A. What is Casual-comparative method? - Basis of this method B. Casual-Comparative study distinguished from other research method C. Use of this method in Educational Research D. Limitation Correlation method - Uses of Correlation method. E. Cautions in the use of Correlation method.	2
7	THE CASE-STUDY AND GENETIC METHOD A. What is case study? - Unit of study B. Types of case-studies in education. - Steps involved in a case-study. C. Characteristics of a good case study - Merits and Limitations D. Genetic method distinguished from case-study.- Purposes and types E. Longitudinal and Cross-selection approach	2
8	RESEARCH TOOLS A. Meaning - Classification of a research tools B. Criteria for selection of tools C. Factors related to construction of tools D. Questionnaire : miss use - Types of a questionnaire E. Characteristics of a good questionnaire F. Hints for making a questionnaire as an effective tool G. Attitude scales : Thrustone and Likert scale H. Limitations of rating scales I. Means of reducing errors - Score card J. Use and Types of interview K. Requisites and limitations of interview L. Uses and types of observation - Requisites of observation M. The critical incidents technique N. Scaled specimen schedule O. Check list - Interest Inventories P. 'Q' technique - Content analysis Q. Tools to measure social measures R. Sociometry "guess-who-technique"	3



	<p>S. Social distance scale - Psychological tests</p> <p>T. Types of tests: achievements tests, intelligence tests, aptitude tests, personality tests</p>	
9	<p>CONSRUCTION AND STANDERDISATION OF A TEST</p> <p>A. Characteristics of a good test</p> <p>B. Construction of a standardised introduction test</p> <p>C. Concept of reliability - Estimates of reliability</p> <p>D. Factors affecting the reliability</p> <p>E. Concept of validity – Types - Criteria for establishing validity</p> <p>F. Development of Norms</p>	3
10	<p>ORGANISATION, ANALYSIS AND INTERPRETATION OF DATA</p> <p>A. Editing, classifying and tabulating organization of data</p> <p>B. Common and special statistical analysis</p> <p>C. Interpretation of Data - Causes for misinterpretation</p> <p>D. Uses of comparison in interpretation</p> <p>E. Use of statistical Formulae for interpretation of results</p> <p>F. Characteristics of good generalization</p> <p>G. Common errors in reaching conclusions and formulating generalization</p> <p>H. Some hints in formulating generalizations.</p>	3
11	<p>RESEARCH REPORTING</p> <p>A. Style Manuals - Outline of a research report</p> <p>B. Preliminary section - Text or main body of the report</p> <p>C. Reference selection - Language and style of writing</p> <p>D. Footnote citations - Quotations</p> <p>E. Typography</p> <p>F. Pagation</p> <p>G. Format of synopsis/Abstract</p> <p>H. Format of a book review.</p>	2
TOTAL		15



BHM392 - PRACTICUM – II SPECIALISED

From their initial industry exposure during Practicum - I, student must be able to identify their area of specialisation based on which they will spend the next six weeks in an organisation of choice. Training can be acquired in a hotel, restaurant, fast food outlet, bar, food courts, institutions or any other specialised hospitality enterprise that would provide enhanced exposure for the trainee to acquire special skills.

The objective of this practicum is that skilled workers learn best with their hands. In today's competitive business environment, it is imperative that all training yield results guaranteeing proficiency by allowing the student to "learn by doing". Through discovery, repetition and ultimately testing the student learns, reinforces and proves the good habits and knowledge that creates highest standards, attitude and behaviour. Effective F&B training will sharpen showmanship skill, diplomacy skill and social skills.

Successful industrial training would involve the students to have an open inquisitive mind, so that they not just observe but also learn, work and improve.



SEMESTER - V

WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per Semester	
			Th.	Pr.
1	BHM323	Food & Beverage Management - III	08	04
2	BHM324	Food & Beverage Management - IV	08	04
3	BHM281	Strategic Management	04	--
4		Elective - I	04	--
5	TS-06	Tourism Marketing	02	--
6	BHM391	Tutorial / Library / Research Project	01	--
TOTAL:			27	08
GRAND TOTAL			35	



SEMESTER – V MAJOR – I
BHM323 - FOOD & BEVERAGE MANAGEMENT – III (THEORY)
HOURS ALLOTTED: 120 MAXIMUM MARKS: 200

S.No	PARTICULARS	HOURS
1	Pantry Operations – (a) Non-Alcoholic Beverages- Tea Coffee, Cocoa, malt, Juices, milk and waters (b) Sandwiches / Canapés (c) Ice cream and cold sweets (d) Layout & Planning of Pantry (e) Modern Pantry Equipments and their care	10
2	Room Service Operations – (a) Introduction and types of room service (b) Layout of Department (c) Mis-en-place for each shift (d) Equipment used (e) Forms and Order Taking (f) Butler Service – Importance, Attributes, duties & responsibilities, multitasking.	10
3	Quick Service Restaurant Operations - (a) Front of the House operations (b) Middle of the House operations (c) Back of the House operations (d) Door Delivery (e) Take away operations (f) “Drive In” outlets (g) Students to prepare a report after docking 12 hours (practical exposure in QSR)	20
4	Meal Management – (a) EMT – Service (Early Morning Tea) (b) Breakfast – Different types and their service with Menu Planning, breakfast buffet (c) Brunch – Menu Planning and Service (d) Lunch – Service and Menu Planning, lunch buffet	4



	<p>(e) High Tea – Service and Menu Planning</p> <p>(f) Dinner – Service and Menu Planning</p> <p>(g) Supper – Service and Menu Planning</p> <p>(h) Lounge service</p>	
5	<p>International Cuisine – Each student to choose any two from the following: (Popular Dishes and Service Involved)- Restaurant Theme, salient features of the cuisine, food and alcoholic beverage harmony</p> <p>(a) USA</p> <p>(b) Italy</p> <p>(c) Mexico</p> <p>(d) France</p> <p>(e) China</p> <p>(f) Spain</p> <p>(g) Thailand</p> <p>(h) Vietnam</p> <p>(i) Japan</p> <p>(j) UK</p> <p>Students to submit assignments on any two cuisines with a PPT presentation</p>	24
6	<p>Food & Beverage facility planning & design</p> <ul style="list-style-type: none"> • Feasibility study <ul style="list-style-type: none"> ○ Operational data collection ○ Projected financial statement ○ Project plan ○ Capital Structuring- Mode of ownership ○ Funds Management • Principles of design <ul style="list-style-type: none"> ○ Architectural considerations ○ Site selection ○ Façade ○ Green structure concept 	16
7	<p>Layout and planning of a restaurant</p> <ul style="list-style-type: none"> • Systematic layout planning • Flow process and flow diagram 	16



	<ul style="list-style-type: none"> • Space consideration • HVAC, Plumbing and electric consideration • Water, gas and energy consideration • Kitchen stewarding • Equipment planning <ul style="list-style-type: none"> ○ Standard purchase specification ○ Operating manual ○ Manufacturers of industrial equipment ○ Care and maintenance ○ Cost and efficiency 	
8	Seminar and Workshops <ul style="list-style-type: none"> • Institute to organise a workshop on international cuisine • Guest lecture on types of QSR 	20
	TOTAL...	120



SEMESTER – V MAJOR – I
BHM323 - FOOD & BEVERAGE MANAGEMENT – III (PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S. No	PARTICULARS	HOURS
1	B/F Service - Mis-en-place, Buffet Set up, Popular B/F Menus, Serving B/F cereal rolls, juices, hot beverages. Contemporary B/F setups for Health B/F with calorie count of dishes on offer, Regional B/F service. Students to submit 2 assignments 1.On breakfast buffet setup 2. On Trends in health breakfast	12
2	International Cuisine Service. Spl. Equipments, accompaniments, garnishes, service methodology, menu terminology. Students to dock at least 24 hours in a Speciality restaurant (international) and submit a report on the above defined aspects.	26
3	Pantry Operation, Preparation and service of Non-alcoholic beverages, - Tea, flavoured tea, Coffee, laced coffee, Machine dispensed coffee, Juices- fresh, canned, tetra pack, waters- still/sparkling. Preparation of sandwich / canapés. Service of frozen dessert.	6
4	R/S Operation – Mis-en-place for different shift, Breakfast, Lunch, Dinner, snacks, Hi tea and Midnight snacks. Tray and Trolley exercises, telephone handling.	4
5	QSR – Students to dock at least 10 hrs in a QSR and submit a report on Front Of House (FOH) operations Middle Of House (MOH) operations Back Of House (BOH) operations	12
	TOTAL...	60



SEMESTER – V MAJOR – II
BHM324 - FOOD & BEVERAGE MANAGEMENT – IV (THEORY)
HOURS ALLOTTED: 120 MAXIMUM MARKS: 200

Sl.No	Topic	Hours
1	Food and Beverage POS Software <ul style="list-style-type: none"> - Concept - Advantages - Popular software used in the industry students to be proficient in at least 2 popular software 	14
2	F & B Waste Management <ul style="list-style-type: none"> - Definition - Types of waste - Collection and disposal systems 	10
3	Hospitality Entrepreneurship <ul style="list-style-type: none"> - Introduction - Strategic Management of a new venture <li style="padding-left: 20px;">: SWOT Analysis <li style="padding-left: 20px;">: Market Segmentation <li style="padding-left: 20px;">: Break even Analysis <li style="padding-left: 20px;">: Capital sourcing <li style="padding-left: 20px;">: Project Planning 	20
4	Project Management <ul style="list-style-type: none"> - Introduction to network analysis - Basic rules and procedures used for network analysis - CPM & PERT - Comparison between CPM & PERT - Network crashing and determining crash cost, normal cost - Classroom exercises 	24
4	Legal Requirements for setting up a hotel/QSR/ Bar/ Restaurant <ul style="list-style-type: none"> - Municipal – Police – Fire – Excise – Phonographic - Copyright – others 	12



	- Criteria for star classification of a hotel (5/4/3/2/1/Heritage)	
5	MICE - Introduction - Recent developments	8
6.	Event management - Introduction to event management - Role of F&B Service in successful event management - Out door catering – catering at stadiums, camps, food fairs, festivals, aero show - Preparing checklists for an ODC - Challenges and infrastructural requirements for taking up- Events, ODC	16
7.	Promotional Costing - Introduction - Different forms of promotions used by F&B outlets - Expenditure and revenue analysis - Numerical	16
	TOTAL...	120



SEMESTER – V MAJOR – II
BHM324 - FOOD & BEVERAGE MANAGEMENT – IV (PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

Sl.No.	Topic	Hours
1	Managing F & B Software - Any two reknowned software (IDS, Fidellio, Shawman, PMS ,Micros , Opera etc.) Students to be proficient in the college software and to dock 16 hours in a hotel software	24
2	F & B Waste Management Survey and report preparation on waste management adopted at various hotels in the city with a detailed report on waste management of any 1 leading hotel.	12
3	Entrepreneurship Capital Sourcing – Identification of different venture capitalists e.g. Bank, pvt loans, bonds etc. Project Planning Project preparation for a F & B outlet	8
4	Legal requirements - Survey of the regional legal permits - Report and presentation on legal,fire, excise,permits needed by restaurant owners	8
5	Preparation of a project plan - Restaurant design and layout - Data collection - Feasibility study - Drawing a restaurant or Bar plan to scale - Presentation on funds mobilisation with a recovery plan	8
Total		60



BHM281 – STRATEGIC MANAGEMENT
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

Sl. No.	Topic	Hours	weight age
1	Strategy and Strategic Management i) Definition, Scope & Type ii) Importance iii) Strategy & Policy: Difference	04	5%
2	Mission and Vision Statement i) Definition, importance ii) Scope of Mission Statement iii) Components of Mission Statement iv) Definition & Difference with Objectives, Goals, Policies	12	10%
3	Approaches to Developing Strategies i) Adaptive search ii) Intuition search iv) Strategic factors v) Picking Niches v) Entrepreneurial Approach	04	10%
4	Environmental Analysis 1) Definition & need for Environmental Analysis 2) Key Environmental variable factors : Internal and External 3) Techniques of Environmental Analysis- SWOT Analysis, Porter's five forces competition analysis etc.	06	10%
5	Grand Strategies i) Stability Strategies ii) Expansion Strategies iii) Retrenchment Strategies iv) Combination Strategies v) Short notes on different mixed strategies	08	15%
6	Strategic Analysis and Choice a) Input Stage i) Internal Factor Evaluation Matrix ii) External Factor Evaluation Matrix iii) Competitive Profile Matrix b) Matching Stage i) TOWS Matrix ii) SPACE Matrix iii) BCG Matrix iv) Internal-External Matrix v) Grand Strategy Matrix c) Decision Stage Quantitative Strategic Planning Matrix (QSPM)	10	15%
7	Strategic Implementation, Review & Evaluation 1. Mckinsey's 7 S Framework 2. Leadership: a. Meaning, characteristic & functions b. Different leadership & Management styles:	08	20%



	(Blake & Moutol's, Managerial Grid, Likert's leadership styles and Lewin's leadership styles 3. Strategy review and evaluation: a. Review underlying bases of strategy b. Measure Organizational performance c. Take corrective actions		
8	Policy Formulation a) Policy Formation: Meaning & Need. b) Different functional areas policies: i) Personnel Policies ii) Financial Policies iii) Marketing Policies	08	15%

Recommended books:

- | | | |
|---|---|------------------|
| 1. Business Policy & Strategic Management | - | Dr. L. M. Prasad |
| 2. – do - | - | P. K. Ghose |
| 3. – do - | - | Azahar Kazmi |



ELECTIVE - I
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100
(ANY ONE OF THE FOLLOWING ELECTIVE SUBJECTS)

S.No	Subject Code	Subject
01	E-01	Human Resource (M&D)
02	E-02	Customer Relation Management
03	E-03/1	Foreign Language (French)
04	E-03/2	Foreign Language (German)
05	E-04	Airline Catering
06	E-05	Resort, Club & Time Share Management
07	E-06	Retail Management



TOURISM MARKETING (TS-06)
HOURS ALLOTTED: 30

This course familiarises the students with Marketing concepts, techniques and skills as required in the marketing of tourism products and attractions.

Syllabus

Block-1 Understanding Entrepreneurship and Management

- Unit 1 Introduction to Tourism Marketing – Approaches, Relevance and Role
- Unit 2 Market Segmentation
- Unit 3 Tourism Markets: International and Domestic

Block-2 Market Analysis

- Unit 4 Marketing Research
- Unit 5 Competitive Analysis and Strategies
- Unit 6 Forecasting for Tourism and its Products
- Unit 7 Role of Technology in Tourism Marketing

Block-3 Developmental Role of Marketing

- Unit 8 Role of Public Organizations
- Unit 9 Role of Local Bodies
- Unit 10 Role of NGOs
- Unit 11 Socially Responsible Marketing
- Unit 12 Social Marketing

Block-4 Marketing Mix

- Unit 13 Product Designing
- Unit 14 Pricing Strategies
- Unit 15 Promotion Strategies
- Unit 16 Distribution Strategies
- Unit 17 The Fifth P: People, Process and Physical Evidence

Block-5 Marketing Mix: Specific Situations

- Unit 18 Familiarization Tours
- Unit 19 Seasonal Marketing
- Unit 20 Tourism Fairs and Travel Markets

Block-6 Destination Marketing

- Unit 21 Regions, Cities, Leisure Spots
- Unit 22 Events, Activities, Individuals
- Unit 23 Shopping, Education and Culture
- Unit 24 Marketing Local Foods



Block-7 Accommodation Marketing

Unit	25	Star Category Hotels
Unit	26	Alternate' Accommodation
Unit	27	Supplementary Accommodations
Unit	28	Linkages in the Trade

Block-8 Transport and Travel Services Marketing

Unit	29	Air lines Marketing
Unit	30	Tourist Transport Marketing
Unit	31	Travel Agency Marketing
Unit	32	Tour Operators Marketing



BHM391 - RESEARCH PROJECT
HOURS ALLOTTED: 15

In semester V, students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection. Based on their learning during semester III and IV, the supervisor will guide the student in identification of a topic, framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers, etc. while the students on their part will expose themselves to research of the topic through meetings, interviews, internet search, library, etc. The research should be planned to minimise time wastage and a clear time scale should be put in place. The research should spell out the objectives, its findings, the methodology adopted, its conclusions and recommendations. The students and the supervisor will work together to prepare synopsis of the research.

One hour per week has been allotted for the purpose during semester V.



BHM392 - PRACTICUM – III SPECIALISED

By now student should have acquired expertise in the fundamental disciplines of their choice and should be able to apply this knowledge to a wide range of hospitality contexts. In practicum – III involving four weeks students learn about the foremost developments in theory and practice and then apply this knowledge to hospitality industry-specific systems and processes.

Students demonstrate skills required to lead in the global hospitality industry through a range of exercises, self learning opportunities and simulations. They must be able to work individually and in a team, professionally. Their transformation as food service personnel must lead them to be responsible and ethical in delivery of guest services.

As faculty and trainers, focus is placed on helping students to acquire self knowledge and self leadership in support of their continuing professional and personal development. Students learn to continuously gather and analyze information in order to prepare and serve food and beverages to meet and excel customer expectation. This is achieved through effective decision making and exercising internal and external control.

After conclusion of the three Practicum of 14 weeks, students will prepare a report and present it before a panel during Term End examinations of Semester VI.



SEMESTER - VI

WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per Semester	
			Th.	Pr.
1	BHM373	Food & Beverage Management - V	08	04
2	BHM374	Food & Beverage Management - VI	08	04
3	BHM391	Research Project	--	04
4		Elective - II	04	--
5		Special Topics / Guest Speakers	02	--
6		Tutorial / Library	01	
TOTAL:			23	12
GRAND TOTAL			35	



SEMESTER – VI MAJOR – I
BHM373 - FOOD & BEVERAGE MANAGEMENT – V (THEORY)
HOURS ALLOTTED: 120 MAXIMUM MARKS: 200

NO	PARTICULARS	TEACHING HOURS
1	Cellar Operations – (a) The Cellar (b) Cellar Products (c) Refrigeration Systems & Storage Conditions (d) Safety & Maintenance (e) Stock Management (f) Gas Systems (g) Keys – Handling & Storage (h) Safety Procedures	20
2	Advance Bar Layout & Design – (a) Types of Bar (b) Design of Bar (c) Major Bar Equipments (d) Bar Accessories (e) Consumable Supplies (f) Glassware – commonly used (g) Storage & Handling of Glassware	20
3.	Managing a Bar Business a. Creating a business plan b. Marketing the bar business c. Marketing tools to attract customers to a bar d. Pricing as a promotional tool in bars e. Protecting and expanding a bar bar concept	16
4.	Mixology beyond cocktails a. About mixed drinks b. Drink families c. Hot libations and coffee drinks d. Non alcoholic cocktails	14
5.	Sanitation and Bar setup	14



	<ul style="list-style-type: none"> a. Liquor supplies b. Garnishes and condiments c. Ice d. Opening and closing duties of a bartender e. Sanitation and food hazards in a bar 	
6.	<p>Quality control:</p> <ul style="list-style-type: none"> a. Introduction b. Concepts c. TQM d. 6 Sigma concept <p>This module to be entrusted to a certified faculty with either TQM or 6 sigma to be compulsorily covered for every batch</p>	24
7.	<p>Seminars and workshop by</p> <ul style="list-style-type: none"> 1. A hospitality consultant on set up of a bar 2. Hotel maintenance engineer and F&B Manager on set up of a cellar 	12
	TOTAL ...	120



SEMESTER – VI MAJOR – I
BHM373 - FOOD & BEVERAGE MANAGEMENT – V (PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

SR NO	PARTICULARS	TEACHING HOURS
1	Cellar Operations <ul style="list-style-type: none"> - Planning the layout of a cellar - HVAC(heating , ventilation, air conditioning) requirement in a cellar <p style="text-align: center;">Preparation of a report on cellar operations by docking 16 hours in a hotel</p>	20
2	Bar Layout and Design <ul style="list-style-type: none"> - Students to submit an assignment on bar layout to scale - Prepare an appropriate Bar menu for the outlet - To design the interiors like flooring, lighting, A/v setup etc 	12
3	Mixology <ul style="list-style-type: none"> - The art of mixology - Workshop/ competition with an industry judge to be arranged for the students 	12
4	Managing and Supervising Restaurant <ul style="list-style-type: none"> - Students to manage the institute restaurant operations during lunch - Briefing and debriefing activities - Preparation of SOPs for the institute restaurant operations 	10
5	Managing and Supervising Cafeteria <ul style="list-style-type: none"> - Students to manage the institute cafeteria operations during lunch - Briefing and debriefing activities - Preparation of SOPs for the institute cafeteria operations 	6
	TOTAL ...	60



SEMESTER – VI MAJOR – II
BHM374 - FOOD & BEVERAGE MANAGEMENT – VI (THEORY)
HOURS ALLOTTED: 120 MAXIMUM MARKS: 200

Sl.No.	Topic	Hours
1	HACCP <ul style="list-style-type: none"> - Introduction - Critical Control Points - The HACCP process, Principles, Terminology - Some Hazards - Monitoring CCPs - Corrective action - Verification - Record Keeping Institutes to utilise only a Certified HACCP / trainer to cover this module	24
2	Safety and Security <ul style="list-style-type: none"> - Sanitation - Energy - Security - Technology 	10
3	F & B Marketing <ul style="list-style-type: none"> - Introduction - F & B Marketing Mix - Techniques of F & B Marketing <ul style="list-style-type: none"> : Promotions : Festivals : Sponsorship : Live Counter : Value additions : Space hiring 	16
4	Human Resources Management in F & B Operation <ul style="list-style-type: none"> - Introduction - Typicality of F & B Operations - Hiring process - T & D - PA & feedback - Compensation - Staff Grievance redressal 	16
5.	Hospital catering <ul style="list-style-type: none"> - Introduction - Modern forms of catering at new age hospitals - Invalid catering - Medical tourism the next boom in India and the role of F&B in ensuring the success of medical tourism Institutes to organise a guest lecture on Medical tourism for the benefit of students	12
6.	Contemporary concepts in F&B Service <ol style="list-style-type: none"> 1. Molecular gastronomy 2. Cigar bars 	20



	<ol style="list-style-type: none"> 3. Health cuisine 4. Planning F&B Service for the differently abled guests 5. Green hoteliering- <ol style="list-style-type: none"> a. Use of renewable energy in hotels b. Sewerage treatment & Rain water harvesting in hotels. c. Vertical gardens and the green building concept 	
7.	Customer relationship management <ul style="list-style-type: none"> - Customer profiling - Customer feedback and grievance handling procedure - Ensuring the WOW effect at every moment of truth 	10
5	Workshops on any two of the following to be conducted at the institute <ol style="list-style-type: none"> 1. Molecular gastronomy or sous vide 2. CRM- customer relationship management 3. Green building 4. Use of technology in ensuring the safety of guests at modern hotels. 	12
Total		120



SEMESTER – VI MAJOR – II
BHM374 - FOOD & BEVERAGE MANAGEMENT – VI (PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours
1	<p>HACCP</p> <ul style="list-style-type: none"> - Survey and Report Preparation for (any one) a) Road side restaurant b) Star hotel c) Institute Q.T.K <p>Under the guidance of a certified HACCP trainer/practitioner</p>	20
2	<p>Safety and Security</p> <ul style="list-style-type: none"> - Fire drill - Project on different technology in security system with Industrial manufacturers 	10
3	<p>F & B Marketing</p> <ul style="list-style-type: none"> - Theme Lunch Promotion a theme lunch to be compulsorily organised by students in any one of the following: <ol style="list-style-type: none"> 1. Indian regional cuisine 2. International cuisine <p>Preparation of promotional material, PPT, brochure, Press release, and feedback forms to be all done as a group activity by the students.</p> <ul style="list-style-type: none"> - Out door event management - Preparation of questionnaire 	12
4	<p>F & B HR</p> <ul style="list-style-type: none"> - Preparation of Job description and Job specification - Training module Preparation in any F & B area - Performance Appraisal preparation 	6
5	<p>Preparation of a report with a PPT on hospital catering facilities in a modern new age hospital.</p>	12
Total		60



BHM391 - RESEARCH PROJECT (PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

During semester VI Once you have finalised the first draft or synopsis in consultation with your supervisor during SEM-V, plan to writing the final research paper during SEM-VI. Keep in mind the following:

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from course to course, so be sure to check if you're in doubt.
16. Double check your documentation against your Alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

A total of 60 hours for the subject have been provided in the practical class for the subject with a term end examination. Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.



ELECTIVE - II
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100
(ANY ONE OF THE FOLLOWING ELECTIVE SUBJECTS)

S.No	Subject Code	Subject
01	E-07	Sales & Marketing
02	E-08	Bar Management
03	E-09	Entrepreneurship
04	E-10	Facility Planning
05	E-11	Event Management
06	E-12	Quality Standards
07	E-13	MICE (Meetings, Incentives, Conferences and Exhibitions)



SPECIAL TOPICS
USING EXTERNAL GUEST AND EXPERT SPEAKERS
HOURS ALLOTTED: 30

As per teaching scheme, two hours per week have been allocated for External Guests as Expert Speakers to create a good academic interface with the industry. This is an important activity to complement our existing faculty through inviting renowned industry experts to address specialised disciplines and investigate emerging business trends, techniques and innovative case-studies.

GUIDELINES FOR USING EXTERNAL EXPERT SPEAKERS

1. Before inviting the Speaker, make sure that they *really are* experts in the relevant subject.
2. Invite, if possible, Speakers who are not only experts in subjects but are also capable speakers.
3. If, although they are eminently suitable because of their expertise, they have poor presentation skills, offer them support.
4. Inform them in writing, and in clear unambiguous terms, of the aims and objectives of the session.
5. Discuss with them, then confirm in writing, specifically what you want them to cover: exactly how long they have to speak: and what questioning techniques will be employed – during and after the session.
6. Give them full information, in writing, about the starting time, the location, and the size and level of the participants.
7. Confirm whether they will use aids and, if so, of what type(s) and how many. Do they already have them, are they of acceptable quality: do they want any help in procuring them: do they want to use aids available with you.
8. Confirm whether they intend to use hand-outs: do they have them available: do they want any support in their production: when do they intend to use them.
9. Seek and confirm their views on the room layout – what type they would prefer or whether they have to accept the existing room layout.
10. Arrange a feed-back session with the participants – as you may want to use them again.

Maintain a record of the date, duration of the session and contact details of the Guest Speakers for future references which may be required by your institute and the NCHMCT.

