



PANJAB UNIVERSITY, CHANDIGARH-160014 (INDIA)

(Estd. under the Panjab University Act VII of 1947-enacted by the Govt. of India)

FACULTY OF BUSINESS MANAGEMENT AND COMMERCE

OUTLINES OF TESTS SYLLABI AND COURSES OF READING

FOR

**Bachelor of Hotel Management and Catering Technology
(B.H.M.C.T.)**

**Duration: Four Years
(Ist to VIIIth Semester)**

(Semester System)

For the Examination 2018-2019

COURSE STRUCTURE
Bachelor of Hotel Management and Catering Technology (BHMCT)
Session 2016-17

FIRST SEMESTER								
	Course Code	Course Title	Contact Hours		Weight age		Total Marks	Credit
			Th.	Pr.	CE	ESE		
		A. Theory						
Discipline Core	BHM-111	Foundation Course in Food Production	3	-	30	70	100	3
	BHM-112	Foundation Course in Food & Beverage Service	3	-	30	70	100	3
	BHM-113	Foundation Course in Front Office	3	-	30	70	100	3
	BHM-114	Foundation Course in Accommodation Operations	3	-	30	70	100	3
Discipline Electives choose any two	BHM-115	Principles of Food Science	3	-	30	70	100	3
	BHM-116	Application of Computers	3	-	30	70	100	3
	BHM-117	Executive communication	3	-	30	70	100	3
	BHM-118	Introduction to Event Management	3	-	30	70	100	3
		B. Practical						
Discipline Core	BHM101	Foundation Course in Food Production	-	8	60	40	100	4
	BHM102	Foundation Course in Food & Beverage Service	-	4	60	40	100	2
	BHM103	Foundation Course in Front Office	-	2	60	40	100	1
	BHM104	Foundation Course in Accommodation Operations	-	2	60	40	100	1
	BHM-105	Leadership Development Camp	-	1 week	50	-	50	3
		Total	18	16	470	580	1050	29

SECOND SEMESTER								
	Course Code	Course Title	Contact Hours		Weight age		Total Marks	Credit
			Th.	Pr.	CE	ES E		
		A. Theory						
Discipline Core	BHM-121	Foundation Course in Food Production	3	-	30	70	100	3
	BHM-122	Foundation Course in Food & Beverage Service	3	-	30	70	100	3
	BHM-123	Foundation Course in Front Office	3	-	30	70	100	3
	BHM-124	Foundation Course in Accommodation Operations	3	-	30	70	100	3
Discipline Electives choose any one	BHM-125	Nutrition	3	-	30	70	100	3
	BHM-126	Basics of Tourism	3	-	30	70	100	3
	BHM-127	Accounting for Managers	3	-	30	70	100	3
Compulsory Paper (Non Credit Course)	BHM-128	Environment, Road Safety Education, Violence Against Women/ Children And Drug Abuse	2					0
		B. Practical						
Discipline Core	BHM-106	Foundation Course in Food Production	-	8	60	40	100	4

	BHM-107	Foundation Course in Food & Beverage Service	-	4	60	40	100	2
	BHM-108	Foundation Course in Front Office	-	2	60	40	100	1
	BHM-109	Foundation Course in Accommodation Operations	-	2	60	40	100	1
		Total	17	16	390	510	900	23

THIRD SEMESTER									
	Course Code	Course Title	Contact Hours	Weight age				Total Marks	Credit
				ESE (Marks)					
				Pr.	Training Report	Log Book	Appraisal		
Discipline Core	BHM 231	Industrial Exposure Training	20 Weeks	50	50	50	50	200	20

FOURTH SEMESTER									
	Course Code	Course Title	Contact Hours		Weight age		Total Marks	Credit	
			Th.	Pr.	CE	ESE			
			A. Theory						
Discipline Core	BHM-241	Food Production Operations	3	-	30	70	100	3	
	BHM-242	Food & Beverage Operations	3	-	30	70	100	3	
	BHM-243	Front Office Operations	3	-	30	70	100	3	
	BHM-244	Accommodation Operations	3	-	30	70	100	3	
Discipline Elective choose any two	BHM-245	Food & Beverage Controls	3	-	30	70	100	3	
	BHM-246	Food Safety & Quality	3	-	30	70	100	3	
	BHM-247	Components of Tourism	3	-	30	70	100	3	
	BHM-248	Bar and Beverage operations	3	-	30	70	100	3	
	Workshop on Research Methodology		1	Non Accredited Course					
	B. Practical								
Discipline Core	BHM -201	Food Production Operations	-	8	60	40	100	4	
	BHM -202	Food & Beverage Operations	-	2	60	40	100	1	
	BHM -203	Front Office Operations	-	2	60	40	100	1	
	BHM -204	Accommodation Operations	-	2	60	40	100	1	
		Total	19	14	420	580	1000	25	

FIFTH SEMESTER									
	Course Code	Course Title	Contact Hours		Weight age		Total Marks	Credit	
			Th.	Pr.	CE	ESE			
			A. Theory						
Discipline Core	BHM-351	Advanced Food Production Operations	3	-	30	70	100	3	
	BHM-352	Advanced Food & Beverage Operation	3	-	30	70	100	3	
	BHM-353	Accommodation Management	3	-	30	70	100	3	
Discipline Electives	BHM-354	Spa Management	3	-	30	70	100	3	
	BHM-355	Food & Beverage Management	3	-	30	70	100	3	
	BHM-356	Financial Management	3	-	30	70	100	3	
	BHM-357	Global Tourism	3	-	30	70	100	3	

choose any three	BHM-358	Business Ethics	3	-	30	70	100	3
		Research Project*						
		B. Practical						
Discipline Core	BHM -301	Advanced Food Production Operations	-	8	60	40	100	4
	BHM -302	Advanced Food & Beverage Operation	-	2	60	40	100	1
	BHM -303	Accommodation Management	-	2	60	40	100	1
		Total	18	12	360	540	900	24

* The Project Allocation will be done in the 5th semester and the evaluation will form part of sixth semester

SIXTH SEMESTER								
	Course Code	Course Title	Contact Hours		Weight age		Total Marks	Credit
			Th.	Pr.	CE	ESE		
		A. Theory						
Discipline Core	BHM-361	Advanced Food Production Operations	3	-	30	70	100	3
	BHM-362	Advanced Food & Beverage Operation	3	-	30	70	100	3
	BHM-363	Front Office Management	3	-	30	70	100	3
Discipline Electives	BHM-364	Aviation and Cruise line operations Management	3		30	70	100	3
	BHM-365	Entrepreneurship Development	3	-	30	70	100	3
	BHM-366	Principles of Management	3	-	30	70	100	3
	BHM-367	Personality Development and Soft Skills		4	30	70	100	2
Choose any three	BHM-368	Food Photography and Food Journalism	3		30	70	100	3
		B. Practical						
Discipline Core	BHM -304	Advanced Food Production Operations	-	8	60	40	100	4
	BHM -305	Advanced Food & Beverage Operation	-	2	60	40	100	1
	BHM -306	Front Office Management	-	2	60	40	100	1
	BHM -307	Research Project (Viva Voce)	-	-	-	100	100	5
		Total	15	16	360	640	1000	29

SEVENTH SEMESTER								
	Course Code	Course Title	Contact Hours		Weight age		Total Marks	Credit
			Th.	Pr.	CE	ESE		
		A. Theory						
Specialization Core	Group 1. Food and Beverage Division Management							
	BHM-471	Advanced Food Production Operations Management	3	-	30	70	100	3
	BHM-472	Advanced Food & Beverage Operation Management	3	-	30	70	100	3

Specialization Core	Group 2. Rooms Division Management							
	BHM-473	Advanced Front Office Management	3	-	30	70	100	3
	BHM-474	Advanced Accommodation Management	3	-	30	70	100	3
	Compulsory Subjects							
Discipline Core	BHM-475	Project on Market feasibility and financial viability for hotels/restaurants	2	2	-	100	100	3
Specialization Electives	BHM-476	Strategic Management	3	-	30	70	100	3
	BHM-477	Principles of Marketing	3	-	30	70	100	3
	BHM-478	Facility Planning	3	-	30	70	100	3
		B. Practical						
Specialization Core	Group 1. Food and Beverage Division Management							
	BHM -401	Advanced Food Production Operations	-	4	60	40	100	2
	BHM -402	Advanced Food & Beverage Operation	-	2	60	40	100	1
Specialization Core	Group 2. Rooms Division Management							
	BHM -403	Front Office Management	-	2	60	40	100	1
	BHM -404	Accommodation Management	-	2	60	40	100	1
		Total	17	8	270	530	800	21

*The students need to select any one specialization core group. The student choosing specialization in group 1 from part A will be offered only Group 1 from part B

EIGHTH SEMESTER						
	Course Code	Course Title	Contact Hours	Weight age	Total Marks	Credit
			Pr.	ESE (Marks)		
				Viva Voce		
Discipline Core	BHM 481	Specialized Hospitality Training	16 Weeks	100	100	10
	BHM 482	Project Report on emerging trends in hospitality Industry	5	100	100	5
		Total		200	200	15

*Th.: Theory *Pr.: Practical *CE: Continuous Evaluation * ESE: End Semester Examination

Total Credits: 183

Total Marks: 6700

Explanation of Credit Score

Tentative duration of one semester = 15 weeks

1 Credit = Total Students Efforts (TSE) of 30 Hours

30 Hours of Total Students Efforts (15 Contact Hours and 15 Hours of Student's Effort (other work load)

Other Work Load to include: Individual/Group work, Obligatory/Optional work placement, Literature survey/Library work/ Data collection/field work/Term paper, Assignments/Projects/Papers/Tests etc.

COURSE CODE:	BHM-111
COURSE TITLE:	FOUNDATION COURSE IN FOOD PRODUCTION (THEORY)
COURSE OBJECTIVES:	This paper will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organisation structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>INTRODUCTION TO COOKERY: Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment</p> <p>CULINARY HISTORY: Origin of modern cookery Classical and New World Cuisine, Different styles cookery: oriental, European, Continental, Pan American</p> <p>HIERARCHY AREA OF DEPARTMENT AND KITCHEN: Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments General Layout Of the kitchen in organisations, layout of receiving areas, layout of service & wash up</p> <p>CULINARY TERMS: List of culinary (common and basic) terms, Explanation with examples</p> <p>AIMS & OBJECTS OF COOKING FOOD: Aims and objectives of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation</p> <p>HACCP - Practices in food handling & storage</p> <p>CONVERSION TABLES: American, British measures and its equivalents</p>
UNIT-2	<p>Fuels used in catering industry: Types of fuel used in catering industry; calorific value; comparative study of different fuels, Calculation of amount of fuel required and cost.</p> <p>Gas: method of transfer, LPG and its properties; principles of Bunsen burner, precautions to be taken while handling gas; low and high-pressure burners, Gas bank, location, different types of manifolds</p> <p>FIRE PREVENTION AND FIRE FIGHTING SYSTEM: Classes of fire, methods of extinguishing fires (Demonstration), Fire extinguishers, portable and stationery, Fire detectors and alarm, Automatic fire detectors cum extinguishing devices, Structural protection, Legal requirements</p>

	<p>METHODS OF COOKING FOOD: Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling:-Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking.</p>
UNIT-3	<p>BASIC PRINCIPLES OF FOOD PRODUCTION</p> <p>VEGETABLE AND FRUIT COOKERY: Introduction . classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery.</p> <p>STOCKS: Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions</p> <p>SAUCES: Classification of sauces, Recipes for mother sauces, Storage & precautions</p> <p>SOUPS: Classification with examples, Basic recipes of Consommé with 10 Garnishes and other soups.</p> <p>EGG COOKERY: Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery</p> <p>SALADS AND SANDWICHES: Salads & its compositions Types Of Lettuce , Types of Dressing, Emerging trends in salad making, Sandwiches History origin and its Different types</p>
UNIT-4	<p>COMMODITIES:</p> <p>i) SHORTENINGS (Fats & Oils): Role of Shortenings, Varieties of Shortenings, Advantages and Disadvantages of using various Shortenings, Fats & Oil . Types, varieties</p> <p>ii) RAISING AGENTS: Classification of Raising Agents, Role of Raising Agents, Actions and Reactions</p> <p>iii) THICKENING AGENTS: Classification of thickening agents, Role of Thickening agents</p> <p>iv) HERBS & SPICES : Uses its Importance & its different types</p> <p>Kitchen Organsiation and Layout: General layout of Kitchen in various organisations, layout of receiving areas, layout of service and washup areas</p>
REFERENCES:	<ul style="list-style-type: none"> • The Professional Chef (4th Edition) By Le Rol A.Polsom • The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC • Theory of Catering By Kinton & Cessarani • Theory of Cookery By K Arora, Publisher: Frank Brothers • Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins • Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers • Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani

COURSE CODE:	BHM-101	
COURSE TITLE:	FOUNDATION COURSE IN FOOD PRODUCTION (PRACTICALS) (PART A)	
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 4 hours duration.	
INSTRUCTIONS FOR PAPER EVALUATION	This paper consist of two sections Part A and Part B Part A will be : PRACTICALS OF FOOD PRODUCTION OF 50 MARKS Part B will be: BAKERY & PATISSERIE of 20 MARKS	
S.No	Topic	Method
1	i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, paysane, mignonettes, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour
4	i) 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
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students
6	Sauces - Basic mother sauces <ul style="list-style-type: none"> • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato 	Demonstrations & simple applications
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 	Demonstrations & simple applications by students

	<ul style="list-style-type: none"> • Omelette (Plain, Stuffed, Spanish) • En cocotte (eggs Benedict) 	
8	<p>Simple Salads:</p> <ul style="list-style-type: none"> • Cole slaw, • Potato salad, • 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>Soups Preparations:</p> <ul style="list-style-type: none"> • Cream Soups • Puree Soups • Consomme <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. <p>Sandwiches</p> <ul style="list-style-type: none"> • Open • Club • Closed • Canapé • Zukuskis • Pin wheel • Checkers board 	Demonstration by instructor and applications by students
9	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students
PART B -	BAKERY & PATISSERIE (PRACTICAL)	
10	Equipments	Demonstration by

	<ul style="list-style-type: none"> • Identification • Uses and handling Ingredients - Qualitative and quantitative measures	instructor and applications by students
11	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
12	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 	
13	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
14	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

COURSE CODE:	BHM-112
COURSE TITLE:	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE (THEORY)
COURSE OBJECTIVES:	The course aims to inculcate knowledge of food service principles, functions, procedures among trainees
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	INTRODUCTION TO FOOD AND BEVERAGE INDUSTRY:- Introduction to Food & Beverage Service Industry, Types of catering operations. commercial, welfare, transport, others. Role of catering establishment in the hospitality industry
UNIT-2	FOOD SERVICE AREAS (F & B OUTLETS) Restaurants, Coffee Shop, Bar, Banquet, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Vending Machines, Discothèque ANCILLIARY DEPARTMENTS:- Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding
UNIT-3	DEPARTMENTAL ORGANISATION & STAFFING: Organization of F&B department of hotel, Principal staff of various types of F&B operations, Job Descriptions & Job Specifications of F& B Service Staff, French terms related to F&B staff, Attributes of F&B Personnel, Inter and Intra departmental relationship.
UNIT-4	F & B SERVICE EQUIPMENT:- Familiarization & Selection factors of:- Cutlery, Crockery, Glassware, Flatware, Hollowware, All other equipment used in F&B Service, French terms related to the above PREPARATION FOR SERVICE: Organising Mise-en-scene, Organising Mise- en- place NON-ALCOHOLIC BEVERAGES: Classification (Nourishing, Stimulating and Refreshing), Tea- Origin, Manufacture, Types & Brands, Coffee- Origin, Manufacture, Types & Brands, Juices and Soft Drinks, Cocoa & Malted Beverages - Origin & Manufacture
REFERENCES:	<ul style="list-style-type: none"> • Food & Beverage Service- Bobby George & Sandeep Chatterjee, Jaico Publishing House • Food & Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi. • Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS • Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGrawHill. • The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi.

COURSE CODE:	BHM-102
COURSE TITLE:	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE (PRACTICAL)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINER	The performance of the students will be evaluated on the basis of his performance during the examination out of 70 marks
S.No	Topic
1.	Familiarization of F&B Service equipment
2.	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: Wiping of Tableware, Chinaware, Glassware
3.	PREPARATION FOR SERVICE (RESTAURANT) A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties
4.	Briefing/debriefing
5.	Tea & Coffee Service

COURSE CODE	BHM – 113
COURSE TITLE	FOUNDATION COURSE IN FRONT OFFICE (THEORY)
COURSE OBJECTIVES	The course is aimed at familiarising the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.
Evaluation	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments. All carrying 30 percent of the total credit and rest 70 percent through semester end examination of 3 hr duration.
Instruction for Paper Setting	The paper will be divided into two parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks(10 marks each). Each unit will contain two questions and there may be short notes in these questions.
UNIT - 1	Introduction to Hospitality Industry Hospitality and its origin, Tourism and hotel Industry, its importance, and scope, Evolution of Tourism and Hotel Industry, Introduction of World's leading Hotel Operators and their brands, Introduction to Indian leading and emerging Hotel Operators and their brands, Role of Tourism industry in Indian economy with a special emphasis on Hotel Industry.
UNIT - 2	Classification of Hotels A brief introduction to hotel core areas. Classification of Hotels on the basis of Size, Location, Type of guest, Length of stay of guest. Ownership basis :- Independent Hotels, Chain Hotels, Franchise and Management Contracts Hotels, Marketing/Retailing/Consumer's Co-operatives/Referral Groups with examples, Vacation ownership/Time share and Condominium Hotels with examples of hotel groups involved in this business concept, Star Classification of Hotels Government's Classification Committee, Star ratings and Heritage Classifications adopted in India, Basis on which Star ratings are granted along with the Performance of Star Classification. Overview of Other concepts Spa, Boutique hotels, All Suite, Budget Hotels, Green Hotels, Ecotels etc., Supplementary/Alternative Accommodations, examples of National and International Hotels with its type, category and classification.
UNIT - 3	Front Office Organization Introduction to Front Office in Hotels, Types of Rooms, Sub-sections/Function areas in Front Office Department and their functions in Front Office and hotel in details, Layout of Front Office Department.

	<p>Front Office Personnel Personality traits, Duties and Responsibilities, Hierarchy/ Organizational chart of Front Office Department . Large, Medium and Small Hotels/Resorts/Spa.</p>
<p>UNIT - 4</p>	<p>Vacation Ownership and Condominiums Vacation Ownership/Timeshare, Condominium, How are they different from Hotel business? Deeded ownership and Right to use ownership Types of timeshares/Vacation ownerships, Examples with list of hotel operating companies offering vacation ownerships and Condominium concepts. Front Office Equipment:- automated, semi automated, non automated Bell Desk:- Functions Procedures and Formats. French To be taught by professional French language teacher, Understanding and uses of accents, orthographic signs and punctuation, knowledge of cardinaux and ordinaux (Ordinal and cardinal), Days, Dates, Time, Months and Seasons.</p>
<p>References</p>	<ul style="list-style-type: none"> • Front Office training manual- Sudhir Andrews • Front office operations and management . Jatashankar R. Tewari • Front Office Operations . Colin Dix, Chris Baird • Professional Hotel Front Office Management . Anutosh Bhakta • Hotel Front Office Management . James. A. Bardi • Front Office Operations and Management . Ahmed Ismail (Thompson Delmar) • Front Office Operation Management . S. K. Bhatnagar • Managing Front Office Operations . Micheal Kasavana and brooks • Principles of Front Office Operations . Sue Baker & Jermy Huyton

COURSE CODE:	BHM – 103
COURSE TITLE:	FOUNDATION COURSE IN FRONT OFFICE (PRACTICAL'S)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINER	The performance of the students will be evaluated on the basis of his performance during the examination out of 70 marks
S. No.	Topic
1	<ul style="list-style-type: none"> • Grooming and Hospitality etiquettes. • Personality traits of front office personnel
2	<ul style="list-style-type: none"> • Identification of equipments and furniture used in Front Office Department • Front Desk Counter and Bell Desk
3	<ul style="list-style-type: none"> • Countries, their capitals, currencies, airlines and their flags,
4	Role Play :- <ul style="list-style-type: none"> • Reservations: FIT, Corporate guest and group. • Luggage Handling: FIT, Walk-in, Scanty Baggage, regular, crew and group
5.	Great Personalities of Hotel Industry (min 3 personalities to be given as assignment)

COURSE CODE:	BHM-114
COURSE TITLE:	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS (THEORY)
COURSE OBJECTIVES:	The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION: Role of Housekeeping in Guest Satisfaction and Repeat Business, Personality Traits of housekeeping Management Personnel, Layout of the Housekeeping Department overview of sub section of housekeeping department, Role of housekeeping in other institutes. (from 2 nd unit to 1 st)
UNIT-2	ORGANIZATION CHART OF THE HOUSEKEEPING DEPARTMENT: Hierarchy in small, medium, large and chain hotels, (from 1 st to 2 nd) Identifying Housekeeping Responsibilities, Duties and Responsibilities of Housekeeping staff, Different types of room in a hotel along with their status, standard supplies & amenities of a guest room.(New)
UNIT-3	CLEANING ORGANISATION: Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special, Design features that simplify cleaning, Use and care of Equipment CLEANING OF GUEST ROOM :- type of soil, nature of soil, standard of cleaning, Cleaning of public area, HOUSEKEEPING INVENTORIES: equipments, agents, supplies, linen, uniform (new)
UNIT-4	PEST CONTROL: Areas of infestation, Preventive measures and Control measure (Sem. 2 to Sem. 1) WASTE DISPOSAL AND POLLUTION CONTROL: Solid and liquid waste, sullage and sewage, disposal of solid waste, Sewage treatment, Pollution related to hotel industry, Water pollution, sewage pollution, Air pollution, noise pollution, thermal pollution, Legal Requirements INTER DEPARTMENTAL RELATIONSHIP: With Front Office, With Maintenance, With Security, With Stores, With Accounts, With

	Personnel, Use of Computers in House Keeping department
REFERENCES:	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping . by Joan C Branson & Margaret • Lennox, ELBS with Hodder & Stoughten Ltd. • Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw • Hill publishing company limited New Delhi. • Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press. • Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher. • Professional Management of Housekeeping Operations (II Edn.) by Robert • J. Martin & Thomas J.A. Jones, Wiley Publications • The Professional Housekeeper by Tucker Schneider, Wiley Publications • Professional management of Housekeeping by Manoj Madhukar, Rajat Publications

COURSE CODE:	BHM-104
COURSE TITLE:	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS (PRACTICALS)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINER	The performance of the students will be evaluated on the basis of his performance during the examination out of 70 marks
S.No.	Topic
01	Cleaning Equipment-(manual and mechanical) " Familiarization " Different parts " Function " Care and maintenance
02	Cleaning Agent " Familiarization according to classification " Function
3	Maid's trolley " Contents " Trolley setup
04	Sample Layouts of Guest Rooms " Single room " Double room " Twin room " Suite
05	Guest Room Supplies and Position " Standard room " Suite " VIP room special amenities
06	Public Area Cleaning Procedure A. SILVER/ EPNS " Plate powder method " Polivit method " Proprietary solution (Silvo) C. BRASS " Traditional/ domestic 1 Method " Proprietary solution 1 (brasso) D. GLASS " Glass cleanser " Economical method(newspaper) E. WALL - care and maintenance of different types and parts " Skirting " Dado " Different types of paints(distemper Emulsion, oil paint etc)

Course Code	BHM-105
Name of course	LEADERSHIP DEVELOPMENT PROGRAMME REPORT
Course Objective	<p>The objective of this course is to enable students to</p> <ul style="list-style-type: none"> " develop team spirit and working as a leader " help themselves in making an informed career choice after exposure to the actual work environment " observing the different aspects of adventure tourism " get an opportunity to understand the expectations of tourists and various participants of the group. " prepare themselves for final placements.
<p>Evaluation: During the first semester students will undertake a leadership development programme, as decided by the Institute and during the semester they would be submitting a report of the same. Student presentations would be organised based on their reports. Presentations would be organized according to a predetermined schedule. A panel of teachers would evaluate the presentations, draft reports and participations. They would give students feedback on their reports. Based on feedback, students would submit a final report, which would be evaluated by an internal examiner, nominated by the University, out of 50 points.</p>	

COURSE CODE:	BHM-115
COURSE TITLE:	PRINCIPLES OF FOOD SCIENCE
COURSE OBJECTIVES:	The course is aimed at preparing student to fully understand importance of healthy diet in commercial catering and procedures used therein.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>Definition and scope of food science and its inter-relationship with food chemistry, food microbiology and food processing.</p> <p>CARBOHYDRATES: Introduction, Effect of cooking (gelatinisation and retro gradation), Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization, Uses of carbohydrates in food preparations</p> <p>FAT & OILS: Classification (based on the origin and degree of saturation), Autoxidation (factors and prevention measures), Flavor reversion, Refining, Hydrogenation & winterisation ,Effect of heating on fats & oils with respect to smoke point, Commercial uses of fats (with emphasis on shortening value of different fats)</p>
UNIT-2	<p>PROTEINS: Basic structure and properties, Type of proteins based on their origin (plant/animal), Effect of heat on proteins (Denaturation, coagulation), Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity), Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Soufflés, Custards, Soups, Curries etc.)</p>
UNIT-3	<p>FOOD PROCESSING: Definition, Objectives, Types of treatment, Effect of factors like heat, acid, alkali on food constituents</p> <p>EVALUATION OF FOOD: Objectives, Sensory assessment of food quality, Methods, Introduction to proximate analysis of Food constituents, Rheological aspects of food</p>
UNIT-4	<p>EMULSIONS: Theory of emulsification, Types of emulsions, Emulsifying agents, Role of emulsifying agents in food emulsions</p> <p>COLLOIDS: Definition, Application of colloid systems in food preparation</p> <p>FLAVOUR: Definition, Description of food flavours (tea, coffee, wine, meat, fish spices,</p>

	BROWNING: Types (enzymatic and non-enzymatic), Role in food preparation, Prevention of undesirable browning,
REFERENCES:	<ul style="list-style-type: none"> • Robinson, C.H. Lawlar, M.R. Chenoweth W.L. and Garwick A.E. (1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co. • Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects. • Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company. • Williams, S.R. (1989): Nutrition and Diet Therapy, C.V. Mosby Co. • Guthrie, A.H. (1986): Introductory Nutrition, C.V. Mosby Co.

COURSE CODE:	BHM-116
COURSE TITLE:	APPLICATIONS OF COMPUTERS
COURSE OBJECTIVES	The objective of this course is to make students acquaint with the information technology will help in developing contemporary skills
EVALUATION:	The performance of the students will be evaluated on the basis of :- 10 marks:- House tests 20 marks:-Internal assessment based on Part B of syllabus, class participation, regularity and assignments 70 marks:- semester end examination of 3 hours duration
INSTRUCTIONS FOR PAPER SETTING:	The end semester paper will be divided in two parts Part I: There will be 10 short answer questions covering whole syllabus of course. This part will be of 30 marks. Part II: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.
	PART A(Theory)
UNIT-1	AUTOMATION IN THE HOSPITALITY INDUSTRY; Information Concepts and Processing: Definitions, Need, Quality and Value of Information, Data Processing Concepts. Elements of Computer System-Definition, Characteristics of Computers & Limitations. Generations of Computers and Types of computers. Computer & its Application in the Hospitality Industry.
UNIT-2	ESSENTIALS OF COMPUTER SYSTEMS; Components of Computers- Input/output Units, Keyboards, Touch screen terminals, Other Input devices, Monitors, Printers, Common I/O units in the hospitality industry. The central processing unit, Read Only Memory (ROM), Random access Memory (RAM) External storage devices- Magnetic tapes, USB Drives, hard Drives, CD Technology and Virtual Storage. Computer Security: Computer Virus and Antivirus.
UNIT -3	BASICS OF COMPUTER SOFTWARE; Meaning of Software, Relationship between Hardware and Software. Types of Software- Meaning of System, Application and Service Software. Basics of Microsoft Office- Word, Excel, Publisher and power point (Meaning & Importance) & Its Applications in Tourism and Hospitality Industry.
UNIT-4	NETWORK; World Wide Web; The Internet & The Hospitality Industry, Email, Browsing & Searching. Networks Types. LAN, MAN , WAN and their Comparisons. Network Topologies-Bus, Star, Ring, Tree, Mash &Hybrid. Guided Media-Fiber Optics Cables, Twisted Cables, Co-axial Cables.
	PART B(Practical) WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS
	i) Generic application software in hospitality -Word processing software,

	<p>working with soft copy, on-screen editing techniques, formatting documents, special features, Use of word processors in preparing simple forms, printing of documents</p> <p>ii) Electronic spreadsheet software, spreadsheet design, creating a spreadsheet, updating data & recalculations, common spreadsheet commands, graphics capability, special features ,use of spreadsheet in hospitality business transaction in maintaining accounts .</p> <p>iii)Power point presentations</p> <p>iv)Internet usage</p> <p>v)Audio visual equipments: Various audio visual equipment used in hotel, Care and cleaning of overhead projector, slide projector, LCD and power point presentation units, Maintenance of computers:, Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops, Sensors . Various sensors used in different locations of a hotel . type, uses and cost effectiveness</p>
<p>REFERENCES:</p>	<ul style="list-style-type: none"> • Digital Computer Design : Thomas Bartee • Introduction to Computer Science: Rajaraman.V. • Flowcharting, Programming, software, Designing and Computer Problem solving:Beyer, B.B • PC Software Made Simple: R.K.Taxali : Tata McGraw Hill • Understanding Dbase(l)Plus : Alan Simpson • Fundamental of Computers : V.Ragashman, pHI • Raganeman V.: Analysis & Designing Information System, PHI

COURSE CODE:	BHM-117
COURSE TITLE:	EXECUTIVE COMMUNICATION
COURSE OBJECTIVES:	The primary objective of Executive Communication is to introduce the student to various forms of written and oral communication that are necessary in real-life business situations, perfecting verbal and non-verbal communication skills. Further this course will try to develop overall personality of students.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	Meaning, types, barriers and mechanism of communication, Non-verbal communication, organizational setting of executive communication, Face to face conversation.
UNIT-2	Professional use of telephone, interviews, group discussion and presentations. Office Correspondence: Note Taking , Different Forms of Written Communication : Memos, Agenda , Minutes of a meeting , etc Formal Letters . Invitations, Request, Complaints , Orders and Thanks, Questionnaires / Comment Cards / Feedback forms
UNIT-3	Customer care, appropriate mannerism, handling customers, nature of complaint, handling objections, responding to a complaint & negotiation, resolving conflict.
UNIT-4	Basic personality traits - dress, address, gestures and manners; self evaluation and development - identification of strength & weaknesses; overcoming hesitation & fear of facing public; corrective & developmental exercises - confidence building, mock interviews, role plays.
REFERENCES:	Wagen, Lynn Vander, <i>Communication, Tourism & Hospitality</i> , Hospitality Press Pvt. Ltd. Jitendra, M.D., <i>Organizational Communication</i> , Rajat Publications. Jon & Lisa Burton, <i>International Skills in Travel & Tourism</i> , Longman Group Ltd. Rayon, V.Lesikar, John D.Petit, JR Richard D. Irwin, <i>Business Communication</i> , INC

COURSE CODE:	BHM-118
COURSE TITLE:	Introduction to Event Management
COURSE OBJECTIVES:	The purpose of this course is to acquire knowledge about the specialized field of "event management" and to become familiar with management techniques and strategies required for successful planning, promotion, implementation and evaluation of special events.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT 1	Why Event Management, Requirement of Event Manager, Analyzing the events, Scope of the Event, Decision-makers, Technical Staff, Developing Record-Keeping Systems, Establishing Policies & Procedures
UNIT 2	Preparing a Planning Schedule, Organizing Tasks, Assigning Responsibility, and Communicating, Using the Schedule Properly, The Budget, Overall Planning tips, Checklists, Expert Resources, Computer Software Required
UNIT 3	Who are the people on the Event, Locating People, Clarifying Roles, Developing content Guidelines, Participant Tips, Reference Checks, Requirement Forms, Introduction, Fees & Honorariums, Expense Reimbursement, Travel Arrangements, Worksheets .
UNIT 4	Types of Events, Roles & Responsibilities of Event Management in Different Events, Scope of the Work, Approach towards Events
References	<ul style="list-style-type: none"> • Event Management: A Booming Industry and an Eventful Career By Devesh Kishore, Ganga Sagar Singh Haranand Publications Pvt. Ltd. • Event Management by Swarup K. Goyal Adhyayan Publisher-2009 • Event Management & Public Relations by Savita Mohan Enkay Publishing House

SECOND SEMESTER

COURSE CODE:	BHM-121
COURSE TITLE:	FOUNDATION COURSE IN FOOD PRODUCTION (THEORY)
COURSE OBJECTIVES:	This paper will give the basic knowledge of cooking to the beginners. They will get versed with different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, cereals, pulses, various cuts of vegetables and meats with their cookery.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>MENU PLANNING: Meaning Types and importance. Menu Engineering its need and Importance.</p> <p>INTRODUCTION TO INDIAN COOKERY BASICS. Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names)</p> <p>MASALAS: Blending of spices, Different masalas used in Indian cookery-Wet masalas, Dry masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masalas blends</p> <p>Gravies : Different types Haryali, Makhni, Shahi/white, Chopped Masala, karahai, Yellow Gravy</p> <p>Basic Tandoori Preparations Indian marinades and Pastes</p> <p>Commodities in Indian cuisine:- Souring Agents, colouring agents, tenderizing agent, Flavouring & Aeromatic Agents, Spicing Agents</p> <p>RICE, CEREALS & PULSES: Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals</p>
UNIT-2	<p>MEAT COOKERY: Introduction to meat cookery, Cuts of beef/veal, Cuts of lamb/mutton, Cuts of pork, Variety meats (offals), Poultry, (With menu examples of each)</p> <p>FISH COOKERY: Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, Cooking of fish (Effects of heat)</p>
UNIT-3	<p>PASTRY: Short crust, Laminated, Choux, Hot water/Rough puff, 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</p> <p>Flour: Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat . Flour, Uses of Flour in Food Production, Cooking of Flour (Starch)SIMPLE</p> <p>BREADS: Principles of bread making, Simple yeast breads, Role of each ingredient in bread making, Baking temperature and its importance</p> <p>PASTRY CREAMS: Basic pastry creams, Uses in confectionery, Preparation and</p>

	care in production
UNIT-4	BASIC COMMODITIES: Milk-Introduction, Processing of Milk, Pasteurisation . Homogenisation, Types of Milk . Skimmed and Condensed, Nutritive Value, Cream-Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter-Introduction, Processing of Butter, Types of Butter. Sugar: Its Importance, types of sugar, cooking Of Sugar- Various Temperature
REFERENCES:	<ul style="list-style-type: none"> • The Professional Chef (4th Edition) By Le Rol A.Polsom • The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC • Theory of Catering By Kinton & Cessarani • Theory of Cookery By K Arora, Publisher: Frank Brothers • Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins • Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers • Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani

COURSE CODE:	BHM-106	
COURSE TITLE:	FOUNDATION COURSE IN FOOD PRODUCTION (PRACTICAL) (PART A)	
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 4 hours duration.	
INSTRUCTIONS FOR PAPER EVALUATION	This paper consist of two sections Part A and Part B The Paper is of 70 Marks which it will be divided into two parts Part A: PRACTICAL OF FOOD PRODUCTION OF 50 MARKS Part B: BAKERY & PATISSERIE of 20 MARKS	
S.No	Topic	Method
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
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
3	Preparation of menu Salads & soups- Waldrof salad, Fruit salad, Russian salad, salade nicoise, Soups preparation: Chowder, Bisque, Veloute, Broth International soups	Demonstration by instructor and applications by students
4	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	Demonstration by instructor and applications by students
5	Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations Marinades, Paste and Tandoori Preparation of Meat, fish Vegetables and Paneer	Demonstration by instructor and applications by students
PART B	BAKERY & PATISSERIE (PRACTICAL)	
S.No	Topic	Method
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, 	Demonstration by instructor and applications by students

	<p>Cream Horns</p> <ul style="list-style-type: none"> • Choux Paste . Eclairs, Profiteroles 	
2	<p>COLD SWEET</p> <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
3	<p>HOT SWEET</p> <ul style="list-style-type: none"> • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding 	Demonstration by instructor and applications by students
4	<p>INDIAN SWEETS</p> <p>Simple ones such as chicoti, gajjar halwa, kheer</p>	Demonstration by instructor and applications by students

COURSE CODE:	BHM-122
COURSE TITLE:	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE (THEORY)
COURSE OBJECTIVES:	The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with menu planning and sale control system.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of Course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	TYPES OF FOOD SERVICE: Silver service, American service, French service, Russian service, Gueridon service, Assisted service, Self-service, Single point service, Specialised Service.
UNIT-2	<p>MENU PLANNING: Origin of Menu, Objectives of Menu Planning, Factors to be consider while planning a menu, Menu terminology, Types of Menu, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes</p> <p>Types of Meals: Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper</p>
UNIT-3	<p>ROOM SERVICE: Introduction, personnel, taking the order, routing the order, preparing the order, delivering the order, providing amenities, Room service menu, sequence of service, Forms & formats.</p> <p>SALE CONTROL SYSTEM: KOT/ Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Check and bill system, Service with order, computerized system, circumstantial KOT, Alcoholic Beverage order, Billing</p>
UNIT-4	<p>TOBACCO: History, Processing for cigarettes, pipe tobacco & cigars,</p> <p>Cigarettes – Types and Brand names, Pipe Tobacco . Types and Brand names ,Cigars . shapes, sizes, colours and Brand names, Care and Storage of cigarettes & cigars,</p>
REFERENCES:	<ul style="list-style-type: none"> • Food & Beverage Service- Bobby George & Sandeep Chatterjee, Jaico Publishing House • Food & Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi. • Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS • Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. • The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi • Food and Beverage Service . Vijay Dhawan

COURSE CODE:	BHM-107
COURSE TITLE:	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE (PRACTICAL)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINER	The performance of the students will be evaluated on the basis of his performance during the examination out of 70 marks
S.No.	TOPIC
1.	REVIEW OF SEMESTER -1
2.	PROCEDURE FOR SERVICE OF A MEAL 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
3.	TABLE LAY-UP & SERVICE 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 TRAY/TROLLEY SET-UP & SERVICE Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup
4.	Social Skills Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes
5.	Special Food Service - (Cover, Accompaniments & Service) Task-01: Classical Hors d'oeuvre- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts) Service of Tobacco Cigarettes and Cigar
6.	Compiling of a menu in French, Service of Non-alcoholic beverages

COURSE CODE:	BHM – 123
COURSE TITLE:	FOUNDATION COURSE IN FRONT OFFICE (THEORY)
COURSE OBJECTIVES:	The course is aimed at familiarising the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments. All carrying 30 percent of the total credit and rest 70 percent through semester end examination of 3 hr duration.
INSTRUCTION FOR PAPER SETTING:	The paper will be divided into two parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each unit will contain two questions and there may be short notes in these questions.
UNIT - 1	Tariff Structure Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use, Hotel Day rate, Basis of Charging Room Rent, Various factors affecting Room rent, Fixing Room Tariffs through Cost based pricing & Market based pricing, Rule of Thumb, Hubbart formula Front Office Coordination, Meal Plans, and Type of Guests Role of Tour operators and Travel agents in hotel business, Meal Plans . Type, needs and use of such plans, Type of Guests . FIT, VIP, CIP, GIT, Business travellers, Special interest tours, domestic, foreigner etc, Front Office coordination with different departments in hotels.
UNIT - 2	Guest Cycle and Reservations Introduction to guest cycle . Pre arrival, Arrival, During guest stay, Departure and After departure, Reservation and its importance, Basic tools of reservation . Room Status Board, ALC, DCC with formats, Handling reservation and reservation form with formats, Modes of Payment while reservation - an introduction, Sources of Reservation, Systems of Reservation, Types of Reservations, Cancellations and Amendments, , Reservation reports and statistics Overbooking, Upselling, No show, Walk-in guest, scanty baggage, stay over, over stay, under stay, early arrival, turn away, time limit, overstay etc.
UNIT - 3	Registration Registration and its importance, Types of registration records . Bound book register, loose leaf register and Guest Registration Card (GRC) and their formats Guest Handling , Pre registration activities, Procedure of Guest Handling . Pre arrival, On Arrival and Post Arrival procedures, Handling reserved guests, Procedure for Handling Free Individual Traveller (FIT),Chance guests, VIP, Group arrival, Foreigner guest (

	C-forms, Foreign currency exchange), Single Lady guest, Corporate guest, Layover passenger, Check-in for guest holding Discount voucher, Turn-away guest
UNIT - 4	<p>Front Desk Functions</p> <p>Procedure for Room Assignment, Room not clear, Wash and Change Room, Complimentary stay, Suite Check-in, Upgrading a guest, Downgrading a guest, Handling request for Late Check-out, Precautions for Scanty Baggage guest, Guest Stationery, Handling request for Rental Equipment, Up selling, Material Requisition, Shift Briefing, Morning and Afternoon Shift Handover, Night Shift Handover, Guest Relations, Courtesy Calls, Room amenities for Corporate/VVIP/CIP guest, Handling Awkward guests, Room Change Procedure, Handling Mails, Message and Paging, Key control procedures.</p>
References	<ul style="list-style-type: none"> • Front Office training manual- Sudhir Andrews • Front office operations and management . Jatashankar R. Tewari • Front Office Operations . Colin Dix, Chris Baird • Professional Hotel Front Office Management . Anutosh Bhakta • Hotel Front Office Management . James. A. Bardi • Front Office Operations and Management . Ahmed Ismail (Thompson Delmar) • Front Office Operation Management . S. K. Bhatnagar • Managing Front Office Operations . Micheal Kasavana and brooks • Principles of Front Office Operations . Sue Baker & Jermy Huyton • Check-in check-out . Jerome Valley • A Manual of Hotel Reception . J. R. S. Beavis, S. Medlik Heinemann Professional

COURSE CODE:	BHM - 108
COURSE TITLE:	FOUNDATION COURSE IN FRONT OFFICE (PRACTICALS)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINER	The performance of the students will be evaluated on the basis of his performance during the examination out of 70 marks
S.No.	Topic
1.	<ul style="list-style-type: none"> • Review of Semester one
2.	<ul style="list-style-type: none"> • Welcoming/Greeting of guest • Providing Information to the Guest • Telephone handling, How to handle enquiries • Suggestive selling
3.	<ul style="list-style-type: none"> • Filling up of various Forms and Formats
4.	<ul style="list-style-type: none"> • Registrations: FIT, VIP, Corporate, Groups/Crew • Security Deposit Box Handling • Credit Card Handling Procedure • Foreign Currency Exchange Procedure
5	<ul style="list-style-type: none"> • Introduction to PMS
	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

COURSE CODE:	BHM-124
COURSE TITLE:	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS (THEORY)
COURSE OBJECTIVES:	The course familiarizes students with the organisation of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness and pest control.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
UNIT-1	CLEANING AGENTS: General Criteria for selection, Polishes, Floor seats, Use, care and Storage, Distribution and Controls, AREA CLEANING: Guest rooms, Front-of-the-house Areas, Back-of-the house Areas, Work routine and associated problems e.g. high traffic areas, Façade cleaning etc. WATER SYSTEMS IN HOTEL: Water distribution system in a hotel, Cold water systems in India, Hardness of water, water softening, base exchange method (Demonstration), Cold water cistern swimming pools, Hot water supply system in hotels, Flushing system, water taps, traps and closets Classification, Use of Eco-friendly products in Housekeeping. (HE)
UNIT-2	COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES: Metals, Glass, Leather, Leatherites, Rexines, Plastic, Ceramics, Wood, Wall finishes, Floor Finishes,
UNIT-3	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING (3rd to 2nd) DEPARTMENT: Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet., Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning, Call Register, VIP Lists Guest room layout, type of bed & mattresses
UNIT-4	KEYS: Types of keys, Computerized key cards, Key control OVERVIEW OF MAINTENANCE DEPARTMENT: Roll, Responsibilites & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel. Preventive and breakdown maintenance, comparisons (HE)
REFERENCES:	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping . by Joan C Branson • & Margaret Lennox, ELBS with Holder & Stoughton Ltd. • Hotel House Keeping a Training Manual by Sudhir Andrews, • Tata McGraw Hill publishing company limited New Delhi. • Hotel Housekeeping Operations & Management by • Raghubalan, Oxford University Press.

	<ul style="list-style-type: none">• Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.• Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications• The Professional Housekeeper by Tucker Schneider, Wiley Publications• Professional management of Housekeeping by Manoj Madhukar, Rajat Publications
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COURSE CODE:	BHM-109
COURSE TITLE:	FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – (PRACTICALS)
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 4 hours duration.
INSTRUCTIONS FOR EXTERNAL EXAMINER	The performance of the students will be evaluated on the basis of his performance during the examination out of 70 marks
S.No.	Topic
01	Review of semester 1
02	<p>Servicing guest room(checkout/ occupied and vacant)</p> <p>ROOM</p> <p>Task 1- open curtain and adjust lighting</p> <p>Task 2-clean ash and remove trays if any</p> <p>Task 3- strip and make bed</p> <p>Task 4- dust and clean drawers and replenish supplies</p> <p>Task 5-dust and clean furniture, clockwise or anticlockwise</p> <p>Task 6- clean mirror</p> <p>Task 7- replenish all supplies</p> <p>Task 8-clean and replenish minibar</p> <p>Task 9-vaccum clean carpet</p> <p>Task 10- check for stains and spot cleaning</p> <p>BATHROOM</p> <p>Task 1-disposed soiled linen</p> <p>Task 2-clean ashtray</p> <p>Task 3-clean WC</p> <p>Task 4-clean bath and bath area</p> <p>Task 5-wipe and clean shower curtain</p> <p>Task 6- clean mirror</p> <p>Task 7-clean tooth glass</p> <p>Task 8-clean vanitory unit</p> <p>Task 9- replenish bath supplies</p> <p>Task 10- mop the floor</p>
03	<p>Bed making supplies (day bed/ night bed)</p> <p>Step 1-spread the first sheet(from one side)</p> <p>Step 2-make miter corner (on both corner of your side)</p> <p>Step 3- spread second sheet (upside down)</p> <p>Step 4-spread blanket</p> <p>Step 5- Spread crinkle sheet</p> <p>Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)</p> <p>Step 7- tuck the folds on your side</p> <p>Step 8- make miter corner with all three on your side</p> <p>Step 9- change side and finish the bed in the same way</p> <p>Step 10- spread the bed spread and place pillow</p>
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 • Guest special request register • Record of special cleaning • Call register • VIP list • Floor linen book/ register
05	Guest room inspection
06	Minibar management <ul style="list-style-type: none"> • Issue • stock taking • checking expiry date
07	Handling room linen/ guest supplies <ul style="list-style-type: none"> • maintaining register/ record • replenishing floor pantry • stock taking
08	Guest handling <ul style="list-style-type: none"> • Guest request • Guest complaints

COURSE CODE:	BHM-125
COURSE TITLE:	NUTRITION
COURSE OBJECTIVES:	The course is aimed at preparing student to fully understand importance of healthy diet in commercial catering and procedures used therein.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	BASIC ASPECTS: Definition of the terms Health, Nutrition and Nutrients, Importance of Food . (Physiological, Psychological and Social function of food) in maintaining good health., Classification of nutrients. ENERGY: Definition of Energy and Units of its measurement (Kcal), Energy contribution from macronutrients (Carbohydrates, Proteins and Fat), Factors affecting energy requirements, Concept of BMR, SDA, Thermodynamic action of food, Dietary sources of energy. Concept of energy balance and the health hazards associated with Underweight, Overweight.
UNIT-2	MACRO NUTRIENTS: Carbohydrates-Definition, Classification (mono, di and polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases) Lipids-Definition, Classification : Saturated and unsaturated fats, Dietary Sources, Functions ,Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health, Cholesterol . Dietary sources and the Concept of dietary and blood cholesterol , Proteins-Definition, Classification based upon amino acid composition, Dietary sources, Functions, Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)
UNIT-3	MACRO NUTRIENTS: Vitamins-Definition and Classification (water and fats soluble vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid MINERALS-Definition and Classification (major and minor), Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine & Flourine WATER: Definition, Dietary Sources (visible, invisible), Functions of water, Role of water in maintaining health (water balance). BALANCED DIET: Definition, Importance of balanced diet, RDA for various nutrients . age, gender, physiological state
UNIT-4	MENU PLANNING: Planning of nutritionally balanced meals based upon the three foods 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. MASS FOOD PRODUCTION: Effect of cooking on nutritive value of food (QFP). NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH: Need for introducing nutritionally balanced and health specific meals, Critical evaluation of fast foods, New products being launched in the market (nutritional evaluation)

REFERENCES:

- Robinson, C.H.Lawlar, M.R.Chenoweth W.L. and Garwick A.E.(1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co.
- Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects.
- Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company.
- Williams, S.R.(1989): Nutrition and Diet Therapy, C.V.Mos by Co.
- Guthrie, A.H.(1986): Introductory Nutrition, C.V.Mosby Co.
- Joshi, S.A. (1998), Nutrition and Dietetics, Tata Mc Graw Hill Publishing Co. Ltd.,
- Mahay N.S.,Shadaksharaswamy, M (2001) foods: Facts and Principles, New Delhi International Publishers.

COURSE CODE:	BHM-126
COURSE TITLE:	BASICS OF TOURISM
COURSE OBJECTIVES:	This course shall introduce learner to tourism's growth and development. The course also highlights the role of tourism as an economic intervention and its significance in economy; Course discusses the global nature of tourism, tourism product and emerging trends in tourism industry. It is also important to appreciate the future of tourism.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	Historical development of global tourism, Advances in transportation, Concept of Tourism: Definition and meaning of tourist, traveller, visitor, excursionist & transit visitor, International tourist & Domestic Tourist, Typologies of Tourists.
UNIT-2	United Nations World Tourism Organisations (UNWTO) . Latest Yearsq Tourism highlights, Latest Indian Tourism Statistics, Future tourism scenario (Global and Indian). World Tourism Day: Background Concept, Themes, and Celebrations.
UNIT-3	Concept of demand & supply in tourism, factors affecting demand and supply in tourism. Tourism product, Features of tourism product, Types of tourism product (TOPs, ROPs, BTEs), Difference of tourism product from other consumer products. Factors inhibiting growth of tourism.
UNIT-4	Emerging tourism trends . Eco tourism, Green tourism, Alternate tourism, Heritage tourism, Sustainable tourism, Cultural tourism.
REFERENCES:	Bhatia, A.K. <i>International Tourism: Fundamental and practice</i> , Delhi: Sterling. Hudman, E.L. and D.E. Hawkins, <i>Tourism in Contemporary Society: an introductory text</i> , New Jersey: Prentice Hall. Kamra, K.K. and M. Chand, <i>Basics of tourism: Theory operation and practice</i> , Delhi: Kanishka. Lundberg, D.E., <i>The Tourist Business</i> . New York: Van

	<p>Nostrand. Reinhold Mill, R.C. and A.M. Morrison, <i>The Tourism System</i>, New Jersey: Prentice Hall McIntosh, Robert, W Goeldner, R Charles, <i>Tourism: Principles, Practices and Philosophies</i>. John Wiley and Sons Inc. New York 1990 Seth P.N., <i>Successful Tourism Management</i>, Sterling Publisher: New Delhi</p>
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COURSE CODE:	BHM-127
COURSE TITLE:	ACCOUNTING FOR MANAGERS
COURSE OBJECTIVES:	The course intends to give learners an understanding of the accounting procedures in an organization. It will help to students to understand and apply the concepts of accounting to solve business problems.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>Introduction to Accounting: Meaning and Definition, Types and Classification, Principles of accounting, Systems of accounting, Generally Accepted Accounting Principles (GAAP). Primary and Secondary Books.</p> <p>Bank Reconciliation Statement: Meaning, Reasons for difference in Pass Book and Cash Book Balances, Preparation of Bank Reconciliation Statement (No Practical). Trial balance: Meaning, method, advantage, limitations (practicals).</p>
UNIT-2	<p>Final Accounts: Meaning, Procedure for preparation of Final Accounts, Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet, Adjustments (Only four): Closing Stock, Pre-paid Income and Expenses, Outstanding Income and Expenses, Depreciation.</p> <p>Capital and Revenue Expenditure: Meaning, Definition of Capital and Revenue Expenditure, Income and Expenditure Account, Receipt and Payment Account (no practicals).</p>
UNIT-3	Cost Accounting, Cost Sheet/Tender/Marginal Costing & Break even Analysis, Budgetary Control.
UNIT-4	<p>Financial Management . Meaning, aims, Nature, Scope, Objectives and functions of financial management. Sources of finance.</p> <p>Working Capital Management- Significance Classification,</p>

	Factors affecting working capital requirement.
REFERENCES:	<p>Pandey, I.M., <i>Financial Management</i>, Vikas Publishing, New Delhi.</p> <p>Khan, M.Y., <i>Financial Management</i>, Tata Mc. Grand Hill Publishing Co. Ltd., New Delhi.</p> <p>Sharma, R.K. and Shashi K. Gupta, <i>Management Accounting</i>, Kalyani Publisher, Ludhiana.</p> <p>Gupta, R.L., <i>Booking keeping & Accounting</i>, Sultan Chand, New Delhi</p> <p>Grewal T.S., <i>Introduction to Accounting</i>, S. Chand</p> <p>Khan and Jain, <i>Cost Accountancy</i>, Tata Mc Graw Hill</p>

COURSE CODE:	BHM-128
COURSE TITLE:	ENVIRONMENT, ROAD SAFETY EDUCATION, VIOLENCE AGAINST WOMEN/ CHILDREN AND DRUG ABUSE

UNIT I (Environment)

Note: The syllabus has 15 topics to be covered in 25 hour lectures in total, with 2 lectures in each topic from 2 to 11 and one each for the topics 1 and 12 to 15.

1. Environment Concept:

Introduction, concept of biosphere ó lithosphere, hydrosphere, atmosphere; Natural resources ó their need and types; Principles and scope of Ecology; concepts of ecosystem, population, community, biotic interactions, biomes, ecological succession.

2. Atmosphere:

Parts of atmosphere, components of air; pollution, pollutants, their sources, permissible limits, risks and possible control measures.

3. Hydrosphere:

Types of aquatic systems; Major sources (including ground water) and uses of water, problems of the hydrosphere, fresh water shortage; pollution and pollutants of water, permissible limits, risks and possible control measures.

4. Lithosphere:

Earth crust, soil ó a life support system, its texture, types, components, pollution and pollutants, reasons of soil erosion and possible control measures.

5. Forests:

Concept of forests and plantations, types of vegetation and forests, factors governing vegetation, role of trees and forests in environment, various forestry programmes of the Govt. of India, Urban Forests, Chipko Andolan.

6. Conservation of Environment:

The concepts of conservation and sustainable development, why to conserve, aims and objectives of conservation, policies of conservation; conservation of life support systems ó soil, water , air, wildlife, forests.

7. Management of Solid Waste:

Merits and demerits of different ways of solid waste management ó open dumping, landfill, incineration, resource reduction, recycling and reuse, vermicomposting and vermiculture, organic farming.

8. Indoor Environment:

Pollutants and contaminants of the in-house environment; problems of the environment linked to urban and rural lifestyles; possible adulterants of the food;

uses and harms of plastics and polythene; hazardous chemicals, solvents and cosmetics.

9. Global Environmental Issues:

Global concern, creation of UNEP; Conventions on climate change, Convention on biodiversity; Stratospheric ozone depletion, dangers associated and possible solutions.

10. Indian Laws on Environment:

Indian laws pertaining to Environmental protection: Environment (Protection) Act, 1986; General information about laws relating to control of air, water and noise pollution. What to do to seek redressal.

11. Biodiversity:

What is biodiversity, levels and types of biodiversity, importance of biodiversity, causes of its loss, how to check its loss; Hotspot zones of the world and India, Biodiversity Act, 2002.

12. Noise and Microbial Pollution:

Pollution due to noise and microbes and their effects.

13. Human Population and Environment:

Population growth and family welfare programme, Human Health. HIV-AIDS. Human Rights.

14. Social Issues:

Environmental Ethics: Issues and possible solutions, problems related to lifestyle, sustainable development; Consumerisms and waste generation.

15. Local Environmental Issues:

Environmental problems in rural and urban areas. Problem of Congress Grass & other weeds, problems arising from the use of pesticides and weedicides, smoking etc.

Practical

Depending on the available facility in the college, a visit to vermicomposting units or any other such non-polluting eco-friendly site or planting/caring of vegetation/trees could be taken.

Examination Pattern:

A qualifying paper of 50 marks comprising of fifty multiple choice questions (with one correct and three incorrect alternatives and no deduction for wrong answer or un-attempted question), and of 1 hour duration.

The students have to obtain 33% marks to qualify the paper. The marks are not added / included in the final mark sheet.

UNIT II (ROAD SAFETY)

1. Concept and Significance of Road Safety.
2. Role of Traffic Police in Road Safety.
3. Traffic Engineering ó Concept & Significance.
4. Traffic Rules & Traffic Signs.
5. How to obtain Driving License.
6. Traffic Offences, Penalties and Procedures.
7. Common Driving mistakes.
8. Significance of First-aid in Road Safety.
9. Role of Civil Society in Road Safety.
10. Traffic Police-Public Relationship.

Note : Examination Pattern :

- The Environment and Road Safety paper is 70 marks.
- Seventy multiple choice questions (with one correct and three incorrect alternatives and no deduction for wrong or un-attempted questions).
- The paper shall have two units: **Unit I (Environment) and Unit II (Road Safety)**.
- Unit II shall comprise of 20 questions with minimum of 1 question from each topics 1 to 10.
- The entire syllabus of Unit II is to be covered in 10 hours.
- All the questions are to be attempted.
- Qualifying Marks 33 per cent i.e. 23 marks out of 70.
- Duration of examination: 90 minutes.
- The paper setter is requested to set the questions strictly according to the syllabus.

Suggested Readings

1. The Motor Vehicle Act, 1988 (2010), Universal Law Publishing Co. Pvt. Ltd., New Delhi.
2. Road Safety Signage and Signs (2011), Ministry of Road Transport and Highways, Government of India.

Websites:

- (a) www.chandigarhpolice.nic.in
- (b) www.punjabpolice.gov.in
- (c) www.harvanapolice.gov.in
- (d) www.hppolice.nic.in

“VIOLENCE AGAINST WOMEN /CHILDREN”

UNIT III

VIOLENCE AGAINST WOMEN & CHILDREN

1. Concept and Types of Violence: Meaning and Definition of violence; Types of Violence against women ó domestic violence, sexual violence (including rape), sexual harassment, emotional/psychological violence; Types of Violence against children ó physical violence, sexual violence, verbal and emotional abuse, neglect & abandonment.

2. Protective Provisions of IPC on Domestic Violence & Sexual Violence against Women:

Dowry Death ó Section 304B;

Rape ó Sections 375, 376(1), 376A, 376B, 376C, 376D and 376E;

Cruelty ó Section 498A;

Insult to Modesty ó The Indian Penal Code does not define the word eve-teasing; there are three sections which deal with crime of eve-teasing. These are Sections, 294, 354 and 509 of Indian Penal Code. Section 509 of the Indian penal code defines (Word, gesture or act intended to insult the modesty of a woman), Section 294 ó (Obscene acts and songs) and Section 354 (Assault or criminal force to woman with intent to outrage her modesty);

Hurt & Grievous Hurt Provisions ó Sections 319 to 326;

Acid Attacks ó Sections 326A and 326B;

Female Infanticide ó Section 312, Section 313 of Indian Penal Code (Causing miscarriage without women's consent) and section 314;

Sexual Harassment ó For providing protection to working women against sexual harassment, a new section 354 A is added; 354 B (Assault or use of criminal force to women with intent to disrobe); 354 C Voyeurism; 354 D (Stalking). All these provisions are added in IPC to protect women against acts of violence through Criminal Law (Amendment) Act, 2013; **Human Trafficking and Forced Prostitution**- Sections 370 and 370A

3. Protective Laws for Women:

3.1 Provisions of Protection of Women Against Domestic Violence Act 2005 ó Definition, Powers of the Magistrate and Protection Officers, Protection order, Residence order, Monetary relief, Custody order and Compensatory order.

3.2 The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 ó Definition, Internal Complaint Committee, Local Complaint Committee, Procedure adopted by Committee for punishing accused.

4. Protective Provisions of IPC regarding Sexual Violence against Children:

Section 293(sale etc. of obscene objects to young persons); 294 (obscene acts & songs); 305 (abetment of suicide of child); 315 to 317 (act causing death after birth of a child etc.); 361 (kidnapping from lawful guardianship); 362 (abduction); 363 (punishment for kidnapping); 363A (kidnapping or maiming a minor for purposing of begging); 364A (kidnapping for ransom etc.); 366 (kidnapping etc. to compel woman for marriage etc.); 366A (procurement of minor girl for illicit forced intercourse); 366B (importation of girl from foreign country); 367 (kidnapping/abduction in order to subject person to grievous hurt, slavery etc.); 369 (kidnapping adductive child under 10 year with intent to steal from its person); 372 & 373 (selling & buying minor for purposes of prostitution etc.).

4.1 The Protection of Children from Sexual Offences Act, 2012: An overview of the POCSO, relevant legal provisions and guidelines for the protection of children against sexual offences along with punishments; role of doctors, psychologists & mental experts as per rules of POCSO.

Note: Instructions for Examination:

- Unit III of the paper dealing with Violence against Women and Children is of 30 Marks.
- It shall have 30 multiple-choice questions (with one correct and three incorrect choice options and no deduction of marks for wrong or un-attempted questions).
- Minimum two questions from each topic must be covered.
- All the questions are to be attempted
- Qualifying Marks 33 percent
- Duration of Examination 30 Minutes
- The Paper Setter is requested to set the questions strictly according to the syllabus.

Pedagogy:

- The entire syllabus of Unit III is to be covered in ten hours in total, with each lecture of one-hour duration.
- The purpose behind imparting teaching-learning instructions is to create basic understanding of the contents of the Unit III among the students.

RELEVANT READING MATERIAL

Ahuja, Ram (1998), *Violence against Women*, New Delhi: Rawat Publication

NRHM, *Child Abuse*, A Guidebook for the Media on Sexual Violence against Children

The Indian Penal Code (Universal Law Publishing Co. Pvt. New Delhi).

The Protection of Children from Sexual Offences Act, 2012

The Protection of Women from Domestic Violence Act 2005

The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

UNO, *United Nations Secretary-General's Study on Violence against Children*, adapted for Children and Young People

www.slideshare.net/HRLNIndia/a-life-free-from-violence

http://hrln.org/admin/issue/subpdf/Sexual_Harrassment_at_Workplace.pdf

Unit IV (Drug Abuse)

Drug Abuse: Problem, Prevention and Management

Note : This is a compulsory qualifying paper, which the students have to study and qualify during three year of degree course.

Main Objective

This module introduces to the students the problem of drug abuse and its adverse consequences for the society. The students would get an understanding of why drug abuse is such a serious problem to our society. The course also appries them of how to prevent and manage this menace.

Learning objectives of the course

1. Understand the meaning of the term drug.
2. Understand the difference between use, misuse and abuse of drugs.
3. Differentiate between commonly abused legal and illegal drugs.
4. Become aware of common signs and symptoms of drug abuse.
5. Understand the causes and consequences of drug abuse
6. Identify and access safety measures for support to stay away/give up drug abuse
7. Become aware of the interventions for the prevention and management of drug abuse.

Pedagogy of the course work

1. 70 % Lectures (Including expert lectures)
 2. 30% assignments, discussion, seminars and class tests.
- A visit to drug de-addiction centre could also be undertaken

Course content

UNIT I: Problem of Drug Abuse

- a) **Concept and overview :** what are drugs? Meaning of use, misuse and abuse of drugs. Misuse of prescription drugs with special emphasis on antibiotics and steroids. Historical perspective of drug abuse. How drug abuse is different from drug dependence and drug addiction? Physical and psychological dependence: concepts of drug tolerance and withdrawal symptoms.

b) Types of drugs often abused and their effects

Stimulants: tobacco Amphetamines: dl-amphetamine (Benzedrine ®), dextroamphetamine (Dexedrine®). Cocaine.

Depressants : Alcohol. Barbiturates: phenobarbitone (Nembutal®), secobarbital (Seconal®), Benzodiazepenes: diazepam (valium ®), alprazolam (Xanax®), flunitrazepam (Rohypnol®)

Narcotics: Morphine, heroin (Chitta/Brown Sugar), pethidine, oxycodone.

Hallucinogens: cannabis [Bhang/marijuana (Ganja), hashish (Charas), hash oil]. MDMA (3, 4- methylenedioxy methamphetamine) /Ecstasy/Molly LSD (lysergic acid diethylamide).

Miscellaneous: cough/cold medicines: diphendyramine (Benadryl®), chlorpheniramine maleate+ codeine+alcohol (Corex®). Iodex®, Vicks®, Amrutanjan® and correction fluid (Whitener).

UNIT II: Causes and consequences of drug abuse

- a) **Theories of drug abuse:** Physiological theory. Psychological theory. Sociological theory.
- b) **Consequences of drug abuse:** For individuals, families, society and economy.

Unit III: Extent and nature of the problem

Magnitude of the menace of drug abuse. Vulnerable age groups. Characteristic and features of proneness. Signs and symptoms of drug abuse. Physical indicators. Academic indicators. Behavioural and psychological indicators.

UNIT IV: Prevention and management of drug abuse

Legislations, Public Policies and Programs for the prevention and cure of drug abuse. Prevention of drug abuse. Management of drug abuse. Medical management. Working of drug De-addiction Centres. Role of Family, School and media.

Suggested readings:

1. Clayton, J.M and Scott, M.A (2014). Drugs and Drugs Policy: the control of consciousness alteration. New Delhi: Sage Publications India Pvt. Ltd.
2. Kapoor, T. (1985). Drug epidemic among Indian Youth, New Delhi: Mittal Pub
3. Modi, I and Modi S.(1997). Drugs: Addiction and prevention, Jaipur: Rawat Publication.
4. Ahuja, R (2003). Social problems in India, Rawat Publication, Jaipur
5. 2003 National Household survey of Alcohol and Drug Abuse. New Delhi, Clinical Epidemiological Unit, AIIMS, 2004
6. World Drug Report, (updated every year), United Nations office of Drug and Crime.
7. Extent, pattern and Trend of Drug use in India, Ministry of Social Justice and Empowerment, Government of India, 2004.
8. The Narcotic Drugs and Psychotropic substances Act, 1985. (New Delhi: Universal, 2012).
9. Government of India (2015).Scheme of assistance for prevention and alcoholism and substance (Drugs) abuse and for social defence services-Guidelines. Ministry of social Justice and Empowerment. New Delhi.
10. NCERT(2010). Training Resource Materials (Adolescence Education Programme)

Semester – III

COURSE CODE:	BHM-231
COURSE TITLE:	THIRD SEMESTER INDUSTRIAL TRAINING SCHEME (20 Weeks)
COURSE OBJECTIVES:	Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.
<p>1) Attendance in the 3rd Semester would be calculated on the basis of feedback given by Hotels. Industrial Training will require an input of 120 working days i.e. (20 weeks x 06 days = 120 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Director can condone an additional 10% (10 days) on production of a medical certificate.</p> <p>(a) Students who are unable to complete a minimum of 45 days of Industrial Training would be disallowed from appearing in the term end examinations as per University Rules.</p> <p>(b) Students who complete more than 45 days of industrial training but are unable to complete 75 days due to medical reasons may complete the rest of the training during the summer vacation. Such students will be treated as 'absent' in Industrial Training and results declared as per University Examination Rules.</p> <p>2) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.</p> <p>3) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence. Once the student has been selected/deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.</p> <p>4) There will be no inter change of candidates from one batch to another i.e. winter batch to summer batch and vice versa.</p>	

RESPONSIBILITIES OF THE TRAINEE

- 1 Should be punctual.
- 2 Should maintain the training logbook up-to-date.
- 3 Should be attentive and careful while doing work.
- 4 Should be keen to learn and maintain high standards and quality of work.
- 5 Should interact positively with the hotel staff.
- 6 Should be honest and loyal to the hotel and towards their training.
- 7 Should get their appraisals signed regularly from the HOD's or training manager.
- 8 Gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 9 Should attend the training review sessions / classes regularly.
- 10 Should be prepared for the arduous working condition and should face them positively.
- 11 Should adhere to the prescribed training schedule.
- 12 Should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 13 Should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE

- 1 Should give proper briefing to students prior to the industrial training
- 2 Should make the students aware of the industry environment and expectations.
- 3 Should notify the details of training schedule to all the students.
- 4 Should coordinate regularly with the hotel especially with the training manager.
- 5 Should visit the hotel, wherever possible, to check on the trainees.
- 6 Should sort out any problem between the trainees and the hotel.
- 7 Should take proper feedback from the students after the training.
- 8 Should brief the students about the appraisals, attendance, marks, logbook and training report.
- 9 Should ensure that change of Industrial Training hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10 Should ensure that change of Industrial Training batch is not permitted.
- 11 Should ensure trainees procure training completion certificate from the hotel before joining institute.

RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and - in all probability - their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.**

Hotels:

1. Should give proper briefing session/orientation/induction prior to commencement of training.
2. Should make a standardized training module for all trainees.
3. Should strictly follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should co-ordinate with the institute regarding training programme.
6. Should be strict with the trainees regarding attendance during training.
7. Should check with trainees regarding appraisals, training report, log book etc.
8. Should inform the institute about truant trainees.
9. Should allow the students to interact with the guest.
10. Should specify industrial training's "Dos and Don'ts" for the trainee.
11. Should ensure issue of completion certificate to trainees on the last day of training.

Industrial Training (Performance Appraisal)

University Institute of Hotel Management & Tourism Panjab University

Name of Student: _____

UIHMT Roll No: _____

Name of the Hotel: _____

Duration: 5 weeks (30 working days)

From: _____ to: _____

Department: F&B / FP / HK / FO and Other ancillary Departments

Appearance		
Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands		5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands		4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands		3
Untidy hair, Creased ill kept uniform, Hands not clean at times		2
Dirty / disheveled, Long / unkempt hair, Dirty hands & long nails		1
Punctuality / Attendance (_____ days present out of 30 days)		
On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1
Ability to Communicate (Written / Oral)		
Very confident, demonstrates outstanding confidence & ability both spoken/written		5
Confident, Delivers information		4
Communicates adequately, but lacks depth and confidence		3
Hesitant, lacks confidence in spoken / written communication		2
Very inanimate, unable to express in spoken or written work		1
Attitude to Colleagues / Customers		
Wins / retains highest regard from colleagues has an outstanding rapport with clients		5
Polite, considerate and firm, well liked.		4

Gets on well with most colleagues, Handles customers well.		3
Slow to mix, weak manners, is distant has insensitive approach to customers		2
Does not mix, relate well with colleagues & customers		1
Attitude to Supervision		
Welcomes criticism, Acts on it, very co-operative		5
Readily accepts criticism and is noticeably willing to assist others.		4
Accepts criticism, but does not necessarily act on it.		3
Takes criticism very personally, broods on it.		2
Persistently disregards criticism and goes own way.		1
Initiative / Motivation		
Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively.	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred.	2
Rarely grasps points correctly.	Lacks drive and commitment.	1
Reliability / Comprehension		
Is totally trust worthy in any working situation? Understands in detail, why and how the job is done.		5
Can be depended upon to identify work requirements and willing to complete them. Readily		4
Appreciates, how and why the job is done.		
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand		3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation.		2
Requires constant supervision. Lacks any comprehension of the application.		1
Responsibility		
Actively seeks responsibility at all times.		5
Very willing to accept responsibility.		4

Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1
Quality of Work	
Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1
Quantity of work	
Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1
Total.....	/50

Name of Appraiser: _____

Signature: _____

Designation of Appraiser: _____

Date: _____

Signature of Student: _____

Date: _____

Semester – IV

COURSE CODE:	BHM-241
COURSE TITLE:	FOOD PRODUCTION OPERATIONS-(THEORY)
COURSE OBJECTIVES:	This paper will give the basic knowledge of cooking to the beginners. They will get versed with different kinds of regional cuisines, quantity food cooking/ volume feeding, indenting, various equipment used.
EVALUATION	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>QUANTITY FOOD PRODUCTION EQUIPMENT: Equipment required for mass/volume feeding</p> <p>Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture</p> <p>MENU PLANNING: Basic principles of menu planning – recapitulation, Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units, Planning menus for School/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway, Nutritional factors for the above</p>
UNIT-2	<p>INDENTING: 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: Principles of planning for quantity food production with regard to Space allocation, Equipment selection, Staffing</p>
UNIT-3	<p>VOLUME FEEDING: Institutional and Industrial Catering, Types of Institutional & Industrial Catering, Problems associated with this type of catering, Scope for development and growth, Hospital Catering, Highlights of Hospital Catering for patients, staff, visitors, Diet menus and nutritional requirements, Off Premises Catering, Reasons for growth and development,</p>

	<p>Menu Planning and Theme Parties Concept of a Central Production Unit Problems associated with off-premises catering Mobile Catering Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) Branches of Mobile Catering, Quantity Purchase & Storage, Introduction to purchasing, Purchasing system, Purchase specifications, Purchasing techniques, Storage</p>
<p>UNIT-4</p>	<p>REGIONAL INDIAN CUISINE: Introduction to Regional Indian Cuisine, Heritage of Indian, Cuisine, Factors that affect eating habits in different parts of the country, Cuisine and its highlights of different states/regions/communities To be discussed: Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions</p> <p>STATES</p> <p>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</p> <p>Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian, Christian and Bohri</p> <p>DISCUSSIONS</p> <p>Indian Breads, Indian Sweets, Indian Snacks</p>
<p>REFERENCES:</p>	<ul style="list-style-type: none"> • The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC • Theory of Cookery By K Arora, Publisher: Frank Brothers • Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins • Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers • Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman

COURSE CODE:	BHM-201	Method
COURSE TITLE:	FOOD PRODUCTION OPERATIONS (PRACTICAL) PART A	
Evaluation	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 Percent of the total credit and rest through semester end examination of 4 hours duration.	
INSTRUCTIONS FOR PAPER EVALUATION	This paper consist of Practical of Food Production Operations of 70 Marks	
S.No	Topic	Method
	<p>To formulate 36 sets of menus from the following dishes and to include more dishes from the respective regions.</p> <p>Maharashtra, Awadhi, Bengal, Goa, Punjabi, South India (Tamilnadu, Karnataka, Kerala), Rajasthan, Gujarat, Hyderabad, Kashmiri</p> <p>Suggested Menus:</p> <p>MAHARASTRIAN</p> <p>MENU 01 Masala Bhat, Kolhapuri Mutton, Batata Bhajee, Masala Poori, Koshimbir, Coconut Poli.</p> <p>MENU 02 Moong Dal Khichdee, Patrani Macchi, Tomato Saar, Tilgul Chapatti, Amti, Basundi.</p> <p>AWADHI</p> <p>MENU 01 Yakhni Pulao, Mughlai Paratha, Gosht Do Piazza, Badin Jaan, Kulfi with Falooda.</p> <p>MENU 02 Galouti Kebab, bakarkhani, Gosht Korma, Paneer Pasanda, Muzzafar.</p> <p>BENGALI</p> <p>MENU 01 Ghee Bhat, Macher Jhol, Aloo Posto, Misti Doi.</p> <p>MENU 02 Doi Mach, Tikoni Pratha, Baigun Bhaja, Payesh.</p> <p>MENU 03 Mach Bhape, Luchi, Sukto, Kala Jamun.</p> <p>MENU 04 Prawan Pulao, Mutton Vidalloo, Beans Foogath, Dodol.</p> <p>GOAN</p> <p>MENU 01 Arroz, Galina Xacutti, Toor Dal Sorak, Alle Belle.</p> <p>MENU 02 Coconut Pulao, Fish Caldeen, Cabbage Foogath, Bibinca.</p> <p>PUNJABI</p> <p>MENU 01 Rada Meat, Matar Pulao, Kadhi, Punjabi Gobhi, Kheer.</p> <p>MENU 02 Amritsari Macchi, Rajmah Masala, Pindi Chana, Bhaturas, Row Di Kheer.</p> <p>MENU 03 Sarson Da Saag, Makki Di Roti, Peshawari Chole, Motia Pulao, Sooji Da Halwa.</p> <p>MENU 04</p>	Demonstrations & simple applications

Tandoori Roti, Tandoori Murg, Dal Makhani, Pudinia Chutny, Baingan Bhartha, Savian.

SOUTH INDIAN

MENU 01

Meen Poriyal, Curd Rice, Thoran, Rasam, Pal Payasam.

MENU 02

Lime 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.

COURSE CODE:	BHM-242
COURSE TITLE:	FOOD & BEVERAGE SERVICE OPERATIONS-THEORY
COURSE OBJECTIVES:	The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with alcoholic beverages in detail.
EVALUATION	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>ALCOHOLIC BEVERAGE Introduction and definition, Production of Alcohol: Fermentation and Distillation Process, Classification with examples,</p> <p>WINES: Definition, History Classification with examples, Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Old World Wines: Principal wine regions wine laws, grape varieties, production and brand names (France, Germany, Italy, Spain, Portugal) New World Wines Principal wine regions wine laws, grape varieties, production and brand names, (India, Chile, South Africa,, Algeria, New Zealand, USA, Australia), Food & Wine Harmony, Storage of wines, Wine terminology (English & French)</p>
UNIT-2	<p>DISPENSE BAR: Introduction and definition, Bar layout – physical layout of bar, Bar stock – alcohol & non alcoholic beverages, Bar equipment</p> <p>BEER: Introduction & Definition, Types of Beer, Production of Beer, Storage,</p>
UNIT-3	<p>SPIRITS: Introduction & Definition, Production of Spirit (Pot-still method, Patent still method) Production of Whisky, Rum, Gin, Brandy, Vodka, Tequila, Different Proof Spirits , American Proof, British Sikes Scale</p> <p>Gay - Lussac) OIML Scale</p>
UNIT-4	<p>APERITIFS: Introduction and Definition, Different types of Aperitifs Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names)</p> <p>LIQUEURS: Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) , Popular Liqueurs (Name, colour, predominant flavour & country of origin)</p>
REFERENCES:	<ul style="list-style-type: none"> • Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS • Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, Publisher: ELBS • Modern Restaurant Service – John Fuller, Publisher: Hutchinson • The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

COURSE CODE:	BHM-202
COURSE TITLE:	FOOD & BEVERAGE SERVICE OPERATIONS-PRACTICAL
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
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
03	Service of Aperitifs Task-01 Service of Bitters Task-02 Service of Vermouths
04	Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers
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
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
07	Wine & Drinks List Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar
09	Matching Wines with Food Task-01 Menu Planning with accompanying Wines Continental Cuisine Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines Continental Cuisine Indian Regional Cuisine

COURSE CODE:	BHM-243
COURSE TITLE:	FRONT OFFICE OPERATIONS - THEORY
COURSE OBJECTIVES:	The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>COMPUTER APPLICATION IN FRONT OFFICE OPERATION: Role of information technology in the hospitality industry, Factors for need of a PMS in the hotel, Factors for purchase of PMS by the hotel, Introduction to OPERA & Amadeus</p> <p>CONTROL OF CASH AND CREDIT</p>
UNIT-2	FRONT OFFICE (ACCOUNTING): Accounting fundamentals, Guest and non guest accounts, Accounting system(Non automated, semi automated and fully automated)
UNIT-3	<p>CHECK OUT PROCEDURES: Guest accounts settlement (Cash and credit, Indian currency and foreign currency, Transfer of guest accounts, Express check out)</p> <p>NIGHT AUDITING: Functions, Audit procedures (Non automated, semi automated and fully automated)</p>
UNIT-4	<p>FRONT OFFICE AND GUEST SAFETY AND SECURITY: Importance of security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb)</p> <p>FRENCH Expressions de politesse et les commander et Expressions d'encouragement, Basic conversation related to Front Office activities such as {Reservations (personal and telephonic), Reception (Doorman, Bell Boys, Receptionist etc.), Cleaning of Room & change of Room etc.}</p>
REFERENCES:	Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Grew Hill, Managing Front Office Operations – Karsavina & Brooks Educational Institution HAMA, Front Office – operations and management – Ahmed Ismail (Thomson Delmar), Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers, Managing Front Office Operations By Karsavina & Brooks, Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International

COURSE CODE:	BHM-203
COURSE TITLE:	FRONT OFFICE OPERATIONS-PRACTICAL
Suggested tasks on Opera	
Hands on practices of computer application (Hotel Management System) related to Front Office procedures such as Reservation, Registration, Guest History, Telephones, Housekeeping, Daily transactions), Front office Accounting procedures (Manual accounting, Machine accounting, Payable, Accounts Receivable, Guest History, Yield Management Role Play, Situation Handling)	
S.N o.	Suggestive list of task for front office operation system
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

COURSE CODE:	BHM-244
COURSE TITLE:	ACCOMMODATION OPERATIONS-THEORY
COURSE OBJECTIVES:	The course familiarizes students with the organisation of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and linen room, uniforms, laundry and basics of flower arrangement.
EVALUATION	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	LINEN ROOM: 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
UNIT-2	UNIFORMS: Advantages of providing uniforms to staff, Issuing and exchange of uniforms; type of uniforms, Selection and designing of uniforms, Layout of the Uniform room SEWING ROOM: Activities and areas to be provided, Equipment provided
UNIT-3	LAUNDRY: Commercial and On-site Laundry, Flow process of Industrial Laundering-OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal
UNIT-4	FLOWER ARRANGEMENT: Flower arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower arrangements, Principles of design as applied to flower arrangement INDOOR PLANTS: Selection and care
REFERENCES	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Holder & Stoughton Ltd. • Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi. • Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press. • Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher. • Professional Management of Housekeeping Operations (II End.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications • The Professional Housekeeper by Tucker Schneider, Wiley Publications • Professional management of Housekeeping by Manoj Madhukar, Rajat Publications

COURSE CODE:	BHM-204
COURSE TITLE:	ACCOMMODATION OPERATIONS – (PRACTICAL)
S.No.	Topic
01	Layout of Linen and Uniform Room/Laundry
02	Laundry Machinery and Equipment
03	Stain Removal
04	Flower Arrangement
05	Selection and Designing of Uniforms
06	Public Area Cleaning

COURSE CODE:	BHM-245
COURSE TITLE:	FOOD & BEVERAGE CONTROL -THEORY
COURSE OBJECTIVES:	The course familiarizes students with the food and beverage control, procedures, functions, production and sales control.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end theory examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>FOOD COST CONTROL: Introduction to Cost Control, Define Cost Control, The Objectives and Advantages of Cost Control, Basic Costing, Food Costing</p> <p>RECEIVING CONTROL : Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment required for receiving, Documents by the Supplier (including format), Delivery Notes, Bills/Invoices, Credit Notes, Statements, Records maintained in the Receiving Department, Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving, Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department, Hygiene and cleanliness of area.</p>
UNIT-2	<p>FOOD CONTROL CYCLE: Purchasing Control, Aims of Purchasing Policy, Job Description of Purchase Manager/Personnel, Types of Food Purchase, Quality Purchasing, Food Quality Factors for different commodities, Definition of Yield, Tests to arrive at standard yield, Definition of Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food Purchasing, Sources of Supply, Purchasing by Contract, Periodical Purchasing, Open Market Purchasing, Standing Order Purchasing, Centralized Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms, Ordering Cost, Carrying Cost, Economic Order Quantity, Practical Problems.</p>
UNIT-3	<p>STORING & ISSUING CONTROL: Storing Control, Aims of Store Control, Job Description of Food Store Room Clerk/personnel, Storing Control, Conditions of Facilities and Equipment, Arrangements of Food, Location of Storage Facilities, Security, Stock Control, Two types of Foods Received- direct stores (Perishables/non-perishables), Stock Records Maintained Bin Cards (Stock Record Cards/Books)</p> <p>Issuing Control: Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical inventory and Book value, Stock levels, Practical Problems, Hygiene & Cleanliness of area</p>

<p>UNIT-4</p>	<p>PRODUCTION CONTROL: Aims and Objectives, Forecasting, Fixing of Standards, 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) Computation of staff meals</p> <p>SALES CONTROL: Sales - ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price, Matching costs with sales, Billing procedure - cash and credit sales, Cashier's Sales summary sheet</p>
<p>REFERENCES</p>	<ol style="list-style-type: none"> 1. Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers. 2. Hotel & Catering Costing & Budgets, RD. Boardman, Publisher: Heinemann 3. Introductory Foods. Hughes, D. and Bannion M., The Macmillan Co. Ltd., New York 4. Modern Cookery for Teaching and the Trade, Philip T.E., Vol-I, Orient Longman Ltd.,

COURSE CODE:	BHM-246
COURSE TITLE:	FOOD SAFETY AND QUALITY-THEORY
COURSE OBJECTIVES:	The students will get to learn about various micro-organisms in food, knowledge of food spoilage, food contaminants and adulterants.
EVALUATION	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be seven short answer questions covering whole syllabus of course. This part will be of 7 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (07 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>INTRODUCTION: Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene</p> <p>MICRO-ORGANISMS IN FOOD: General Characteristics of Micro-Organisms, based on their Occurrence and Structure, Factors affecting their Growth in Food (Intrinsic And Extrinsic), Common Food Borne Micro-Organisms: {Bacteria, (Spores/Capsules), Fungi, Viruses, Parasites</p> <p>FOOD SPOILAGE & FOOD PRESERVATION: Types & Causes of Spoilage, Sources of Contamination, Spoilage of Different Products (Milk and Milk Products, Cereals and Cereal Products, Meat, Eggs, Fruits and Vegetables, Canned Products), Basic Principles of Food Preservation, Methods of Preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)</p>
UNIT-2	<p>BENEFICIAL ROLE OF MICRO-ORGANISMS: Fermentation & Role of lactic and bacteria, Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages), Miscellaneous (Vinegar & anti-biotic)</p> <p>FOOD BORNE DISEASES: Types (Infections and intoxications), Common diseases caused by food borne pathogens, Preventive measure</p> <p>FOOD ADDITIVES: Introduction, Types (Preservatives, Anti-Oxidants, Sweeteners, Food Colours and Flavours, Stabilizers and Emulsifiers)</p>
UNIT-3	<p>FOOD CONTAMINANTS & ADULTERANTS: Introduction To Food Standards, Types of Food Contaminants (Pesticide Residues, Bacterial Toxins, Mycotoxins, Seafood Toxins, Metallic Contaminants, Residues from Packaging Material), Common Adulterants in Food, Method of Detection (Basic Principle).</p> <p>FOOD LAWS AND REGULATIONS: National – PFA Essential Commodities Act (FPO, MPO etc.), International – Codex Alimentarius, ISO, Regulatory Agencies – WTO, Consumer</p>

	<p>Protection Act.</p> <p>QUALITY ASSURANCE: Introduction to Concept of TQM, GMP and Risk Assessment, Relevance of Microbiological standards for food safety, HACCP (Basic Principle and implementation)</p>
UNIT-4	<p>HYGIENE AND SANITATION IN FOOD SECTOR: General Principles Of Food Hygiene, GHP For Commodities, Equipment, Work Area and Personnel, Cleaning and Disinfection (Methods and Agents Commonly Used in the Hospitality Industry), Safety Aspects of Processing Water (Uses & Standards), Waste Water & Waste Disposal,</p> <p>RECENT CONCERNS: Emerging Pathogens, Genetically Modified Foods, Food Labeling. Newer Trends in Food Packaging and Technology, BSE (Bovine Serum Encephalopathy)</p>
REFERENCES	<ol style="list-style-type: none"> 1. The New Catering Repertoire, Vol. I, H.L. Cracknell & G. Nobis, Macmillan 2. Mahay, N.S., Shadaksharaswamy, M (2001) foods: Facts and Principles, International Publishers, New Delhi 3. Food & Beverage Law: Food Safety and Hygiene, Aman Publications 4. The HACCP Food Safety Training Manual, Wiley Publishers 5. The Prevention of Food Adulteration Act, 1954

COURSE CODE:	BHM-247
COURSE TITLE:	COMPONENTS OF TOURISM -THEORY
COURSE OBJECTIVES:	This course will brief learners about the various components of tourism, enabling them to understand the concept of tourism in detail. In this course learner will try to relate tourism with its core sectors. This knowledge will be helpful in shaping a future hotel professional.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts Part A: There will be seven short answer questions covering whole syllabus of course. This part will be of 7 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (07 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	APPROACHES TO STUDY TOURISM: Product, Institutional, Managerial, Geographical and Economic Approach; Concept of interdisciplinary approach to study tourism; TRAVEL MOTIVATION: Categorization of Tourists According to their Motive of Travel; S.C. Plog's Psychographic Classification of Tourist Motivations. Components of the Tourism System.
UNIT-2	PRODUCTS AND SERVICES: Tourism Product; Tourism market- a basket of goods and services; Types of tourism product (TOPs, ROPs, BTEs); Various types of Tourism Attractions; Linkages Between the Major Components of Tourism Industry.
UNIT-3	TRANSPORTATION: Transport as a Component of Tourism, Different types of transportations (Rail, Road, Water and Air); Travel Business through the ages.
UNIT-4	Tourism Development at Global Level, Cost–Benefit Analysis of Tourism, Important Global Organisations in Tourism, Various Stakeholders in Tourism Development And Their Role.
REFERENCES:	<ul style="list-style-type: none"> • Seth P.N., Successful Tourism Management, Sterling Publisher: New Delhi • Srinivasan, R. and S.A. Chunawalia, Management Principles & Practice, Himalaya Publishing House, New Delhi. • Prasad, L.M., Principles & Practice of Management, Sultan Chand & Sons, New Delhi. • Bhatia, A. K., Tourism development: Principles, Practices and Philosophies, Sterling Publishers, New Delhi • Cook, R.A., L.J. Yale, and J.J. Marqua, Tourism: The business of Travel, New Jercey: Prantice Hall. Medlik, S., Managing tourism, Oxford: Butterworth Heinemann.

COURSE CODE:	BHM-248
COURSE TITLE:	BAR AND BEVERAGE OPERATIONS -THEORY
COURSE OBJECTIVES:	It aims at making you aware of different bar operations and control practices being used in hotel industry.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be seven short answer questions covering whole syllabus of course. This part will be of 7 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (07 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>Bars: Introduction, Brief History, Bar and Beverage Business in India, Types of Bars, Parts of Bars, Bar Attendant, Bar Duties, The Future of Bars</p> <p>Bar Ingredients: Syrups and Non Alcoholic Ingredients, Beverage Service, Purpose of Large Social Concern</p>
UNIT-2	<p>Bar operations, Bar Shapes, Planning Criteria, Bar Plans/Layouts, Elevation and Bar Sections, Themes and Concept, Licensing Framework, Policies and Procedure, FSSAI</p> <p>Service and selling techniques: The Bartender as a Sales Person, Upselling Guidelines For Bar Attendants, Professional Hygiene and Health.</p> <p>Promoting Responsible Drinking and Alcohol Awareness Alcohol's impact on human health : Alcohol and nutrition , Alcoholism and other drinking problems, Legal considerations, Changing Drinking Patterns</p>
UNIT-3	<p>Alcoholic Beverage Production Sanitation: Liquor supplies, Mixes, Garnishes and condiments, Ice, Service accessories, Opening the cash register, Behind-the-bar behavior, Closing the bar</p> <p>Mixology and the Bartender: Mixed drinks, Drink families, Coffee drinks and hot libations, A guide to bartending</p> <p>Cellar management: Location, Temperature and Storage, Equipments Required in Bar Storage Area. Cellar Control, Records & Books Maintained In Cellar.</p>
UNIT-4	<p>Bar control system - Introduction, Calculation of Beverage Cost, Methods of Beverage Control, Cash Control/ Cash Receipt, Types of Fraud and Areas of Loss With Cash Collection, Basic Principle of Cash Control, Stock/Inventory Control, Portion Control, Check Matrix, Operational and Financial Ratios, Par Stock and</p>

	Bottle Control, Inter Bar Transfer, Spillages, Breakage and Spoilage.
REFERENCES:	<ul style="list-style-type: none">• Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS• Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, Publisher: ELBS• Modern Restaurant Service – John Fuller, Publisher: Hutchinson• The Waiter Handbook By Grahm Brown, Publisher: Global Books &• Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.

COURSE TITLE:	Work shop on Research Methodology
COURSE OBJECTIVES:	This subject is taught to prepare students on how to approach the subject of Research Project in the 3rd year. Inputs can be given to the students during the institute tenure but topics allotted only after return from IT. This will help students perceive the subject in a better fashion while the vacation period between the two years (2nd & 3rd year) utilized for exploratory research and self-study.
UNIT-1	INTRODUCTION TO RESEARCH METHODOLOGY: Meaning and objectives of Research, Types of Research, Research Approaches, Significance of Research, Research methods vs Methodology, Research Process, Criteria of Good Research, Problem faced by Researches, Techniques Involved in defining a problem.
UNIT-2	RESEARCH DESIGN: Meaning and Need for Research Design, Features and important concepts relating to research design, Different Research design, Important Experimental Designs
UNIT-3	SAMPLE DESIGN: Censure and sample Survey, Implication of Sample design, Steps in sampling design, Criteria for selecting a sampling procedure, Characteristics of a good sample design, Different types of Sample design, Measurement Scales, Important scaling Techniques
UNIT-4	METHODS OF DATA COLLECTION: Collection of Primary Data, Collection through Questionnaire and schedule collection of secondary data, Difference in Questionnaire and schedule, Different methods to collect secondary data. DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES: Hypothesis Testing, Basic concepts concerning Hypothesis Testing, Procedure and flow diagram for Hypothesis Testing, Test of Significance, Chi-Square Analysis, report Presentation Techniques
REFERENCES:	<ol style="list-style-type: none"> 1) Business Research Methods - Alan Bryman, Emma Bell – Oxford University Press 2) Travel Tourism & Hospitality Research, By Ritchie Goeldner Publisher: John Wiley 3) Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers, 2nd Edition by J. R. Brent Ritchie (Editor), Charles R. Goeldner (Editor)- Wiley International 4) How to Complete your Research project successfully, Judith Bell, USB Publisher Distributors Delhi 5) Research Methodology – A Step by Step Guide for Beginners — Ranjit Kumar, Pearson Publications

FIFTH SEMESTER								
	Course Code	Course Title	Contact Hours		Weight age		Total Marks	Credit
			Th.	Pr.	CE	ESE		
		A. Theory						
Discipline Core	BHM-351	Advanced Food Production Operations	3	-	30	70	100	3
	BHM-352	Advanced Food & Beverage Operation	3	-	30	70	100	3
	BHM-353	Accommodation Management	3	-	30	70	100	3
Discipline Electives choose any three	BHM-354	Spa Management	3	-	30	70	100	3
	BHM-355	Food & Beverage Management	3	-	30	70	100	3
	BHM-356	Financial Management	3	-	30	70	100	3
	BHM-357	Global Tourism	3	-	30	70	100	3
	BHM-358	Business Ethics	3	-	30	70	100	3
		Research Project*						
		B. Practical						
Discipline Core	BHM -301	Advanced Food Production Operations	-	8	60	40	100	4
	BHM -302	Advanced Food & Beverage Operation	-	2	60	40	100	1
	BHM -303	Accommodation Management	-	2	60	40	100	1
		Total	18	12	360	540	900	24

*The Project Allocation will be done in the 5th semester and the evaluation will form part of sixth semester

COURSE CODE:	BHM-351
COURSE TITLE:	ADVANCED FOOD PRODUCTION OPERATIONS (Theory)
COURSE OBJECTIVES:	This paper will give the students the technical skills of cold kitchen of a hotel. The students will learn about Larder, Charcuterie and various kinds of cold meats that are used in food production.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	LARDER- LAYOUT & EQUIPMENT: Introduction of Larder Work, Definition, Equipment found in the larder, Layout of a typical larder with equipment and various sections. TERMS & LARDER CONTROL: Common terms used in the Larder and Larder control, Essentials of Larder Control, Importance of Larder Control, Devising Larder Control Systems, Leasing with other Departments, Yield Testing, DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF: Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of a larder Chef.
UNIT-2	CHARCUTERIE: Introduction to charcuterie, SAUSAGES: Types & Varieties, CASINGS: Types & Varieties, FILLINGS: Types & Varieties, Additives & Preservatives FORCEMEATS: Types of forcemeats, Preparation of forcemeats, Uses of forcemeats, BRINES, CURES & MARINADES: Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades ,Difference between Brines, Cures & Marinades, HAM, BACON & GAMMON: Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon Processing of Ham & Bacon, Green Bacon, Uses of different cuts, GALANTINES: Making of galantines, Types of Galantine Ballotines, PATES: Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison Truffle - sources, Cultivation and uses and Types of truffle
UNIT-3	MOUSE & MOUSSELINE: Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline. CHAUD FROID: Meaning of Chaud froid, Making of chaud frod & Pecautions, Types of chaud froid ,Uses of chaud froid . ASPIC & GELEE: Definition of Aspic and Gelee, Difference between the two, Making of Aspic and Gelee Uses of Aspic and Gelee. QUENELLES, PARFAITS,

	<p>ROULADES: Preparation of Quenelles, Parfaits and Roulades NON EDIBLE DISPLAYS: Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermocol work</p>
UNIT-4	<p>APPETIZERS & GARNISHES- Classification of Appetizers, Examples of Appetizers, Historic importance of culinary Garnishes, Explanation of different Garnishes. SANDWICHES- Parts of Sandwiches, Types of Bread, Types of filling: Classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, Storing of Sandwiches.</p>
REFERENCES:	<p>Le Rol A.Polsom. The Professional Chef</p> <p>Bo Friberg (2002) The Professional Pastry Chef, Fourth Edition Wiley & Sons INC</p> <p>Cessarani & Kinton (2007). Theory of Catering. Hodder Education Publisher</p> <p>K Arora (2008), Theory of Cookery. Frank Brothers</p> <p>Fuller J. Barrie & Jenkins. Accompaniments & Garnishes from waiter</p> <p>S. C Dubey. Bakery & Confectionery. Society of Indian Bakers</p> <p>Philip E. Thangam (2010) Modern Cookery (Vol-I) Orient BlackSwan</p> <p>Kinton R Cessarani V., Foskett D. (2000) Practical Cookery (9th edition) Hodder Education</p>

COURSE CODE:	BHM-301
COURSE TITLE:	ADVANCED FOOD PRODUCTION OPERATIONS (Practical)
Topic	
<p>MENU 01 Consommé Carmen, Poulet Sauté Chasseur, Pommes Loretta, Haricots Verts</p> <p>MENU 02 Bisque D'œcrevisse, Escalope De Veau viennoise, Pommes atailles, Epinards au Gratin</p> <p>MENU 03 Crème Du Barry, Darné De Saumon Grille, Sauce paloise, Pommes Fondant, Petits Pois A La Flamande</p> <p>MENU 04 Veloute Dame Blanche, Cote De Porc Charcuterie, Pommes De Terre A La Crème, Carottes Glace Au Gingembre</p> <p>MENU 05 Cabbage Chowder, Poulet A La Rex, Pommes Marguises, Ratatouille</p> <p>MENU 06 Barquettes Assortis, Stroganoff De Boeuf, Pommes Persilles, Riz Pilaf</p> <p>MENU 07 Duchesse Nantua, Poulet Maryland, Croquette potatoes, Banana fritters, Corn gallets</p> <p>MENU 08 Kromeskies, Filet De Sols Walweska, Pommes Lyonnaise, Funghi Marirati</p> <p>MENU 09 Vol-Au-Vent De Volaille Et Jambon , Poulet a la kiev, Creamy Mashed Potatoes, Butter tossed green peas</p> <p>MENU 10 Quiche Lorraine, Roast Lamb, Mint sauce, Pommes Parisienne</p> <p>Plus 5 Buffets Cold Buffet, Hot Continental, Hot Indian, Buffet Desserts, Bread Displays</p> <p>Demonstration of: Charcuterie Galantines, Pate, Terrines, Mousselines</p>	

Part 'B' - BAKERY & PATISSERIE (PRACTICAL)

S.No	Topic
1.	Brioche Baba au Rhum
2.	Soft Rolls, Chocolate Parfait
3.	French Bread, Tarte Tartin
4.	Garlic Rolls, Crêpe Suzette
5.	Harlequin Bread, Chocolate Cream Puffs
6.	Focaccia, Crème Brûlée
7.	Vienna Roll, Mousse Au Chocolat
8.	Bread Sticks, Souffle Milanaise
9.	Brown Bread, Pâte Des Pommes
10.	Clover Leaf Rolls, Savarin des fruits
11.	Whole Wheat Bread, Charlotte Royal
12.	Herb & Potato Loaf, Doughnuts
13.	Milk Bread, Gateaux des Peache

14.	Ciabatta, Chocolate Brownie
15.	Buffet desserts, Modern Plating Styles

COURSE CODE:	BHM-352
COURSE TITLE:	ADVANCED FOOD & BEVERAGE OPERATION (Theory)
COURSE OBJECTIVES:	The course aims to inculcate knowledge of food service principles, functions, and procedures among students. The students will learn the importance, planning and execution of Food and beverage outlets
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1\	FUNCTION CATERING: - BANQUETS: History, Types, Organisation of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus. BANQUET PROTOCOL: Space Area requirement, Table plans/arrangement, Misc-en-place, Service, Toast & Toast procedures. INFORMAL BANQUET: Réception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering
UNIT-2	FUNCTION CATERING:- BUFFETS: Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food, Menu planning, Types of Buffet, Display, Sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list
UNIT-3	COCKTAILS & MIXED DRINKS: Definition and History, Classification, Parts, Methods of mixing, measures, pourers and pouring, Garnishes, Bar equipments, Cocktail glasses, Syrups and other non-alcoholic ingredients, Juices, Liqueurs in cocktails, service of cocktails. PREPARATION AND SERVICE OF INNOVATIVE COCKTAILS: Infused drinks, Sour drinks, trendy drinks, long drinks, short drinks, cream drinks, wine based drinks, Hot drinks, Mocktails.
UNIT-4	PREPARATION AND SERVICE OF CLASSIC COCKTAILS: Martini -

	<p>Dry & Sweet, Manhattan - Dry & Sweet, Mai Tai, LIIT, Mojito, Cosmopolitan, Caipirinha, Bellini, Mint Julep, Side Car, Tom Collins Gin FIZZ, Flips, Noggs, Champagne Cocktail, Between the Sheets, Daiquiri, Bloody Mary, Screw Driver, Tequilla Sunrise, Gin-Sling, Planters Punch, Singapore Sling, Pinacolada, Rusty Nail, Black Russian, Margarita, Gimlet - Dry & Sweet, Cuba Libre, Whisky Sour, Blue Lagoon, Harvey Wall Banger, Bombay Cocktail</p>
<p>REFERENCES:</p>	<ul style="list-style-type: none"> • Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS • Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS • Modern Restaurant Service . John Fuller, Hutchinson • Professional Food & Beverage Service Management -Brian Varghese • The Waiter Handbook By Grahm Brown, Publisher: Global Books &

COURSE CODE:	BHM-302
COURSE TITLE:	ADVANCED FOOD & BEVERAGE OPERATION (Practical)
S. No.	Topic
01	BAR OPERATIONS PREPARATION AND SERVICE OF INNOVATIVE COCKTAILS: Infused drinks, Sour drinks, trendy drinks, long drinks, short drinks, cream drinks, wine based drinks, Hot drinks, Mocktails.
02	FUNCTION CATERING - BANQUETS <ul style="list-style-type: none"> • Planning & organizing Formal & Informal Banquets • Planning & organizing Outdoor caterings
03	FUNCTION CATERING - BUFFETS <ul style="list-style-type: none"> • Planning & organizing various types of Buffet
04	BAR OPERATIONS <ul style="list-style-type: none"> • Designing & Setting the bar • Bar mise-en -place • Preparation & Service of Classic Cocktail & Mixed Drinks

COURSE CODE:	BHM-353
COURSE TITLE:	ACCOMMODATION MANAGEMENT (Theory)
COURSE OBJECTIVES:	The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	SAFETY AND SECURITY:- Work environment Safety and job safety analysis, Potential Hazards in Housekeeping, Safety awareness and accident prevention, slips and falls, Crime prevention and dealing with emergency situation, Thefts, First Aid,
UNIT-2	<p>INTERIOR DECORATION: Elements of design, Color and its role in décor, Types of color schemes, Windows and window treatment, Floor finishes, Carpets, Furniture and fittings, Accessories</p> <p>ELECTRICITY AND LIGHTING: Fundamentals of electricity, Lighting and lighting fixtures, Types of lighting, Different lighting devices, Incandescent lamps, Fluorescent lamps and other gas discharged lamps, Illumination and units of illumination, External lighting, Safety in handling electrical equipment.</p>
UNIT-3	LAYOUT OF GUEST ROOMS: Sizes of rooms, Sizes of furniture, Furniture arrangement, Principles of design, Refurbishing and redecoration
UNIT-4	NEW PROPERTY COUNTDOWN
REFERENCES:	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping . by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd. • Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi. • Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press. • Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher. • Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications • The Professional Housekeeper by Tucker Schneider, Wiley Publications

	<ul style="list-style-type: none"> Professional management of Housekeeping by Manoj Madhukar, Rajat Publications
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COURSE CODE:	BHM-303
COURSE TITLE:	ACCOMMODATION MANAGEMENT (Practical)
S. No.	Topic
01	STANDARD OPERATING PROCEDURE <ul style="list-style-type: none"> Skill Oriented Task (e.g. cleaning and polishing glass, brass etc)
02	FIRST AID <ul style="list-style-type: none"> First Aid Kit Dealing With Emergency Situation Maintaining Records
03	SPECIAL DECORATION (THEME RELATED TO HOSPITALITY INDUSTRY) <ul style="list-style-type: none"> Indenting Costing Planning With Time Split Executing
04	LAYOUT OF GUEST ROOM <ul style="list-style-type: none"> To The Scale Earmark Pillars Specification Of Colors, Furniture, Fixture, Fitting, Soft Furnishing And Accessories Etc Used

COURSE CODE:	BHM-354
COURSE TITLE:	SPA MANAGEMENT (Theory)
COURSE OBJECTIVES:	This course familiarizes a student in understanding the core concepts that need to be kept in mind while opening a hotel.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>HISTORY AND INTRODUCTION TO SPA: European, Asian and local spa types and their brief history</p> <p>TYPES OF SPA: Club spa, Cruise ship spa, Day spa, Destination spa, Medical spa, Mineral springs spa, Resort/hotel spa</p> <p>SPA AS A CAREER: Basic Requirements, Remuneration/Earning, Drive & Motivation, Commitment, Spa Career Options, Typical Career Path, How to Start Your Own Spa Business, Job Opportunities . India and abroad</p> <p>ROLE OF A SPA MANAGER: Effective financial management, Understanding spa concepts and its operations, Effective planning . short term as well as long term, Leadership & management, Human resources Planning, Financial planning and management, Therapy designing, Menu designing, Live spa training, Spa recruitment, Spa company development, Operations Spa and Hospitality</p>
UNIT-2	<p>SPA PRODUCT KNOWLEDGE: Herbs, Essential Oils, Aromatic Oils, Preservatives, Active Ingredients, Carrier Oils & Base Creams, Pre Blended Oils, Pre Blended Creams, Soaps, Shampoos, Lotions, Licensing (Drug Control), Product Testing, Efficacy, Shelf Life, Storage, Contamination, Allergies, Product Handling, Dispensing, Self-Protection</p>
UNIT-3	<p>INTERNATIONAL THERAPIES & AYURVEDA: Swedish massage, Deep tissue Massage, Reflexology, Thai massage, Aroma massage, Hot stone therapy</p> <p>BASICS OF AYURVEDA: Abhyanga . traditional Kerala Ayurveda massage, Sirodhara, Njavarakizhi, Elakizhi (PathrapotalaSweda)</p>
UNIT-4	<p>SPA MARKETING: Developing a Marketing plan, Essentials of selling to women, men and teens, Generating Good Publicity, Building and Maintaining contacts, Using Technology in business aid, Building and Managing a Result Oriented Team, Effective financial management, Corporate tie ups</p>
REFERENCES:	<ul style="list-style-type: none"> • <u>Janet D'Angelo</u> , Spa Business Strategies: A Plan for Success, Delmar Cengage Learning

	<ul style="list-style-type: none"> • <u>Elizabeth M., Ph.D. Johnson</u> SPA: A Comprehensive Introduction, Amer Hotel & Motel Assn • <u>Mary S. Wisnom</u> Spa Management: An Introduction, Prentice Hall
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COURSE CODE:	BHM-355
COURSE TITLE:	FOOD & BEVERAGE MANAGEMENT (Theory)
COURSE OBJECTIVES:	The course helps the students to understand the cost dynamics and various measures and cost management which can be implemented to cut down on the cost of an institution.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	F & B MANAGEMENT IN FOOD AND BEVERAGE OPERATIONS: Introduction ,Objectives of F&B Management, constraints of F&B Management ,Basic policies . Financial, Marketing and Catering (Fast food and Popular catering, Industrial catering, School catering and Hospital catering)Organizing and Staffing ,Control and performance measurements, Approaches to quality management , Managing Quality
UNIT-2	COST DYNAMICS: Elements of cost, Classification of cost. SALES CONCEPTS: Various sales concept, Uses of sales concept INVENTORY CONTROL: Importance, Objectives, Methods, Levels and technique, Perpetual inventory, Monthly inventory, Pricing of commodities, Comparison of physical and perpetual inventory
UNIT-3	BEVERAGE CONTROL: Purchasing, Receiving, Storing, Issuing, Production Control, Standard Recipe, Standard Portion Size, Bar Frauds, Books maintained, Beverage Control. SALES CONTROL: Procedure of Cash Control, Machine System, Electronic Cash Register, National Cash Register, Preset Machines, Point of Sale, Reports, Thefts, Cash Handling, BUDGETARY CONTROL: Define Budget, Define Budgetary Control, Objectives, Frame Work, Key Factors, Types of Budget, Budgetary Control
UNIT-4	VARIANCE ANALYSIS: Standard cost, Standard costing, Cost variances, Material variances, Labor variances, Overhead variance, Fixed overhead variance, Sales variance, Profit variance. BREAKEVEN ANALYSIS: Breakeven chart, P V Ratio, Contribution, Marginal cost,

	<p>graphs. MENU MERCHANDISING: Menu control, Menu structure, Planning and pricing of menus, Types of menus, Menu as marketing tool, Layout, Constraints of menu planning. Management Information System: Reports, Statistical revenue report, cumulative and non-cumulative</p>
REFERENCES:	<ul style="list-style-type: none"> • Text Book of Food and Beverage Management, by Sudhir Andrews, Tata Mc Graw Hill Education Private Limited New Delhi • Food and Beverage Comprehensive Cost Control System Management, by Kamal Manaktola and Alok Prasad, Kanishka Publishers and Distributors New Delhi. • Food and Beverage Management Cost Control, by Jagmohan Singh Negi, Kanishka Publishers and Distributor New Delhi.

COURSE CODE:	BHM-356
COURSE TITLE:	FINANCIAL MANAGEMENT (Theory)
COURSE OBJECTIVES:	This course shall prepare students to get well versed with various financial decisions to be taken in a business.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts - Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	FINANCIAL MANAGEMENT MEANING & SCOPE: Meaning of business finance, Meaning of financial management, Objectives of financial management. FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION: Meaning and types of financial statements, Techniques of financial analysis, Limitations of financial analysis, Practical problems
UNIT-2	RATIO ANALYSIS: Meaning of ratio, Classification of ratios, Merits and demerits of ratios, Profitability ratios, Turnover ratios, Financial ratios and Practical Problems. FUNDS FLOW ANALYSIS : Meaning of funds flow statement, Uses of funds flow statement, Preparation of funds flow statement, Practical problems
UNIT-3	CASH FLOW ANALYSIS: Meaning of cash flow statement, Merits & Demerits of cash flow, Preparation of cash flow statement, Difference between cash flow and funds flow analysis, Practical problems. FINANCIAL PLANNING MEANING & SCOPE: Meaning of Financial Planning, Objectives, Types, Steps, Significance and Limitations.
UNIT-4	CAPITALISATION AND CAPITAL STRUCTURE: Meaning of Capital Structure, Factors determining capital structure, Capital Structure Theory, Over capitalization and under capitalization. WORKING CAPITAL MANAGEMENT: Meaning of working capital, Factors determining working capital needs. BASICS OF CAPITAL BUDGETING: Importance of Capital Budgeting, Capital Budgeting appraising methods, Payback period, Average rate of return, Net Present Value, Profitability index, Internal rate of return, Practical problems
REFERENCES:	<ul style="list-style-type: none"> • Financial Management. By P. Chandra, Tata-McGraw Hill Publishing Co.Ltd. New Delhi: • Financial Management in Hotel and Catering by F.Donald. (1986).. Heinemann. London • Financial Management. by P. Kulkarni, Himalaya Publishing House. Mumbai

	<ul style="list-style-type: none"> Financial Management. by I. Pandey, Vikas Publication House. New Delhi
COURSE CODE:	BHM-357
COURSE TITLE:	GLOBAL TOURISM (Theory)
COURSE OBJECTIVES:	This course will brief learners about the growth of tourism at world level, further the course is aimed at enhancing the product knowledge of learners. In this course learner will try to appreciate global tourism with its magnitude and key players. This knowledge will be helpful in shaping a future Hotel professional.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts Part A: There will be seven short answer questions covering whole syllabus of course. This part will be of 7 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (07 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	INTERNATIONAL SCENARIO OF TOURISM. Top ranking countries in terms of tourist arrivals & receipt. Countries generating tourists. Regional tourism concentrations in terms of International tourism (WTO Regions), Reasons for such tourism concentrations and disparities. Major issues affecting global tourism.
UNIT-2	Overview (tourism magnitude, important destinations and types of tourism) of tourism in selected European Countries: UK, France, Germany, Switzerland, Spain and Italy.
UNIT-3	Overview (tourism magnitude, important destinations and types of tourism) of tourism in selected Asian Countries: China, Nepal, Srilanka, Singapore, Malaysia and Thailand,
UNIT-4	Overview (tourism magnitude, important destinations and types of tourism) of tourism in selected Countries: US, South Africa, Kenya, Australia and New Zealand.
REFERENCES:	<ul style="list-style-type: none"> Successful Tourism Management, (Vol.1), by Seth P.N., Sterling Publisher. New Delhi The Geography of travel and Tourism by Boniface, B.G. and Chris Cooper, Oxford: Butterworth Heinemann. The Geography of tourism and recreation. Environment, place & space by Hall C.M. and Stephen, J. Page, Routledge. London Tourism Today: A Geographical Analysis, Pearce Douglas, New York

	<ul style="list-style-type: none">• Longman. Specific Country Guide Books of Lonely Planet Publication
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COURSE CODE:	BHM-358
COURSE TITLE:	BUSINESS ETHICS
COURSE OBJECTIVES:	The course helps the students to understand the importance of business ethics in an organisation.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	BUSINESS ETHICS: Meaning, Importance, Source, Ethical responsibility of Managers, Principles of being ethical HR manager, Most unethical situations, HR ethical issues, Techniques of Managing Ethics, Difficulties, Role of ethical leadership
UNIT-2	Morale: Meaning , Individual & Group Morale, High or Low Morale, Morale & Motivation, Morale & Productivity, Factors influencing Morales, Causes of low morale, Factors improving Morale, Managing Morale in difficult times
UNIT-3	ETHICAL ISSUES IN CAPITALISM AND MARKET: Socially responsible business behavior, role of ethics in business success, ethical business practices in different countries
UNIT-4	CORPORATE GOVERNANCE: Corporate Social responsibility, Ethics and Government
REFERENCES:	<ul style="list-style-type: none"> • Business Ethics: Ethical Decision Making & Cases 11th Edition by O. C. Ferrell ,John Fraedrich, Ferrell ,Cengage Learning. • Managing Business Ethics: Straight Talk about How to Do It Right 6th Edition by Linda K. Trevino , Katherine A. Nelson, Wiley. • Ethical Obligations and Decision-Making in Accounting: Text and Cases 4th Edition by Steven Mintz, Roselyn Morris, McGraw-Hill Education. • Moral Issues in Business 13th Edition by William H. Shaw , Vincent Barry, Cengage Learning. • Business Ethics: Decision Making for Personal Integrity & Social Responsibility 3rd Edition by Laura Hartman, Joseph Des Jardins , Chris MacDonald, McGraw-Hill Education.

SIXTH SEMESTER								
	Course Code	Course Title	Contact Hours		Weight age		Total Marks	Credit
			Th.	Pr.	CE	ESE		
		A. Theory						
Discipline Core	BHM-361	Advanced Food Production Operations	3	-	30	70	100	3
	BHM-362	Advanced Food & Beverage Operation	3	-	30	70	100	3
	BHM-363	Front Office Management	3	-	30	70	100	3
Discipline Electives Choose any three	BHM-364	Aviation and Cruise line operations Management	3		30	70	100	3
	BHM-365	Entrepreneurship Development	3	-	30	70	100	3
	BHM-366	Principles of Management	3	-	30	70	100	3
	BHM-367	Personality Development and Soft Skills		4	30	70	100	2
		B. Practical						
Discipline Core	BHM -304	Advanced Food Production Operations	-	8	60	40	100	4
	BHM -305	Advanced Food & Beverage Operation	-	2	60	40	100	1
	BHM -306	Front Office Management	-	2	60	40	100	1
	BHM -307	Research Project (Viva Voce)	-	-	-	100	100	5
		Total	15	16	360	640	1000	29

COURSE CODE:	BHM-361
COURSE TITLE:	ADVANCED FOOD PRODUCTION OPERATIONS (Theory)
COURSE OBJECTIVES:	This paper will give the basic knowledge about International cooking and get well versed with terminology, use of ingredients, techniques of cooking of various countries. They will also learn Management aspects of Food Production.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	INTERNATIONAL CUISINE: Geographic location, Historical background Staple food with regional Influences, Specialities, Recipes, Equipment in relation to: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic. CHINESE: Introduction to Chinese foods, Historical background, Regional cooking styles, Methods of cooking, Equipment & utensils. FRENCH: Culinary French, Classical recipes (recettes classique), Historical Background of Classical Garnishes, Offal/Game, Larder terminology and vocabulary
UNIT-2	ICINGS & TOPPINGS: Varieties of icings, Using of Icings, Difference between icings & Toppings, Recipes, FROZEN DESSERTS: Types and classification of Frozen desserts, Ice-creams . Definitions, Methods of preparation, Additives and preservatives used in Ice-cream manufacture. MERINGUES: Making of Meringues, Factors affecting the stability, Cooking Meringues, Types of Meringues, Uses of Meringues. CHOCOLATE: History, Sources, Manufacture & Processing of Chocolate, Types of chocolate, Tempering of chocolate, Cocoa butter, white chocolate and its applications.
UNIT-3	PRODUCTION MANAGEMENT: Kitchen Organization, Allocation of Work - Job Description, Duty Rosters, Production Planning, Production Scheduling, Production Quality & Quantity Control, Forecasting & Budgeting, Yield Management. PRODUCT & RESEARCH DEVELOPMENT: Testing new equipment, Developing new recipes, Food Trails, Organoleptic & Sensory Evaluation.
UNIT-4	FOOD PRESENTATION PRINCIPLES: Basic presentations, Modern perspectives, Use of technology, Use of contemporary plates, Role and

	use of garnish, Unconventional garnishes, Plate Presentation techniques.
REFERENCES:	<ul style="list-style-type: none"> • The Professional Chef (4th Edition) By Le Rol A.Polsom • The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC • Theory of Catering By Kinton & Cessarani • Theory of Cookery By K Arora, Publisher: Frank Brothers • Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins • Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers • Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani

COURSE CODE:	BHM-304
COURSE TITLE:	ADVANCED FOOD PRODUCTION OPERATIONS (Practical)
COUNTRY	Topic
CHINESE	MENU 01 Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork, Hakka Noddles MENU 02 Hot & Sour soup, Beans Sichuan, Stir Fried Chicken & Peppers, Chinese Fried Rice MENU 03 Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice MENU 04 Wonton Soup, Spring Rolls, Stir Fried Beef & Celery Chow Mein MENU 05 Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noddles
SPAIN	MENU 06 ,Gazpacho, Pollo En Pepitoria, Paella, Fritata De Patata, Pastel De Mazaana
ITALY	MENU 07 Minestrone, Ravioli Arabeata, Fettocine Carbonara, Pollo Alla Cacciatore, Medanzane Parmigiane
GERMANY	MENU 08 Linsensuppe, Sauerbaaten, Spatzale, German Potato Salad
U.K.	MENU 09 Scotch Broth, Roast Beef, Yorkshire Pudding , Glazed Carrots & Turnips, Roast Potato
GREECE	MENU 10 Soupe Avogolemeno, Moussaka A La Greque, Dolmas, Tzaziki

Part 'B' - BAKERY & PATISSERIE (PRACTICAL)

S.No	Topic
1.	Grissini, Tiramisu
2.	Pumpernickle, Apfel Strudel
3.	Yorkshire Curd Tart,Crusty Bread
4.	Baklava, Harlequin Bread
5.	Baguette, Crepe Normandy
6.	Croissants, Black Forest Cake
7.	Pizza base, Honey Praline Parfait
8.	Danish Pastry, Cold Cheese Cake
9.	Soup Rolls, Chocolate Truffle cake
10.	Ginger Bread, Blancmange
11.	Lavash, Chocolate Parfait
12.	Cinnamon & Raisin Rolls, Soufflé Chaud Vanilla
13.	Fruit Bread, Plum Pudding
14.	Demonstration of: Meringues, Icings & Toppings
15.	Demonstration of: Wedding Cake & Ornamental cakes

COURSE CODE:	BHM-362
COURSE TITLE:	ADVANCED FOOD & BEVERAGE OPERATION (THEORY)
COURSE OBJECTIVES:	The course aims to inculcate knowledge of food Management, Bar Operations, functions, procedures among students.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	PLANNING & OPERATING VARIOUS F&B OUTLET: Physical layout of functional and ancillary areas, Objective of a good layout, Steps in planning, Factors to be considered while planning, Calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. Suppliers & manufacturers, Approximate cost, Planning Décor, furnishing fixture etc.
UNIT-2	CUSTOMER RELATIONSHIP MANAGEMENT: Introduction, Importance of Customer Relation, Guest Satisfaction, Attitude of staff, Complaint handling, Suggestions by Guest, Pulling, Retaining and Pushing Factors.
UNIT-3	MANAGING FOOD & BEVERAGE OUTLET: Supervisory skills, Developing efficiency, Standard Operating Procedure, Training and Development.
UNIT-4	GUERIDON SERVICE: History of gueridon, Definition, General consideration of operations, Advantages & Dis-advantages, Types of trolleys, Factor to create impulse, Buying - Trolley, open kitchen,

	Gueridon equipment , Gueridon ingredients, KITCHEN STEWARDING: Importance, Opportunities in kitchen stewarding Record maintaining, Machine used for cleaning and polishing, Inventory.
REFERENCES:	<ul style="list-style-type: none"> • Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS • Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS • Modern Restaurant Service . John Fuller, Hutchinson • Professional Food & Beverage Service Management -Brian Varghese • The Waiter Handbook By Gramh Brown, Publisher: Global Books & Subscription Services New Delhi • Food and Beverage Service . Vijay Dhawan

COURSE CODE:	BHM-305
COURSE TITLE:	ADVANCED FOOD & BEVERAGE OPERATION (Practical)
S.No	Topic
01	<p>PLANNING & OPERATING FOOD & BEVERAGE OUTLETS</p> <p>Class room Exercise</p> <ul style="list-style-type: none"> • Developing Hypothetical Business Model of Food & Beverage Outlets • Case study of Food & Beverage outlets - Hotels & Restaurants <p>F&B STAFF ORGANIZATION</p> <p>Class room Exercise (Case Study method)</p> <ul style="list-style-type: none"> • Developing Organization Structure of various Food & Beverage Outlets • Determination of Staff requirements in all categories • Making Duty Roster • Preparing Job Description & Specification
02	<p>SUPERVISORY SKILLS</p> <ul style="list-style-type: none"> • Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events • Drafting Standard Operating Systems (SOPs) for various F & B Outlets • Supervising Food & Beverage operations • Preparing Restaurant Log
03	<p>GUERIDON SERVICE</p> <ul style="list-style-type: none"> • Organizing Mise-en-place for Gueridon Service • Dishes involving work on the Gueridon <ul style="list-style-type: none"> ➤ Task-01 Crepe suzette ➤ Task-02 Banana au Rhum

	<ul style="list-style-type: none">➤ Task-03 Peach Flambe➤ Task-04 Rum Omelette➤ Task-05 Steak Diane➤ Task-06 Pepper Steak
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COURSE CODE:	BHM-363
COURSE TITLE:	FRONT OFFICE MANAGEMENT (Theory)
COURSE OBJECTIVES:	The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	PLANNING & EVALUATING FRONT OFFICE OPERATIONS: Setting Room Rates (Details/Calculations thereof), Hubbart Formula, market condition approach & Thumb Rule, Types of discounted rates - corporate, rack etc. Forecasting techniques, Forecasting Room availability, Useful forecasting data (% of walking, % of overstaying, % of under stay,)
UNIT-2	FORECASTING: Forecast formula, Types of forecast, Sample forecast forms, Factors for evaluating front office operations
UNIT-3	BUDGETING: Types of budget & budget cycle, Making front office budget, Factors affecting budget planning, Capital & operations budget for front office, Refining budgets, budgetary control, Forecasting room revenue, Advantages & Disadvantages of budgeting
UNIT-4	PROPERTY MANAGEMENT SYSTEM: Fidelio / IDS / Shawman, Amadeus
REFERENCES:	<ul style="list-style-type: none"> • Front Office Training manual . Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations . Kasavana & Brooks Educational Institution AHMA • Front Office . operations and management . Ahmed Ismail (Thomson Delmar). • Managing Computers in Hospitality Industry . Michael Kasavana & Cahell. • Front Office Operations . Colin Dix & Chris Baird. • Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers • Managing Front Office Operations By Kasavana & Brooks • Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum • Check in Check out- Jerome Vallen

	<ul style="list-style-type: none"> • Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley • International
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COURSE CODE:	BHM-306
COURSE TITLE:	FRONT OFFICE MANAGEMENT (Practical)
S.No.	Topic
Hands on practice of computer applications on PMS front office procedures such as: Night audit, Income audit, Accounts, Situation handling - handling guests & internal situations requiring management tactics/strategies	
1.	HMS Training - Hot Function keys
2.	How to put message
3.	How to put a locator
4.	How to check in a first time guest
5.	How to check in an existing reservation
6.	How to check in a day use
7.	How to issue a new key
8.	How to verify key
9.	How to cancel a key
10.	How to issue a duplicate key
11.	How to extend a key
12.	How to print and prepare registration cards for arrivals
13.	How to programme keys continuously
14.	How to programme one key for two rooms
15.	How to re-programme a key
16.	How to make a reservation
17.	How to create and update guest profiles
18.	How to update guest folio
19.	How to print guest folio
20.	How to make sharer reservation
21.	How to feed remarks in guest history
22.	How to add a sharer
23.	How to make add on reservation
24.	How to amend a reservation
25.	How to cancel a reservation
26.	How to make group reservation
27.	How to make a room change on the system
28.	How to log on cashier code
29.	How to close a bank at the end of each shift
30.	How to put a routing instruction
31.	How to process charges

32.	How to process a guest check out
33.	How to check out a folio
34.	How to process deposit for arriving guest
35.	How to process deposit for in house guest
36.	How to check room rate variance report
37.	How to process part settlements
38.	How to tally allowance for the day at night
39.	How to tally paid outs for the day at night
40.	How to tally forex for the day at night
41.	How to pre-register a guest
42.	How to handle extension of guest stay
43.	Handle deposit and check ins with voucher
44.	How to post payment
45.	How to print checked out guest folio
46.	Check out using foreign currency
47.	Handle settlement of city ledger balance
48.	Handle payment for room only to Travel Agents
49.	Handle of banquet event deposits
50.	How to prepare for sudden system shutdown
51.	How to checkout standing batch totals
52.	How to do a credit check report
53.	How to process late charges on third party
54.	How to process late charges to credit card
55.	How to check out during system shut down
56.	Handling part settlements for long staying guest
57.	How to handle paymaster folios
58.	How to handle bills on hold

COURSE CODE:	BHM-307
COURSE TITLE:	RESEARCH PROJECT (Viva Voce)
COURSE OBJECTIVES:	This Course will give the learner the basic insight of photography and journalism in the field of hospitality and will help the learner to choose a career in food photography or food journalism.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The research project will be presented to a panel of internal and external examiner through a report and viva voce of 100 marks
	<p>The purpose of research is to seek answers to problems through the application of scientific methodology, which guarantees that the information is reliable and unbiased.</p> <p>This information is utilized to make conclusions and recommend solutions. Good research depends on addressing key points based on a checklist approach. Some elementary factors need to be kept in mind while preparing a research and deciding the topic, these could be based on its relevance, feasibility, coverage, accuracy and research, objectivity and ethics.</p> <p>Based on the above principles, the research project would be prepared by a student under guidance of a faculty member. The research would clearly spell out the objective, its findings, the methodology adopted, a conclusion and recommendations.</p> <p>Research Methodology has already been taught in the 2nd year and topic for research allotted to students in 5th Semester. In the 6th Semester the student will undertake field survey and will do the preparation of the project.</p>

COURSE CODE:	BHM 364
COURSE TITLE:	AVIATION AND CRUISE LINE OPERATIONS MANAGEMENT (Theory)
COURSE OBJECTIVES:	The course familiarizes students with the organization, Functions and work ethics of Aviation and Cruise line operations. Give insight of safety regulations.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>INTRODUCTION TO AIRLINE INDUSTRY: Introduction, Structure of the Airline Industry, Major & National Carriers, Regional Carriers, Role of Regional Air Carrier</p> <p>SAFETY REGULATION AND OVERSIGHT OF FLIGHT OPERATION Introduction, Safety Regulation of Flight Operations, Flight crew requirements for flight safety, Alternate arrangements by operator, In-flight Monitoring by Operator, Flight operation to a new station, security clearance for foreign pilot and Engineers, Flight safety manual, Safety Audit.</p>
UNIT-2	<p>AIR TRANSPORT SERVICES: Indian scenario an overview of airports, The role of private operators, Airport development fees, Rates and tariffs. MARKET OF AIR TRANSPORT SERVICES: Apparent and true need, Customers in the business air travel market, Customer in leisure air travel market, Customer in air passenger and air freight market, Building customer satisfaction, Distribution channel, Strategies and distribution systems.</p>
UNIT-3	<p>CRUISE LINE INTRODUCTION & OVERVIEW: Objective, Introduction, Origin of Cruise Industry, Present Cruise Industry, Typology of cruises products, Name of International Cruise Liners and their routes</p> <p>CRUISE OPERATION AND MANAGEMENT PROCESS: Standard Operating Procedure(s) for Cruise Liners, Attributes required in crew members, Organization chart , duties and responsibilities, Recruitment Process & Policy, Career in Cruise Liners, Travel Tips for Cruisers</p>
UNIT-4	<p>MARKETING & PRICING OF CRUISE PRODUCTS: Overview of cruise market, Key marketing Techniques for cruise designers and developers, Pricing of cruise product and targeting the market segments, Cruise Along Ganges.</p>
REFERENCES:	<ul style="list-style-type: none"> • Airline Marketing & Management, by Stephen Shaw, 7th Edition

	<ul style="list-style-type: none"> • Cruise Operations Management, by Philip Gibson, Taylor & Group, 2008 • Commercial Aviation Safety, by Clarence C Rodrigues & Stephen K Cusick, 8th Edition. • Complete Guide to Cruising and Cruise Ships 2002, by Douglas Ward, Berlitz, 2002
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COURSE CODE:	BHM-365
COURSE TITLE:	ENTREPRENEURSHIP DEVELOPMENT (Theory)
COURSE OBJECTIVES:	The course helps the students to understand the role and functions of Entrepreneurship, project preparation and designing of business.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	INTRODUCTION TO ENTREPRENEURSHIP: Meaning, Importance, Qualities, Nature and Types of entrepreneurs. Factors influencing entrepreneurship. Role of entrepreneurship in the development of an economy. Difference between Entrepreneur and Intrapreneur. Problems and promotion of Women entrepreneurs
UNIT-2	SMALL SCALE ENTERPRISES: Small scale enterprises, Tiny industries/Ancillary industries/ Cottage Industries- definition, meaning, product range, capital investment, ownership patterns. Importance and role played by SSI in the development of the Indian economy. Policies governing SSI, Sickness in SSE's: Meaning and definition of a sick industry, Causes of industrial sickness
UNIT-3	STARTING A SMALL BUSINESS: Business opportunity, Scanning the environment for opportunities, Evaluation of alternatives and selection based on personal competencies, STEPS INVOLVED IN STARTING A BUSINESS VENTURE: Location, Clearances and permits required, Formalities, Licensing and registration procedures, Assessment of the MARKET FOR THE PROPOSED PROJECT: financial, technical and social feasibility of the project, Preparing a business plan & project report
UNIT-4	INSTITUTIONAL & GOVERNMENT ASSISTANCE TO SMALL SCALE ENTERPRISES: Role of central and state government in promoting

	entrepreneurship, Introduction to various incentives, subsidies and grants. Export Oriented Units. Financial assistance through SFC, SIDBI, Commercial Banks
REFERENCES:	<ul style="list-style-type: none"> • Entrepreneurship-A South-Asian perspective by D.F.Kuratko.. Cengage Learning India Pvt.Ltd. Delhi • Entrepreneurship Development by D.Hisrich, R., & Peter, P. M.. Tata Mc.Graw Hill edition. • Dynamics of Entrepreneurial Development and Management. by Desai, V. Himalaya Publishing House, Delhi • Entrepreneurship Development. By Srinivasan, N., & Gupta, G. P. Sultanchand & Sons.
COURSE CODE:	BHM-366
COURSE TITLE:	PRINCIPLES OF MANAGEMENT (Theory)
COURSE OBJECTIVES:	To familiarise the students to the basic concepts of management in order to aid in understanding how an organization functions, and in understanding the complexity and wide variety of issues managers face in today's business firms.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	MANAGEMENT CONCEPT AND NATURE: science or art, process & functions; management levels, managerial skills & managerial roles. Management and Society. ROLE OF MANAGER: Management as a profession, Professional Manager & his tasks, Managerial Skills, Roles & Levels, Managerial ethics & organizations culture, Management process, External & internal , Factors that affect Management.
UNIT-2	PLANNING: Nature, Purpose, Types and process. Management by Objectives, Strategies and policies, Decision making. ORGANIZING: concept of organizing and organization. Line and Staff, authority and responsibility, span of Control, Delegation, Decentralization, Organizational structure and design
UNIT-3	MOTIVATION: Basic concept & Definition, Theories and practices of motivating people in organizations

UNIT-4	<p>LEADERSHIP: Basic Concepts & Definitions, Theories & Styles, Situational Lead, Team building</p> <p>CONTROLLING: basic Concepts & Definitions, Process, Methods & Techniques</p> <p>CO-ORDINATION: Meaning & Techniques</p>
REFERENCES:	<ul style="list-style-type: none"> • Principles Of Management & Administration by Chandra Bose, Prentice Hall Of India • Management Theory & Practice by C.B. Gupta (CBG) Sultan Chand & Sons • Management Stoner, by Freeman & Gilbert Prentice Hall of India Pvt. Ltd. • Management Today: Principles and Practice by Burton, Jene, Tata Mc-Graw-Hill Publishing Co. Ltd. • Management: A global perspective by Wehrich, Heinz and Koontz, Harold, Tata McGraw-Hill Publication Company, 1993. New Delhi

COURSE CODE	BHM-367
COURSE TITLE	PERSONALITY DEVELOPMENT AND SOFT SKILLS (THEORY)
COURSE OBJECTIVES:	This course familiarizes a student in understanding the importance, need of personality and soft skills in Hospitality profession.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	SOFT SKILLS FOR HOSPITALITY INDUSTRY: Introduction, Defining Personality, Creating First Impression, Grooming, Attire/ Clothing, Basic Social Etiquette. Personality traits as antecedents of employees performance. Attitude and Behaviour in Hospitality industry.
UNIT-2	BODY LANGUAGE: Introduction, Genetics and Cultural roots, Why body language, positive body gestures, negative body gestures, leadership skills, motivational skills, self-confidence, Attitude, Self Esteem, Time management. ESSENTIALS OF BODY LANGUAGE IN HOSPITALITY SECTOR: Expression while standing, sitting, Head and Hand movement, Facial Expression. Importance of Body language for Hospitality Professionals.
UNIT-3	COMMUNICATION AND LISTENING SKILLS: Introduction, guidelines for effective communications-voice modulation, Active listening skills, essentials of active listening, ways to improve active listening skills. PRESENTATION SKILLS: Managing presentation nerves, Six steps to conquering your presentation nerves, planning an effective presentation, Delivering an effective presentation.
UNIT-4	GROUP DYNAMICS AND TEAM BUILDING: Importance of groups in organization, Interaction in group. Group decision, team building, how to build a good team. Introduction to Motivation, relevance and types of Motivation, Motivate the sub-ordinates, Analysis of Motivation.
REFERENCES:	<ul style="list-style-type: none"> • Personality Development by Rajiv.K.Mishra, Rupa & co. • Soft Skills, 2015, Career Development Centre, Green Pearl Publication. • Personality and Body Language for Hospitality Professionals, by Dr Neeraj Aggarwal, Aman Publication, Delhi

COURSE CODE:	BHM-368
COURSE TITLE:	FOOD PHOTOGRAPHY AND FOOD JOURNALISM (Theory)
COURSE OBJECTIVES:	This Course will give the learner the basic insight of photography and journalism in the field of hospitality and will help the learner to choose a career in food photography or food journalism.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	The paper will be divided in two parts Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks. Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.
UNIT-1	JOURNALISM, HOSPITALITY & TOURISM: Introduction to Journalism; Definition of a Journalist; Nature & Scope of Journalism; Careers & Opportunities; Familiarization with tasks and profile of a Journalist; Ethics for Journalists; Current Issues for Journalists; Travel, Tourism & Hospitality Writing; Types of Travel Writing.
UNIT-2	CREATIVE TRAVEL, TOURISM & HOSPITALITY WRITING: Introduction to creative writing; information collection; writing for hospitality; tourism and travel magazines; Writing for online magazines; Studies from Hospitality Biz India; Travel Biz Monitor and Express Hospitality Magazines.
UNIT-3	MEDIA APPLICATIONS FOR HOSPITALITY: Introduction Media; Its Role in Hospitality Promotion; Television and Food Channels; Food & Travel Shows; Social Media Creating Pages and Profiles; Merits/Demerits of Social Media; Developing promotional Literature,
UNIT-4	INTRODUCTION: What is Food Photography UNDERSTANDING LIGHT: Direction of light Quality of Light Styling tips & tricks Quality, Quantity, and Direction of light and how all three of these relate in creating perfect food images. Basic light modifiers such as reflectors, and diffusers ; fill light, highlights, shadows, and contrast to create perfect food images. CAMERA ANGLES AND LENS SELECTION: Importance of Depth, height, form, line, and texture are all when shooting food; placing a camera to click a perfect picture; Impact of lens selection, aperture, and focus points on the final image. SUBJECT QUALITIES: Effect of Reflective, translucent, and flat visual qualities on a subject; matching lighting according to a specific subject to show off its properties as well as what to do when there are multiple properties in a scene. SELECTION OF SUBJECTS FOR PHOTOGRAPHY: Fruits/Vegetables, Main dishes, Beverages, Desserts, Liquid Pours & Splashes, Breakfast syrups and melted butter

REFERENCES:

- Food Photography by Corinna Gissemann, Rocky Nook Publisher
- Food Photography: From Snapshots to Great Shots, by Nicole S. Young, Peachpit Press
- Food Photography: Pro Secrets for Styling, Lighting, and Shooting by Lara Ferroni, Lark Books

SEVENTH SEMESTER

COURSE CODE:	BHM-471
COURSE TITLE:	ADVANCED FOOD PRODUCTION MANAGEMENT (Theory)
COURSE OBJECTIVES:	This course familiarizes a student in understanding the core concepts that need to be kept in mind while opening a hotel.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	CONTEMPORARY ISSUES IN INTERNATIONAL CUISINE: Genetically modified food, Organic food, Slow food movement, Molecular gastronomy, Sous Vide, Cook Freeze, Cook Chill, Blast Freezing, Vegan cuisine, INTERNATIONAL SPICES AND CONDIMENTS: Types of spices and condiments, Usage in cooking, Availability, Medicinal and therapeutic properties, International sauces, condiments, marinades, spice blends and rubs recipes. FOOD PRESERVATION: Simple preservation methods using natural and chemical preservatives, dehydration, jams and jellies, squash and syrups, dehydrated foods, chutneys, pickles and preserves recipes.
UNIT-2	FOOD STYLING: Use of non-edible components, Role of dimension CENTRALIZED KITCHENS: Preparation of food in centralized outlets, Advantages and disadvantages of using centralized outlets, Equipments required for centralized preparation, H.A.C.C.P. procedures followed during centralized preparation, Transportation of food to different outlets
UNIT-3	PLATED PRESENTATION ART: Essentials of plate presentation, Garnishes. tulip Paste, chocolate stencils, nougat garnishes, etc., Buffet presentations, Modern trends in Presentation, Portioning usage of contemporary plates, technology, etc.
UNIT-4	SUGAR COOKING TECHNIQUES: Spun sugar, caramel decorations, Poured sugar works, Pulled Sugar, Blown Sugar, Rock sugar, Nougatine UNCOOKED SUGAR DISPLAYS: Pastillage, Gum paste Molding, Modelling techniques, Marzipan (cooked/Uncooked) Modelling cutouts, Royal Icing stencils, filigree works, Center piece prepared using sugar

	works BREAD ARTS: Bread Center pieces, Bread Basket, Braided Bread, Saltillage Salt dough, Types and techniques, Usage
REFERENCES:	<ul style="list-style-type: none"> • Le Rol A.Polsom. <i>The Professional Chef</i> • Bo Friberg (2002). <i>The Professional Pastry Chef, Fourth Edition</i>. Wiley & Sons INC • Ceserani & Kinton (2007). <i>Theory of Catering</i>. Hodder Education Publishers • K Arora (2008). <i>Theory of Cookery</i>. Frank Brothers • Fuller J. Barrie & Jenkins. <i>Accompaniments & Garnishes from waiter</i>. • S. C Dubey. <i>Bakery & Confectionery</i>. Society of Indian Bakers • Philip E. Thangam (2010). <i>Modern Cookery (Vol-I)</i>. Orient BlackSwan • Kinton R., Ceserani V., Foskett D. (2000). <i>Practical Cookery (9th edition)</i>. Hodder Education

COURSE CODE:	BHM-401
COURSE TITLE:	ADVANCED FOOD PRODUCTION OPERATIONS (Practical)
Topic	
Preparation of 4 menus using only organic raw ingredients Preparation of 4 Vegan Menus Preparation of 5 menus using molecular gastronomy techniques Preparation of Jams, Jellies, Preserves, Pickles etc. Fruit and Vegetable Carvings, Thermocol Cook Chill, Blast Freeze, Cook Freeze Cold Buffet presentation	

Part 'B' - Bakery & patisserie (Practical)

S. No	Topic
16.	Preparation of various cooked and uncooked sugar displays
17.	Preparation of Bread Centre Pieces
18.	Preparation of pastillage centre displays
19.	Preparation of Plated Desserts

COURSE CODE:	BHM-472
COURSE TITLE:	ADVANCED FOOD & BEVERAGE OPERATION MANAGEMENT (Theory)
COURSE OBJECTIVES:	The course aims to inculcate knowledge of food service principles, functions, and procedures among students. The students will learn the importance, planning and execution of Food and beverage outlets
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	CELLAR OPERATIONS: The Cellar, Cellar Products, Refrigeration Systems & Storage Conditions, Safety & Maintenance, Stock Management, Gas Systems, Keys Handling & Storage, Safety Procedures
UNIT-2	EVENT MANAGEMENT: Role of events for promotion of hospitality products, Types of Events-Cultural, festivals, religious, business etc. Need of event management, Key factors for best event management. Case study of some events. MICE: Introduction, Concept of MICE, Definition of conference and the components of the conference market. The nature of conference markets and demand for conference facilities. The impact of conventions on local and national communities.
UNIT-3	REVENUE MANAGEMENT IN F & B SERVICE Budgeting, Forecasting, Restaurant Revenue Management HUMAN RESOURCE MANAGEMENT: - Recruiting, Selecting, Hiring, Orienting, and Training, Employee motivation, Employee evaluation and Compensation, Employee discipline.
UNIT-4	CONTEMPORARY ISSUES AND TRENDS Future of quick service restaurants, Concepts of dining practices, Technology in food and beverage industry, Innovative practices used in food and beverage industry

REFERENCES:	<ul style="list-style-type: none"> • Dennis R. Lillicrap. & John .A. Cousins (2006). <i>Food & Beverage Service</i>. Edward Arnold • Sudhir Andrews (2013). <i>Food & Beverage Service Training Manual</i>.Tata McGraw Hill. • John Fuller, Hutchinson (1990). <i>Modern Restaurant Service</i>. Nelson Thornes • Brown G. & Hapner K. (1996). <i>The Waiter Handbook</i>. Hospitality Press • Brian Varghese. <i>Professional Food & Beverage Service Management</i>. • Grahm Brown. <i>The Waiter Handbook</i>. Global Books
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COURSE CODE:	BHM-402
COURSE TITLE:	ADVANCED FOOD & BEVERAGE OPERATION (Practical)
S. No.	TOPIC
01	Cellar Operations: Maintenance and upkeep of cellar registers, Practicing stock management, Practicing safety procedures
02	Event Management: Practicing theme setups, Layout for MICE, Plan checklist for events and MICE, Planning different theme menus, Planning for outdoor catering
03	Planning an operating budget for F & B outlets, Managing Revenue management Software
04	Project Planning for fast food restaurants, Report on innovative practices used in service industry, Menu merchandising for quick service restaurants

COURSE CODE:	BHM-403
COURSE TITLE:	FRONT OFFICE MANAGEMENT (Practical)
S.No.	Topic
	<p>Hands on practice of computer application (Hotel Management System) related to front office procedures such as</p> <ul style="list-style-type: none"> • Night audit, • Income audit, • Accounts • Yield Management • Situation handling - handling guests & internal situations requiring management tactics/strategies • Interview Skills: Resume Writing, Self Introduction, Mock Group Discussions, Mock Personal Interviews, Current Affairs, Interview Questions, Different Elimination rounds, Outside the interview room, Psychometric tests

COURSE CODE:	BHM-473
COURSE TITLE:	ADVANCED FRONT OFFICE MANAGEMENT (THEORY)
COURSE OBJECTIVES:	The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	YIELD MANAGEMENT: Concept and importance, Applicability to rooms division, Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team
UNIT-2	TIMESHARE & VACATION OWNERSHIP: Definition and types of timeshare options, Difficulties faced in marketing timeshare business Advantages & disadvantages of timeshare business.
UNIT-3	EXCHANGE COMPANIES: Resort Condominium International, Intervals International, How to improve the timeshare / referral/condominium concept in India- Government's role/industry role
UNIT-4	FRENCH: Conversation with guests, Providing information to guest about the hotel, city, sightseeing, car rentals, historical places, banks, airlines, travel agents, shopping centers and worship places etc. Departure (Cashier, Bills Section and Bell Desk)
REFERENCES:	<ul style="list-style-type: none"> • Sudhir Andrews. <i>Front Office Training Manual</i>. Tata Mac Graw Hill • Kasavana & Brooks. <i>Managing Front Office Operations</i>.

	<p>Educational Institution AHMA</p> <ul style="list-style-type: none"> • Ahmed Ismail. <i>Front Office – operations and management</i>. Thomson Delmar. • Kasavana & Cahell. <i>Managing Computers in Hospitality Industry</i>. • Colin Dix & Chris Baird. <i>Front Office Operations</i>. • S.K Bhatnagar. <i>Front office Operation Management</i>. Frank Brothers. • Kasavana & Brooks. <i>Managing Front Office Operations</i>. <ul style="list-style-type: none"> • Sue Baker & Jermy Huyton, Continuum. <i>Principles of Hotel Front Office Operations</i>. • Jerome Vallen. <i>Check in Check out</i>. • James Socrates. <i>Bardi Hotel Front Office Management, 4th Edition</i>. Wiley
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COURSE CODE:	BHM-474
COURSE TITLE:	ADVANCED ACCOMMODATION MANAGEMENT (Theory)
COURSE OBJECTIVES:	The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>

UNIT-1	PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT Area inventory list, Frequency schedules ,Performance and Productivity standards, Time and Motion study in House Keeping operations, Standard Operating manuals - Job procedures, Job allocation and work schedules, Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping, Horticulture and landscaping
UNIT-2	BUDGETING Inventory level for non recycled items, Budget and budgetary controls The budget process, Planning capital budget, Planning operation budget, Operating budget - controlling expenses - income statement, Purchasing systems - methods of buying, Stock records - issuing and control
UNIT-3	CONTRACT SERVICES: - Necessity of contract, advantages and disadvantages of contract, Essential requirements of a contract, types of contract, their comparative advantages and disadvantages. Procedure for inviting and processing tenders, negotiating and finalizing. EQUIPMENT REPLACEMENT POLICY: Circumstances under which equipment are replaced. Replacement policy of items which gradually deteriorates Replacement when the average annual cost is minimum, Replacement when the present cost is minimum, Economic replacement cycle for suddenly failing equipment
UNIT-4	HUMAN RESOURCE MANAGEMENT: - Recruiting, Selecting, Hiring, Orienting, and Training, Employee motivation, Employee evaluation and Compensation, Employee discipline.
REFERENCES:	<ul style="list-style-type: none"> • Joan C Branson & Margaret Lennox (1988). <i>Hotel, Hostel and Hospital Housekeeping</i>. ELBS with Hodder & Stoughten Ltd. • Andrews S. (2008). <i>Hotel House Keeping: A Training Manual</i>. Tata McGraw Hill Education Pvt. Ltd, New Delhi. • Raghubalan (2015). <i>Hotel Housekeeping Operations & Management</i>. Oxford University Press. • H. Burstein (1980). <i>Management of Hotel & Motel Security (Occupational Safety and Health)</i>. CRC Publisher. • Thomas J.A (2008). <i>Professional Management of Housekeeping Operations (II Edn.)</i>. Jones, Wiley Publications • Tucker G., Schneider M. <i>The Professional Housekeeper</i>. Wiley Publications

COURSE CODE:	BHM-404
COURSE TITLE:	ACCOMMODATION MANAGEMENT (Practical)
S.No.	Topic
01	TEAM CLEANING <ul style="list-style-type: none"> •Planning •Organizing •Executing •Evaluating
02	INSPECTION CHECKLIST
03	TIME AND MOTION STUDY <ul style="list-style-type: none"> • Steps of bed making • Steps in servicing a guest room etc
04	DEVISING/ DESIGNING TRAINING MODULE <ul style="list-style-type: none"> • Refresher training(5 days) • Induction training(2 days) • Remedial training(5 days)
05	PREPARING SOP <ol style="list-style-type: none"> a) Guest room cleaning b) Bed making c) Glass cleaning d) Stain removal e) Metal polishing
06	PREPARING OPERATING BUDGET FOR HOUSEKEEPING DEPARTMENT

COURSE CODE	BHM-475
COURSE TITLE:	PROJECT ON MARKET FEASIBILITY AND FINANCIAL VIABILITY FOR HOTELS/ RESTAURANTS (Theory)
COURSE OBJECTIVES:	The course helps the students to understand the feasibility of starting a project and to develop Entrepreneur skills.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	<p>BASICS OF PROJECT MANAGEMENT: Introduction, Need for project management, Project Life cycle, Essential of project Management.</p> <p>PROJECT IDENTIFICATION AND SELECTION: Introduction, project Identification process, project initiation, Pre-feasibility study, Feasibility studies, and Project breakeven point. PROJECT PLANNING: Introduction, Project planning process, Work break down structure, LEGAL CONSIDERATIONS</p>
UNIT-2	ORGANIZATIONAL STRUCTURE AND ORGANIZATIONAL ISSUES: Introduction, Concept of organizational structure, Roles and responsibility of project leader, Relationship between project manager and line manager, Leadership styles for project managers, Conflicts resolution, Team management.
UNIT-3	PERT And CPM: Introduction, Development of project network, Time estimation, Determination of the Critical path, PERT Model, Measures of variability, CPM Model. RESOURCE CONSIDERATION IN PROJECT: Introduction, Resource allocation scheduling, Project cost estimates and budget, Cost forecast, Financial resources. PROJECT RISK

	MANAGEMENT: Introduction, Risk Management, Risk identification, Risk Analysis, Reducing risk.
UNIT-4	Project Quality: Project quality management, Project performance measurement and evaluation, Project execution & control, Project management software, Case studies on Hotel/ Restaurant projects.
REFERENCES:	<ul style="list-style-type: none"> • Clifford F Gray. <i>Project Management- the Managerial Process</i>. Erik W Larson, Tata McGraw-Hill Publishing co ltd. • James P Lewis. <i>Project Planning, Scheduling and Control</i>. Tata McGraw-Hill Publishing co ltd. • John M Nicholas. <i>Project Management for Business and Technology</i>. • Prentice Hall of India Pvt. Ltd.

COURSE CODE:	BHM-476
COURSE TITLE:	STRATEGIC MANAGEMENT (Theory)
COURSE OBJECTIVES:	This Course will help a student to understand about the importance of strategies in an organization.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be seven short answer questions covering whole syllabus of course. This part will be of 7 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (07 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	STRATEGY: Definition, nature, scope, need, benefits and importance of strategy; and strategic management, Process of strategic management and levels at which strategy operates. DEFINING STRATEGIC INTENT:

	Vision, Mission, Goals and Objectives. ENVIRONMENTAL APPRAISAL: Concept of environment, components of environment (Economic, legal, social, political and technological). Environmental scanning techniques-ETOP, QUEST,PEST and SWOT (TOWS)
UNIT-2	INTERNAL APPRAISAL: The internal environment, organizational capabilities, Methods and techniques used for organizational appraisal. CORPORATE LEVEL STRATEGIES: Stability, Expansion, Retrenchment and Combination strategies. TYPES OF STRATEGIES: Forward integration, Backward integration, Horizontal integration, Market penetration, Market development, Product development, Concentric diversification, Conglomerate diversification, Horizontal diversification, Joint Venture, Retrenchment, Liquidation
UNIT-3	STRATEGIC ANALYSIS AND CHOICE: Criteria for evaluating strategic alternatives. INPUT STAGE: Internal factor evaluation matrix, External factor evaluation matrix, and Competitive profile matrix. MATCHING STAGE: Threats opportunities weaknesses strengths matrix (TOWS), Strategic position and action evaluation matrix (SPACE), Boston consulting group matrix (BCGM), Internal-External matrix, Grand Strategy matrix. Decision Stage- Quantitative Strategic Planning matrix (QSPM)
UNIT-4	STRATEGIC IMPLEMENTATION: Analyzing & managing Strategic Change, Issues in strategy implementation, Matching the organizational structure to Strategy. FUNCTIONAL IMPLEMENTATION OF STRATEGIES: Operations policies, Marketing Policies, financial policies, Human policies, Management information system. STRATEGIC EVALUATION & CONTROL Techniques of strategic evaluation & control
REFERENCES:	<ul style="list-style-type: none"> • Rao P. Himalaya. <i>Strategic Management</i>. Publishing House Mumbai • Hill, Charles W.L. and Jones. <i>Strategic Management</i>. • Gareth R., <i>Indian Adaptation</i> Dreamtech Press India. • Hitt, Michael and Hodkinson. <i>Strategic management: Competitiveness and globalization</i>. Robert E., South Western Thomson. • Hunger J. David, Wheelen, Thomas L. and Wheelen Tom. <i>Essentials of Strategic Management</i>. Prentice Hall of India. • Porter, M. E. <i>Competitive Advantage</i>. The Free Press, New York. • Thompson, Arther A., Strickland, A. J. and Gamble, John E. <i>Strategic Management, Concepts and Cases</i>. Tata McGraw Hill.

COURSE CODE:	BHM-477
COURSE TITLE:	PRINCIPLES OF MARKETING (Theory)
COURSE OBJECTIVES:	The course aims to inculcate the basic knowledge of marketing the hospitality products effectively and efficiently to the clients of service industry
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	INTRODUCTION TO MARKETING: Meaning and definition , Nature and Scope, Feature, Characteristics , Concepts of Marketing, Customer Expectations from hospitality services, Solving Customers problems, Relevance of marketing in the Hospitality Industry
UNIT-2	HOSPITALITY MARKETING MIX: Meaning and Definition of Marketing Mix, The Seven Ps of marketing
UNIT-3	THE MARKETING ENVIRONMENT: The importance of Environmental scanning, Types of Environments, SWOT analysis, The future of hospitality marketing in India. MARKETING SEGMENTATION, TARGETING AND POSITIONING: Meaning, Importance and basis of market segmentation, Essentials of sound market segmentation, STP Strategies
UNIT-4	CONSUMER BEHAVIOUR IN HOTEL INDUSTRY: Factors influencing Consumer behavior, Buying decision process. MARKETING RESEARCH: Meaning and definition of marketing research, Stages of marketing research for services, Types and methods of market research
REFERENCES:	<ul style="list-style-type: none"> • <u>Dhruv Grewal</u>, <u>Michael Levy</u> .<i>Marketing</i>., McGraw Hill

	<p>Education</p> <ul style="list-style-type: none"> • Zeital Valerire . <i>Services Marketing</i>. • A and Mary Jo Baiter Publisher: Mc Graw Hill • Philip Kotler, Prentice. <i>Marketing Management,– Hall of India</i>. New Delhi • Robert Lewis and Richard Chambers. <i>Marketing Leadership in Hospitality-Foundations and practices</i>. • Prasanna Kumar . <i>Marketing of Hospitality and Tourism Services</i> .Tata McGraw Hill, 2010
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COURSE CODE:	BHM-478
COURSE TITLE:	FACILITY PLANNING (Theory)
COURSE OBJECTIVES:	This course familiarizes a student in understanding the core concepts that need to be kept in mind while opening a hotel.
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 30 percent of the total credit and rest through semester end examination of 3 hours duration.
INSTRUCTIONS FOR PAPER SETTING:	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
UNIT-1	HOTEL DESIGN: Design Consideration, Attractive Appearance, Efficient Plan, Good location, Suitable material, Good workmanship, Sound financing, Competent Management. FACILITIES PLANNING: The systematic layout planning pattern (SLP), Planning consideration, Flow process & Flow diagram ,Procedure for determining space considering the guiding factors

	for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel Architectural consideration, Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas), Approximate cost of construction estimation, Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room, Approximate requirement and Estimation of water/electrical load gas, ventilation.
UNIT-2	STAR CLASSIFICATION OF HOTEL: Criteria for star classification of hotel (Five, four, three, two, one & heritage). KITCHEN EQUIPMENT: requirement for commercial kitchen. Heating - gas/electrical, Cooling (for various catering establishment). Developing Specification for various Kitchen equipments. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities). KITCHEN LAY OUT & DESIGN: Principles of kitchen layout and design, Areas of the various kitchens with recommended dimension, Factors that affect kitchen design, Placement of equipment, Flow of work, Space allocation, Kitchen equipment, manufacturers and selection, Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen), Budgeting for kitchen equipment
UNIT-3	KITCHEN STEWARDING LAYOUT AND DESIGN: Importance of kitchen stewarding, Kitchen stewarding department layout and design Equipment found in kitchen stewarding department, STORES - LAYOUT AND DESIGN: Stores layout and planning (dry, cold and bar) Various equipment of the stores, Work flow in stores.
UNIT-4	CAR PARKING: Calculation of car park area for different types of hotels. PLANNING FOR PHYSICALLY CHALLENGED PROJECT MANAGEMENT: Introduction to Network analysis, Basic rules and procedure for network analysis, C.P.M. and PERT, Comparison of CPM and PERT, Classroom exercises, Network crashing determining crash cost, normal cost
REFERENCES:	<ul style="list-style-type: none"> • Tarun Dayal . <i>Hotel Facility Planning</i>. Oxford University Press, New Delhi

EIGHTH SEMESTER

COURSE CODE:	BHM-481
COURSE TITLE:	SPECIALIZED HOSPITALITY TRAINING
COURSE OBJECTIVES:	Objective of specialized training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence in the key operational area of interest.

1) Attendance in the 8th Semester would be calculated on the basis of feedback given by Hotels. Trainee will require an input of 72 working days i.e. (16 weeks x 06 days = 72 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Director can condone an additional 10% (10 days) on production of a medical certificate.

(a) Students who are unable to complete a **minimum of 45 days** of Specialized Training would be disallowed from appearing in the term end examinations as per University Rules.

(b) Students who complete **more than 45 days of industrial** training but are unable to complete **75 days** due to medical reasons may complete the rest of the training during the summer vacation. Such students will be treated as 'absent' in Industrial Training and results declared as per University Examination Rules.

2) For award of marks, 20% marks of Specialized Hospitality Training (SHT) would be on the basis of feedback from the industry. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.

3) Once the student has been selected/deputed for SHT by the institute, he/she shall not be permitted to undergo SHT elsewhere. In case students make direct arrangements with the hotel for SHT, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek SHT on their own.
