

## **BHM- Instructions for Paper Setters**

### **1. In Papers with 50 Marks of Theory**

**Part I** – Compulsory : ( i.e. Q 1) Comprising 4 questions of 2.5 marks each (2.5 x 4) =**10 marks**

**Part II** – Comprising 4 Questions ( Q2, Q3, Q4 and Q5), 10 marks each, with Internal Choice  
( 4 Qs x 10 marks )= **40 marks**

**Total = 50 Marks**

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### **2. In Papers with 70 Marks Theory**

**Part I – Compulsory:** (i.e Q. 1) (1-9 sub parts) Comprising 9 short answer questions of **2 marks** each ( 9x2)

= **18 marks**

**Part II-** Comprising 4 Questions ( Q2, Q3, Q4 and Q5), with long answers, **13 marks** each, with Internal Choice

( 4 Qs x 13 marks )= **52 marks**

**Total = 70 Marks**

**Bachelor in Hotel Management – Total Credits 134**

Students of Bachelor in Hotel management Course will undergo the course of Studies of three years duration, which will be run on semester basis. The course curriculum of B.H.M is subject to change. The course will comprise 6 semester viz. Semester I to VI. After successful completion of the course, students will be awarded a degree in Bachelor in Hotel Management of H.P.University.

**BHM Course Curriculum**

**The course will be spread over Six semesters**

<b>Semester 1</b>	<b>Total Marks=100</b>			<b>Credits</b>
<b>Course</b>	<b>Theory</b>	<b>Internal Assessment</b>	<b>Practical</b>	
BHM-101: Front Office Operations	50	30	20	4
BHM-102: Hotel Housekeeping I	50	30	20	4
BHM-103: Basic Food & Beverage Service	50	30	20	4
BHM-104: Basic Food and Beverage Production	50	30	20	4
BHM-105: Food Microbiology and Nutrition	70	30	----	4
BHM-106: Communication and Soft Skills	70	30	---	2
BHm-107: Practical		30	70 (Including Demonstration, Viva Voce, Food Production, F& B Service)	2
<b>Semester 1: Total Credits</b>				<b>24</b>

<b>Semester II</b>	<b>Total Marks=100</b>			<b>Credits</b>
<b>Course</b>	<b>Theory</b>	<b>Internal Assessment</b>	<b>Practical</b>	
BHM-201: Hotel Housekeeping II	50	30	20	4
BHM-202: Fundamental of Tourism & Tourism Products	70	30	--	4
BHM-203: Food & Beverage Service Operation –I	50	30	20	4
BHM-204: Food & Beverage Production –I	50	30	20	4
BHM-205: Hotel Engineering	70	30	----	4
BHM-206: Basics of Computers	50	30	20	4
BHm-207: Practical		30	70- (Including Demonstration, Viva Voce, Housekeeping, Front Office, Computers )	2
ENVS2AECC02-Environment Studies	70	30	--	-----
<b>Semester II: Total Credits</b>				<b>26</b>

<b>Semester III</b>	<b>Total Marks=100</b>			<b>Credits</b>
<b>Course</b>	<b>Theory</b>	<b>Internal Assessment</b>	<b>Practical</b>	
BHM-301: Advanced Front Office Operations- 1	50	30	20	4
BHM-302: Hotel Housekeeping Operations III	50	30	20	4
BHM-303: Food & Beverage Service Operations II	50	30	20	4
BHM-304: Food and Beverage Production II	50	30	20	4
BHM-305: Hospitality French	70	30	-----	2
BHM-306: Hospitality Sales & Marketing	70	30	-----	4
BHm-307: Practical		30	<u>70</u> (Including Viva Voce and Role Playing, Housekeeping)	2
<b>Semester III: Total Credits</b>				<b>24</b>

#### **Semester IV Industrial Exposure Training (IET)**

**Duration:** - Minimum 20 weeks with coverage of all major and minor departments of a full service hotel. (can be substituted with operational training in reputed Fast Food Operations, Airlines, Resorts and Similar Industry in accordance with course curriculum)

#### **Suggested Training Schedule**

F&B Service : 4 week

F&B Production : 4 week

Front Office : 4 week

Housekeeping : 4 week

Other : 4 week (HR, Sales & Marketing, Finance etc.)

#### **Documents to be submitted after successful completion of IET**

WTO (What to observe) Sheets

Training Log-Book (to be issued by Learning Centre)

Departmental Appraisal Forms

Training Report in 2 Copies (1 for PTU & 1 for LC)

Training Certificate from the concerned Hotel Authority

<b>Semester IV</b>	<b>Total Marks=600</b>	<b>Credits</b>
<b>Industrial Exposure Training (IET)</b>		12
Completed WTO sheets	100	
Industrial Training Report	150	
Industrial Training Log Book	100	
Industrial Training Project (Report) Presentation	200	
Viva	50	
<b>Semester IV: Total Credits</b>		<b>12</b>

<b>Semester V</b>	<b>Total Marks=100</b>			<b>Credits</b>
<b>Course</b>	<b>Theory</b>	<b>Internal Assessment</b>	<b>Practical</b>	
BHM-501: Front Office Management-I	50	30	20	4
BHM-502: Advanced Accommodation Operations-I	50	30	20	4
BHM-503: Advanced Food & Beverage Service Operations	50	30	20	4
BHM-504: Advanced Food & Beverage Production-1	50	30	20	4
BHM-505: Principles of Management	70	30	--	2
BHM-506: Hotel Accountancy	70	30	---	4
BHM-507: Practical		30	70 ( Including Viva Voce Housekeeping, Front Office)	2
<b>Semester V: Total Credits</b>				<b>24</b>

<b>Semester VI</b>	<b>Total Marks=100</b>			<b>Credits</b>
<b>Course</b>	<b>Theory</b>	<b>Internal Assessment</b>	<b>Practical</b>	
BHM-601: Front Office Management-II	50	30	20	4
BHM-602: Advanced Accommodation Operations-II	50	30	20	4
BHM-603: Food & Beverage Controls	70	30	--	4
BHM-604: Advanced Food & Beverage Production-II	50	30	20	4
BHM-605: Hotel Law	70	30	---	4
BHM-606: Travel Agencies and Tour Operator Operations	70	30	---	2
BHM-607: Practical		30	70 (Including Demonstration Viva Voce, Food Production, F & B )	2
<b>Semester VI: Total Credits</b>				<b>24</b>

## **SEMESTER I**

### **BHM – 101: FRONT OFFICE OPERATIONS**

#### **UNIT – 1**

##### **Tourism**

- Meaning- definition and measurement of tourism.
- Classification – recreation, leisure, adventure, sports, health etc.
- Socio – economic benefits of tourism.
- Adverse effects of tourism.
- Basic components and infrastructure.
- Itinerary, passport and visa – basic information.

#### **UNIT – II**

##### **The Hospitality Industry**

- History and development of lodging Industry – International.
- History and development of lodging industry – India.
- Defining the term – Hotel.
- Reasons for travel.

#### **UNIT – III**

##### **Classification of Hotels**

- Based on size, Location, length of stay.
- Levels of Service, Ownerships and Affiliations.
- Referral Hotels, Franchise and management contracts.
- Chain Hotels.
- Target markets.
- Alternate lodging facilities.

#### **UNIT – IV**

##### **Organizational Structure of Hotels**

- Small.
- Medium.
- Large.

##### **Lobby Arrangements**

- Layout and equipment in use.
- Handling VIPs.
- Duty Rota and work schedules.
- Uniformed Service.

## **UNIT – V**

### **Front office organization**

- Basic layout and Design.
- Departmental Organizational structure.

## **UNIT – VI**

### **Front Office personnel.**

- Departmental Hierarchy.
- Attitude and Attributes and salesmanship.
- Job descriptions and job specifications of front Office personnel.

## **UNIT – VII**

### **Front Office Operations**

- The Front desk – equipment's in use.
- The guest Room – Types and status terminology.
- Key controls.
- Tariff plans.
- Types of rates.

## **UNIT – VIII**

### **Front Office Responsibilities**

- Communication – internal and interdepartmental.
- Guest services – basic information.
- Guest history – maintenance and importance.
- Relationship marketing.
- Emergency situations.

## **UNIT - IX**

### **Reservations**

- Need for reservations, definitions, importance of reservations.
- Types of reservations.
- Source and modes of reservations.
- Individual and group bookings.
- Booking instruments – Whitney slips, Whitney racks, Density charts, Booking Diary, Conventional charts, A & D register etc.
- The reservation cycles.
- Hotel reservation system, CRS, inter – sell agencies, Internet applications.

## **UNIT – X**

### **Telecommunications**

- Equipment's
- Communication skills – common phrases in use.
- Conversations over telephones.

### **Practical Schedule**

- Basic Manners and Attributes for Front office Operations.
- Communication skills – verbal and non-verbal.
- Preparation and study of countries – capitals & Currency, Airlines & Flag charts, credit cards, travel agencies etc.
- Telecommunication skills.
- Forms & formats related to 2<sup>nd</sup> semester.
- Hotel visits – WTO Sheets.
- Identifications of equipment's, Work Structure and structure and stationery.
- Procedure of taking reservation – in person and on telephones.
- Converting enquiry into valid reservations.
- Role play check – in / check – out / walk – in / FIT / GIT / ETC; VIP / CIP / H.G etc
- Suggestive selling

### **Reference Books: (For All semesters)**

- 1) **Front Office training manual – Sudhir Andrews.**
- 2) **Managing Front Office Operations – Kasavana & Brooks**
- 3) **Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).**
- 4) **Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.**
- 5) **Front office operations – Colin Dix & Chris Baird .**

## **SEMESTER I**

### **BHM – 102: HOTEL HOUSEKEEPING – 1**

#### **UNIT – 1**

##### **INTRODUCTION**

- Introduction, Categorization, types & organization Structure of a Hotel.
- Meaning, definition & Importance of Housekeeping department.
- Role of House Keeping in Hospitality industry.

#### **UNIT – II**

##### **Layout & Organizational Structure**

- Layout of Housekeeping department.
- Organizational structure of house keeping department (small, Medium & large)
- Interdepartmental relationship (Emphasis on front Office & maintenance)
- Relevant sub section.

#### **UNIT – III**

##### **Staffing in Housekeeping Department**

- Role of key personnel in Housekeeping department
- Job description & job specification of Housekeeping staff (Executive Housekeeper, deputy Housekeeper, Floor supervisor, Public area Supervisor, Night supervisor, Room Attendant, House man, Head gardener)

#### **UNIT – IV**

##### **Planning work of Housekeeping Department**

- Identifying Housekeeping department
- Briefing & debriefing
- Control desk (importance, role, coordination)
- Role of control desk during emergency
- Duty Rota & work schedule
- Files with format used in housekeeping department.

#### **UNIT – V**

##### **Hotel Guest Room**

- Types of room – definition
- Standard layout (single, double, twin, suit)
- Difference between Smoking & Non-smoking rooms
- Barrier free rooms Furniture / fixture / fitting / soft furnishing / accessories / guest Supplies / Amenities in guest room.
- Layout corridor & floor pantry



## **UNIT – VI**

- Cleaning Science
- Characteristics of good cleaning agent
- Application of cleaning agent
- Types of cleaning agent
- Cleaning products
- Cleaning equipments
- Classification and types of equipment with diagrams (mops, dusters, pushers, mechanical, Squeeze, vacuum cleaner, shampooing machine) with their care and uses.
- Practical schedule:
- Guest Room layout
- Identification of cleaning agents
- Identification of cleaning equipment / cleaning cloths (types & uses)
- General cleaning
- Glass cleaning
- Shoe polishing
- Silver polish
- Brass polish
- Washroom cleaning

### **References:**

- 1) **Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).**
- 2) **Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke**
- 3) **Hotel Housekeeping – Sudhir Andrews (Tata McGraw Hill).**
- 4) **The Professional Housekeeper – Tucker Schneider, VNR.**

## **SEMESTER I**

### **BHM – 103: BASIC FOOD & BEVERAGE SERVICE**

#### **UNIT – I**

##### **Introduction to the food and beverage Service Industry**

- The evolution of catering industry, scope for caterers in the industry.
- Relationship of the catering industry to other industries.
- Types of catering establishments – sectors
- Introduction to the food and beverage operations.

#### **UNIT – II**

##### **Food and beverage Service Areas in Hotel**

- Restaurants and their subdivision, Coffee shop, Room Service, Bars, Banquets, Discotheques, Grill Room, snack bar, executive Lounges, Business Centres and night Club.
- Back areas: Still room, wash – up, Hot – plate, plate room, Kitchen stewarding.

#### **UNIT – III**

##### **Food and Beverage Equipment**

- Operating equipment, requirements, Criteria for selection quantity and types.
- Classification of crockery / cutlery / glassware / hollowware / flatware / special equipment upkeep and maintenance of equipment.
- Furniture
- Linen
- Disposables

#### **UNIT – IV**

- Food and beverage Service personnel
- Staff organization – the principal staff of different types of restaurants. Duties & responsibilities of the service staff.
- Duties and responsibilities of services staff – Job descriptions and job specifications. Attitude and attributes of food and beverage services personnel – personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.
- Basic Etiquettes for catering staff.
- Interdepartmental relationship.

#### **Unit – V**

##### **Menus and covers**

- Introduction
- Cover – definition; different layouts.
- Menu planning, considerations and constraints

- Menu terms
- Menu design
- French classical Menu
- Classical Foods and its Accompaniments with cover
- Indian regional dishes, accompaniments and service..

## **UNIT – VI**

### **Types of meals**

- Breakfast – Introduction, Types, service methods a la carte, and TDH setups.
- Brunch
- Lunch
- Hi – tea
- Supper
- Dinner
- Elevenses and others

## **UNIT – VII**

### **Food and beverage service Methods**

- Table services – silver / English, Family, American, Butler / French, Russian.
- Self-service – Buffet and cafeteria service.
- Specialized service – Gueridon. Tray, trolley, lounge, room, etc.
- Single point service – takeaway, vending, kiosks, food Courts, Bars, Automats.

## **UNIT – VIII**

### **Control Methods**

- Billing methods – Duplicate and triplicate system, KOTs and Bots, Computerized KOTs.
- Necessity and functions of control system, F&B Control Cycle and monitoring.

### **Food and Beverage Terminology related to the course.**

### **Practical schedule:**

- Service grooming and restaurant Etiquettes.
- Mis – en – place and mis-en-scene
- Identification of equipments.
- Food and beverage Service sequence.
- Water pouring and seating a gues.
- Laying and relaying of tablecloth.
- Napkin folds.
- Carrying a salver or tray.
- Rules for laying table – laying covers as per menus.
- TDH and A la carte cover layout.
- Handling service gear.

- Carrying plates, glasses and other equipments
- Clearing an ashtray.
- Crumbling, clearance and presentation of bill.
- Sideboard setup.
- Silver service.
- Situation handling.
- Breakfast table lay-up.
- Restaurants reservation system.
- Hostess desk functions.
- Order taking – writing a food KOT, Writing a BOT.

## **SEMSTER I**

### **BHM – 104: BASIC FOOD & BEVERAGE PRODUCTION**

#### **UNIT – I**

##### **Introduction to Art of cookery**

- Culinary History – Development of the Culinary Art from the Middle ages to modern cookery. Modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian regional Cuisine and popular international cuisine (An introduction) of French, Italian and Chinese Cuisine.

#### **UNIT – II**

##### **Aims & Objectives of cooking Food**

- Classification – cooking materials & their uses
- Foundation ingredients – meaning, action of heat on carbohydrates, fats, proteins, minerals and vitamins.
- Fats & Oil – meaning & examples of fats & oils, quality for shortenings, commonly used fats & Oils & their sources & uses.
- Raising agent – functions of raising agents, chemical raising agents & yeast. Eggs – uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs. Salt uses.
- Liquid – water, stock, milk, fruit juices etc. uses of liquid. Flavouring & seasoning – uses & examples
- Sweetening agents – uses & examples. Thickening agent.

#### **UNIT – III**

##### **Preparation of ingredients.**

- Washing, peeling scraping, paring, cutting – terms used in vegetables cutting, julienne, brunoise macedoine, jardinière, paysanne- grating grinding, Mashing, sieving, milling.
- Steeping, centrifuging, emulsification, evaporation, homogenization, methods of mixing foods.

#### **UNIT -IV**

##### **Equipments used in kitchen.**

- Types of kitchen equipment – diagrams, uses, maintenance, criteria for selection.

#### **UNIT – V**

##### **Kitchen organization.**

- Main Kitchen & satellite kitchen
- Duties & responsibilities of each staff.
- Cooking fuels – uses & advantage of different types of cooking fuels.

## **UNIT – VI**

### **Methods of cooking**

- Methods of cooking food – transference of heat to food by radiation, conduction and Convection – magnetrons waves meaning, Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing – explanations with examples.

## **UNIT – VII**

### **Stocks, glazes, sauces and soups**

- Meaning use and types of stock, points observed while making stock. Recipes for one liter of white, Brown and fish stock.
- Glazes – meaning & uses.
- Sauces – meaning, qualities of a good sauce, types of sauces- proprietary sauce and mother sauces, recipe for 1 liter béchamel, Veloute, Espagnole., Tomato & Hollandaise.
- Derivatives of mother sauces, (only name, no recipes) recipes for known International Sauces & their uses.
- Soups – classification of soups, meaning of each type with examples.
- Basic preparations
- Mise – en place for bouquet garni, mirepoix, duxelle paste, batters, marinades and gravies.

### **Practical schedule:**

- Proper usage of a kitchen knife and hand Tools.  
Understanding the usage of small equipment.
- Basic hygiene practise to be observed in the kitchen.
- Safety practise to be observed in the kitchen: First aid for cuts and burns.
- Identification of raw materials.
- Demonstrations of cooking methods.
- Basic cuts of vegetables.
- Basic stock preparations.
- Egg cookery including classical preparations.
- Basic sauce preparations and commonly used derivatives.
- Preparation of basic continental cookery – stews, sauces, soups.
- Basic continental dishes based on vegetables and meats.
- Preparation of three course simple Indian menus.

## **SEMESTER I**

### **BHM – 105: FOOD MICROBIOLOGY AND NUTRITION**

- Introduction to microbiology.
- Classification of microbes (fungi, bacteria, yeast, mold)
- Effect of heating – growth curve of microbial cells, thermal death time – pasteurization, sterilization and disaffection and heat resistance.
- Food production based on microbiology – small scale fermentation – idli, dhokla, naan, bhaturas, yogurt, pickles.
- Industrial preservation- cheese, vinegar, bread, alcoholic beverages, preservation and spoilage-asepsis, removal, anaerobic, high temperature, low temperature, drying, preservatives, radiation.
- Contamination of cereal and cereal products.
- Preservation of vegetables and fruits.
- Food spoilage – meat, fish, egg, milk, milk products.
- Kinds of food products and canned food.
- Food, nutrition, nutrients.
- Food groups
- Food production and consumption trends in India.
- Food constituents and carbohydrates, proteins, fat, vitamin and minerals, sources and requirements.
- Post-harvest technology: perishable and semi perishable food products.
- Food adulteration
- Food laws.

#### **References:**

- **Food and nutrition – Dr.M. Swaminathan.**
- **Food Microbiology – P.N. Mishra**
- **Food Science – Potter & Hotchkiss.**
- **Fundamentals of food and nutrition – Mudambi & Rajagopal 4<sup>th</sup> edition 2001**

## **SEMESTER I**

### **BHM – 106: COMMUNICATION AND SOFT SKILLS**

#### **UNIT – I**

##### **Essentials of grammar:**

- Parts of speech
- Punctuation
- Vocabulary Building
- Phonetics

#### **UNIT – II**

##### **Office management:**

- Types of correspondence
- Receipt of dispatch of mail
- Filing systems
- Classification of mail
- Role & function of correspondence
- MIS
- Managing computer

#### **UNIT – III**

##### **Letter & Resume Writing:**

- Types of letters and formal / informal
- Importance and Function
- Drafting the application
- Elements of structure
- Preparing the resume
- Do's & Don'ts of Resume
- Helpful Hints

#### **UNIT – IV**

##### **Presentation skills:**

- Importance of presentation skills
- Capturing data
- Voice & picture Integration
- Guidelines to make presentation Interesting
- Body language
- Voice Modulation
- Audience Awareness
- Presentation plan
- Visual Aid
- Forms of layout



- Styles of presentation

## **UNIT – V**

### **Interview preparation:**

- Types of Interview
- Preparing for the Interview
- Attending the Interview
- Interview process
- Employers expectations
- General Etiquette
- Dressing sense
- Posture & Gestures

## **UNIT – VI**

### **Group discussion & presentation:**

- Definition
- Process
- Guidelines
- Helpful expression
- Evaluation

**(Note: Every student shall be given 15 minutes of presentation time & 45 minutes of discussion on his / her presentation).**

The students will be evaluated on the basis of:

His / her presentation style

Feedback of faculty & students

General Etiquette

Proficiency in letter Drafting / Interview preparation

The paper is internal and at least 3 testes will be taken, best 2 of 3 shall account for

Final grades (70% Test & 30% presentation)

### **References:**

- **Business Communication – K.K Sinha.**
- **Business Communication – pal &Korlahalli**
- **Basic Grammar – Wren & Martin**

**SEMESTER I**

**BHM – 107: PRACTICAL**

**Total Marks: 70**

**Including demonstration viva-voce, food production, F & B service**

## **SEMESTER II**

### **BHM- 201: HOTEL HOUSEKEEPING –II**

#### **UNIT- 1**

##### **Housekeeping Supervision**

- Importance of Inspection
- Checklist for Inspection
- Typical areas usually neglected where special attention is required.
- Self-Supervision Techniques for cleaning staff
- Degree of Discretion/ Delegation to cleaning staff

#### **UNIT - II**

##### **Linen/Uniform/Tailor Room**

- Layout
- Types of Linen, Sizes, and Linen Exchange Procedure
- Selection of Linen
- Storage facilities and Conditions
- Par Stock: Factors affecting Par stock, Calculation of Par stock
- Discard Management
- Linen Inventory system
- Uniform Designing: Importance, Types, Characteristics, Selection, Par stock
- Function of Tailor Room
- Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies and guest supplies
- Indenting from stores.

#### **UNIT - III**

##### **Cleaning Procedure & frequency schedules**

##### **Guest Room**

- Prepare to clean
- Clean the guest room (bed making)
- Replenishment of supplies & linen
- Inspection
- Deep Cleaning
- Second service
- Turn down service

## **Public Area**

Lobby, Lounge, Corridors, Pool area, elevators, Health Club, F&B outlet, office areas.

VIP Handling

## **UNIT –IV**

### **Special Cleaning Programme**

- Daily, weekly, Fortnightly and Monthly Cleaning
- Routine cleaning, spring cleaning, deep cleaning.

## **UNIT- V**

### **Floor operations**

- Rules on the Guest floor
- Key handling procedure –types of keys (Grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards,

Key control register – issuing, return, changing of lock, key belts, unusual occurrences

- Cleaning of different types of floor surfaces
- Special services – baby-sitting, second service, freshen up service, valet service

## **UNIT –VI**

### **Care and cleaning of metals**

- Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless steel, types of tarnish, cleaning agents and methods used.

### **Practical Schedule**

- Identification of Cleaning Equipment's (Manual and Mechanical)
- Scrubbing-Polishing-Wiping-Washing-Rinsing-Swabbing-Sweeping-Mopping-Brushing- Buffing
- Handling Different Types of Fabrics
- Use of Abrasives, Polishes/Chemicals Agents
- Room Attendant's Trolley/Maid's Cart
- Bed Making
- Turndown Service
- Cleaning of Guestroom
- Cleaning of Public area
- Brass Polishing/ Silver Polishing
- Cleaning of Guestroom
- Cleaning of Public area
- Forms and Formats related

## **SEMESTER – II**

### **BHM – 202: FUNDAMENTALS OF TOURISM AND TOURISM PRODUCTS**

#### **UNIT-1**

##### **Introduction to tourism-**

- Definition and meaning or concept of tourism and tourist
- Importance or significance of tourism

#### **UNIT –II**

##### **Growth of tourism**

- Role of various agencies in growth of tourism like central and state government and private players

#### **UNIT –III**

##### **Positive and negative impact of tourism**

- With reference to economical, social and environmental, and geographic etc.

#### **Unit –IV**

##### **Domestic and international tourism-**

- Types and forms of tourism-heritage and historical, adventure, sports, conference, convention etc

#### **UNIT –V**

##### **Tourism Product**

- Meaning or concept, how they are different from other consumer products.
- Components of tourism product
- Attraction-tourist destination or places & tourists spots having tourist value from heritage or historical point of view or sports and recreational point of view, dance, fair festivals, trade fair, conference and exhibitions etc.
- Religion based- Hindu, Muslim, Sikh, Buddhist, Jain and Christian
- Wildlife sanctuaries- national parks, adventure, ecotourism destinations
- Facilities-hotels, transport-air, rail, road, water.

#### **UNIT –VI**

##### **Travel Lingo-**

Technical terminology of tourism

**Reference Books:**

- 1) Profile of Indian Tourism - Shalini Singh
- 2) Tourism Today – Ratandeep Singh
- 3) Tourism Principles and practices – A.K. Bhatia
- 4) Tourism and Cultural Heritage of India- Ram Acharya

## **SEMESTER II**

### **BHM-203: FOOD & BEVERAGE SERVICE OPERATIONS -1**

#### **UNIT – II**

##### **Room Service**

- Introduction, General Principles, loopholes and pitfalls to be avoided
- Cycle of service, scheduling and staffing
- Room service menu planning
- Forms and formats.
- Order taking, thumb rules, telephone etiquettes, noting orders, suggestive selling and breakfast cards.
- Layout and setup of common meals, use of technology for better room service
- Time management- lead time from order taking to clearance

#### **UNIT –III**

##### **Alcoholic Beverages**

- Introduction, definition and classification of wines
- Classification
- Viticulture and viticulture methods
- Vinification-still, Sparkling, Aromatized and fortified wines
- Vine diseases
- Wines-France, Italy, Spain, Portugal, South Africa, Australia, India and California
- Food and Wine harmony
- Wine glasses and equipment
- Storage and service of Wine

#### **UNIT –IV**

##### **Beers**

- Introduction
- Ingredients used
- Production
- Types and brands, Indian International
- Service of bottled, canned and draught beers.

#### **UNIT –V**

##### **Other fermented and Brewed Beverages**

- Sake
- Cider
- Perry
- Alcohol free wines.

## **UNIT –VI**

### **Table Cheeses**

Introduction

Types

Production

Brands and Service storage

### **Food and Beverage Terminology related to the course.**

#### **Practical Schedule:**

- Room service tray and trolley lay-up and service
- Room service amenities, set-up in rooms
- Functional and floor layouts for room service
- Conducting briefing and de-briefing for F&B outlets
- Beverage order-taking
- Service of Beer, Sake, and other fermented and brewed beverages
- Service of sparkling, aromatized, fortified, still wines.
- Table set-up with wines on the menu



## **SEMESTER II**

### **BHM-204: FOOD & BEVERAGE PRODUCTION-1**

#### **UNIT-1**

##### **FOOD COMMODITIES**

- Classification with examples and uses in Cookery
- Game-meaning-types with examples
- Fruits-kinds with examples
- Nuts- names of nuts commonly used in cooking.
- Cream-types, description and their uses
- Yogurt-types
- Cereals- types and uses
- Pulses used in Indian cooking
- Herbs-uses of herbs
- Spices and condiments-uses of different spices
- Coloring and flavoring agents: Name, types and uses

#### **UNIT-II**

##### **Basic Indian Masalas & Gravies-**

Garam Masala, Pulao masala, curry powder, Sambhar powder, Rasam powder, Chaat masala tandoori marination white, red, green and yellow gravies.

#### **UNIT –III**

##### **Indian Regional Cuisine:**

A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan, etc., as regarding ingredients used, traditional preparation methods utensils and accompaniments.

#### **UNIT –IV**

##### **Meat Cookery:**

- Fish Classification with examples selection and cuts of fish, cooking of fish
- Poultry-selection of poultry classification bases on size, uses of each type
- Butchery-selection, cuts size and uses of lamb, mutton, beef, veal and pork,
- Bacon, Ham, Gammon and steaks-Description of steaks from sirloin and fillet

#### **UNIT- V**

##### **Vegetable Cookery:**

- Vegetables-Classification of vegetables, importance of vegetables in diet, cooking of vegetables, Retention of color, flavor, and nutrients while cooking
- Potatoes- styles of presenting potatoes and their description.

- Storage- principles of vegetable storage.

## **UNIT –VI**

### **Quantity food Production:**

- Introduction to large scale commercial cooking
- Layout of a large kitchen, staff hierarchy and production workflows.

### **Practical Schedule**

- Preparation of basic gravies and commonly used Indian Masala
- Regional Cuisines of India
- Covering various States of India
- Planning Elaborate Indian Menus up to 40 portions

## **SEMESTER – II**

### **BHM- 205: HOTEL ENGINEERING**

#### **UNIT-1**

##### **Hotel Maintenance Management**

- Introduction & scope in Hotels
- Classification and Types
- Maintenance programmes

#### **UNIT-II**

##### **Engineering Department**

- Organization and set up of the department
- The Staff- duties and responsibilities
- Requirement of Engineering workshops

#### **UNIT-III**

##### **FUELS**

- Types of fuels available
- Gases
- Precautions while using them –Heat parts, BTU, Thermal & Calorific values
- Calculation of heat requirements, Fuel Requirements
- Principle of Bunsen burner
- Construction of an industrial Gas range; Parts and functions, striking back, causes and remedies of problems.

#### **UNIT –IV**

**Electricity:** Meaning and use, advantage as a type of energy, conductors and non-conductors, meaning of ampere, volt, ohm and their relationship, ohm's law, AC and DC- their differences, advantages and disadvantages, sign and signals, closed and open circuits, causes and danger, important of earthing,

- General layout of circuits including service entrance, distribution panel boards, calculation of power requirements, meter reading and bin calculations

#### **UNIT –V**

##### **Water Management System**

- Sources of water and its quality
- Methods of removal of hardness, description of cold water
- Supply from mains and wells, calculations of water requirements and capacity of storage system

## **UNIT-VI**

### **Sanitary Systems**

- Sinks, basins
- Water closet, bidets and their fittings
- Use of water traps and water seals, water pipes and soil pipes
- Inspection chambers-blockages and leakages and their remedies

## **UNIT –VII**

### **Refrigeration**

- Principle use of refrigeration in hotel and catering industries
- Basic scientific principles
- Different types of refrigeration systems and refrigerants
- Walks in coolers and freezers, care and maintenance of these systems

## **UNIT- VIII**

### **Air-conditioning**

- Classification, Types of systems, Layout of AC plant
- Condition for comfort Air movement, humidity control, ventilation
- How to select a suitable air-conditioning system

## **UNIT-IX**

### **Transport Systems**

- Passenger elevators, freight elevators
- Dumb waiters
- Escalators and sidewalks-their operations and maintenance

## **UNIT-X**

### **Fire Prevention and Protection**

- Different types of fires
- Fire alarms
- Different types of extinguishers
- Fire hazards

### **Reference Books**

Textbook of Hotel Maintenance – N.C. Goyal and K.C.Goyal

## **SEMESTER – II**

### **BHM-206: BASICS OF COMPUTERS**

#### **UNIT-1**

##### **Introduction to computers**

What is computer? Block Diagram, Components of a computer system, Generation of computers, Programming Languages, Generation of languages, storage devices, floppy disks, CD Rom's etc

#### **UNIT-II**

##### **Operating System**

Introduction, functions, types, components, case studies- DOS, Windows

#### **UNIT-II**

##### **Introduction to DBMS**

Data, Data types, advantages, introduction to FoxPro, creating a database, searching, sorting, indexing, writing simple programmes, overview of MS Access

#### **UNIT-IV**

##### **Word Processing, Spreadsheet and presentations**

What is word processing? Features of MS Word, Editing commands and mail merge.

What is spreadsheet, features, formulae and functions, if statement, preparing sample worksheet, different graphs

Features of PowerPoint

Preparing a presentation

Preparing an organization chart

#### **UNIT-V**

##### **Introduction to Internet**

What is Internet? Network, of networks, WWW, search engines, E-mail, websites, Introduction to e-commerce

##### **Practical Schedule**

- DOS, WINDOWS
- MS WORD
- MS EXCEL
- MS POWERPOINT
- FOXPRO & ACCESS
- INTERNET USAGE

**Reference Books**

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication

**SEMESTER-II**

**BHM-207: PRACTICAL**

**Total marks: 70**

**(including demonstration, viva voce, housekeeping, front office, computers)**

# Course: ENVS2AECC02

## ENVIRONMENT SCIENCE

### (THEORY)

**Semester End examination: 100 marks**

**Note:** The Examiner will set a total of nine (9) questions covering all topics/units of the prescribed course by setting at least two questions from each unit. Out of the nine questions, one question containing ten (10) short-answer type questions of 2 marks each that will cover entire course will be compulsory. The candidates will attempt a total of five questions (one from each unit) including the compulsory question. All questions will carry equal marks.

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#### **UNIT I**

**(20 Periods)**

Introduction to environmental studies & ecosystems: Multidisciplinary nature of environmental studies: Scope and importance; What is an ecosystem? The structure and function of ecosystem, Energy Flow in an ecosystem, food chains, food webs and ecological succession, forest ecosystem, grass ecosystem, desert ecosystem, aquatic ecosystems; Levels of biological such as genetic species and ecosystem diversity; biogeography zones of India, biodiversity patterns and global biodiversity hot spots, India as a mega-biodiversity nation, endangers and endemic species of India, threats to biodiversity, habitat loss, poaching of wildlife conflicts, biological invasions, conservation of biodiversity, in-situ and ex-situ conservation of biodiversity, concept of sustainability and sustainable development.

#### **UNIT II**

**(15 Periods)**

Natural resources & its management and conservation : land resources and land use change : Land degradation, soil erosion and desertification; Deforestation : Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations; Water: Use and over – exploitation of surface and ground water, floods, droughts, conflicts over water(international & inter-state); Energy resources: Renewable and nonrenewable energy sources, use of alternate energy sources and growing energy needs.

#### **UNIT III**

**(15 Periods)**

Environmental pollution & management: Environmental pollution types, causes, effects and controls; Air, water, soil and noise pollution, Solid waste management: Control measures of urban and industrial waste. Climate change, global warming, ozone layer depletion, acid rain and their impact on human communities and agriculture. Environment Laws: Environment Protection Act, Air (Prevention & Control of Pollution) Act, Water (Prevention and control of Pollution) Act, Wildlife Protection Act, Forest Conservation Act: International agreements: Montreal and Kyoto protocols and convention on Biological Diversity (CBD); Nature reserves, tribal populations and rights, and human wildlife conflicts in Indian.



#### **UNIT IV**

**(10 Periods)**

Environment & social issues: Human population growth: Impacts on environment, human health and welfare; Resettlement and rehabilitation of project affected persons: case studies; Disaster management: floods, earthquake, cyclones and landslides; Environmental movements: Chipko, Silent valley, Bishnois of Rajasthan; Environmental ethics: Role of Indian and other religions and cultures in environmental conservation; environmental communication and public awareness.

#### ***Suggested Readings:***

1. Carson, R 2002. Silent Spring. Houghton Mifflin Harcourt.
2. Gadgil, M., & Guha, R. 1993. This Fissured Land: An Ecological History of India. Univ. of California Press.
3. Gleeson, B. and Low, N (eds) 1999. Global Ethics and Environment, London, Routledge.
4. Gleick, P.H 1993. Water in Crisis. Pacific Institute for Studies in Dev, Environment & Security . Stockholm Env. Institute, Oxford Univ. Press.
5. Groom, Martha J., Gary K. Meffe, and Carl Ronald Carroll. Principles of Conservation Biology. Sunderland: Sinauer Associates, 2006.
6. Grumbine, R. Edward , Nad Pandit, M.K 2013. Threats from India's Himalaya Dams Science, 339:36-37.
7. McCully, P. 1996. Rivers no more: the environmental effects of dams (pp.29-64). Zed Books.
8. Pepper, I.L., Gerba, C.P. & Brusseau, M.L 2011. Environmental and Pollution Science. Academic Press.
9. Rao, M.N. & Datta, A.K 1987. Waste Water Treatment. Oxford and IBH Publishing Co. Pvt Ltd.
10. Raven, P.H Hassenzehl, D.M. & Berg, L.R. 2012. Environment. 8<sup>th</sup> edition. John Wiley & Sons.
11. Rosencranz, A, Divan, S., & Noble, M.L. 2001. Environmental law and policy in India. Tripathi 1992.
12. Sengupta, R. 2003. Ecology and Economics : An approach to sustainable development. OUP
13. Singh, J.S., Singh, S.P and Gupta, S.R. 2014. Ecology, Environment Science and Conservation. S. Chand Publishing, New Delhi.
14. Sodhi, N.S, Gibson, L. & Raven, P.H (eds) 2013. Conservation Biology: Voices from the Tropics. John Wiley & Sons.
15. Wilson, E.O. 2006. The creation: An appeal to save life on earth. New York: Norton.
16. World Commission on Environment and development. 1987 Our Common Future. Oxford University Press.

#### **SEMESTER III**

# **BHM – 301: ADVANCED FRONT OFFICE OPERATIONS – 1**

## **UNIT – 1**

### **Guest Registration Cycle**

- Pre-registration activities
- Registration
- Hotel stay
- Post registration activities

## **Unit-II**

### **Front Office Marketing and Sales**

- The role of front office in hotel sales and marketing – need for sales.
- Identification of markets.
- Strategy formulation for various market segments
- Maximizing revenue and achieving customer satisfaction.
- Training programme, incentive and evaluation.
- Sales techniques – personal selling, creative selling, U.S.P identification.
- Telemarketing – tools and techniques.

## **Unit-III**

### **Front Office Accounting**

- Introduction
- Various Front Office and Calculation – Occupancy Percentage, No Show ratio, ARR, ADR, etc.
- Credit arrangements
- Foreign Currency Handling.
- Cashiering – introduction.
- Settlement of bills.
- The Guest Folio, Guest Ledger, City Ledger.
- Tracking transactions.
- Internal Controls – transcripts, cash sheet, cash banks.

## **Unit – IV**

### **Front Office Cash / Check – out and settlement**

- Front Desk Cashier – role and responsibilities.
- Front office Cash – importance, take- over and hand -over.
- Check out and bill settlement – individual and groups.
- Unpaid account balances.

## **UNIT-V**

## **The Night Audit**

- Importance and functions of Night Audit.
- Operating models – non – automated, Semi- automated and automated.
- The Night Audit Process.
- The Night Audit reports – generation and utility.
- Verifying the Night Audit.

## **UNIT – VI**

### **Guest Complaint Handling**

- Process – the follow up loop.
- Thumb rules.
- Common problems / complaints – identification and solving.
- Role of emotions in situation handling.

## **UNIT-VII**

### **Credit Controls**

- Hotel Credit Policy.
- Control Measures.

### **Practical Schedule:**

- Preparation of Guest Folio.
- Auditing of Bill Statements
- Guest Complaint Handling
- Mock Situations – Role –Plays.
- Preparation of Guest History Cards.
- Filling up of ‘C’ Forms.
- Preparation and filling up of Guest registration card.
- Role play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc.

## **SEMESTER III**

## **BHM-302: HOTEL HOUSEKEEPING OPERATION – III**

### **UNIT-I**

#### **Room Interiors**

- Ceramics
- Plastics
- Glass
- Sanitary Fitments

### **UNIT-II**

#### **Interior Decoration**

- Importance, Definition and Types
- Principles of Design
- Color – Color Wheel – Importance and Characteristics, classification - schemes –
- Lighting-classification-importance- Types – Application
- Furniture Arrangements
- Heating and Ventilation

#### **Soft Furnishings**

- Curtains – Loose Covers
- Blinds Cushions

#### **Bed and Beddings**

- Construction of Beds
- Mattresses
- Bedspreads
- Beddings
- Blankets

### **UNIT-III**

#### **Flower Arrangement**

- Concept / Importance
- Types and Shapes – Principals
- Tools, Equipments and Accessories

### **UNIT-IV**

## **Pest Control and Waste Disposal**

Insects, Pest and Rodents

- Wood Rot
- Waste Rot
- Waste Disposal

## **UNIT-V**

### **Fibres and Fabrics**

- Natural Fibres / Vegetable Fibres / Animal Fibres
- Manmade Fibres – Regenerated / Synthetic
- Fabrics – Woven Fabrics – Plain Twill / Satin / Damask
- Fabric Finishes

### **Laundry Dry Cleaning and Stain Removal**

- Chemicals in use
- Contract Cleaning

### **Managing on Premises Laundry**

- Planning the OPL
- Flow of Linen Through OPL
- Machines and Equipment
- Valet Service

### **Safety, Security, and First Aid**

- Safety; Keys
- Lost and Found Property, Valuables
- Health and Safety
- Accidents and Accident Prevention
- Fire – Classification – Prevention of Fire – Emergency – Fire Fighting Equipments
- First Aid

### **Practical Schedule**

- Stain Removal
- Laundry Operations
- Special Decorations
- Use of Different types of Cloth
- First Aid
- Glass Cleaning
- Flower Arrangement
- Cleaning of Ceramics and Plastics

**SEMESTER III**

## **BHM-303: FOOD AND BEVERAGES SERVICE OPERATIONS-II**

### **UNIT-I**

#### **Non- Alcoholic Beverages**

- Classification
- Hot Beverages – Types, Production and Service
- Cold Beverages – Types, Production and Service

### **UNIT-II**

#### **Spirits Introduction to spirits - types**

- Production methods
- Whisky – Production, types and brands
- Brandy – Production, types and brands
- Gin – Production, types and brands
- Rum – Production, types and brands
- Vodka – Production, types and brands
- Tequila – Production, types and brands
- Other alcoholic beverages – Absinthe, Aquavit, Slivovitz, Arrack, Feni, Grappa, Calvados, etc.

### **UNIT - III**

#### **Liqueurs Types**

- Production
- Brands and Service – Indian and International

### **UNIT-IV**

#### **Bar**

- Introduction, Bar stocks maintenance
- Types, layouts, equipments used, Control methods and licenses
- Staffing, Job description, Job specification.
- Bar Planning and Designing, and Costing, Corkage
- Bar Menus – Wine list – meaning and its importance, design and layout

### **UNIT-V**

#### **Cocktails**

- Introduction, History, types and Preparation
- Classic Cocktails – Recipes, Costing, innovative cocktails and Mock tails, Welcome drinks, Orange beverages which have flavouring agent, juice, mixes and garnish served in very foamy glam.

- Cocktails bar equipment, garnishes and decorative accessories.
- Terms related to alcoholic beverage
- Interaction with Guests suggestive selling

## **UNIT – VI**

### **Tobacco**

- Cigars - Production, types, brands, storage and service
- Cigarettes – Production, types, brands, storage and service

### **Food and Beverage Terminology related to the course.**

### **Practical Schedule**

- Service of spirits and liqueurs
- Bar setup and operations
- Cocktail and Mocktail preparations, Presentation and service
- Service of Cigars and Cigarettes
- Glassware used for different spirits, non-alcoholic drinks offered with different spirits service procedure.
- Order taking – writing a BOT
- Writing a menu in French
- Service of hot and cold non – alcoholic beverages

## **SEMESTER III**



## **BHM- 304: FOOD AND BEVERAGE PRODUCTION – II**

### **UNIT – I**

#### **Menu Planning:**

- Introduction: Types of menus, terms and factors which affect Menu Planning.
- Development of the menu.
- Compiling Menus.
- Nutritional Aspect of Menu Planning.

### **UNIT – II**

#### **Horsd'oeuvres:**

- Meaning and Types: Single and Horsd'oeuvres Varies, examples for each type.
- Salad – Types of Salads – simple and composite - Salad dressings.
- Names and recipes for salad dressing only
- Sandwiches – types of bread used. Filling and seasoning used.
- Points observed while making Sandwiches, storage of S/W different types of S/W.
- Garnishes and Accompaniments.

### **UNIT – III**

#### **Basic Bakery and confectionary:**

- Types of flour and their uses. Ingredients used in bakery and their role.
- Yeast goods – points observed while making yeast goods. Reason for faults in yeast dough.
- Recipes for bread rolls, bun, baba au rum, savarin and doughnuts.

#### **Sugar boiling degrees of cooking sugar and their uses**

- Pastes – types of Pastes recipes for short Pastry.
- Puff Pastry, Sweet Pastry, Suet Paste and choux paste. Reasons for faults in above preparation.
- Products made from the Pastries (only names, no recipes)
- Cakes – basics mixture for small cakes, reasons for faults.
- Sponges – genoise sponge and chocolate sponge recipes.
- Reasons for faults.

### **UNIT – IV**

## **Indian Regional Cuisine**

- Specialty Cuisines such as Mughlai, Awadhi, Hyderabadi and Tandoor.
- Indian Fast Foods.

## **UNIT – V**

### **Rechauffe' Cookery.**

- Introduction, Definition.
- Concept and Importance.

### **Basic Culinary Terms:**

- Indian, Western and International

### **Practical Schedule:**

- Regional Indian Cookery.
- Preparation of Basic Bakery and Confectionery.
- Biscuit Dough, Bread Dough, Cake batters, Puff Pastry Dough, Doughnuts etc.
- Preparation of salads, Cold cuts and Sandwiches.
- Hot continental desserts.
- Preparation of basic Salads.
- Preparation simple Indian Desserts.

## **SEMESTER III**

## **BHM- 305: HOSPITALITY FRENCH**

### **UNIT - I**

#### **PARTIE**

- Translation and comprehension – reception – conversation –role play – case study to be done in French.

### **UNIT – II**

- Article define, indefini example, adjutifs – qualificatifs – caccorn – adjectives – demonstrates – etpossessifs.

### **UNIT-III**

#### **VERBS IRREGULIERS**

- Avoir, etre, aller, recevoirvenir, partir – sortirpouvoir, vouloirouvrir. PRESENT Passe
- Compose future grammar exercises, composition, conversation.

### **UNIT- IV**

#### **AU RESTAURANT**

- Conversation, role play, causes study to be done in French, besides translation and comprehension.

### **UNIT – V**

#### **GRAMMAR**

- Pronomspersonnels subject object direct object indirect.
- Pronoms: Relatifs simples: qui, que, dont, ou. VERBS IRFEGRLIERS
- Rendredescendre prendre dormircourir server plevois, falloir devoir.

### **UNIT – VI**

- Impar fait – plusquepargait – futurantérieur.
- References:
- Le Francaisde'LHotellerie
- Ei in Tourisme: M. Dany – Jr. Laloy

## **SEMESTER III**

## **BHM – 306: HOSPITALITY SALES AND MARKETING**

### **UNIT – I**

#### **Introduction to Hospitality sales and Marketing**

- Today's Hospitality Trends
- Globalisation
- Hotel Sales and Marketing Concepts.
- Expansion of legalized gambling.
- Relationship Marketing.
- Guest Preferences.

### **UNIT - II**

#### **Marketing Concept**

- Marketing Mix
- The 8 P's of Marketing.
- Evolution of markets – global and Indian tourist market.

### **UNIT – III**

#### **The Marketing Plan with reference to Hotel industry.**

- The Marketing Team
- Steps in Marketing Plan.
- Selecting Target markets.
- Positioning the property / outlet.
- Developing and implementing Marketing action plans.
- Monitoring and evaluating the Marketing plan.

### **UNIT – IV**

#### **The Sales Office**

- The Marketing and Sales Division.
- Organising and designing a Hotel sales office.
- Sales Area
- Developing sales team – hiring, selection, management, evaluation.
- Compensation for sales force – targets and achievements.
- The sales office communication system.
- Computerized client information records.
- Sales reports and analysis.

### **UNIT – V**

## **Sales Techniques or Hotel industry**

- Components of a sale.
- Types of sales in different departments of a Hotel.
- Telemarketing.
- Internal merchandising – in – house sales promotion.
- Special services in house sales.
- Sales forecasting, long term and short term.

## **UNIT - VI**

### **Restaurant and Lounge sales positioning**

- Merchandising Food and beverage.
- Promotion of restaurants and Lounge facilities.
- Building Repeat Business.
- Banquet and conference sales.

## **UNIT – VII**

### **Advertising, Public relation and Publicity**

- Effective hotel advertising – brochures, sales material designing.
- Advantages of advertising in indoor and outdoor.
- Advertising agencies.
- Collateral material mass media and print media.

### **References:**

- Marketing Management – Philip Kotler
- Marketing Management – Ramaswamy
- Hospitality sale and Marketing – Jagmohan Negi

## **SEMESTER III**

**BHM – 307: Practical**

**Total Marks: 70**

**( Including, Viva Voce, role playing, housekeeping)**

**SEMESTER- IV**

## **INDUSTRIAL EXPOSURE TRAINING (IET)**

**Duration:** Minimum 20 weeks with coverage of all major and minor departments of a full-service hotel. (Can be substituted with operational training in reputed Fast Food operations, Airlines, Resorts, and similar industry in accordance with course curriculum).

Suggested Training Schedule:

- F&B Service: 4 weeks
- F&B Production :4 weeks
- Front Office: 4 weeks
- Housekeeping – 4 weeks
- Other: 4 weeks (HR, Sales Marketing, Finance etc)

Documents to be submitted after successful completion of IET:

- WTO (What to Observe) Sheets
- Training Log-book (To be issued by learning Centre)
- Department Appraisal Forms
- Training Report in 2 Copies
- Training Certificate from the concerned Hotel Authority.

## **MAXIMUM MARKS:600**

**Based on:**

- Completed Training sheets (100)
- Industrial Training Report (150)
- Industrial Training Log-book (100)
- Industrial Training Project(report) Presentation (200)
- Viva (50)

**DETAILS: -**

### **WTO SHEETS (100)**

- 20 marks on each department trained (4 department- Front Office, F&B Service, F&B Production& Housekeeping), Total 80 marks.
- 20 marks on other departments trained (Human Resources, Finance, Sales & Marketing, Kitchen Stewarding, Purchase, Receiving &Stores, etc.

## **INDUSTRIAL TRAINING LOG-BOOK (100)**

- Daily Summary of work done & observed duly signed by the concerned supervisor (50)
- Appraisal Forms (50)

### **INDUSTRIAL TRAINING REPORT (150)**

- Contents (100): About the hotel, photographs, Formats, Charts and Diagrams, written material etc.
- Creativity (25)
- Neatness, cover layout (25)

### **INDUSTRIAL TRAINING PROJECT (REPORT) PRESENTATION (200)**

(One-to – group presentation)

Time:60 minutes (Maximum)

To Mark on:

- Communication & Presentation Skills (50)
- Grooming, Uniform and Body Language (50)
- Presentation Content (50)
- Use of Slides, Multimedia and other presentation aids (25)
- Handling of spot queries/questions from the audience (25)

### **VIVA (50)**

Viva-voce on the presentation, conducted by the Faculty Members.

### **Industrial training**

#### **WTO**

During your tenure as an Industrial Training, apart from Carrying out the assigned jobs, you are instructed to make the following observation in your department. A concise report (preferably) Typed of these observations must be prepared and presented to the Institute within one week of completion of training along with Industrial Training Report. These Report, presentation and Viva will be the criteria for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of Presentation / Viva shall be announced after you report at Institute. Viva will be conducted by external evaluator.

**DESIRED:** Reports should contain additional proformas, charts, brochures etc. the cover page of report should contain your name, hotel, department & duration. Attach a copy of this WTO sheet at the beginning of your report.

### **WHAT TO OBSERVE**



## **Food and Beverage Service**

### **BANQUETS**

1. How to take a banquet booking
2. What is banquetting – the need to have banquet facilities, scope, purpose, menus and price structure
3. Types of banquet layout
4. Types of banquet equipment, furniture and fixtures
5. Type of menus and promotional material maintained
6. Types of functions and services
7. Discounts given, and subsequent data maintained
8. Guests comments and complaints
9. Importance of function prospectus and reservations register their usage
10. To study staffing i.e. number or service personnel required for various functions, scheduling of staff on daily basis, source of manpower
11. Liaisons maintained with excise people, liquor permit and guest control order
12. Safety practices built into departmental working
13. Cost control by reducing breakage spoilage and pilferage
14. To study different promotional ideas carried out to maximize business
15. Types of chaffing dish used – their different makes and sizes
16. Par stock maintained (glasses, cutlery, crockery etc.)
17. Store room – stacking and functioning

### **RESTAURANTS**

1. Taking order, placing orders, service and clearing
  2. Taking handover from the previous shift
  3. Laying covers, preparation of Mise-en-place and arrangement and setting up of station
  4. Per stock maintained at each side station
  5. Functions performed while holding a station
  6. Method and procedure of taking a guest order
  7. Service of wines, champagnes and especially food items
  8. Service equipment used and its maintenance
  9. Study of menu items and also have a brief idea about their mode of preparation, inputs used, preparation time accompaniment and final appearances
  10. Coordination with housekeeping for soil linen exchange
  11. Physical inventory monthly of crockery, cutlery, linen etc
  12. Equipment, furniture and fixtures in the restaurant and their use and maintenance
  13. Method of folding napkins

14. Note proprietary sauces, cutlery, crockery and other service accessories kept at the station
15. K.O.T. handing, check preparation, ordering and the timely pickup

## **BAR**

1. Bar setup, Mise-en-place preparation, storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Implications of short and over pouring
3. Types of glasses used in bar service and types of drinks served in each glass
4. Liaison with F and B controls for daily inventory
5. Spoilage and breakage procedures
6. Handling of empty bottles
7. Requisitioning procedures
8. Recipes of different cocktails and mixed drinks
9. Provision of different types of garish with different drinks
10. Processing of all guests checks as per drinks served
11. Dry days and handling of customers during the same
12. Handling of complimentary drinks
13. Bar cleaning and closing
14. Guest relation and managing of drunk guests
15. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
16. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
17. To know the different brands of imported and local alcoholic and non- alcoholic beverages
18. Bar salesmanship
19. KOT/BOT control
20. Coordination with kitchen for warm snacks
21. Using of draught beer machine
22. Innovative drinks made by the bartender

## **ROOM SERVICE**

1. Identifying room service Equipment
2. Importance of Menu knowledge for order-taking (RSOT functions/procedures)
3. Food pickup procedure
4. Room service layout knowledge
5. Laying of trays for various order
6. Pantry Elevator Operations
7. Clearance procedure in Dishwashing area
8. Room service inventories and store requisitions
9. Floor plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

## **INDUSTRIAL TRAINING**

### **WTO**

During your tenure as an Industrial Trainee, apart from carrying out the assigned jobs, you are instructed to make the following observations in your department. A concise report (preferably typed) of these observations must be prepared and presented to the Institution within one week of completion of training along with the Industrial Training Report. These Report, Presentation and Viva will be the criteria for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of Presentation/Viva shall be announced after you report at institute. Viva will be conducted by an external evaluator.

**DESIRED:** Reports should contain additional proformas, charts, Brochures etc. The Cover page of the Report should contain your name, hotel, department and duration. Attach a Copy of this WTO sheet at the beginning of Your report.

### **WHAT TO OBSERVE**

#### **F & B Production**

There are certain shifts that are more important to be done in order to learn the systems and procedures of the department. You should make sure that you cover all shifts so as to understand the department fully.

1. Area and Layout of the kitchen
2. Study of Standard Purchase Specifications
3. Study of Standard Recipes
4. Indenting, Receiving and Storing
5. Checking the stock in the Walk-In cooler / freezer (deep)
6. Indenting of Butchery and grocery etc.
7. Preparing of batter, marinations and seasoning
8. All cuts meat and butchery items (Mutton, poultry, beef, fish, etc.)
9. Daily procedure of handover from shift to shift
10. Recipes and methods of preparation of all sauces
11. Quantities of preparation, weekly preparations and time scheduling
12. Stock preparation and cooking time involved
13. Cutting of all garnishes
14. Temperature and proper usage of all equipment
15. Plate presentations for all room service and a la carte order
16. Cleaning and proper upkeep of hot range
17. Cleanliness and proper upkeep of kitchen area and all equipment
18. Store of ice creams and other cold desserts
19. Yield of fresh juice from sweet line / orange
20. Filling of coffee, water, milk in the dispensers
21. Storage of different mise-en-place- (Raw, Semi-Processed)
22. Usages of wines, spirits-correct quantity and method of storage
23. Bulk preparations
24. Fishing of buffet dishes
25. Recipes of least 10 fast moving dishes
26. Mise-en-place for: A la carte kitchen and Banquet kitchen
27. Reshuffle / Leftover Cooking

## **Industrial Training**

### **WTO**

During your tenure as an industrial trainee, apart from carrying out the assigned jobs, you are instructed to make the following observations in your department. A concise report (preferably typed) of these observations must be prepared and presented to the institute within one week of completion of training along with the Industrial Training Report. These reports, presentation & Viva will be criterions for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of presentation / viva shall be announced after you report at institute. Viva will be conducted by an external evaluator.

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## **WHAT To OBSERVE**

### **Front office**

There are certain shifts that are more important to be done to learn the systems and procedures of the department. You should make sure that you cover all shifts so as to understand the department fully.

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc
5. Identification of kind, mode and type of reservation
6. Filing system and follow – up on reservation
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservation, discount and correspondence
13. How to receive and room guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Departure control
24. Percentage of no-shows to calculate safe over booking
25. Group and crew rooming, pre-preparation and procedures
26. Scanty baggage policy
27. Housekeeping discrepancy – investigation

28. Handling of Room changes / rate amendments / date amendments / joiners / one-person departure / allowances / paid outs and all formats accompanying them
29. Requisitioning of operating supplies
30. Handling of special situations pertaining to guest grievances, request etc
31. Bell desk / concierge function: luggage handling during check – in & check – out, left luggage procedures, wakeup call procedures, scanty baggage procedure, handling of group baggage, maintenance of records, errand made, briefings etc.
32. Travel desk: coordination's, booking transfers etc.

## **Industrial Training**

### **WTO**

During your tenure as an industrial trainee, apart from carrying out the assigned jobs, you are instructed to make the following observations in your department. A concise report (preferably typed) of these observations must be prepared and presented to the institute within one week of completion of training along with the Industrial Training Report. These reports, presentation & Viva will be criteria for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of presentation / viva shall be announced after you report at institute. Viva will be conducted by an external evaluator.

**DESIRED:** Reports should contain additional proformas, charts, brochures etc. the cover page of report should contain additional proformas, charts, name, hotel, department & duration. Attach a copy of this WTO sheet at the beginning of your report.

## **WHAT TO OBSERVE**

### **Housekeeping**

There are certain shifts that are more important to be done in order to learn the systems and procedures of the department. You should make sure that you cover all shifts so as understand the department fully.

### **1. LINEN & Uniform**

- A. Learn to identify the linen / uniform by category / size even when in fold
- B. Study the pest control procedure followed and learn how the linen/uniform is preserved against mildew
- C. Observe protection against dust
- D. Observe system & quantum of linen exchange with laundry, room, and restaurants
- E. Note the discard procedure and observe the percentage of
- F. Observe procedure for exchange of uniform and linen
- G. Note procedure followed for uniforms / linen exchange after closing hours
- H. Note arrangement of linen / uniforms systematically in shelves / hangers
- I. Understand the need & use of par stocks maintained
- J. Study total number and variety of items

### **2. Rooms**

- A. Number of rooms cleaned in a shift
- B. Time taken in making bed / toilet
- C. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
- D. Observe all guest supplies kept in guestroom and bathroom understand the procedure for procurement and replacement of guest supplies
- E. Study the systematic approach in cleaning a room and bathroom and various checks made of all guests facilities e.g. telephone, channel music, AC, TV, etc.
- F. Study the housekeeping cart and all items stocked in it. Notes your ideas on its usefulness and efficiency
- G. Observe how woodwork, brass work are kept spotlessly clean and polished
- H. Observe procedure for handling soiled linen & procurement of fresh linen
- I. Observe procedure for freshen up and turn down service
- J. Observe room layout, colour themes and furnishings used in various categories and types
- K. Carpet burnishing and vacuum cleaning procedure
- L. Windowpanes and glass cleaning procedure and frequency
- M. Observe maintenance of cleanliness in the corridors and other public area on the floors
- N. Understand policy and procedure for day to day cleaning
- O. Observe methods of stain removal
- P. Understand the room attendant's checklist and other formats used
- Q. Observe handling of guest laundry & other services (like shoe shine etc.)

### **3. The control desk**

- A. Maintenance of log book

- B. Understand the function in different shifts
- C. Observe the coordination with other departments
- D. Observe the area & span of control
- E. Observe the handling of work during peak hours
- F. Observe the formats used by the department and study various records maintained

#### **4. Public area**

- A. Observe the duty and staff allocation, scheduling of work and daily briefing
- B. What to look for while inspecting and checking public area
- C. Importance of banquets function prospectus
- D. Observes tasks carried out by the carpet crew, window cleaners and polishers
- E. Note maintenance order procedure
- F. Study the fire prevention and safety systems built into the department
- G. Observe coordination with lobby manager, systems built into the department
- H. Observe the pest control procedure and its frequency
- I. Study the equipment and operating supplies used the procedure for its procurement
- J. Observe policy and procedures followed for various cleaning

### **Industrial training**

#### **WTO**

During your tenure as an industrial trainee, apart from carrying out the assigned jobs, you are instructed to make the following observations in your department. A concise report (preferably typed) of these observations must be prepared and presented to the institute within one week of completion of training along with the Industrial Training Report. These reports, presentation & Viva will be criterions for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of presentation / viva shall be announced after you report at institute. Viva will be conducted by an external evaluator.

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### **WHAT TO OBSERVE**

#### **Human resource development & administration**

1. Observer the layout out of the department, location in the hotel and accessibility
2. Mission statement of the organisation
3. Observer the various functions carried out by the department
4. Policies & procedures of the department
5. Organisation chart of the hotel and hierarchy of the department
6. What are the various departmental filing & how records are maintained
7. Recruitment & selection process
8. Source of recruitment



9. Any specific/specialized testing on interview during recruitment
10. Attendance & leave system of the hotel
11. Various statutory compliances (PF, ESI, Insurance etc.)
12. Wage & salary administration (CTC, Taxes applicable etc.)
13. Hotel manning Guide & employee handbook
14. Employee benefits, facilities for employees & recognition programmes
15. Performance appraisal system & job Evaluation techniques
16. Disciplinary procedures
17. Employee training, induction & development
18. A brief insight into trade unions & industrial relations
19. Management of grievances
20. Exit policies (VRS etc.)

## **BHM-501: FRONT OFFICE MANAGEMENT – I**

### **UNIT-I**

#### **Planning and evaluating Front Office Operations**

- Room rate structure.
- Criterion of establishing room rates.
- The Rule of Thumb Approach.
- The Hubbart Formula - introduction.
- Room rate designations Rack rate, Corporate Rate, Volume Account rates, Government rates, Seasonal rates, Weekend rates, Membership rates, industry rates, Walk-in rates, Premium rates, Advance Purchase rates, Package rates, FIT / GIT rates, etc.

### **UNIT -II**

#### **Forecasting • Room Availability.**

- Room Revenue - weekly, monthly, yearly, long term.
- Daily operation reports.

### **UNIT - III**

#### **Yield Management**

- Introduction and Concepts covered.
- Differential Rates.
- Forecasting Bookings.
- Rate availability restrictions.
- Statistical representations - threshold curves.
- Displacement.

### **UNIT-IV**

#### **Reservation Sales Management**

- Adequate Staffing.
- Rooms Inventory.
- Call management.
- Motivation.
- Reservation Map.
- Sales strategies.

## **UNIT -V**

### **Hotel Sales**

- Merchandising.
- Direct Sales - Travel Agents, Tour Operators, Hotel Booking Agencies, and Tourist Information Centre.

## **UNIT-VI**

### **The Role of Government Agencies**

- Organizations - esp. directly associated to hospitality industry
- Star Rating System - Committees and recommendations.
- Taxes Applicable to hotel industry.

## **UNIT-VII**

### **Managing Human Resources**

- Internal and External Recruitments.
- Evaluation and Selection.
- Developing HR - skills training.
- Appraisals & evaluation of front office staff.

### **Practical Schedule:**

- Assignments and Projects
- Yield Management – Calculations

## **SEMESTER V**

### **BHM-502: ADVANCED ACCOMMODATION OPERATIONS -1**

#### **UNIT - I**

##### **Floor and Wall coverings**

- Types and Characteristics
- General Care
- Floor Finishes
- Types of Wall Coverings and Ceiling

#### **UNIT - II**

##### **Carpets**

- Fibres
- Manufacture - Woven and Non - Woven Carpets
- Size
- Laying and Care of Carpets
- Mats and Matting

#### **UNIT - III**

##### **Furniture**

- Principles
- Types of Joints
- Selection

#### **UNIT - IV**

##### **Planning Trends in Housekeeping**

- Planning Guest Rooms / Bathrooms / Suites / Lounges
- Landscaping
- Leisure Facility Planning for Guests
- Boutique Hotels Concept

#### **UNIT - V**

##### **Industrial Laundry**

- Process
- Stages in Wash Cycle
- Pitt scale and its Relevance Practical Schedule
- Planning Layouts - Guest Rooms / Bathrooms / Suites / Lounges etc.
- Laundry Equipment Handling
- Laundry Operations - (Industrial)
- Laying and Cleaning of Carpets

## **SEMESTER V**

### **BHM-503: ADVANCED FOOD & BEVERAGE SERVICE OPERATIONS**

#### **UNIT-1**

##### **Gue'ridon service**

- Introduction - History, Types, Staffing
- Special equipments, Care and maintenance of equipment
- Ingredients used, Mise -en-place for gue'ridon. Common preparations.
- Carving and jointing at the table, carving trolley, and dishes prepared on the gue'ridon.
- Flambeing, carving, salad making
- Taking the order. Methods of serving a dish at the table

#### **UNIT-II**

##### **Restaurant Planning**

- Introduction
- Planning and operating various F&B Outlets and support / ancillary systems.
- Factors - Concept, Menu, Space, Lighting, Colors and Market
- Restaurant design team
- Staffing in a Restaurant - points to be considered. Duty Rotas, Staff Training.

#### **UNIT -III**

##### **Restaurant Problems and Guest / Situation Handling - Thumb**

##### **Rules to be followed**

#### **UNIT-IV**

##### **Other Catering Operations**

- Off - Premises Catering - Outdoor Catering - Meaning - Preliminary survey of place and conduct of party, hiring of service personnel - Making a list of service equipments required for setting up of Counters - Allotting Stations.
- Hospital Catering
- Industrial & Institutional Catering
- Airline & Railway Catering
- Home Delivery
- Takeaways

## **UNIT-V**

### **Afternoon and High Teas**

- Introduction, Menu, Cover and Service

## **UNIT - VI**

### **Function Catering**

- Introduction
- Types of Functions
- Function service staff and responsibilities
- Service Methods in Function Caterings, instructions to the service staff - wines service in functions.
- Booking and Organization of a Function
- Function menus
- Banquet layouts - Tabling and seating arrangements VIP Function Handling, VIP Drill, Procedure for Toast.

## **UNIT - VII**

### **Buffet**

- Introduction
- Types - Sit Down and Fork Buffets - Buffet Sectors - Equipments used, Factors, Space requirements and checking Buffet Presentations, Menu Planning and Staff Requirement
- Buffet Management

### **Food and Beverage Terminology related to the course.**

#### **Practical Schedule:**

- Restaurant setups of different types
- Service of Afternoon and High Teas
- Buffet Lay-ups, theme Buffet setups a Service of Cheese
- Cocktail Parties

## **SEMESTER V**

### **BHM-504: ADVANCED FOOD & BEVERAGE PRODUCTION**

#### **UNIT-I**

##### **Garde-Manger:**

- Importance and function of larder in main kitchen
- relationship with other sections of main kitchen
- duties and responsibilities of larder chef
- Equipment's and tools used in larder
- floor plan of layout of larder room.

#### **UNIT-II**

##### **Cold Cuts and Sauces :**

- Force meat -meaning, uses, types and recipes
- Panada -meaning uses, types and recipes
- Compound butters -meaning, uses types recipes and examples
- Marinades -different types and uses
- Brine -types & uses
- Aspic Jelly -uses and preparation
- Chaudfroid - uses and preparation
- Cold preparation -galantine, ballotine, terrine, pates, quenelles mousses, mousselines, souffles -recipes of above.

#### **UNIT - III**

##### **Popular International Cuisines**

- Features
- Regional Classification
- Ingredients, methods of cooking
- courses of menu for Chinese, Japanese, Thai, Italian, Mexican cuisines etc.

#### **UNIT-IV**

##### **Advanced Bakery Preparation:**

- Sugar Craft, Chocolate Confectionery, Cold Puddings and Sweets Appetizers:
- Type and examples for each type and method of preparation.

##### **Practical Schedule:**

- Cold preparations, platters and buffets.
- International Cooking: recipes from various countries.
- Exotic Indian Western starters, snacks and hors d'oeuvres.
- Advanced bakery - Rolls, Breads, Pastries, Cookies, Cakes.

## **SEMESTER V**

### **BHM-505: PRINCIPLES OF MANAGEMENT**

#### **UNIT-I**

##### **Hotel Management:**

- An Introduction
- Careers in Hospitality Today, looking for a job
- Basic functions of Management - POSDCORB.

#### **UNIT -II**

##### **Evolution of management theories**

- Management theories over the past.
- Current Hospitality Management Practices.

#### **UNIT-III**

##### **Hotel Administration & Organization**

- Hotel Administration, organizing a hotel -
- Department Pattern.
- Business Aims
- Human Elements.
- Line Management
- Organization Structure for 5 Star hotel.
- Manager's job in Hospitality Industry.

#### **UNIT-IV**

##### **Management Objectives & Communication**

- Management Philosophy
- Managing by Rules
- MBO in Hotels:
- Modern Objective of HR
- Major Problems in Hotel Business

#### **UNIT-V**

##### **HR Planning**

- Concept & Features of Manpower Planning
- Objectives of HRP

#### **UNIT - VI**

##### **Developing Human Resources**

- Objectives of HRD
- Recruitment, Selection and Interview



- Sources of Recruitment
- Advertisements
- Rules and Regulations

## **UNIT - VI**

### **Training and Development**

- Training programmes for Hotel Employees
- Basic Principle of Training
- On Job training
- How to instruct on the Job Training
- Performance Evaluation and Appraisals

### **Reference Books:**

1. Principles of Management - L.M.Prasad.
2. Marketing Management - Phillip Kotler.
3. Business Organisation - Sherlekar.
4. Marketing Management - Ramaswamy.
5. Personnel Management - C.B.Mamoria

## **SEMESTER V**

### **BHM-506: HOTEL ACCOUNTANCY**

#### **UNIT-I**

##### **Basic Concepts of accounting**

- Definition, objects and importance of accounting in hotel business
- Classification of accounts
- Accounting equations
- Journalizing
- Posting into ledgers and balancing of ledger accounts.

#### **UNIT-II**

##### **Subsidiary Books of Accounts**

- Subsidiary journal purchase book, sales book, purchase return sales return,
- Cash book (2 columns and 3 columns),
- Petty cash book.
- Closing of ledgers-
- Trial balance preparation.

#### **UNIT –III**

##### **Accounting Statements**

- Bank reconciliation statement, meaning, preparation, causes for difference.
- Preparation of trading, profit and loss account.
- Preparation of balance sheet with adjustments- revenue and capital expenditure.

#### **UNIT-V**

##### **Partnership**

- Partnership account meaning- different types of partners. Difference between partnership and sole proprietorship- interest on capital and drawings.
- Preparation of partners and capital accounts (fixed & fluctuating)

#### **UNIT - VI**

##### **Account Posting Machines**

- Accounting machines and their importance in catering business, computer and their uses in hospitality business.
- Problems involving simple calculations, additions, subtractions, multiplication and division.

##### **Reference Books:**

1. Principles of Accounting - N. Vinayakan
2. Advanced Accounting - Shukla - Grewal
3. Double Entry Bookkeeping - T.S. Grewal

**SEMESTER V**

**BHM-507: PRACTICAL**

**Total: 70 Marks**

(Including Viva Voce housekeeping, front office)

## **SEMESTER VI**

### **BHM-601: FRONT OFFICE MANAGEMENT – II**

#### **UNIT-I**

##### **Evaluating front office operations**

- Accommodation and management concepts
- Tariff decisions
- Cost & pricing – the hubbart formula with its various schedules
- Market pricing
- Daily front office reports statistics – analysis and evaluation
- Budgeting
- Preparation of departmental budget
- Comparison of revenue and expenses

#### **UNIT-II**

##### **Revenue management**

- Group room sales/transient sales
- F&B activities
- Special events local and area wise
- Potential low and high demand tactics
- Revenue management software – awareness and usage applications

#### **UNIT-III**

##### **Measure hotel performance**

- Quantifiable analysis-rev par market share
- Quantifiable analysis-rate driven occupancy driven

#### **UNIT-IV**

##### **Property management system**

- Introduction
- Evolution and technology in PMS
- Selection of PMS as per the property
- Various affiliate menus of PMS & their interface with front desk system

## **UNIT-V**

### **Guest service**

- Service standards – verbal and visual
- Empowerment and diversity awareness
- International guests
- Management's role in guest service
- Guest service training

### **Review of all front office operations.**

#### **Practical schedule:**

- Calculating occupancy statistics
- Package preparations-of season discounts
- Forms and formats
- Role – play
- Preparing sales letters / Business letters / Apology letters / Brochure / Tariff cards etc.
- Roleplays

## **SEMESTER VI**

### **BHM-602: ADVANCED ACCOMODATION OPERATIONS – II**

#### **UNIT - I**

##### **Controlling expenses – Budgeting**

- The budget process – planning and operating
- Using operating budget as control tool
- Operating budget and income statement
- Budgeting expenses
- Purchasing system and control
- Capital budget

#### **UNIT - II**

##### **Special provisions for handicapped guests**

- Guest room
- Public area

#### **UNIT III**

##### **Situation handling and service designs**

- Airline crew guestrooms
- Single lady guest
- Children
- Typical housekeeping complains / situation handling
- Inter-departmental liaisoning in critical situations and during emergencies

#### **UNIT - IV**

##### **Energy conservation and water**

- Introduction
- Action plan for energy efficiency
- Energy conservation measures
- Water and environment – improving water quality

#### **UNIT - V**

##### **Housekeeper and the management of department**

- Planning and forecasting
- Standards of housekeeping
- Staffing requirements and training
- Organization welfare of staff

**Practical schedule:**

- VIP Drill – functions group arrivals
- Situation handling – mock situations
- Housekeeper role-play

## **SEMESTER VI**

### **BHM-603: FOOD & BEVERAGE CONTROLS**

#### **UNIT - I**

##### **F&B Control – overview**

- Introduction objectives of F&B Control
- Problems & methodology in F&B Control
- Personnel management in F&B Control

#### **UNIT - II**

##### **Cost and sales Concept**

- Definition, elements classification of cost
- Sales defined cost/ volume / profit relationships (Breakeven analysis)

#### **UNIT - III**

##### **Budgetary control**

- Introduction, objectives & types of budget
- Budgetary control process
- Stages in the preparation of budgets
- Budgeting for F&B Operations

#### **UNIT - IV**

##### **Food & Beverage controls**

- Food – purchasing receiving, storage and issuing controls
- Food – production, food cost controls
- Food sales controls
- Standard yield, standard portion sizes, standard recipes
- Beverages - purchasing receiving, storage and issuing controls
- Beverages - production, food cost controls

#### **UNIT- V**

##### **Frauds in F&B Control**

- Frauds in purchasing receiving storing issuing preparing and selling stages of F&B control
- Prevention of frauds



## **UNIT - VI**

### **Inventory control**

- Importance, objectives, methods, levels and techniques
- Perpetual inventory, monthly inventory
- Pricing of commodity
- Comparison of physical and perpetual inventory

## **UNIT - VII**

### **Menu management**

- Introduction
- Types of menu
- Menu planning consideration and constraints
- Menu costing
- Menu merchandising
- Menu engineering
- Menu fatigue
- Menu as an in – house marketing tool

## **UNIT - VIII**

### **F&B Management in hotels and various F&B Outlets**

- Introduction
- Basic policies – financial marketing and catering control
- Performance measurements.

## **SEMESTER VI**

### **BHM-604 ADVANCED FOOD BEVERAGE PRODUCTION – II**

#### **UNIT - I**

##### **Sausages salami and other forcemeats:**

- Types
- Manufacture
- Process casings

#### **UNIT - II**

##### **Out-door catering**

- Concept principles
- Limitations
- Menus planning
- Checklist and precautions

#### **UNIT- III**

##### **Banquet preparations**

- Types of banquets
- Themes production
- Menu preparation

#### **UNIT - IV**

##### **Miscellaneous cooking**

- Power breakfasts
- Brunches and lunches
- High teas
- Cocktail snacks
- Theme menus
- Food festivals

#### **UNIT- V**

##### **Convenience food**

- Characteristics, types of Indian and western
- Advantages and disadvantages
- Labour and cost saving aspect

## **UNIT - VI**

### **Advanced cooking**

- Burgers, pizzas, hot dogs, foot longs and rolls
- Types preparation and selection of spreads fillings
- Classical sandwiches – canapés, presentation styles with appropriate garnishes

### **Practical schedule:**

- Breakfast menus
- International cookery
- Bakery and confectionery – chocolate cakes savory items quiches & tarts etc
- Preparation of sausages salamis and other forcemeats.
- Basket cooking
- Food carvings and decorations

### **Reference books:**

1. Theory of cookery – Krishna arora
2. Modern cookery –Tthangamphillip
3. Practical cookery – kinton&cessarani
4. Larousse Gastronomique
5. Professional baking – waleysgissler
6. Indian cookery – Prasad
7. A taste of india – madhurjaffrey

## **SEMESTER VI**

### **BHM-605: HOTEL LAW**

#### **UNIT- I**

##### **Introduction to hotel law**

- Laws applicable to hotel and catering industry
- Procurement of licenses and permits required to operate hotel restaurant and other catering establishments
- Criterion of fixation of taxes for various tariff structures applicable to hotels – luxury expenditure sales surcharge service tax etc.

#### **UNIT - II**

##### **Labour laws**

- Definition and importance with various provisions
- Factories act 1944 – working environment welfare health and safety measures
- Jurisdiction of inspectors

#### **UNIT- III**

##### **Hotel – Guest relationship**

- Right to receive or refuse accommodation to a guest
- Guests' right to privacy
- Tenancy laws
- Duty to protect guest
- Employees and third-party threats in restrooms and parking lots

#### **UNIT- IV**

##### **Laws governing lost and found property**

- Hotel's liability regarding guest property unclaimed property loss of property
- Hotel defenses to liability claims
- Statutory limits on hotel's liability

## **UNIT- V**

### **Food legislation**

- Central State and local food laws
- Warranty
- Truth in menus and labeling laws
- Food adulteration
- Powers and duties of a food inspector

## **UNIT - VI**

### **Liquor licenses**

- Independent bar operation
- Dispense bar
- Satellite bar
- Compound license
- Beer bars

## **SEMESTER VI**

### **BHM-606: TRAVEL AGENCIES AND TOUR OPERATOR OPERATIONS**

#### **UNIT - I**

##### **Travel agencies**

- History and development of travel agencies
- Role and function with Indian and international examples

#### **UNIT- II**

##### **Travel formalities & regulations**

- Passports: functions, types, issuing authority, procedure for obtaining passport etc.
- Visas: functions, types, issuing authority, procedure for obtaining visa. Other travel legislations
- Immigration laws

#### **UNIT- III**

##### **Foreign exchange**

- Countries and currencies
- Procedure for obtaining foreign exchange
- Foreign exchange counters
- Customs formalities
- Exchange of currency during immigration

#### **UNIT- IV**

##### **Tour operators**

- Inbound, outbound
- Immigration companies
- Operation modalities of travel agency and tour operator restricted to air tickets
- Routing and itinerary

## **UNIT V**

### **Travel trade organization and associations**

IATO, IATA, ASTA, PATA, TAAI, Ministry of Tourism

### **Reference books:**

1. Profile of indian tourism – Shalini singh
2. Tourism today – ratandee psingh
3. Tourism principles and practices – A.k. Bhatia
4. Tourism and cultural heritage of India – ram acharya

## **SEMESTER VI**

### **BHM-607: PRACTICAL**

Total: 70

(including, Demonstration, viva voce, food production, F & B)