



Bachelor of Hotel Management

(Four -Year, Semester Based, Full Time Program)

Effective from Academic Session 2020-21

Mission of School of Hospitality Management

To continuously strive, to be a premier provider of Hospitality education by engaging a contemporary curriculum that encourages self-evaluation, accountability and innovations. The learning will incorporate value system, research and use of technology that contribute to National development along with personal & professional excellence. The specific missions of School of Hospitality Management are:

- To provide outstanding hospitality professionals with strong trade knowledge through self-evaluation, accountability and innovation.
- To provide learning with astute management and leadership skills grounded in significant, contemporary industry experience.
- To provide hospitality professionals with value system, research abilities and who can use contemporary technology that contribute to National development along with personal & professional excellence

Rationale for the Programme

With the boom in tourism and travel, hospitality industry in the region has grown rapidly in the past decade and is still growing. The demand for manpower in this industry is on the increase and the hospitality sector is facing a manpower shortage particularly of professional and trained persons. Demand has outstripped supply and the need for qualified manpower is increasing. There is a dearth of management-oriented trained people in the industry.

The philosophy of the Bachelor of Hotel Management- program of School of Hospitality Management, IMS Unison University to offer an extensive curriculum to provide the global hospitality sector with graduates who possess appropriate attributes and attitudes for a wide range of management positions in the hospitality industry and businesses. The program will have focus on a contemporary technological approach to hotel operations coupled with a strong foundation in management concepts. It also

emphasizes on proficiency in foreign languages holistic personality development, ethical values and development of an inquiring mind.

This program will cater for lucrative and interesting openings for hotel management graduates in various fields like:

- Hotel & Restaurant Management
- Quick service restaurant operations
- Airline Catering and Cabin Services
- Clubs management
- Cruise Ship Hotel Management
- Hospital Administration and Catering
- Forest Lodges, Guest Houses
- Institutional Management (supervising canteens in college, schools, in factories, company guest houses etc.)
- Catering departments of railways, banks, armed forces, shipping companies etc.
- Hotel and catering institutes
- Event Management
- Retail
- Tours & Travels
- Self-employment

Program Educational Objectives (PEO)

The educational objectives of the BHM program are:

PEO1. To prepare graduates and leaders with a solid foundation in hotel/ hospitality operations management for a successful career.

PEO2. To prepare graduates with creative and innovative abilities who can apply solutions to meet the challenges of constantly evolving hospitality industry and to identify entrepreneurial opportunities.

PEO3. To facilitate graduates to develop communication skills along with Foreign languages, Business etiquettes and developing understanding for sustainability and environment as to be to be globally competent

PEO4. To equip graduates with professional ethics, leadership with team spirit and provide general perspective on lifelong learning opportunities for a career in industry, business and commerce

Program Outcomes (PO)

Outcomes that the hospitality Graduates are expected to have are: -

PO1. Ability to apply knowledge of fundamental operational and financial concepts of hotel management to operate a hospitality establishment efficiently and effectively

PO2. Ability to collect data, interpret data and arrive at meaningful solutions for solving problems in hospitality sector

PO3. Ability to design a hospitality system like a restaurant, hotel, a tourist destination etc., considering public health and safety, and the cultural, societal, and environmental considerations

PO4. Ability to understand and address customer issues in hospitality sector by analyzing feedback obtained through interaction with the customers

PO5. Ability to apply appropriate tools and techniques and understand utilization of resources appropriately to complex hospitality activities

PO6. Ability to understand the effect of new and innovative solutions in hospitality on legal, cultural, social and public health and safety aspects

PO7. Ability to develop sustainable solutions and understand their effect on society and environment

PO8. Ability to make effective oral presentations and communicate technical ideas to a broad audience using written and oral means

PO9. Ability to work as a member of a team, to plan and to integrate knowledge of various hospitality services to provide satisfactory solutions to customers

PO10. Ability to apply ethical principles to hospitality practices and professional responsibilities

PO11. Ability to lead and manage multidisciplinary teams by applying management principles

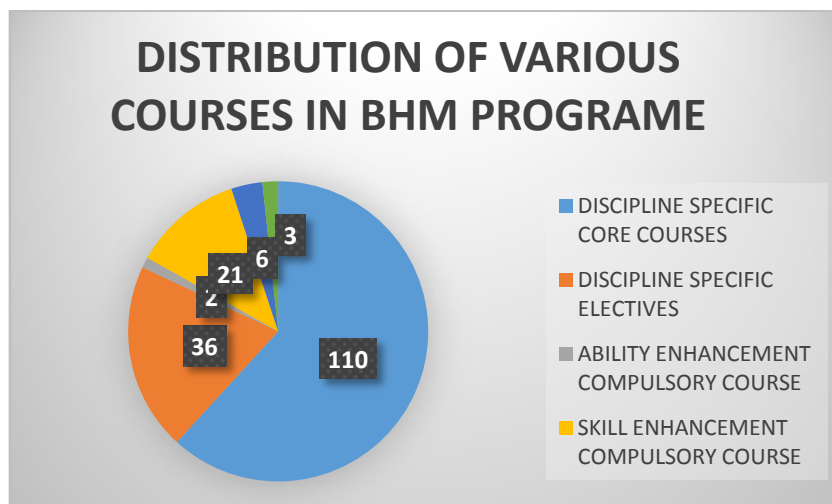
PO12. Ability to adapt to the changes and advancements in technology and engage in independent and lifelong learning

MAPPING OF PEO WITH PO

	Program Educational Objective	Program outcome(s)
PEO1	To prepare graduates and leaders with a solid foundation in hotel/ hospitality operations management for a successful career.	PO1, PO2, PO3, PO4
PEO2	To prepare graduates with creative and innovative abilities who can apply solutions to meet the challenges of constantly evolving hospitality industry and to identify entrepreneurial opportunities.	PO5,PO6
PEO3	To facilitate graduates to develop communication skills along with Foreign languages, Business etiquettes and developing understanding for sustainability and environment as to be to be globally competent.	PO7,PO8
PEO4	To equip graduates with professional ethics, leadership with team spirit and provide general perspective on lifelong learning opportunities for a career in industry, business and commerce.	PO9, PO10,PO11, PO12

PROGRAM CURRICULUM AS PER NEW CBCS SYSTEM

	MAXIMUM CREDIT ON OFFER IN BHM PROGRAM	178
	MINIMUM CREDIT REQUIREMENT FOR AWARD OF BHM	175
	NUMBER OF COURSES OFFERED	41
	STRUCTURE OF CREDIT REQUIREMENT	
1.	Discipline Specific Core Course	110
2.	Discipline Specific Elective	36
3.	Ability Enhancement Compulsory Course	02
4.	Skill Enhancement Compulsory Course	21
5.	Research Component	06
6.	Open Elective (Optional)	03



DISCIPLINE SPECIFIC CORE COURSE					CREDITS
1.	BHM 101	FOUNDATION COURSES	Food Production Foundation-I (Theory & Practical)	3+2=5	110
2.	BHM 102		Food & Beverage Service Foundation-I (Theory & Practical)	3+2=5	
3.	BHM 103		Front Office Operations Foundation -I (Theory & Practical)	3+1=4	
4.	BHM 104		Accommodation Operation Foundation -I (Theory & Practical)	3+1=4	
5.	BHM 201		Food Production Foundation-II (Theory & Practical)	3+2=5	
6.	BHM 202		Food & Beverage Service Foundation-II (Theory & Practical)	3+2=5	
7.	BHM 203		Front Office Operations Foundation -II (Theory & Practical)	3+1=4	
8.	BHM 204		Accommodation Operation Foundation -II (Theory & Practical)	3+1=4	
9.	BHM 301	CORE COURSES	Introduction to Indian Cookery (Theory & Practical)	4+2=6	
10.	BHM 302		Food & Beverage Service Operation -II (Theory & Practical)	4+2=6	
11.	BHM 303		Front Office Operation-II (Theory & Practical)	3+1=4	
12.	BHM 304		Accommodation Operation-II (Theory & Practical)	3+1=4	
13.	BHM 401 P		Food Production Operation-I Industry Exposure	6	
14.	BHM 402 P		Food & Beverage Service Operation- I Industry	6	

		Exposure		
15.	BHM 403 P	Room Divisions Operation-I Industry Exposure	6	
16.	BHM 502	Principles of Tourism	2	
17.	BHM 503	Introduction to Management	4	
18.	BHM 505	Catering Science	4	
19.	BHM 506	Hospitality Marketing	4	
20.	BHM 603	Facility Planning	4	
21.	BHM 602	Travel & Tourism Management	2	
22.	BHM 604	Disaster Management in Tourism	4	
23.	BHM 606	Research Methods for Hospitality Managers	4	
24.	BHM 702	Human Resource Management	4	
25.	BHM 703	Entrepreneurship Development	4	

DISCIPLINE SPECIFIC ELECTIVE				
1.	AFP 501	Advance Food Production-I (Theory & Practical)	4+2=6	6
	AFB 501	Advance Food & Beverage Service Operations (Theory & Practical)	4+2=6	
	FOM 501	Front Office Management –I (Theory & Practical)	4+2=6	
	AOM 501	Accommodation Operations Management-I (Theory & Practical)	4+2=6	
2.	AFP 601	Advance Food Production-II (Theory & Practical)	4+2=6	6
	FBM 601	Food & Beverage Service Management-I (Theory & Practical)	4+2=6	
	FOM 601	Front Office Management –II (Theory & Practical)	4+2=6	
	AOM 601	Accommodation Operation Management-II (Theory & Practical)	4+2=6	
3.	AFP 701	Advance Food Production-III	4+2=6	6
	FBM 701	Food Beverage Service Management-II	4+2=6	
	FOM 701	Front Office Operation & Management	4+2=6	
	AOM 701	Accommodation Operation & Management	4+2=6	
4.	BHM 801 P	Professional Elective –Industry Exposure	18	

ABILITY ENHANCEMENT COMPULSORY COURSE				
1.	BHM 405	Environmental Studies	2	2

SKILL ENHANCEMENT COMPULSORY COURSE				
1.	BHM 105 S	Personality Development for Hospitality Industry-I	1	21
2.	BHM 106 P	Application of Computers	2	
3.	BHM 205 S	Personality Development for Hospitality Industry-II	1	
4.	BHM 304 P	Logbook & Seminar (Presentation skills for Hospitality)	2	
5.	BHM 504	Accounting Skills for Hospitality Managers	4	
6.	BHM 605	Career Readiness Skills -I	3	
7.	BHM 704	Career Readiness Skills -II	4	
8.	BHM 706 P	Personality Development Practical	2	
9.	BHM 802 P	Logbook & Seminar (Presentation skills for Hospitality)	2	

RESEARCH COMPONENT				
1.	BHM 705	Project Report	6	6

OPEN ELECTIVE				
1.	OE 707	A number of elective available from Management, Commerce, Arts, Hospitality Management and Law stream will be announced before the commencement of the semester	3	3
TOTAL CREDITS			178	

CURRICULUM MAP

		PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12
DISCIPLINE SPECIFIC CORE COURSES													
1.	BHM 101-T&P	#	#	#	#	#	#			#	#	#	#
2.	BHM 102	#	#	#	#	#	#			#	#	#	#
3.	BHM 103	#	#	#	#	#	#			#	#	#	#
4.	BHM 104	#	#	#	#	#	#			#	#	#	#

5.	BHM 201	#	#	#	#	#	#			#	#	#	#
6.	BHM 202	#	#	#	#	#	#			#	#	#	#
7.	BHM 203	#	#	#	#	#	#			#	#	#	#
8.	BHM 204	#	#	#	#	#	#			#	#	#	#
9.	BHM 301	#	#	#	#	#	#			#	#	#	#
10.	BHM 302	#	#	#	#	#	#			#	#	#	#
11.	BHM 303	#	#	#	#	#	#			#	#	#	#
12.	BHM 304	#	#	#	#	#	#			#	#	#	#
13.	BHM 401 P					#	#			#	#	#	#
14.	BHM 402 P					#	#			#	#	#	#
15.	BHM 403 P					#	#			#	#	#	#
16.	BHM 502												
17.	BHM 503									#	#	#	#
18.	BHM 505									#	#	#	#
19.	BHM 506												
20.	BHM 602												
21.	BHM 603									#	#	#	#
22.	BHM 604									#	#	#	#
23.	BHM 606									#	#	#	#
24.	BHM 702									#	#	#	#
25.	BHM 703					#	#			#	#	#	#
DISCIPLINE SPECIFIC ELECTIVE													
26.	AFP 501	#	#	#	#	#	#			#	#	#	#
	AFB 501	#	#	#	#	#	#			#	#	#	#
	FOM 501	#	#	#	#	#	#			#	#	#	#
	AOM 501	#	#	#	#	#	#			#	#	#	#
27.	AFP 601	#	#	#	#	#	#			#	#	#	#
	FBM 601	#	#	#	#	#	#			#	#	#	#
	FOM 601	#	#	#	#	#	#			#	#	#	#
	AOM 601	#	#	#	#	#	#			#	#	#	#
28.	AFP 701	#	#	#	#	#	#			#	#	#	#

	FBM 701	#	#	#	#	#	#			#	#	#	#
	FOM 701	#	#	#	#	#	#			#	#	#	#
	AOM 701	#	#	#	#	#	#			#	#	#	#
29.	BHM 705									#	#	#	#
30.	BHM 801 P					#	#						
ABILITY ENHANCEMENT COMPULSORY COURSE													
31.	BHM 405	#	#	#	#	#	#	#	#				
SKILL ENHANCEMENT COMPULSORY COURSE													
32.	BHM 105S							#	#				
33.	BHM 106 P							#	#				
34.	BHM 205 S							#	#				
35.	BHM 404 P							#	#				
36.	BHM 504							#	#				
37.	BHM 605							#	#				
38.	BHM 704							#	#				
39.	BHM 706 P							#	#				
40.	BHM 802 P							#	#				
RESEARCH COMPONENT													
41.	BHM 705								#	#	#	#	#
OPEN ELECTIVE													
42.	OE 707									#	#	#	#

PROGRAM CURRICULUM**Semester -I**

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	BHM 101	Food Production Foundation-I	3	0	0	3
2	BHM 101 P	Food Production Foundation-I(Practical)	0	0	4	2
3	BHM 102	Food & Beverage Service Foundation-I	3	0	0	3
4	BHM 102 P	Food and Beverage Service Foundation-I (Practical)	0	0	4	2
5	BHM 103	Front Office Operation Foundation -I	3	0	0	3
6	BHM 103 P	Front Office Operation Foundation-I (Practical)	0	0	2	1
7	BHM 104	Accommodation Operation Foundation -I	3	0	0	3
8	BHM104 P	Accommodation Operation Foundation -I(Practical)	0	0	2	1
9	BHM 105 S	Personality Development for Hospitality-I*	0	0	2	1
10	BHM 106 P	Application of Computers (Practical)	0	0	4	2
Total Credits			12	0	18	21
Total Contact Hours			30			

Semester –II

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	BHM 201	Food Production Foundation-II	3	0	0	3
2	BHM 201 P	Food Production Foundation-II (Practical)	0	0	4	2
3	BHM 202	Food & Beverage Service Foundation-II	3	0	0	3
4	BHM 202 P	Food and Beverage Service Foundation-II (Practical)	0	0	4	2
5	BHM 203	Front Office Operations Foundation–II	3	0	0	3
6	BHM 203 P	Front Office Operation Foundation-II (Practical)	0	0	2	1
7	BHM 204	Accommodation Operation Foundation –II	3	0	0	3
8	BHM204 P	Accommodation Operation Foundation –II (Practical)	0	0	2	1
9	BHM 205S	Personality Development for Hospitality-II*	0	0	2	1
Total Credits			12	0	14	19
Total Contact Hours			26			

Semester -III

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	BHM 301	Introduction to Indian Cookery	3	0	0	3
2	BHM 301 P	Introduction to Indian Cookery (Practical)	0	0	4	2
3	BHM 302	Food & Beverage Service Operation -I	3	0	0	3
4	BHM 302 P	Food & Beverage Service Operation-I (Practical)	0	0	4	2
5	BHM 303	Front Office Operation-I	3	0	0	3
6	BHM 303 P	Front Office Operation –I (Practical)	0	0	2	1
7	BHM 304	Accommodation Operation-I	3	0	0	3
8	BHM 304 P	Accommodation Operation –II (Practical)	0	0	2	1
9	BHM 305	Environmental Studies	4	0	0	4
Total Credits			16	0	12	22
Total Contact Hours			28			

Semester –IV**Industry Integrated Practical Module**

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	BHM 401 P	Food Production Operation-II (Industry Exposure)	0	0	12	6
2	BHM 402 P	Food & Beverage Service Operation- II (Industry Exposure)	0	0	12	6
3	BHM 403 P	Room Divisions Operation- II (Industry Exposure)	0	0	12	6
4	BHM 404 P	Logbook& Seminar (Presentation skills for Hospitality)	0	0	0	2
Total Credits			0	0	40	20
Total Contact Hours			36			

Semester –V

Specialization offered in:

1. Advance Food Production -I
2. Advance Food & Beverage Service Operation

3. Front Office Management-I
4. Accommodation Operation Management -I

SPECIALIZATION: ADVANCE FOOD PRODUCTION -I

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	AFP 501	Advance Food Production-I	4	0	0	4
2	AFP 501 P	Advance Food Production-I (Practical)	0	0	4	2
3	BHM 502	Principles of Tourism	2	0	0	2
4	BHM 503	Introduction to Management	4	0	0	4
5	BHM 504	Accounting Skills for Managers	4	0	0	4
6	BHM 505	Catering Science	4	0	0	4
7	BHM 506	Hospitality Marketing	4	0	0	4
Total Credits			22	0	4	24
Total Contact Hours			26			

SPECIALIZATION: ADVANCE FOOD & BEVERAGE SERVICE OPERATIONS

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	AFB 501	Advance Food & Beverage Service Operations	4	0	0	4
2	AFB 501 P	Advance Food & Beverage Service Operations (Practical)	0	0	4	2
3	BHM 502	Principles of Tourism	2	0	0	2
4	BHM 503	Introduction to Management	4	0	0	4
5	BHM 504	Accounting Skills for Managers	4	0	0	4
6	BHM 505	Catering Science	4	0	0	4
7	BHM 506	Hospitality Marketing	4	0	0	4
Total Credits			22	0	4	24
Total Contact Hours			26			

SPECIALIZATION: FRONT OFFICE MANAGEMENT –I

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	FOM 501	Front Office Management-I	4	0	0	4
2	FOM 501 P	Front Office Management –I (Practical)	0	0	4	2
3	BHM 502	Principles of Tourism	2	0	0	2
4	BHM 503	Introduction to Management	4	0	0	4
5	BHM 504	Accounting Skills for Managers	4	0	0	4
6	BHM 505	Catering Science	4	0	0	4
7	BHM 506	Hospitality Marketing	4	0	0	4
Total Credits			22	0	4	24
Total Contact Hours			26			

SPECIALIZATION: ACCOMODATION OPERATION MANAGEMENT-I

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	AOM 501	Accommodation Operation Management-I	4	0	0	4
2	AOM 501 P	Accommodation Operation Management-I (Practical)	0	0	4	2
3	BHM 502	Principles of Tourism	2	0	0	2
4	BHM 503	Introduction to Management	4	0	0	4
5	BHM 504	Accounting Skills for Managers	4	0	0	4
6	BHM 505	Catering Science	4	0	0	4
7	BHM 506	Hospitality Marketing	4	0	0	4
Total Credits			22	0	4	24
Total Contact Hours			26			

Semester –VI

Specialization offered in:

1. Advance Food Production -II
2. Food & Beverage Service Management-I
3. Front Office Management-II
4. Accommodation Operation Management -II

SPECIALIZATION: ADVANCE FOOD PRODUCTION -II

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	AFP601	Advance Food Production -II	4	0	0	4
2	AFP 601 P	Advance Food Production -II(Practical)	0	0	4	2
3	BHM 602	Travel &Tourism Management	2	0	0	2
4	BHM 603	Facility Planning	4	0	0	4
5	BHM 604	Disaster Management in Tourism	4	0	0	4
6	BHM 605	Career Readiness Skills-I	3	0	0	3
7	BHM 606	Research Methods for Hospitality Managers	4	0	0	4
Total Credits			21	0	4	23
Total Contact Hours			25			

SPECIALIZATION: FOOD & BEVERAGE SERVICE MANAGEMENT - I

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	FBM601	Food & Beverage Service Management - I	4	0	0	4
2	FBM601 P	Food & Beverage Service Management- I(Practical)	0	0	4	2
3	BHM 602	Travel & Tourism Management	2	0	0	2
4	BHM 603	Facility Planning	4	0	0	4
5	BHM 604	Disaster Management in Tourism	4	0	0	4
6	BHM 605	Career Readiness Skills-I	3	0	0	3
7	BHM 606	Research Methods for Hospitality Managers	4	0	0	4
Total Credits			21	0	4	23
Total Contact Hours			25			

SPECIALIZATION: FRONT OFFICE MANAGEMENT -II

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	FOM601	Front Office Management -II	4	0	0	4
2	FOM601 P	Front Office Management –II (Practical)	0	0	4	2

3	BHM 602	Travel & Tourism Management	2	0	0	2
4	BHM 603	Facility Planning	4	0	0	4
5	BHM 604	Disaster Management in Tourism	4	0	0	4
6	BHM 605	Career Readiness Skills-I	3	0	0	3
7	BHM 606	Research Methods for Hospitality Managers	4	0	0	4
Total Credits			21	0	4	23
Total Contact Hours			25			

SPECIALIZATION: ACCOMODATION OPERATION MANAGEMENT-II

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	AOM601	Accommodation Operation Management -II	4	0	0	4
2	AOM601 P	Accommodation Operation Management –II (Practical)	0	0	4	2
3	BHM 602	Travel & Tourism Management	2	0	0	2
4	BHM 603	Facility Planning	4	0	0	4
5	BHM 604	Disaster Management in Tourism	4	0	0	4
6	BHM 605	Career Readiness Skills-I	3	0	0	3
7	BHM 606	Research Methods for Hospitality Managers	4	0	0	4
Total Credits			21	0	4	23
Total Contact Hours			25			

Semester –VII

Specialization offered in:	Open Electives(Optional) offered in:
1. Advance Food Production -III 2. Food & Beverage Service Management - II 3. Front Office Operation &Management 4. Accommodation Operation & Management	A Choice of elective available from Management, Commerce, Arts, Hospitality Management and Law stream will be announced before the commencement of the semester

SPECIALIZATION: ADVANCE FOOD PRODUCTION - III

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	AFP 701	Advance Food Production - III	4	0	0	4
2	AFP 701P	Advance Food Production – III (Practical)	0	0	4	2
3	BHM 702	Human Resource Management	4	0	0	4
4	BHM 703	Entrepreneurship Development	4	0	0	4
5	BHM 704	Career Readiness Skills-II	4	0	0	4

6	BHM 705S	Project Report	0	0	0	6
7	BHM 706 P	Personality Development (Practical)	0	0	4	2
Total Credits			16	0	8	26
Total Contact Hours			24			
8	OE 707	Open Elective (Optional)	3	0	0	3

SPECIALIZATION: FOOD & BEVERAGE SERVICE MANAGEMENT - II

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	FBM 701	Food & Beverage Service Management - II	4	0	0	4
2	FBM 701P	Food & Beverage Service Management – II (Practical)	0	0	4	2
3	BHM 702	Human Resource Management	4	0	0	4
4	BHM 703	Entrepreneurship Development	4	0	0	4
5	BHM 704	Career Readiness Skills-II	4	0	0	4
6	BHM 705 S	Project Report	0	0	0	6
7	BHM 706 P	Personality Development (Practical)	0	0	4	2
Total Credits			16	0	8	26
Total Contact Hours			24			
8	OE 707	Open Elective (Optional)	3	0	0	3

SPECIALIZATION: FRONT OFFICE OPERATION & MANAGEMENT

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	FOM 701	Front Office Operation & Management	4	0	0	4
2	FOM 701P	Front Office Operation & Management (Practical)	0	0	4	2
3	BHM 702	Human Resource Management	4	0	0	4
4	BHM 703	Entrepreneurship Development	4	0	0	4
5	BHM 704	Career Readiness Skills-II	4	0	0	4
6	BHM 705 S	Project Report	0	0	0	6
7	BHM 706 P	Personality Development (Practical)	0	0	4	2
Total Credits			16	0	8	26
Total Contact Hours			24			
8	OE 707	Open Elective (Optional)	3	0	0	3

SPECIALIZATION: ACCOMODATION OPERATION & MANAGEMENT

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	AOM 701	Accommodation Operation& Management	4	0	0	4
2	AOM 701P	Accommodation Operation & Management (Practical)	0	0	4	2
3	BHM 702	Human Resource Management	4	0	0	4
4	BHM 703	Entrepreneurship Development	4	0	0	4
5	BHM 704	Career Readiness Skills-II	4	0	0	4
6	BHM 705 S	Project Report	0	0	0	6
7	BHM 706 P	Personality Development (Practical)	0	0	4	2
Total Credits			16	0	8	26
Total Contact Hours			24			

8	OE 707	Open Elective (Optional)	3	0	0	3
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Semester –VIII**Industry exposure through on the job learning**

S. No	Course Code	Course Name	Periods			Credits
			L	T	P	
1	BHM 801 P	Professional Elective (On the Job Training)	0	0	36	18
2	BHM 802 S	Log Book & Seminar (Presentation skills for Hospitality)	0	0	0	2
Total Credits			0	0	36	20
Total Contact Hours			36			

Total Credits (Semester I-VIII):178**Note: L:** Lecture, **T:** Tutorial, **P:** Practical**Minimum Credits Required for Award of Degree: 175**

BHM (Bachelor of Hotel Management)
(Four -Year, Semester Based, Full Time Program)
Applicable to Batches of 2018, 2019 and 2020-21

PROGRAM SYLLABI

Course: FOOD PRODUCTION FOUNDATION -I			Semester: I
Course Code: BHM 101	L T P	3 0 0	Credits: 3

OBJECTIVE	This course gives an introductory knowledge related to professional kitchen, highlighting all the basic requirements to work in a professional kitchen, the basic preparations like soups, stocks and sauces which form the basis of culinary procedures.		
LEARNING OUTCOME	<p>Upon completion of this course student will be able to:</p> <p>CO1-Identify areas in professional kitchen with understanding of layout and organization of kitchen department</p> <p>CO2- Identify various Kitchen equipments and fuels used.</p> <p>CO3-List rules of fire safety and first aid</p> <p>CO4-Discuss most common and basic ingredients used in the kitchen</p> <p>CO5-Explain about stocks, sauces, soups and sandwiches.</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	Professional Kitchen & Cooking Introduction, Definition of kitchen terms, Importance of Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts (Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade. Organizational Structure, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes. Co-ordination of kitchen with other departments.	8
	2.	Kitchen Equipment's, Fuels & Safety Kitchen Equipment's, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance of Workstations, Safety Procedures. Fuel – Types, Usage and Precautions. Fire – Introduction, Types	8

		and handling fires and usage of extinguishers, Basic First Aid- Burns, Scalds, Cuts.	
	3.	Vegetables and ingredients used in cookery <ul style="list-style-type: none"> • Introduction, Vegetables and fruits, Pigment and Color Changes upon cooking • Effect of Heat on vegetables and fruits • Cuts of Vegetables • Herbs & Spices • Cereals and Pulses • Salt, Sweeteners, Fat, Milk and milk products 	7
	4.	Stocks & Soups Stocks Introduction, Classification, Usage, Preparation Soups Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation	9
	5.	Sauce & Salads <ul style="list-style-type: none"> • Sauces Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, understanding their derivatives, propriety sauces, making of good sauce, emerging trends • Salads Introduction, compositions, types, dressings, emerging trends and salient features. 	10
		Total hours	30
SUGGESTED READING	<ul style="list-style-type: none"> • Theory of Cookery: Krishna Arora Publisher: Frank Brothers • Food Production Operations: Parvinder S Bali, Oxford University Press • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery by Kinton & Cessarani • Practical Professional Cookery by Kauffman & Cracknell • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Purchasing Selection and Procurement for the Hospitality Industry by Andrew Hale Feinstein and John M. Stefanelli 		

Course: FOOD PRODUCTION FOUNDATION-I PRACTICAL			Semester: I
Course Code: BHM 101 P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course enables students to familiarize with kitchen and prepare very basic items used in different cuisines.		
LEARNING OUTCOME	<p>Upon successful completion of this course, the student will have ability</p> <p>CO1 To identify various areas in professional kitchen with understanding layout and organization of kitchen department</p> <p>CO2 To identify kitchen equipment(s) and fuel(s) used</p> <p>CO3 To practice fire safety and first aid procedures</p> <p>CO4 To identify the most common and basic ingredients used in the kitchen</p> <p>CO5 to demonstrate the preparation of stocks, sauces, soups and sandwiches</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	<ul style="list-style-type: none"> Understanding Personal Hygiene & Kitchen Hygiene Grooming for Professional Kitchen – Do's & Don'ts Understanding Kitchen Layouts. Familiarization with Kitchen Equipments and Tools Fuels –Their Usage and Precautions Kitchen First Aid Handling Fire Familiarization, Identification of Commonly Used Ingredients in Kitchen Preparation of Stocks, Mother Sauces and at Least Two Derivatives Each. Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and Others) Reducing Food Wastage: -To Decrease and Utilize the Food Waste and Food Surplus Produced in Food Production and All Restaurants Laboratory by Measuring the Food Wastage in Kitchen Laboratory. Developing an Action Plan to Reduce Food Waste Using the Data Collected, With Targets, Timescales and Responsibilities. Reviewing Progress on the Plan at Regular Time Interval. 	
		Total hours	56

Course: FOOD & BEVERAGE SERVICE FOUNDATION -I			Semester: I
Course Code: BHM 102	L T P	3 0 0	Credits: 3

OBJECTIVE	This course gives an overview of Food & Beverage industry in India & abroad with reference to its history and importance in current economy along with familiarization with Food service equipments and services.		
LEARNING OUTCOME	<p>A student who successfully completes the course will be able to:</p> <p>CO1 Identify various classification of Food& Beverage industry and various business model used to run the operations.</p> <p>CO2 Explain the basic requirement of being a good professional and the organizational structure of food and beverage department in a star hotel.</p> <p>CO3 Identify various tools and equipment's used in food and beverage department there use and care.</p> <p>CO4 List various kind of menu and be able to explain the French classical menu as a guideline to suggest accompaniments and condiments with different food articles.</p> <p>CO5 Plan the restaurant readiness for operations and will have knowledge in handling the guest and taking his food and beverage order.</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	Food and Beverage Services A. Introduction to Food & Beverage Industry. B. Classification and description of Catering Establishments	3
	2.	Food Service Areas A. Familiarization of Food & Beverage Outlets with their layouts B. Ancillary Sections <ul style="list-style-type: none"> i. Still Room ii. Pantry iii. Silver Room/Plate Room iv. Food pick-up area v. Linen Store vi. Dispense Bar vii. Wash-up 	6
	3.	Staffing, Intra - and Inter-Departmental Relationship A. Hierarchy of F&B Department of Hotel B. Job description/ Job Specifications of F&B staff	8

		<p>C. Attributes and Etiquettes of F&B staff</p> <p>D. French terms related to F&B staff</p> <p>E. Modern Staffing in various hotel</p> <p>F. Coordination of F&B dept. within and with other departments.</p>	
	4.	<p>Food Service Equipments, Fuel and Safety</p> <p>A. Familiarization and Selection factors of</p> <ul style="list-style-type: none"> i. Crockery ii. Glassware iii. Tableware iv. Furniture v. Linen vi. Disposables vii. Special equipment's and trolleys viii. EPNS <p>B. Fuel & Safety</p> <ul style="list-style-type: none"> i. Introduction & Features ii. Classification of Fire iii. Types and handling fires 	9
	5.	<p>Preparation and Service Styles</p> <p>A. Mise-en-scene and Mise-en-place</p> <p>B. Classification of Services methods:</p> <ul style="list-style-type: none"> i. Table Service ii. Assisted Service iii. Self Service iv. Single Point Service v. Specialized/In Situ Service vi. Latest trends in Food Services 	8
	6.	<p>Non Alcoholic Beverages</p> <p>A. Classification (Nourishing, Stimulating and Refreshing Beverages)</p> <ul style="list-style-type: none"> i. Tea ii. Coffee iii. Milk Based Drinks - Drinking Chocolate, Malted Beverages, Milk shake (Origin, Manufacturing Process, Types, Brands) iv. Aerated Drinks, Squashes, Juices (Types, Brands) v. Water – Types, Brands 	8
		Total hours	42
SUGGESTED	<ul style="list-style-type: none"> • Food & Beverage Service – R. Singaravelavan, Oxford University Press. 		

READING	<ul style="list-style-type: none"> • F& B Service –Anita Sharma, Bagchi • Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS • Modern Restaurant Service –John Fuller, Hutchinson • Dias, P. (1996). <i>The steward</i>. New Delhi: Orient Longman Limited. • Introduction F& B Service-Brown, Heppner& Deegan • Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw • Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill. • Food & Beverage Service Lillicrap& Cousins, ELBS
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Course: FOOD & BEVERAGE SERVICE FOUNDATION -I(PRACTICAL)			Semester: I
Course Code: BHM 102 P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course introduces student to comprehend the various catering institutions, the equipments and tools frequently used with their implementation in food and beverage industry. The course will also enable students to develop service skills & techniques in trend along with the knowledge of non-alcoholic beverages and mixology.		
LEARNING OUTCOME	<p>A student who will successfully fulfil the course will be able to:</p> <p>CO1 Differentiate the various types of restaurant.</p> <p>CO2 Apply the knowledge of basic requirement of being a good professional and the organizational structure of food and beverage department in a star hotel.</p> <p>CO3 Identify various tools and equipment's used in food and beverage department with their use and care.</p> <p>CO4 Demonstrate the basic technical skills applied during operations.</p> <p>CO5 Practice restaurant readiness for operations and will be able to demonstrate skills in handling the guest and taking his food and beverage order.</p> <p>CO6 Demonstrate skills of making and service of various types of tea, coffee, mocktails and other non-alcoholic beverages</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Understanding Food Service Outlets and Ancillary F&B Service Areas	2
	2.	Understanding Personal Hygiene & Food Service Hygiene	2
	3.	Familiarization of F&B Service Equipment, Care and Maintenance	2
	4.	Cleaning and Polishing of EPNS items by <ul style="list-style-type: none"> • Plate Powder method • Polivit method • Silver Dip method • Burnishing method 	2
	5.	Practicing Briefing and De-Briefing	2
	6.	Practicing Mise-en-Scene and Mise-en-Place Activities	2
	7.	Rules for Laying a Basic Cover	2
	8.	Basic Technical Skills <ul style="list-style-type: none"> • Handling Service Gear 	6

		<ul style="list-style-type: none"> • Carrying a Tray / Salver • Carrying Plates, Glassware and Other Equipments • Laying a Tablecloth • Changing a Tablecloth during service • Placing meal plates & Clearing soiled plates • Sideboard Organization • Service of Water • Using Service Plate & Crumbing Down • Napkin Folds (10 folds) • Changing dirty ashtray • Cleaning & polishing glassware 	
	9.	Tea/Coffee/Cocoa/Malted Beverages – Preparation & Service	2
	10.	Juices/Soft Drinks/Tonic Water/Water– Service	2
	11.	Mocktails – Preparation & Service	2
	12.	Bar fairing Practice sessions	30
		Total hours	56

Course: FRONT OFFICE OPERATION FOUNDATION -I			Semester: I
Course Code: BHM 103	L T P	3 0 0	Credits: 3

OBJECTIVE	The course familiarizes students with different sectors of hospitality industry. The students will get to know about different international hotel chains, ownership and organization structure of hotels.		
LEARNING OUTCOME	<p>A student who successfully completes the course will be able to:</p> <p>CO1 Discuss the origin and growth of hospitality industry in India and globally.</p> <p>CO2 Explain the concepts of various hospitality distribution channels.</p> <p>CO3 Identify the ownership structure of various hotels.</p> <p>CO4 Identify various type of hotel rooms and their layout and services.</p> <p>CO5 Identify staff organization of various types of hotels and Front office department.</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	Hospitality Industry- An introduction <ul style="list-style-type: none"> Concept, origin and growth overtime, scope, current and future trends and developments in Industry, Hospitality industry & linkages with other industries, role in global and Indian economy. Classification and Categorization of Hotel Industry, Major hotel chains of India. 	8
	2.	Introduction to Guest Cycle <ul style="list-style-type: none"> Pre-Arrival, Arrival, Occupancy, Departure & Post Departure 	4
	3.	Bell Desk Operation <ul style="list-style-type: none"> Layout of Lobby, Bell desk, Placement of Bell Desk. Job Description-Concierge, Bell captain, Bell boy, Door-man. Scanty Luggage Procedure, Left Luggage Procedure, Luggage Handling Procedure on Guest Arrival-FIT, VIP, Group and Crew, Luggage Handling Procedure on Guest Arrival-FIT, VIP, Group and Crew. 	9
	4.	Front Office Product: <ul style="list-style-type: none"> Types of Rooms, Types of Room Rates, Types of Plan, Room Status, Layout of room 	8

	5.	Hotel Organization <ul style="list-style-type: none"> Organization structure & Departmentation in hotels, Front office, Housekeeping, Food and Beverage (service & production), Engineering & Maintenance, Security, Human Resource dept., Sales & Marketing, Purchase & Stores, Accounts. 	7
	6.	Front Office <ul style="list-style-type: none"> Introduction of Front Office, Activities, Layout & Equipment of Front Office, Various sections of Front Office, Organization structure of Front Office department. Qualities and Attributes of Front Office Personnel. 	6
		Total hours	42
SUGGESTED READING	<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 Kesavana & Cahell. Front Office Operations – Colin Dix & Chris Baird. Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers Managing Front Office Operations By Kasvan & Brooks 		

Course: FRONT OFFICE OPERATION FOUNDATION -I(PRACTICAL)			Semester: I
Course Code: BHM 103P	L T P	0 0 2	Credits: 1

OBJECTIVE	The course familiarizes students with various skills and attributes required to excel in Front Office operations of hospitality industry.		
LEARNING OUTCOME	A student who successfully fulfils the course will be able to: CO1 Recognize the importance of hygiene and grooming standards. CO2 Demonstrate basic telephone handling skills CO3 Demonstrate various Front Office Operations CO4 Recognize the role of Front Office personnel in guest service		
COURSE DETAILS	Module no	Topic	Hours
		<ul style="list-style-type: none"> Grooming & Hospitality Etiquette. Countries – Capitals, Currencies, Airlines & Official Airlines of The World. Seminar Presentation By Students On Life History Of Prominent Hoteliers and Hotel Chain. Seminar Presentation By Students On Various Types Of Accommodations Handling Telephones – Telephone Etiquette & Manners. Travel Desk Operations. Knowledge of Front Office Layout. Welcoming/Greeting of The Guest. Role Plays of Various Front Office Staff Quiz Glossary Terms Assessment 	28
		Total hours	28

Course: ACCOMODATION OPERATION FOUNDATION -I			Semester: I
Course Code: BHM 104	L T P	3 0 0	Credit: 3

OBJECTIVE	The course familiarizes students with operations of Housekeeping department, it's various controls and personnel along with its relationship with other departments.		
LEARNING OUTCOME	A student who successfully completes the course will be able to: CO1 Recognize the organizational framework of housekeeping department CO2 Explain the importance role of key personnel's in housekeeping department. CO3 Discuss the interdepartmental relation of housekeeping department. CO4 Explain the importance of Control desk and various controls in the department.		
COURSE DETAILS	Module no	Topic	Hours
	1.	Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel)	8
	2.	Role of Key Personnel in Housekeeping Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Hygiene and Grooming Standards of Housekeeping Personnel	8
	3.	Interdepartmental Relationship With Maintenance department With Security department With Store department With Account department With other departments With more emphasis on Front office	8
	4.	House Keeping Control Desk Important/role/co-ordination/check list. • Forms, formats & registers used in the desk reports • Paging systems and methods • Telephone handling skills • Role of computers	9
	5.	Basic Controls in House Keeping Linen/Uniform/Tailor Room: • Lost and Found • Key control • Gate pass • Indenting from stores • Lay Out. • Types of	9

		linen/sizes/linen exchange procedures. • Storage facilities and conditions • Par stock/factor affecting par stock/calculation of par stock. • Discard procedure/re-use of discard • Inventory system • Functions of Uniform Room. • Functions of Tailor Room	
		Total hours	42
SUGGESTED READING	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). • Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill. • Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. • Housekeeping and Front Office – Jones • Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann • The Professional Housekeeper – Tucker Schneider,; Wiley Publications 		

Course: ACCOMODATION OPERATION FOUNDATION-I (PRACTICAL)			Semester: I
Course Code: BHM 104P	L T P	0 0 2	Credit: 1

OBJECTIVE	This course help students understand personnel hygiene and grooming standards that have to be followed in housekeeping department. They will understand about the layout structure housekeeping department and various facilities hotel provides to guest.		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will be able to:</p> <p>CO1 Recognize the importance of hygiene and grooming standards.</p> <p>CO2 Demonstrate basic cleaning skills</p> <p>CO3 Identify various housekeeping equipments</p> <p>CO4 To illustrate the role of housekeeping in guest service</p>		
COURSE DETAILS	Module no	Topic	Hours
		<ul style="list-style-type: none"> • Bed making • Personal Hygiene in House Keeping • Greeting of customers-In rooms and public areas • Identification of Equipments-Manual and Mechanical • Sweeping/Scrubbing/Mopping Process • Wet Dusting & Dry Dusting • Public Areas (restaurants/office/corridors, etc) • Spring Cleaning • Cleaning of Restaurant during peak hours. • Cleaning of Coffee shop during peak hours. • Cleaning of Mirrors/Glass/Window Panes • High ceiling cleaning/Cobweb removing • Brass Polishing • Silver Polishing • Preparation of hot and cold face towels (demo only) • Seminar presentation on Cleaning Equipments 	
		Total hours	28

Course: PERSONALITY DEVELOPMENT FOR HOSPITALITY -I			Semester: I
Course Code: BHM 105 S	L T P	0 0 2	Credits: 1

OBJECTIVE	<ul style="list-style-type: none"> ❖ To acquaint the students with the concepts and processes of professional skills. ❖ To make students effective communicators by improving their language skills with a major focus on effective communication, speaking skills and presentation skills. ❖ To enable the students to become aware of their strengths and weaknesses to become better professionals ❖ To help the students to work on their short-term and long-term goals. ❖ To discuss the strategies to develop self-confidence, enhance self-esteem and develop positive attitude 		
LEARNING OUTCOME	<p>Upon completion of this course student will be able to:</p> <p>CO1 Practice effective communication, speaking and presentation skills</p> <p>CO2 Use their strengths and weaknesses to become better professionals</p> <p>CO3 Set their short-term and long-term goals</p> <p>CO4 Demonstrate self-confidence, enhance self-esteem and develop positive attitude.</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	<p>SWOT Analysis</p> <p>What is SWOT Analysis?</p> <p>Importance of SWOT Analysis</p> <p>How to use SWOT for one's growth?</p> <p>Activity – As the first step, students do their own SWOT Analysis for understanding their personality traits and the opportunities and threats in the environment. This is followed by a detailed discussion. A sample SWOT is discussed to give them clarity.</p> <p>Goal Setting</p> <p>What is a goal?</p> <p>Importance of Goals</p> <p>SMART Goals and their significance</p> <p>Personal Action Plans</p> <p>Activity – After detailed examples and discussion, the students develop their own Personal Action Plan (PAP). These action plans are then discussed by the trainer/facilitator and the students to evaluate and fine tune these</p>	6

	2.	Importance of English 1 hour The significance of English in the globalized environment Activity – Video on Why English Applied Grammar Fundamentals / English Enhancement Parts of Speech Tenses Articles & Modals Prepositions Subject Verb Agreement Punctuation Practice Tests Activity – Explanation of Rules with the help of pictures and daily life examples	5
	3.	Communication Skills Process of Communication One way and 2-way Communication Written and Spoken Communication Face to face and Virtual Communication Verbal & Non Verbal Feedback Barriers and Filters Activity – Small case studies to understand and apply the concepts	5
	4.	Speaking Skills <ul style="list-style-type: none"> • Speech Structuring • Articulation • Common syllables and mis-pronounced words • Accent Neutralization - MTI and ways to overcome • Speaking Practice Sessions Activities <ul style="list-style-type: none"> • Public Speaking Activity to make the students understand the concept of speech structuring followed by 2-3 structured public speaking rounds 	12

		Panel Discussion <ul style="list-style-type: none"> • Case Study Analysis and Group Presentation Chain Story Building • All these are group activities where students are given time to prepare and then they perform in front of the class. The trainer/facilitator notes down the mistakes and the areas of improvement and after they have spoken, gives them a detailed feedback on various parameters. 	
		TOTAL	28

Course: APPLICATION OF COMPUTERS (PRACTICAL)			Semester: I
Course Code: BHM 106 P	L T P	0 0 4	Credits: 2

OBJECTIVE	The objective of this course is to build computer application skills in the student		
LEARNING OUTCOME	A student who successfully completes the course will be able to demonstrate skills in: CO1 Basic Computer Application Soft wares CO2 Internet usage		
COURSE DETAILS	Module. No	Topic	Hours
	1.	Windows Operations <ul style="list-style-type: none"> • Creating Folders • Creating Shortcuts • Copying Files/Folders • Renaming Files/Folders • Deleting Files • Exploring Windows • Quick Menus 	
	2.	MS-Office 2013, MS Word <ul style="list-style-type: none"> • Creating a Document • Entering Text • Saving the Document • Editing a Document already saved to Disk • Getting around the Document • Find and Replace Operations • Printing the Document Formatting A Document <ul style="list-style-type: none"> • Justifying Paragraphs • Changing Paragraph Indents • Setting Tabs and Margins • Formatting Pages and Documents • Using Bullets and Numbering • Headers/Footers 	

		<p>Special Effects</p> <ul style="list-style-type: none"> • Print Special Effects E.g. Bold, Underline, Superscripts, Subscript • Changing Fonts • Changing Case • Pagination <p>Cut, Copy and Paste Operation</p> <ul style="list-style-type: none"> • Marking Blocks • Copying and Pasting a Block • Cutting and Pasting a Block • Deleting a Block • Formatting a Block • Using Find and Replace in a Block <p>Using MS-Word Tools</p> <ul style="list-style-type: none"> • Spelling and Grammar • Mail Merge • Printing envelopes and Labels • Tables –Create, Delete, Format • Graphics- Inserting Clip arts, Symbols (Border/Shading), Word Art <p>Print Options</p> <ul style="list-style-type: none"> • Previewing the Document • Printing a whole Document • Printing a Specific Page • Printing a selected set • Printing Several Documents • Printing More than one Copy 	
	3.	<p>MS Office 2013, MS-Excel</p> <ul style="list-style-type: none"> • How to use Excel • Starting Excel • Parts of the Excel Screen • Parts of the Worksheet • Navigating in a Worksheet • Getting to know mouse pointer shapes 	

		<p>Creating a Spreadsheet</p> <ul style="list-style-type: none"> • Starting a new worksheet • Entering the three different types of data in a worksheet • Creating simple formulas • Formatting data for decimal points • Editing data in a worksheet • Using AutoFill • Blocking data • Saving a worksheet • Exiting excel <p>Making The Worksheet Look Pretty</p> <ul style="list-style-type: none"> • Selecting cells to format • Trimming tables with Auto Format • Formatting cells for: Currency, Comma, Percent • Decimal, Date. • Changing columns width and row height • Aligning Text-Top to bottom, Text wrap 15 25% • Re ordering Orientation • Using Borders <p>Going Through Changes</p> <ul style="list-style-type: none"> • Opening workbook files for editing • Undoing the mistakes • Moving and copying with drag and drop • Copying formulas • Moving and Copying with Cut, Copy and Paste • Deleting cell entries • Deleting columns and rows from worksheet • Inserting columns and rows in a worksheet • Spell checking the worksheet <p>Printing The Worksheet</p> <ul style="list-style-type: none"> • Previewing pages before printing • Printing from the Standard toolbar 	
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		<ul style="list-style-type: none"> • Printing a part of a worksheet • Changing the orientation of the printing • Printing the whole worksheet in a single page • Adding a header and footer to a report • Inserting page breaks in a report • Printing the formulas in the worksheet <p>Additional Features of a Worksheet</p> <ul style="list-style-type: none"> • Splitting worksheet window into two four panes • Freezing columns and rows on-screen for worksheet title • Attaching comments to cells • Finding and replacing data in the worksheet • Protecting a worksheet • Function commands <p>Maintaining Multiple Worksheet</p> <ul style="list-style-type: none"> • Moving from sheet in a worksheet • Adding more sheets to a workbook • Deleting sheets from a workbook • Naming sheet tabs other than sheet 1, sheet 2 and so on • Copying or moving sheets from one worksheet to another <p>Creating Graphics/Charts</p> <ul style="list-style-type: none"> • Using Chart wizard • Changing the Chart with the Chart Toolbar • Formatting the chart's axes • Adding a text box to a chart • Changing the orientation of a 3-D chart • Using drawing tools to add graphics to chart and worksheet • Printing a chart with printing the rest of the worksheet data <p>MS Office 2013, MS-Power Point</p> <ul style="list-style-type: none"> • Making a simple presentation 	
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	4.	<ul style="list-style-type: none"> • Using Auto Content Wizards and Templates • Power Points five views • Slides Creating Slides, re-arranging, modifying Inserting pictures, objects • Setting up a Slide Show • Creating an Organizational Chart • Animation • Transition 	
	5	Internet & E-Mail	
		Total Hours	28

Course: FOOD PRODUCTION FOUNDATION -II			Semester: II
Course Code: BHM 201	L T P	3 0 0	Credits: 3

OBJECTIVE	This course gives an insight into the basic processes used in cooking with egg, meat and fish cookery. Understanding vegetable cookery		
LEARNING OUTCOME	A student who successfully fulfils the course will be able to: CO1 Explain methods of cooking applied in kitchen CO2 Discuss egg cookery, poultry and meat. CO3 Discuss fish and seafood cookery. CO4 Explain vegetable cuts and cooking vegetables.		
COURSE DETAILS	Module no	Topic	Hours
	1.	Brief Introduction to international cuisine <ul style="list-style-type: none"> • French cuisine- Historical Background, Regions &Regional Cooking Styles, Staple food with regional Influences • Italian cuisine -Historical Background, Regions &Regional Cooking Styles, Staple food with regional Influences • Chinese cuisine- Historical Background, Regions &Regional Cooking Styles, Staple food with regional Influences 	10
	2.	Eggs, Poultry and Meat <ul style="list-style-type: none"> • Eggs – Introduction, Usage in Kitchen, Structure of Egg, • Classification, Grading of Eggs, Types, Selection, Storage and • Preparation of breakfast dishes with eggs. • Poultry and Game: Introduction, Classification, Selection Criteria, Cuts of Poultry, Yield and simple Indian preparations. • Meat: Characteristics, selection and grading, Classification (Bovines, Ovine and Swines), Categories, Cuts of Meat, Storage and handling. Fishes in Cooking <ul style="list-style-type: none"> • Introduction, Types, Purchasing, Storing Considerations, Fish &Shellfish, their classification • Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish • Common cooking methods used for sea food. 	12

	3.	Bakery Introductions <ul style="list-style-type: none"> • Basic Ingredients and functions: Sugars; Shortenings; Eggs; Wheat and Flours; Milk and Milk Products; Yeast; Chemical Leavening Agents; Salt, Spices, and Flavoring's; Fruits. Professional Bakery Equipment's & Tools, Production Factors • Bread and Rolls: Overview of Production; Bread making Methods, Common Problems, Faults and remedies in their preparation. common bread Types of sponge (rich sponge, lean sponge, Genoese sponge, gel sponge) 	10
	4	Methods of Cooking <ul style="list-style-type: none"> • Introduction, Definition, and its importance. • Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such medium. 	10
		Total Hours	42
SUGGESTED READING	<ul style="list-style-type: none"> • Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins • Cooking Essentials for the New Professional Chef • Food Production Operations: Parvinder S Bali, Oxford University Press • Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton & Cessarani • Practical Professional Cookery By Kauffman & Cracknell • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein • and John M. Stefanelli 		

Course: FOOD PRODUCTION FOUNDATION -II PRACTICAL			Semester: II
Course Code: BHM 201P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives an insight into egg preparations, fish and meat cookery and vegetable preparations with Indian breakfast dishes.		
LEARNING OUTCOME	A student who successfully completes the course, student will have skills: CO1 To demonstrate egg cookery. CO2 Apply various methods of cooking. CO3 Practice vegetable cuts and cooking vegetables. CO4 Practice various Indian breakfast dishes.		
COURSE DETAILS	Module no	Topic	Hours
	1.	<ul style="list-style-type: none"> • Cooking in Professional Kitchen – Dos & Don'ts • Understanding Eggs and Their Simple Breakfast Preparations: • Hard- & Soft-Boiled Eggs. • Fried Eggs. • Poached Eggs. • Scrambled Eggs. • Omelet's (Plain, Spanish, Stuffed) • One Menu Each Italian, French, Chinese Cuisine • Familiarization with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking • Blanching of Tomatoes and Capsicum. • Cooking Vegetables: • Boiling (Potatoes, Peas) • Rying (Aubergine, Potatoes) • Steaming (Cabbage) • Braising (Potatoes, Onion and Cabbage) • Familiarization, Identification of Commonly Used Ingredients in Kitchen • Simple Vegetable and Meat Cookery • Identification of Types of Rice Varieties & Pulses. • Simple Preparation of Boiled Rice (Draining & Absorption) Method. • Fried Rice. 	
		Total Hours	56

Course: FOOD& BEVERAGE SERVICE FOUNDATION -II			Semester: II
Course Code: BHM 202	L T P	3 0 0	Credits: 3

OBJECTIVE	This course emphasizes on the meal and menu planning with the art of preparing different menus for each meal period. The course also focus on various techniques followed in hotel / restaurant for controlling sales, guest handling situations and tobacco.		
LEARNING OUTCOME	<p>A student who will successfully fulfil the course will be able to:</p> <p>CO1 Explain various meals served in a day and will be able to make necessary arrangements for each meal types</p> <p>CO2 Explain various type of menu for different occasions keeping in mind the standards of menu making.</p> <p>CO3 Explain the French classical menu along with suggestive accompaniments and condiments served with different food articles.</p> <p>CO4 Process the various KOT and billing process.</p> <p>CO5 Handle various situations during Guest handling.</p> <p>CO6 Explain tobacco and the various consumption styles.</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Meals A. Introduction and Importance of meal B. Types of Meals i. Early Morning Tea ii. Breakfast (English, American, Continental, Indian) iii. Elevenses iv. Brunch v. Lunch vi. Afternoon/High Tea vii. Dinner viii. Supper	6
	2.	Menu Planning A. Menu – Concept, History, Classification B. Menu Planning Consideration and Constraints C. Menu Terms D. Menu Designs E. French Classical Menu - 11 & 17 course F. Classical Food and its Accompaniments with Cover Setup Indian regional dishes, accompaniments and service	12

	3.	Sales Control System A. Order Taking Methods i. Triplicate System ii. Duplicate System iii. Service with Order iv. Computerized System B. Circumstantial KOTs C. Billing Methods D. Cash Handling Equipment	8
	4.	Handling Situation A. Unavailability of Table/reservation B. Serving Spoiled Dish C. Unavailability of Food items D. Handling Special Requests E. Order Delays, Spillages F. Lost and found properties G. Illness H. Drunken Guest, Unsatisfactory appearance of Guest I. Dealing with children, Guest with special needs, Physically challenged guest Old age guest, Customer with communication difficulties J. Accident, Fire Accident K. Suspicious Items and Package L. Bomb threat	8
	5.	Tobacco A. Introduction, History B. Production Process C. Cigar - Parts, Structure, Colors, Shapes & Sizes, Storage, Brands, Lighting and Service D. Cigarettes - Processing, Parts, Types, Brands and Service E. Pipe Tobacco – Types and Brand names F. Health hazards	8
		Total Hours	42
SUGGESTED READING	<ul style="list-style-type: none"> Food & Beverage Service Training Manual - Sudhir Andrews Food & Beverage Service - Lillicrap & Cousins Modern Restaurant Service - John Fuller 		

	<ul style="list-style-type: none"> • Food & Beverage Service Management – Partho Pratim Seal • Andrews, S. (2013). Textbook of food and beverage management (7th ed.). New Delhi: Tata McGraw-Hill. • Davis, B., & Lockwood, A. (1998). Food and beverage management (3rd ed.). • Food Service Operations - Peter Jones & Cassel • Menu planning -Jaksa Kivela, Hospitality Press • The Restaurant (From Concept to Operation) -Lipinski • F& B Service –Manoj Yadav • Food & Beverage Service – R. Singaravelavan, Oxford University Press
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Course: FOOD & BEVERAGE SERVICE FOUNDATION –II (PRACTICAL)			Semester: II
Course Code: BHM 202P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course focuses on providing skills of table layouts for different meals including different course of French classical menu. It also makes the student familiar with tray/trolley setups, procedure for meal service, telephone and dining etiquettes and the service of cigar and cigarette.		
LEARNING OUTCOME	A student who will successfully complete the course will be able to: CO1 Practice the service procedure of a meal. CO2 Demonstrate the table/trolley layout. CO3 Understand situations handling techniques while guest handling. CO4 Compile the menu for different occasions as per the standards. CO5 Demonstrate the service of cigar and cigarettes including mise-en-place.		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Table Lay-Up & Service <ul style="list-style-type: none"> • A La Carte Cover • Table d' Hote Cover • English Breakfast Cover • American Breakfast Cover • Continental Breakfast Cover • Indian Breakfast Cover • Afternoon Tea Cover • High Tea Cover Tray/Trolley Set-Up & Service <ul style="list-style-type: none"> • Room Service Tray/Trolley Setup 	6
	2.	Procedure for Service of a Meal <ul style="list-style-type: none"> • Taking Guest Reservations • Receiving & Seating of Guests • Order taking & Recording • Order processing (passing orders to the kitchen) • Sequence of service • Presentation & Encashing the Bill • Presenting & collecting Guest comment cards • Seeing off the Guests 	6

	3.	Social Skills <ul style="list-style-type: none"> • Handling Guest Complaints • Telephone manners • Dining & Service etiquettes 	4
	4.	French Classical Menu <ul style="list-style-type: none"> • Writing a Menu in French & its Equivalent in English • Practicing the cover setup 	6
	5.	Service of Tobacco <ul style="list-style-type: none"> • Cigarettes and Cigars 	4
	6.	Bar Fairing Practice session	30
		Total Hours	56

Course: FRONT OFFICE FOUNDATION –II			Semester: II
Course Code: BHM 203	L T P	3 0 0	Credits: 3

OBJECTIVE	This course help students understand front office equipments, and their usage, filling up of front office forms and formats, welcoming the guest, telephone handling different role plays, message and mail handling and Paging.		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will be able to:</p> <p>CO1 Discuss different front office equipment and furniture.</p> <p>CO2 Recognize different types of front office forms and formats.</p> <p>CO3 Explain guest welcoming procedure.</p> <p>CO4 Discuss different types of reservation</p> <p>CO5 Explain the Luggage handling procedure during arrival and departure.</p> <p>CO6 Explain methods of mail and message handling and guest paging</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	Introduction of Travel & Tourism <ul style="list-style-type: none"> Meaning of Tourism, Origin of Tourism, Five A's of Tourism, Motivation of Travel, Types of Tourism 	5
	2.	Hospitality Distribution Channels <ul style="list-style-type: none"> Meaning & Definition, Functions & Levels of Distribution Channels. Major Hospitality Distribution Channels-Travel Agents, Tour Operators. Reservation System, Global Distribution System (Gds),Internet 	6
	3.	Tariff Structure <ul style="list-style-type: none"> Basis of Charging, Plans, Competition, Customer's Profile. Standards of Service & Amenities, Hubbart Formula. Different Types of Tariffs, Rack Rate, Discounted Rates For Corporate, Airlines, Groups & Travel Agents. Guest Accounting (Manual): Guest Weekly Bill, Visitors Tabular Ledger Different Types of Tariffs Rack Rate Discounted Rates for Corporate, Airlines, Groups & 	7

		Travel Agents	
		<ul style="list-style-type: none"> Guest Accounting (Manual): Guest Weekly Bill, Visitors Tabular Ledger 	
	4.	Front Office and Guest Handling <ul style="list-style-type: none"> Introduction to Guest Cycle: Pre-Arrival, Arrival, Stay, Departure and After Departure. During The Stay Activities Information Services, Message and Mail Handling, Key Handling, Room Selling Technique, Hospitality Desk, Complaints Handling, Guest Handling, Guest Profile, Guest Paging. 	6
	5.	Reservations <ul style="list-style-type: none"> Importance of Reservation, Modes, Channels and Sources (Fits, Travel Agents, Airlines, Gits), Types of Reservations (Tentative, Confirmed, Guaranteed Etc.). Systems (Non-Automatic, Semi-Automatic Fully Automatic). Cancellation, Amendments And Overbooking. 	8
	6.	Ownership Structure of Hotel <ul style="list-style-type: none"> Ownership Types-Sole Proprietorship, Partnership, Management, Contract, Joint Venture, Franchisee, Public Sector, Referral Groups- Concept, Features, Advantages, Disadvantages. 	6
	7.	Front Office Coordination <ul style="list-style-type: none"> With Other Departments Of Hotel 	4
		Total hours	42
SUGGESTED READING	<ul style="list-style-type: none"> Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). – Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. Housekeeping and Front Office – Jones - Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann – Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill – Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA - Front Office 		

Course: FRONT OFFICE FOUNDATION –II (PRACTICAL)			Semester: II
Course Code: BHM 203P	L T P	0 0 2	Credits: 1

OBJECTIVE	This course help students understand front office equipments and their uses, filling up of front office forms and formats, welcoming the guest, telephone handling different role plays, message and mail handling and paging.		
LEARNING OUTCOME	A student who successfully fulfils the course will be able to: CO1 Identify different front office equipment and furniture. CO2 Practice filling different types of front office forms and formats. CO3 Practice guest welcoming procedure CO4 Demonstrate different role plays. CO5 Illustrate various types of reservation CO6 Apply Luggage handling skills during arrival and departure. CO7 Practice mail / message handling and methods of paging.		
COURSE DETAILS	Module no	Topic	Hours
	1.	<ul style="list-style-type: none"> • Introduction of front office equipment and furniture (Rack, counter bell desk) • Filling up of various Performa. • Welcoming of guest • Telephone handling • Role play • Upselling of Room • Guest Delight Bank • Handling Reservation Calls • Arrivals • Video Capturing by Student of Live Role Play • Luggage handling • Message and mail handling • Paging 	
		Total hours	14

Course: ACCOMODATION OPERATION FOUNDATION -II			Semester: II
Course Code: BHM 204	L T P	3 0 0	Credits: 3

OBJECTIVE	This course gives idea of the overall functioning of the housekeeping department. It covers the detail of the duties and responsibility of all the staff of the housekeeping department. Also Explains the formats used at the control desk. The different types of guest rooms are also discussed. Also, the use of different types of cleaning equipment and agents are also briefed		
LEARNING OUTCOME	A student who successfully completes the course will be able to: CO1 Explain Housekeeping Department Operational Procedures CO2 Discuss Hotel Guest Room-layout, design, fitting fixtures CO3 Discuss the Cleaning Science CO4 Identify Cleaning Equipment Care and Cleaning of Different Surfaces CO5 Describe different types of beds and mattresses		
COURSE DETAILS	Module no	Topic	Hours
	1.	Introduction <ul style="list-style-type: none"> Meaning and definition· Importance of Housekeeping A career in the Housekeeping department Role of Housekeeping in guest satisfaction and repeat Business 	3
	2.	Housekeeping Department <ul style="list-style-type: none"> Organizational framework of the Department Role of Key Personnel in Housekeeping Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper Inter departmental Co-ordination with more emphasis on Front office and the Maintenance Department 	7
	3.	Housekeeping Procedures <ul style="list-style-type: none"> Briefing, Debriefing, Gate pass Indenting from stores· Inventory of Housekeeping Items Housekeeping control desk, Importance, Types of keys, key control, Handling Lost and Found Forms, Formats and registers used in the Control Desk 	7

		<ul style="list-style-type: none"> • Handling of Guest queries, problem, request • General operations of control desk • Role of control desk during Emergency 	
	4.	The Hotel Guest Room <ul style="list-style-type: none"> • Layout of guest room (Types) • Layout of corridor and floor pantry • Types of guest rooms Furniture/Fixtures/Fittings/Soft Furnishings/Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only) 	7
	5.	Cleaning Science <ul style="list-style-type: none"> • Characteristics of a good cleaning agent • General Criteria for selection & Classification • PH scale and cleaning agent with their application • Types of cleaning agent • Cleaning products (Domestic and Industrial) • Use, care and Storage • Use of Eco-friendly products in Housekeeping 	6
	6.	Cleaning Equipment <ul style="list-style-type: none"> • Types of Equipment • Operating Principles of Equipment • Characteristics of Good equipment (Mechanical/Manual) • Storage, Upkeep, Maintenance of equipment 	6
	7.	Care and Cleaning of Different Surfaces <ul style="list-style-type: none"> • Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal 	6
	8.	Types of Beds and Mattresses	6
		Total hours	42
SUGGESTED READING	<ul style="list-style-type: none"> • Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill • The Professional Housekeeper, Tucker Schneider, VNR • Professional Management of Housekeeping Operations, Martin Jones, Wiley • House Keeping Management for Hotels, Rosemary Hurst, Heinemann • 5.Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS • Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson • Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke 		

Course: ACCOMODATION OPERATION FOUNDATION -II(PRACTICAL)			Semester: II
Course Code: BHM 204P	L T P	0 0 2	Credits: 1

OBJECTIVE	This course gives students, a basic idea of how to handle the guest call at the control desk. They learn how to fill different forms and formats used in the control desk and understand the importance and usage of different types of mechanical and manual equipment. They will also understand the concept of cleaning agents and their use on different surface.		
LEARNING OUTCOME	<p>A student who successfully completes the course will be able to understand:</p> <p>CO1 Illustrate the layout of different types of a guest room</p> <p>CO2 Identify different types of Manual and mechanical cleaning equipments</p> <p>CO3 Practice the storage and maintenance of different of different cleaning equipment</p> <p>CO4 Practice filling of different forms and format used at the control desk.</p> <p>CO5 To apply usage of different types of cleaning agents on different surface</p> <p>CO6 Practice the handling of guest complains and request at the control desk.</p>		
COURSE DETAILS	Module no	Topic	Hours
		<ul style="list-style-type: none"> Understanding Guest Room Layout (Double, Twin, suite room) Identification of cleaning equipment – Manual & mechanical Operation,maintenance and storage of cleaning equipments.(manual and mechanical) Setting up of maid's cart trolley. Usage of different types of cleaning agents,polishes,detergent,acids etc Cleaning stains from different types of surfaces like wood ,glass,plastic,Ceramic etc Handling Desk Control (preparing form and formats) Handling guest requests and complains at control desk 	
		Total hours	28

Course: PERSONALITY DEVELOPMENT FOR HOSPITALITY-II			Semester: II
Course Code: BHM 205 S	L T P	0 0 2	Credits: 1

OBJECTIVE	<ul style="list-style-type: none"> • To make students effective communicators by improving their language skills with a major focus on effective communication, speaking skills and presentation skills. • To inculcate the habit of reading and enhance reading skills • To prepare the students for Group Discussions as a part of the placement process of the companies • To acquaint the students with the nuances of Business Writing 		
LEARNING OUTCOME	Upon completion of this course student will be able to: CO1 Use speaking, writing and presentation skills CO2 Practice Group Discussion skills CO3 Practice writing skills		
COURSE DETAILS	Module no	Topic	Hours
	1.	Body Language Importance of Body Language Understanding various postures and gestures Practice Session Activity - PPT and Videos are shown to demonstrate the right body postures and gestures and subsequently all the students are made to practice these. Listening Skills Hearing vs. Listening vs. Active Listening Techniques for Developing Active Listening Strategies for Effective Listening Activity – Chinese Whispers Game is played to highlight the importance of listening and also demonstrate how it can lead to distortion in communication. Vocabulary Building Vocabulary building methods Root Words Suffixes Prefixes Spellings and common errors Activity –Vocabulary Game	10
	2.	Behavioural Skills Confidence Building Self-Esteem	10

		<p>Positive Attitude</p> <p>Activity – Short exercises to explain the concepts Presentations for Assessments</p> <p>Applied Grammar Fundamentals / English Enhancement</p> <p>Common Errors in English Language Language Quiz Verbal Aptitude Sentence Correction</p> <p>Activity – Language Quiz with focus on grammar application</p>	
	3.	<p>Speaking Skills</p> <p>Effective Public Speaking Questioning Skills Art of Positive Communication Stress and Intonation</p> <p>Activity –Creating organizational situations to master the techniques of positive communication Poster Reading Activity Hot Spot Forum Celebrity Talk Show</p> <p>These are activities which are performed to build up the confidence to communicate in English language and also face an audience while overcoming the stage fear. The students are divided into groups and then they prepare and perform in front of the class. This is followed by a feedback session.</p> <p>Reading Skills</p> <p>Speed reading Skimming and Scanning Comprehension and retention of key concepts Eye Span</p> <p>Activity – RC passages are given out and after the completion, there is a discussion. Time management techniques coupled with strategies to enhance reading and understanding are discussed.</p>	12
	4.	<p>Group Discussion Level 1</p> <p>Introduction to Group Discussions Types of GDs Performance Evaluation Criterion Initiation Techniques Summarization Techniques</p> <p>Activity – After taking the students through various aspects of Group Discussions, simple topics are taken up</p>	12

		<p>in groups of 10-15 students. Knowledge based and Opinion based topics are taken up followed by evaluation and value addition by the trainer/facilitator.</p> <p>Presentation Skills Level 1 Basics of Presentation Skills Designing an effective presentation Techniques of delivering an effective presentation Activity – Groups are formed and different topics are given. The students in groups design and deliver a presentation followed by feedback and value addition by the trainer</p>	
	5.	<p>Vocabulary Building Synonyms/Antonyms Homonyms Strategies to enhance vocabulary & Practice Activity - Vocabulary Game Behavioral Skills Assertive Behavior Working in Teams Time Management Personal Grooming Creative Thinking Activities –Flight to Moon activity for assertive behavior. This is a group activity where different students are given different roles and out of a group of 8 students, only 6 would be a part of the final team. They have to convince the group about the importance of their roles and finally people who are able to assert themselves are the ones who are able to sail through. Movie Making activity for team building and creativity Business Writing Skills ABC of Writing KISS Concept Precis Writing Activity – Writing Practice for report writing and précis writing Presentations for Assessments</p>	12
		Total	56

Course: INTRODUCTION TO INDIAN COOKERY			Semester: III
Course Code: BHM 301	L T P	4 0 0	Credits: 4

OBJECTIVE	This course introduces Indian kitchen with understanding spices and condiments, masala, pastes and gravies, tandoor and regional cuisine of India.		
LEARNING OUTCOME	A student who successfully completes the course will be able to: CO1 Discuss the concepts of Indian cookery. CO2 Explain various condiments herbs and spices used in Indian cookery CO3 Describe various masalas, pastes and gravies used in cooking. CO4 Identify various commodities and their usage in the kitchen		
COURSE DETAILS	Module no	Topic	Hours
	1.	Basics of Indian Cooking <ul style="list-style-type: none"> Introduction to Indian Cookery, Identification of various varieties of rice, cereals and pulses. Simple methods of preparations and ingredient combination ratios - Rice, Dals, Vegetables, Indian breads. Role of spices in Indian cookery <ul style="list-style-type: none"> Indian equivalent of spices (names) Indian Masalas Blending of spices and concept of masalas Different masalas used in Indian cookery Dry & Wet masalas Composition of different masalas Varieties of masalas available in regional areas Special masala blends. 	12
	2.	Tandoor and Curries <ul style="list-style-type: none"> Understanding Concept of Tandoor. Seasoning and Preparing a Tandoor. Various Tools for Tandoor Cooking. Types of Marinades Used for Tandoor Cooking. Types of Tandoori Breads and Dishes. Chutneys. Concept & Importance of Curries and Gravies. Types of Indian Curries and Its Combination. Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations. 	12

	3.	Indian Regional Cuisine <ul style="list-style-type: none"> Brief Study of Regional Cuisine- South Indian, Goa, Hyderabad, Bengal, Gujrat, Rajasthan, Awadh, Punjab, Kashmir & Uttarakhand Traditional Cooking Methods and Famous Dishes with Accompaniments. Traditional Tools and Equipment's. 	12
	4.	Cakes and Pastries Introduction to cakes <ul style="list-style-type: none"> Sugar Batter, Flour Batter, Boiling Method, Foaming Method, All in One Process Method), Cheese Cakes Etc. Common Problems with Cake Production, Fondant and Marzipan Work. Theme Cakes. Different Cake Making Methods (Sugar Batter, Flour Batter, Boiling Method, Foaming Method, All in One Process Method), CheeseCakes Etc. Common Problems with Cake Production Introduction To Pastries <ul style="list-style-type: none"> Definition of Pastry, Types of Pastries (Short Crust Pastry, Puff Pastry, Danish Pastry, Choux Pastry, Phyllo Pastry) Different Varieties of Pastry Products (Eclairs and Cream Puffs, Tart and Pies, Cinnamon Rolls, Croissants, Different Danish Shapes, Baklava, Skillet Spanakopita.) Common Problems with Pastries 	12
		Quantity Kitchen Operations <ul style="list-style-type: none"> Types of quantity kitchen operations Industrial, institutional, outdoor catering Concept of check list Techniques of bulk preparation (CPU, Batch Cooking, Sous Vide Cooking) Equipment used for bulk preparations	8
		Total hours	56
SUGGESTED READING	<ul style="list-style-type: none"> Food Production Operations: Parvinder S Bali, Oxford University Press Larder Chef by M J Leto & W K H Bode Publisher: Butterworth- Heinemann Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman Practical Cookery by Kinton & Cessarani Practical Professional Cookery by Kauffman & Cracknell Theory of Catering by Kinton & Cessarani 		

Course: INTRODUCTION TO INDIAN COOKERY (PRACTICAL)			Semester: III
Course Code: BHM 301P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives an introduction to practical skills in Indian kitchen of identifying masalas, pastes and gravies with menu preparations and preparations of basic tandoor preparations gravies and regional cuisine with a brief section on basic bakery.		
LEARNING OUTCOME	<p>A student who will successfully complete the course will be able to:</p> <p>CO1 Practice the concepts of Indian cookery.</p> <p>CO2 Employ various condiments herbs and spices in Indian cookery</p> <p>CO3 Practice preparations of various masalas, pastes and gravies used in cooking.</p> <p>CO4 Tandoor cooking, and marinades</p> <p>CO5 Identifying regional cuisine of India, specialty</p> <p>CO6 Practice preparations of cakes and pastries</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	<ul style="list-style-type: none"> Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Two Menus about 3-5 dishes per menu per Indian State Food preparation and plating as per modern Indian cuisine Preparations regarding cakes and different pastries 	
		Total hours	56

Course: FOOD& BEVERAGE SERVICE OPERATION -II			Semester: III
Course Code: BHM 302	L T P	4 0 0	Credits: 4

OBJECTIVE	The students undertaking this course should be able to comprehend alcoholic beverage and its classification. The course also embraces the important topics including wine and its classification, Aperitifs and its types, liqueurs, beer and other fermented beverages.		
LEARNING OUTCOME	<p>A student who will successfully complete the course will be able to:</p> <p>CO1 Explain various alcoholic beverages and technique of measuring alcoholic strength.</p> <p>CO2 Enlighten the wine concept along with various important topics.</p> <p>CO3 Categorize and describe each spirits, their manufacturing process and brand names.</p> <p>CO4 Understand liqueurs, Aperitifs, Beer and other Fermented beverages.</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	Alcoholic Beverages A. Introduction and Classification with Examples B. Method of Preparing Alcohol <ul style="list-style-type: none"> • Fermentation Process • Distillation Process • Proof Systems – US/British/Gay-Lussac 	7
	2.	Alcoholic Beverages C. Introduction and Classification with Examples D. Method of Preparing Alcohol <ul style="list-style-type: none"> • Fermentation Process • Distillation Process • Proof Systems – US/British/Gay-Lussac. 	15
	3.	Spirits A. Introduction, Manufacturing Process, Types, Brands <ul style="list-style-type: none"> • Whisky • Rum • Gin • Brandy • Vodka • Tequilla 	15

		<p>B. Brief Introduction of other Spirits</p> <ul style="list-style-type: none"> • Absinthe • Ouzo • Slivovitz • Akvavit • Feni • Arrack • Schnapps etc.). 	
	4.	<p>Liqueurs</p> <p>A. Definition & History</p> <p>B. Production of Liqueurs</p> <p>C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel)</p> <p>Popular Liqueurs (Name, colour, predominant flavour & country of origin)</p>	5
	5.	<p>Aperitifs</p> <p>A. Introduction and Definition,</p> <p>B. Types of Aperitifs</p> <ul style="list-style-type: none"> • Vermouth (Definition, Types & Brand names) <p>Bitters (Definition, Types & Brand names)</p>	6
	6.	<p>Beer and Other Fermented Beverages</p> <p>A. Beer</p> <ul style="list-style-type: none"> • Introduction to Beer • Production of Beer • Types of Beer • Beer Faults • Service of Beer • Beer brands <p>B. Other Fermented Beverages - Cider, Sake, Toddy, Perry etc</p>	8
		Total Hours : 56	

SUGGESTED READING	<ul style="list-style-type: none">• Food & Beverage Service – R. Singaravelavan, Oxford University Press• Food & Beverage Service – Manoj Yadav• Food & Beverage Service - Lillicrap & Cousins• Introduction F& B Service - Brown, Heppner &• Hand Book of Whisky - Broom, Dave• The World Of Wines, Spirits & Beers -H.Berberoglu• Beverage Book - Andrew, Dunkin & Cousins• Professional Guide to Alcoholic Beverages - Lipinski• Food Service Operations - Peter Jones & Cassel• 100 Classic Cocktails: The Ultimate Guide to Crafting Your Favorite Cocktails - Sean Moore - Skyhorse Publishing• Master Dictionary of Food & Wine - Joyce Rubash• New york Bartenders Guide - BD & L• Professional Food Service - Sergio Andrioli & Peter Douglas• Bar & Beverage Book - Costas Katsigris, Mary Porter, Thomas-
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Course: FOOD& BEVERAGE SERVICE OPERATION –II (PRACTICAL)			Semester: III
Course Code: BHM 302P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course focuses on providing skills for service of Non-alcoholic beverages & understanding widely used commodities. It also makes the student familiar with various meals served in a Five Star Hotel and the art of preparing different menu's for each meal period.		
LEARNING OUTCOME	<p>A student who will successfully complete the course will be able to:</p> <p>CO1 Learn the service of different types of wine including their mise-en-place.</p> <p>CO2 Demonstrate knowledge and skills while serving different types of spirits and liqueurs.</p> <p>CO3 Acquire the complete knowledge of beer and other fermented beverages service.</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	Organizing Mise-en-place <ul style="list-style-type: none"> Wine service equipment Beer service equipment 	
	2.	Service of Wines <ul style="list-style-type: none"> Taking an Order & Service of –Sparkling, Aromatized, Fortified, Still Wines How to Open a Wine Bottle (Different Types of Cork Screws) How to Open a Sparkling Wine - Pouring into Glass Order of Service (Starting with Wine Approval from Host, Wrapping Bottle with Napkin Etc.) Use of Different Glasses, Holding & Carrying Glasses 	
	3.	Service of Spirits and Liqueurs <ul style="list-style-type: none"> Different Service Styles Mixers Service of Whisky/Vodka/Rum/Gin/Brandy/Tequila	
	4.	Service of Beer and Other Fermented Beverages <ul style="list-style-type: none"> Taking an Order & Service of Beer, Sake and Other Fermented & Brewed Beverages. 	
		Total Hours	56

Course: FRONT OFFICE OPERATION -II			Semester: III
Course Code: BHM 303	L T P	3 0 0	Credits: 3

OBJECTIVE	This course gives idea of how different types of safety and Security systems are used in the hotel, for guest and staff. It covers the procedure of cash handling in the hotel including night auditing. It gives inputs for selling techniques used by hotel for up selling of product with a basic knowledge of all the software used in the hotel for smooth running of operations.		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will be able to:</p> <p>CO1 Define the role of hotel staff in ensuring the safety and security of guest.</p> <p>CO2 Discuss Front office accounting and its function.</p> <p>CO3 Explain various types of accounts maintained by the front desk- guest account and non-guest account.</p> <p>CO4 Discuss the process of Night auditing - its purpose and usefulness</p> <p>CO5 Identify sales and marketing of hospitality products and Up selling techniques.</p> <p>CO6 Explain the usage of computers in hotel. PMS application in front office</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	<ul style="list-style-type: none"> • Front Office Guest Security & Safety • Introduction to Security Systems • Types of Security • Key Control • Safe Deposit, Lost & Found • Handling Emergency Situations • Handling Emergency Situations 	8
	2.	<p>Basic Front Office Operations</p> <ul style="list-style-type: none"> • Information <ul style="list-style-type: none"> ❖ Handling Mails, Parcels, Messages ❖ Role of Information ❖ Types of Keys ❖ Keys Control • Reception <ul style="list-style-type: none"> ❖ Introduction of Reception ❖ Room Change Procedure ❖ Preparation of Guest Profile ❖ C Form 	10

	3.	<ul style="list-style-type: none"> • Registration • Pre-Registration • Types of Registration Methods • Records and Forms Used • Types of Registration Methods/Records • Registration Procedure For Various Types Of Guest 	7
	4.	<ul style="list-style-type: none"> • Room Selling Techniques • Targeting The Market • Front Office Selling Tips • Selling Techniques • Up Selling, • Discounts 	9
	5.	<ul style="list-style-type: none"> • Front Office Computer Operation • Basic of Computers • P.M.S, G.D.S, C.R.S • Reservation Management Software • Room Management Software • Guest Accounting Management Software 	8
		Total hours	42
SUGGESTED READING	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). – • Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill. – • Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. – • Housekeeping and Front Office – Jones - Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann – • The Professional Housekeeper – Tucker Schneider,; Wiley Publications – • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA - Front Office 		

Course: FRONT OFFICE OPERATION –II (PRACTICAL)			Semester: III
Course Code: BHM 303 P	L T P	0 0 2	Credits: 1

OBJECTIVE	This course gives students basic idea of how to handle the guest call at the control desk, how to fill different forms and formats used in the control desk. Student also learn the importance of different types of mechanical and manual equipment. They will also understand the concept of cleaning agents and their use on different surface		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will be able to:</p> <p>CO1 Demonstrate situation handling for various types of guests through role play</p> <p>CO2 To practice different forms and format used at Guest Check in process.</p> <p>CO3 To practice handling guest accounting procedures</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	<ul style="list-style-type: none"> Develop an Understanding About Requirements of Different Guests, With Children, Business Travelers, Single Woman Traveler, Differently Abled Travelers and Acquaint The Learners With Procedures Like Expression About Sharing Of Hotel Services And Facilities To Guests, Employees As Brand Ambassadors Of Hotels, Managing Guest Interactions Effectively Through Role Plays. Handling Guest Check - In, Registration, Facilitation During Stay at Hotel, Billing, Related Performa's. Skills to Handle Guest Accounting and Departure (FITS and Groups) Layout of Front Office Video Presentation of Role Play By Student Case Study Role Play: With Reference To The Theory Syllabus 	
		Total hours	28

Course: ACCOMODATION OPERATION -II			Semester: III
Course Code: BHM 304	L T P	3 0 0	Credits: 3

OBJECTIVE	This course will provide input on cleaning procedures of a guest and public areas. The course covers the function of the linen, uniform, tailors room and laundry operations. It also covers the concept of the safety awareness and first aid, Importance of pest control and waste disposal.		
LEARNING OUTCOME	A student who successfully fulfils the course will be able to: CO1 Explain procedure of cleaning different types of guest room CO2 Describe various functions of linen and uniform room CO3 Describe laundry operations and stain removal techniques CO4 Identify the importance and concepts of safety awareness and First aid CO5 Discuss Pest control procedure CO6 Explain methods of waste disposal		
COURSE DETAILS	Module no	Topic	Hours
	1.	CLEANING OF GUEST ROOMS <ul style="list-style-type: none"> Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms Weekly cleaning/spring cleaning Evening service Systems & procedures involved Forms and Formats Guest room cleaning – Replenishment of Guest supplies and amenities 	8
	2.	CLEANING OF PUBLIC AREAS <ul style="list-style-type: none"> Cleaning process Cleaning and upkeep of Public areas (Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/Corridor) 	6
	3.	LINEN/ UNIFORM / TAILOR ROOM <ul style="list-style-type: none"> Layout Types of Linen, sizes and Linen exchange procedure Selection of linen Storage Facilities and conditions 	8

		<ul style="list-style-type: none"> • 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 	
	4.	LAUNDRY <ul style="list-style-type: none"> • 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 	10
	5.	SAFETY AWARENESS AND FIRST AID <ul style="list-style-type: none"> • Concept and Importance • Safety: Accidents and Fires (Cause, Procedure, Accident report form) • Security: Security of Guest/ Employee • Theft: Employee, guest, external persons • First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration) 	10
		Total hours	42
SUGGESTED READING	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). – • Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill. – • Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. – • Housekeeping and Front Office – Jones - Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann – • The Professional Housekeeper – Tucker Schneider,; Wiley Publications – • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA - Front Office 		

Course: ACCOMODATION OPERATION –II (PRACTICAL)			Semester: III
Course Code: BHM 304 P	L T P	0 0 2	Credits: 1

OBJECTIVE	This course trains students on methods of cleaning different areas, stain removal procedures and first aid procedure.		
LEARNING OUTCOME	<p>A student who successfully completes the course will be able to:</p> <p>CO1Apply cleaning skills for a guest room and different public area</p> <p>CO2Practice cloth cleaning and laundry operations</p> <p>CO3Demonstrate skills in removing different stain from the fabric.</p> <p>CO4Demonstrate practical skills of dry cleaning</p> <p>CO5Practice Turndown procedure</p> <p>CO6Apply skills to aspect any given area with the help of a checklist.</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	<ul style="list-style-type: none"> • Cleaning of public areas, preparing work plan. • Basic first aid procedures • Manual and mechanical washing of clothes, laundry process (use of starch, stiffener, bleach), • Stain removal (Mud, curry, ink, grease, wax, cosmetics, blood etc) • Dry Cleaning process • Ironing of clothes • Bed Making (morning service) • Turn down service • Cleaning of guest rooms – departure, occupied, vacant • Inspection of guest rooms & public areas with the help of checklist 	
		Total hours	28

Course: ENVIRONMENTAL STUDIES			Semester: III
Course Code: BHM 305	L T P	4 0 0	Credits: 4

OBJECTIVE	This course is aimed at creating awareness and sensitization of Environmental resources so as provides insights for sustainability.		
LEARNING OUTCOME	A student who successfully completes the course will understand: CO1 Concept of Environmental studies CO2 Biodiversity and its conservation CO3 Environmental Pollution		
COURSE DETAILS	Module No.	Topic	Hours
	1.	The multidisciplinary nature of environmental studies <ul style="list-style-type: none"> • Definition, scope and importance. • Need for public awareness 	3
	2.	Natural Resources: Renewable and non-renewable resources: <ul style="list-style-type: none"> • Natural resources and associated problems. • Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forests and tribal people. • Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems. • Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies. • Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies. • Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources, case studies. • Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification. · Role of an individual in conservation of natural resources. · Equitable use of resources for sustainable lifestyles 	7

	3	Ecosystems: <ul style="list-style-type: none"> • Concept of an ecosystem · Structure and function of an ecosystem · Producers, consumers and decomposers · • Energy flow in the ecosystem · Ecological succession · Food chains, food webs and ecological pyramids · I • Introduction, types, characteristic features, structure and function of the following ecosystem: • Forest ecosystem b. • Grassland ecosystem • Desert ecosystem • Aquatic ecosystems (ponds, streams, lakes, rivers, ocean estuaries) 	8
	4.	Biodiversity and its conservation <ul style="list-style-type: none"> • Introduction – Definition: genetic, species and ecosystem diversity · • Biogeographical classification of India · Value of biodiversity: consumptive use, productive use, social, ethical aesthetic and option values • Biodiversity at global, national and local levels · India as a mega-diversity nation · Hot-spots of biodiversity · • Threats to biodiversity: habitat loss, poaching of wildlife, man wildlife conflicts · • Endangered and endemic species of India • Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity 	10
	5	Environmental Pollution Definition: <ul style="list-style-type: none"> • Causes, effects and control measures of: • Air pollution b. • Water pollution • Soil pollution • Marine pollution • Noise pollution • Thermal pollution • Nuclear pollution • Solid waste management: Causes, effects and control measures of urban and industrial wastes. • Role of an individual in prevention of pollution • Pollution case studies 	8

		<ul style="list-style-type: none"> Disaster management: floods, earthquake, cyclone and landslides 	
	6.	Social Issues and the Environment: <ul style="list-style-type: none"> From unsustainable to sustainable development Urban problems and related to energy · Water conservation, rain water harvesting, watershed management · Resettlement and rehabilitation of people; its problems and concerns. Case studies. · Environmental ethics: Issues and possible solutions · Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case studies. · Wasteland reclamation · Consumerism and waste products · Environmental Protection Act · Air (Prevention and Control of Pollution) Act · Water (Prevention and control of Pollution) Act Wildlife Protection Act · Forest Conservation Act · Issues involved in enforcement of environmental legislation · Public awareness 	10
	7.	Human Population and the Environment: <ul style="list-style-type: none"> Population growth, variation among nations Population explosion – Family Welfare Programmes · Environment and human health Human Rights · Value Education · HIV / AIDS Women and Child Welfare · Role of Information Technology in Environment and Human Health · Case Studies 	10
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> Agarwal, K.C.2001 Environmental Biology, Nidi Publ. Ltd. Bikaner. Brunner R.C., 1989, Hazardous Waste Incineration, McGraw Hill Inc.480p Clark R.S., Marine Pollution, Clanderson Press Oxford (TB) Cunningham, W.P.Cooper, T.H.Gorhani, E & Hepworth, M.T.2001. Environmental Encyclopedia, Jaico Publ. House. Mumbai, 1196p 		

SEMESTER –IV

NOTE ON INDUSTRIAL EXPOSURE

Duration of Exposure: 20 weeks

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

Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of minimum 120 working days (20 weeks' x 06 days = 120 days). Students who are unable to complete a minimum of 90 days(75% attendance) of industrial training would be disallowed from appearing in the term and examinations. Such students will be treated as 'absent' in industrial training and results. Students who complete more than 90 days of industrial exposure but are unable to complete minimum 120 days due to medical reasons may make up for attendance during the vacations. The training in third semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good hospitality unit. Prior written approval needs to be taken from the placement coordinator/ H.O.D for Industrial exposure from parent Institute.

Training Schedule in various departments: III Semester

Recommended training durations in various areas: -Housekeeping: 4-5 weeks, **Front Office:** 4-5 weeks, **Food and Beverage Service:** 4-5 weeks, **Food Production:** 4-5 weeks, and **Floating weeks:** others areas or in the areas of interest may be availed, **Total weeks:**20 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Academic Credits for training shall be based on following:

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

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

- a) The typing should be done on both sides of the paper (instead of single side printing)

- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5-line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

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

- 1. Logbook.;
- 2. Appraisal;
- 3. A copy of the training certificate.
- 4. IT Report in all four Departments.
- 5. Power Point presentation on a CD, based on the training report.
- 6. Attendance sheet.
- 7. Leave card.

Evaluation of Industrial exposure

- a) The student shall prepare training report on following area of industrial exposure: Food Production Operation, Food & Beverage Service Operation and Room Division Operations in the hospitality unit. The viva will be conducted by an external examiner on the basis of the experiential learning in operation areas of the hospitality unit. The 60% weight age will be given to report writing and 40% weight age viva voce.
- b) The student shall prepare and submit Logbook and present seminar on training exposure through PowerPoint presentation. The 60% weight age will be given to logbook writing and 40% weight age to seminar presentation/viva voce.

Course: FOOD PRODUCTION OPERATION –I(INDUSTRY EXPOSURE)			Semester: IV
Course Code: BHM 401P	L T P	0 0 12	Credits: 6

OBJECTIVE	Objective of doing the Industrial Training is to learn various section and types of food production areas.		
LEARNING OUTCOME	Through the Industrial training students shall be able to learn various sections of kitchen. Types of kitchen available in star hotel. Different types of cuisine offered in kitchen. And also, the students shall learn the art of cooking food.		
COURSE DETAILS	Module no	Topic	Hours
		WHAT TO OBSERVE- Food Production <ul style="list-style-type: none"> • Area & Layout of the Kitchen • Study of Standard Recipes • Indenting, Receiving & Storing • Preparing of batters, marinations and seasonings • All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.) • Daily procedure of handover from shift to shift • Recipes and methods of preparation of all sauces • Quantities of preparation, weekly preparations and time scheduling • Stock preparation and cooking time involved • Cutting of all garnishes • Temperatures and proper usage of all equipment • Plate presentations for all room service and a la cart orders • Cleaning and proper upkeep of hot range • Cleanliness and proper upkeep of the kitchen area and all equipment • Yield of fresh juice from sweet lime / oranges • Storage of different mise-en-place – (Raw, Semi-Processed) • Bulk preparations • Finishing of buffet dishes • Recipes of at least 10 fast moving dishes • Mise-en-place for: A la Carte Kitchen & Banquet Kitchen 	12

Course: FOOD & BEVERAGE SERVICE OPERATION –I (INDUSTRY EXPOSURE)			Semester: IV
Course Code: BHM 402P	L T P	0 0 12	Credits: 6

OBJECTIVE	The basic ideology of doing the Industrial Training in food and beverage service area is to learn and observe various sections and types of food and beverage areas.		
LEARNING OUTCOME	Through this training the students shall be able to learn and see the different types of restaurant available in hotel. The type of services provided to the guests. And also the customer handling skills can be learned during the training period.		
COURSE DETAILS	Module no	Topic	Hours
		WHAT TO OBSERVE -FOOD & BEVERAGE SERVICE Banquets <ul style="list-style-type: none"> • What is banqueting – the need to have banquet facilities, scope purpose, menus and price • structures • Types of banquet layouts • Types of banquet equipment, furniture and fixtures • Types of menus and promotional material maintained • Types of functions and services • To study staffing i.e. number of service personnel required for various functions. • Safety practices built into departmental working • Cost control by reducing breakage, spoilage and pilferage • To study different promotional ideas carried out to maximize business • Types of chafing dish used- their different makes sizes • Par stock maintained (glasses, cutlery, crockery etc) • Storeroom – stacking and functioning Restaurants <ul style="list-style-type: none"> • Taking orders, placing orders, service and clearing • Taking handover form the previous shift • Laying covers, preparation of mise-en-place and arrangement and setting up of station • Par stocks maintained at each side station • Functions performed while holding a station • Method and procedure of taking a guest order 	12

		<ul style="list-style-type: none"> • Service of wines, champagnes and especially food items • Service equipment used and its maintenance • Coordination with housekeeping for soil linen exchange • Physical inventory monthly of crockery, cutlery, linen etc. • Equipment, furniture and fixtures used in the restaurant and their use and maintenance • Method of folding napkins • Note proprietary sauces, cutlery, crockery and the timely pickup <p>Bar</p> <ul style="list-style-type: none"> • Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to • liquor bottles • Types of glasses used in bar service and types of drinks served in each glass • Liaison with f & b controls for daily inventory • Spoilage and breakage procedures • Handling of empty bottles • Requisitioning procedures • Recipes of different cocktails and mixed drinks • Provisions of different types of garnish with different drinks • Dry days and handling of customers during the same • Handling of complimentary drinks • Bar cleaning and closing • Guest relations and managing of drunk guests • Inter bar transfer and service accessories maintained, and preparation of the same before the bar • opens • Types of garnishes and service accessories maintained, and preparation of the same before the • bar opens • To know the different brands of imported and local alcoholic and non-alcoholic beverages • Bar salesmanship • KOT/BOT control • Coordination with kitchen for warm snacks • Using of draught beer machine 	
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		<ul style="list-style-type: none"> • Innovative drink made by the bar tender <p>Room Service/In room Dinning</p> <ul style="list-style-type: none"> • Identifying Room Service Equipment • Importance of Menu Knowledge for Order-taking (RSOT functions/procedures) • Food Pickup Procedure • Room service Layout Knowledge • Laying of trays for various orders • Pantry Elevator Operations • Clearance Procedure in Dishwashing area • Room service Inventories and store requisitions • Floor Plan of the guest floors • Serving Food and Beverages 	
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Course: ROOM DIVISIONS OPERATIONS–I (INDUSTRY EXPOSURE)			Semester: IV
Course Code: BHM 403P	L T P	0 0 12	Credits: 6

OBJECTIVE	The concept of doing the Industrial Training in room division is to learn and observe various types of rooms & sections in room division.		
LEARNING OUTCOME	The learning outcome of this course is that the students will be able to see different types of rooms and their facility. Room cleaning and maintenance of the hotel can be observed.		
COURSE DETAILS	Module no	Topic	Hours
		WHAT TO OBSERVE- in Accommodation Operations <ul style="list-style-type: none"> • Number of rooms cleaned in a shift • Time taken in making bed • Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used • Observe all guest supplies kept in guestroom bathroom. Understand the procedure for • Procurement and replenishment of guest supplies. • Study the systematic approach in cleaning a room and bathroom and the various checks made of • all guest facilities e.g. telephone, channel music, A/C, T.V. etc • Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and • efficiency • Observe how woodwork, brass work is kept spotlessly clean and polished • Observe procedure for handling soiled linen & Procurement of fresh linen • Observe the procedure for Freshen up and Turn down service • Observe room layout, color themes and furnishings used in various categories and types • Carpet brushing and vacuum cleaning procedure • Windowpanes and glass cleaning procedure and frequency • Observe maintenance of cleaning procedure and frequency • Understand policy and procedure for day-to-day cleaning • Observe methods of stain removal 	12

		<ul style="list-style-type: none"> • Understand the room attendant's checklist and other formats used • Observe handling of guest laundry & other service (like shoeshine etc.) <p>The Control Desk</p> <ul style="list-style-type: none"> • Maintenance of Logbook • Understand the functions in different shifts • Observe the coordination with other departments • Observe the area & span of control • Observe the handing of work during peak hours • Observe the formats used by department and study various records maintained <p>Public Area</p> <ul style="list-style-type: none"> • Observe the duty and staff allocation, scheduling of work and daily briefing • What to look for while inspecting and checking Public Area? • Importance of Banquets function prospectus • Observes tasks carried out by the carpet crew, window cleaners and polishers • Note Maintenance Order procedure • Study the fire prevention and safety systems built into the department • Observe coordination with Lobby Manager, Security and other departments • Observe the pest control procedure and its frequency • Study the equipment and operating supplies used the procedure for its procurement • Observe Policy and procedures followed for various cleaning <p>WHAT TO OBSERVE-in Front Office</p> <ul style="list-style-type: none"> • Greeting, meeting & escorting the guest • Location and role of status board, different types of status's maintained • Special rates and discounts applicable to groups, business houses, airlines, VIP's etc. • Identification of kind, mode and type of reservation • Filing systems and follow-up on reservations • Types of plans and packages on offer 	
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		<ul style="list-style-type: none"> • Forms and formats used in the department • Procedure of taking a reservation • Group reservations, discounts and correspondence • Size, situations and general color schemes of rooms and suites • Discounts available to travel agents, tour operators, FHRAI members etc • Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones • Bell Desk / Concierge Functions: luggage handling during check-in & check-out, left • luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group • Baggage, maintenance of records, Errands made, briefings etc. • Layout of Room • Cleaning Equipment & Usage 	
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Course: LOGBOOK & SEMINAR (PRESENTATION SKILLS FOR HOSPITALITY)			Semester: IV
Course Code: BHM 404 P	L T P	0 0 0	Credits: 2

OBJECTIVE	The concept of maintaining the Logbook & Presenting a seminar is to prepare presentation skills in the students who have undergone industrial exposure		
LEARNING OUTCOME	The learning outcome of this course is that the students will be able to present the learning in industrial exposure through written and oral presentations		
COURSE DETAILS	Module no	Topic	Hours
		Student will write down observations and daily learning in the logbook for systematic learning through observation and documentation.	4

Course: ADVANCE FOOD PRODUCTION -I			Semester: V
Course Code: AFP 501	L T P	4 0 0	Credits: 4

OBJECTIVE	At the end of the course the students will able to understand the different international cuisine, key ingredients, methods & style of preparation.		
LEARNING OUTCOME	At the end of this course student would be able to understand: CO1 European and western cuisines of France, Italy, England, Germany, America, Mexico their key ingredients and methods of cooking. CO2 oriental cuisine, panacea style of cooking (Japan, china, Indonesia, Thailand, Vietnam) CO3 Mediterranean cuisine (lebnane. middle east, Spanish, Slovenia, Monaco)		
COURSE DETAILS	Module no	Topic	Hours
	1.	Understanding European and Western Cuisine <ul style="list-style-type: none"> Introduction to French, Italian, English, German, American, Mexican, style of cooking, Historical Background, Regions &Regional Cooking Styles, Staple food with regional Influences 	14
	2.	Oriental and Mediterranean cuisine <ul style="list-style-type: none"> Introduction to oriental cuisine, panacean style of cooking (Japan, china, Indonesia, Thailand, Vietnam) along with Mediterranean cuisine (Lebnan. Saudi, Middle East, Spanish, Slovenia, Monaco) Historical Background, Regions &Regional Cooking Styles, Staple food with regional Influences	14
	3.	Chocolate and Icing <ul style="list-style-type: none"> Introduction and Production Cycle of Chocolate Types of Chocolate Process and Components of Chocolate Tempering of Chocolate Different Chocolate Preparations Use of Spray Gun Icings and Type of Icing <ul style="list-style-type: none"> (Royal, American, Butter Cream, Fondant, Marzipan, Ganache, Truffle) & Toppings. 	14
	4.	Introduction To Molecular Gastronomy <ul style="list-style-type: none"> Learning Fusion of Food Science And Culinary Arts 	14

		<ul style="list-style-type: none"> Understanding Ingredient and Use: Soy Protein, Xanthan Gum, Gellan Gum, Liquid Nitrogen, Cold Ice, Calcium (Lactate, Alginate), Agar–Agar, Locust Bean Gum, Maltodextrin (Tapioca)Etc. <p>THE ART OF 7</p> <ul style="list-style-type: none"> Gelification, Spherification, Emulsification, Siphon Whipping, Suspension, Powderizing, And Instant Freezing (N2) 	
		Total hours	56
SUGGESTED READING	<ul style="list-style-type: none"> International Cuisine Parminder. S. Bali Food Production Operations Parminder. S. Bali Practical Cookery By Kinton & Cesarani The Element of Pizza Ken Forkish Flour and Water Thomas Mcnaughton's Text Book On Bakery and Confectionery Yogambal Ashok Kumar Mastering Pasta Marc Vetri The Professional Chef The Culinary Institute Of America Practical Professional Cookery By Kauffman & Cracknell Professional Baking By Wayne Gisslen, Publisher Le Cordon Bleu ESSENTIAL CUISINE MICHEL BRAS PIC LE LIVRE BLANC ANNE-SOPHIE Theory of Cookery By K Arora, Publisher: Frank Brothers Molecule-R Flavors Molecular Gastronomy By Molecule-R 		

Course: ADVANCE FOOD PRODUCTION -I(PRACTICAL)			Semester: V
Course Code: AFP 501(P)	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives students basic idea of how to develop various skills related to international cuisines with an overview of gastro molecular cuisine.		
LEARNING OUTCOME	CO1 Students will be able to prepare basic signature dishes of various countries of the different food regions and their signature dishes CO2 Brief knowledge about gastro molecular cuisine and its different ways of application CO3 Chocolate production and types, tempering of chocolate with preparations		
COURSE DETAILS	Module no	Topic	Hours
	1.	<ul style="list-style-type: none"> Two Menus About 3-5 Dishes Per Menu Per Country Covering All Units. Food Preparation and Plating as Per International Standards. Chocolate Preparations, (Filled and Flavored) Jellification, Specification, Emulsification, Siphon Whipping 	
		Total hours	56

Course: ADVANCE FOOD & BEVERAGE SERVICE OPERATIONS			Semester: V
Course Code: AFB 501	L T P	4 0 0	Credits: 4

OBJECTIVE	The students undertaking this course should be able to understand the classification and Knowledge of: Alcoholic Beverage, wine and wine producing countries, aperitifs, Beer and other fermented beverages. The course also emphasizes on understanding Food and Wine pairing technique.		
LEARNING OUTCOME	<p>A student who will successfully fulfil the course will be able to:</p> <p>CO1 Display responsible service and legal responsibilities of an F&B Service professional.</p> <p>CO2 Identify the various licenses and approvals required to run a beverage establishment.</p> <p>CO3 Differentiate between old world and new world wine countries.</p> <p>CO4 Know important wine-producing regions of different countries and understand the wine labels.</p> <p>CO5 Understand the factors influencing wine and food pairing.</p> <p>CO6 Apply the skills and knowledge of mixology</p> <p>CO7 Define Gueridon service and list trolleys and equipments used.</p> <p>CO8 Handle Banquet set ups and operations.</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1	Review of Semester IV	4
	2	<p>Wine Producing Countries</p> <p>A. Old World wines</p> <ul style="list-style-type: none"> • France • Germany • Italy • Spain • Portugal <p>(Principal wine regions, wine laws, grape varieties, production and brand names)</p> <p>B. New World Wines</p> <ul style="list-style-type: none"> • USA • Australia • India • Chile • South Africa 	10

		<ul style="list-style-type: none"> New Zealand (Principal wine regions, wine laws, grape varieties, production and brand names)	
	3.	Wine & Food Harmony Understand and Apply the Art and Science of Food and Wine Pairing	4
	4	Bar Operations A. Introduction and organizational structure B. Physical Layout of Bar <ul style="list-style-type: none"> Front Bar Back Bar Under Bar C. Bar Stock – Alcohol & Non-Alcoholic beverages D. Bar Control and Equipments E. Bar License F. Opening and Closing Duties G. Responsible Service	8
	5	Buffet & Banquet A. Buffet <ul style="list-style-type: none"> Introduction Space Requirements & Checklist Factors to Plan Buffets Equipments Used Buffet Planning and Organization Buffet Presentation (Sequence) Staff Requirement Types of Buffet B. Banquet <ul style="list-style-type: none"> Introduction Types of Banquet Banquet Administration & Organization Chart Booking Procedure Menus Space Area Requirement Function Contracts, Seating Arrangements. Toasting Procedure 	8

	1.	Cocktails A. Introduction & History B. Types & preparation C. Classical Cocktail, Recipes and Garnishes D. Innovative Cocktails & Mocktails E. Costing F. Cocktail Bar, Equipment, Garnishes, Decorative Accessories G. Interaction with Guest, Suggestive Selling.	8
	2.	Gueridon Service A. Definition, History B. Staffing & Equipments Used C. Ingredients Used, Common Preparation, Flambé Dishes D. Carving, Salad Making etc. E. Types of Trolleys F. Trolley Service – Beverages, Starters, High-Tea, Desserts etc.	5
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • Food & Beverage Service - Lillicrap & Cousins • Modern Restaurant Service - John Fuller • Bar and Beverage Management – R.K. Singh • Banquet Management and Room Division - Aggarwal, D.K • 100 Classic Cocktails: The Ultimate Guide to Crafting Your Favorite Cocktails - Sean Moore - Skyhorse Publishing • The World of Wines, Spirits & Beers - H.Berberoglu • Larousse Encyclopedia of Wine - Larousse • Beverage Book - Andrew, Dunkin & Cousins • Professional Guide to Alcoholic Beverages – Lipinski • Food Service Operations - Peter Jones & Cassel • Master Dictionary of Food & Wine - Joyce Rubash • Mr. Boston's Bartender & Party Guide - Warner • Bar & Beverage Book - Costas Katsig ris, Mary Porter, Thomas • Food & Beverage Service – R. Singaravelavan, Oxford University Press • Food & Beverage Service - Lillicrap & Cousins 		

Course: ADVANCE FOOD & BEVERAGE OPERATIONS(PRACTICAL)			Semester: V
Course Code: AFB 501(P)	L T P	0 0 4	Credits: 2

OBJECTIVE	The students undertaking this course should be able to understand the wine and food pairing, bar set up and operations, types of buffet setup and banquet operations, art and science of mixology and various kinds of gueridon service.		
LEARNING OUTCOME	<p>A student who will successfully complete the course will be able to:</p> <p>CO1Suggest wine for different type of dishes.</p> <p>CO2Practice various bar layout, inventory, menu compilation and suggestive selling.</p> <p>CO3Practice the various buffet, banquet and ODC setups.</p> <p>CO4Demonstrate various dishes prepared through flambe, cocktail and mocktail preparation and service skills.</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Matching Wines with Food <ul style="list-style-type: none"> Menu Planning with accompanying Wines Table laying & Service of menu with accompanying Wines 	
	2.	Bar Setup and Operations <ul style="list-style-type: none"> Understanding and observing Bar Layout Taking Bar inventory and Practicing Bar stock maintenance Preparing Bar menus Interaction with guest and Suggestive selling 	
	3.	Buffet & Banquet <ul style="list-style-type: none"> Planning and Organizing various types of Buffet setups Planning and Organizing various types of Banquet and ODC setups 	
	4.	Cocktail & Mocktail Preparation <ul style="list-style-type: none"> Organizing Mise-en-place for Cocktail/Mocktail preparation. Preparation of Classic/Innovative Cocktails and Service Preparation of Mocktails and Service 	

	5.	Gueridon Service <ul style="list-style-type: none"> • Practicing Flambé dishes • Practicing - Carving, Salad making etc. • Practicing Trolley service – Beverages, Starters, High-tea, Desserts etc. 	
		Total Hours	56

Course: FRONT OFFICE MANAGEMNT –I			Semester: V
Course Code: FOM 501	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives idea of front office sales and marketing and their different aspects. Of cash handling in the hotel, also how complete night auditing is done. Learn about revenue management concept used in hotel, handling of credit card, cash control procedure		
LEARNING OUTCOME	A student who successfully complete the course will understand: CO1 Identify Sales & Marketing used in hotel CO2 Understand Yield Management and its importance. CO3 Discuss Hospitality Desk and Welcome Procedure. CO4 Recognize Different types of forms and format.		
COURSE DETAILS	Module No.	Topic	Hours
	1	F.O. - Sales & Marketing <ul style="list-style-type: none"> Hotel Marketing Elements of Marketing Room Selling Techniques – Up Selling, Down Selling Room Availability Forecast	10
	2	Control of Cash and Credit <ul style="list-style-type: none"> Introduction Objectives of Credit Control Measures Procedure of Handling Credit Card Foreign Currency Transaction	12
	3.	Yield Management <ul style="list-style-type: none"> Introduction & Concept Yield Management Team Measuring Yield Objectives and Benefits Of Yield Management Potential Average Single Rate, Potential Average Double Rate Identical Yield, Rev PAR Occupancy Ratio	14

	4.	Hospitality & Lobby Desk <ul style="list-style-type: none"> • Role of Guest Relation Executive • Welcome Procedure • Identifying Complaint • Job Description Of Lobby Manager 	10
	5.	Forms, Formats And Reports Generated In Front Office.	10
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). • Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill • Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press • Housekeeping and Front Office – Jones - Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann • The Professional Housekeeper – Tucker Schneider,; Wiley Publications • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA - Front Office 		

Course: FRONT OFFICE MANAGEMNT –I PRACTICAL			Semester: V
Course Code: FOM 501 P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course give students basic idea of yield management calculation, preparing statistical data, preparation of sales letter, brochure tariff card, computer proficiency, mock practise of direct sales.		
LEARNING OUTCOME	<p>A student who successfully completes the course will understand:</p> <p>CO1 Yield management calculation, practising statistical data based on actual calculation.</p> <p>CO2 Preparation of different official letters and documents related to sales.</p> <p>CO3 Different front office software.</p> <p>CO4 And internet procedures for direct sales.</p>		
COURSE DETAILS	Module No.	Topic	Hours
		<ul style="list-style-type: none"> • Yield Management Calculations • Understanding of IDS Software • Presentation On Different Types of Property Management Software Installed in Front Office. • Brochure, Tariff Cards & Other Sales Documents • Linkage of PMS of Front Office with Other Departments • Practice Sessions of Mock Booking, Reservation, Assigning Rooms, Feeding Preferences in IDS Software • Role Play Emergency Situations Handling • Drafting of Guest Itinerary • Power point Presentation On Different Types of Hotel Lobbies. • Quizzes • Glossary • Case Studies 	
		Total Hours	56

Course: ACCOMMODATION OPERATION MANAGEMENT-I			Semester: V
Course Code: AOM 501	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives the idea of planning and organising the housekeeping department. It covers the detail of planning and implementing trends at the housekeeping department. Also explains the concept of contract services. The budget and budgetary control are also discussed with the starting up of new property is also discussed.		
LEARNING OUTCOME	A student who successfully fulfils the course will understand: CO1 The planning processes CO2 Time and motion study. CO3 Importance and types of training in the housekeeping department. CO4 Provision of physically challenged guest in a guestroom CO5 Concept of boutique hotel. CO6 Types of contract services and its advantages and disadvantages. CO7 Concept of budget and budgetary control. CO8 Budget process CO9 Different methods of purchase. CO10 Different steps involved in opening a new hotel property.		
COURSE DETAILS	Module No.	Topic	Hours
	1	Managerial Skills for Room Division Management <ul style="list-style-type: none"> Room Division Management Functions – Planning, Organizing, Coordinating, Staffing, Controlling And Evaluating, Importance Of Leadership 	10
	2.	Organization <ul style="list-style-type: none"> Staff Motivation, Cross Training, Recognition, Communication, Incentive Programs, Performance Appraisals. Skills Training- Prepares To Train, Present The Training, Practice Skills. 	10
	3	Planning and Organizing the Housekeeping Department- <ul style="list-style-type: none"> Planning Process Area Inventory List 	10

		<ul style="list-style-type: none"> • Frequency Schedule • Performance and Productivity Standard • Time and Motion Study • Standard Operating Manual • Job Allocation and Work Schedules • Calculating Staff Strength and Duty Roaster • Teamwork and Leadership • Training in Housekeeping • Inventory Level for Non Recycle Items 	
	4	Planning Trends in Housekeeping <ul style="list-style-type: none"> • Planning Guest <u>Rooms</u>, Bathrooms, Suites, Lounges Plannin Fir the Provision of Leisure Facilities For Guest • Boutique Hotel Concept • Special Provision for Physically Challenged Guest 	10
	5	Contract Services- <ul style="list-style-type: none"> • Types Of Contract • Guidelines for Hiring Contracts • Advantages and Disadvantages 	06
	6	Budget- <ul style="list-style-type: none"> • Budget and Budgetary Control • Budget Process • Methods of Buying • Stock Record Issuing and Contro 	06
	7	New Property Operations <ul style="list-style-type: none"> • Starting Up Housekeeping Operation 	04
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). • Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill. • Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. • Housekeeping and Front Office – Jones - Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann • The Professional Housekeeper – Tucker Schneider,; Wiley Publications 		

Course: ACCOMMODATION OPERATION MANAGEMENT-I(PRACTICAL)			Semester: V
Course Code: AOM 501 P	L T P	0 0 4	Credits: 2

OBJECTIVE	At the end of the course the students will be able to understand preparation of duty roaster, calculation of time & motion study, planning of guest rooms.		
LEARNING OUTCOME	A student who successfully completes the course will understand:Preparation of Duty Roaster CO1 Calculation of Time, Motion Study CO2 Calculation of Staff Strength. CO3 Planning of Guest Rooms, Bathrooms, Suites etc..		
COURSE DETAILS	Module No.	Topic	Hours
	1	<ul style="list-style-type: none"> • Inventory Control • Preparing Duty Roaster • Calculation of Frequency Schedule • Calculation of Time and motion Study • Calculation of Staff strength • Planning of Guest Rooms, Bathrooms, suites Lounges • Steps for Preparing Budget • Planning Interior and Exterior decoration schedule • Basic practice of landscape and Horticulture management • Team Cleaning (Various Areas) 	
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill. • Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. • Housekeeping and Front Office – Jones - Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann The Professional Housekeeper – Tucker Schneider,; Wiley Publications 		

Course: PRINCIPLES OF TOURISM			Semester: V
Course Code: BHM 502	L T P	2 0 0	Credits: 2

OBJECTIVE	To inculcate the fundamental idea of tourism, its allied sectors, functioning, effect on economy, organizations influencing local, national and international tourism.		
LEARNING OUTCOME	<p>CO1 Discuss tourism definition, its components, factors influencing tourism and its types</p> <p>CO2 Understand the positive, negative and economic impact of tourism, geographical component of tourism and its co-relation</p> <p>CO3 Understand travel motivations and their classification</p> <p>CO4 Underline the allied sectors of tourism and its importance</p> <p>CO5 Discuss the factors influencing Indian/State tourism, status quo and scope</p> <p>CO6 Identify the governing bodies of Tourism in India and the world, their functions and importance</p>		
COURSE DETAILS	Module no	Topic	Hours
	1	Introduction to Tourism <ul style="list-style-type: none"> • Classification of travellers • Factors influencing the growth of tourism • Basic components of tourism • Types of tourism 	5
	2	Elements of Tourism <ul style="list-style-type: none"> • Positive and negative impacts of tourism • Activities of Department of Tourism • Economic impact of tourism • Geographical components of Tourism 	5
	3	Travel Motivations - <ul style="list-style-type: none"> • Travel Motivations & travel deterrents • Definition of Motivation, concept of motivation - types of motivations • Mackintosh's Classification: physical motivators – rest and relaxation motivators – health motivators – ethnic and family motivators – professional and business motivators. • Pull and push forces in tourism- Sun lust and Wanderlust tourists. 	7

	4	Introduction to Tourism Industry: <ul style="list-style-type: none"> • Travel Agency and Tour Operators • Allied sectors- Accommodation Industry, Souvenir Industry, Shopping, Transportation (Air, Water, Land) • Role of Transportation in Tourism (Airlines, Railways, Cruises, Coaches, Car Rentals) • Tourism in India/Uttarakhand- An Overview 	5
	5	Tourism Organization <ul style="list-style-type: none"> • Functions, Objectives and Roles - ITDC, TTDC • Ministry of Tourism, Organization Chart of the Department of Tourism in India • Ministry of Railways and Airports Authority of India • An overview of International Organizations like UNWTO & WTTC 	6
		Total hours	28
SUGGESTED READING	<ul style="list-style-type: none"> • Bhatia, A.K (2008), International Tourism Management, Sterling Publications, New Delhi • Swain and Mishra (2011), "Principles of Tourism", Oxford University Press, New Delhi • Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi • Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pt. Ltd., New Delhi • International Tourism, A.K. Bhatia, Sterling Publishing Pt. Ltd., New Delhi • Ballabh, A (2005), Fundamentals of Travel and Tourism, Akansha Publishing House, New Delhi • Buhalis, D & Costa, C (2006), Tourism Management Dynamics, Rutledge, UK • Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman • Pran Seth, (2008), "Successful Tourism Management Vol. 1 & 2", Sterling Publishers, New Delhi • Sipra Mukhopadhyay (2010), "Tourism Economics", Ane Books Pt. Ltd., New Delhi <p>Web Sources:</p> <ul style="list-style-type: none"> • https://en.wikipedia.org/wiki/World_Tourism_Organization • http://www.slideshare.net/JohnEdwardEstayo/principles-of-tourism-I 		

Course: INTRODUCTION TO MANAGEMENT			Semester: V
Course Code: BHM 503	L T P	4 0 0	Credits: 4

OBJECTIVE	This courses focuses on: <ul style="list-style-type: none"> • Management functions, skills and role of a manager. • Various management approaches. • Importance of planning & decision making. • Managerial control and need for control. • Importance of organizational culture. 		
LEARNING OUTCOME	A student who successfully completes the course will be able to: CO1 Managerial functions in a hotel CO2 Various process of management CO3 Managerial control in a hotel CO4 Importance of motivation		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Nature & Functions <ul style="list-style-type: none"> • Importance of Management • Definition of Management • Management Functions • Role of a Manager • Management Skills 	8
	2.	Development of Management Thought <ul style="list-style-type: none"> • Early Classical Approaches • Neo Classical Approaches • Modern Approaches 	6
	3.	Planning & Decision Making <ul style="list-style-type: none"> • Nature & Importance of Planning • Types of Plans • Meaning of Decision • Types of Decisions • Steps in Rational Decision making 	6

	4.	Organizing <ul style="list-style-type: none"> • Concept, nature, significance of organizing • Formal and informal organization • Organization chart of a 5-star hotel • Types of Organization • Functional, Line and staff relationship • Delegation and Authority • Centralization and Decentralization 	6
	5.	Staffing <ul style="list-style-type: none"> • Recruitment <ol style="list-style-type: none"> i. Internal Sources ii. External sources • Steps in the process of selection, • Recruitment Vs Selection. • Training methods <ol style="list-style-type: none"> i. On the job Training ii. Off the job Training 	6
	6.	Directing <ul style="list-style-type: none"> • Meaning, Nature, Significance and Characteristics • Chain of command, authority – responsibility-accountability relationship • Elements of Direction – supervision, communication, training and development, leadership, motivation. • Leadership • Meaning and Importance • Theories and Styles • Communication • Meaning and Significance • Types of Communication • Communication Process • Barriers to Communication • Supervision • Meaning, • Nature and Significance of Supervision. 	8

	7.	Managerial Control Meaning of Managerial Control A. Steps in Control Process B. Need for Control System C. Benefits of Control D. Control Techniques	8
	8.	Motivation A. Meaning, Nature and Importance B. Morale Incentives C. Motivation and Productivity Relationship D. Types of Motivation E. Theories of Motivation <ul style="list-style-type: none"> i. Two Factor Theory ii. Hierarchy of Needs Theory iii. Theory 'X' and Theory 'Y' 	8
		Total Hours	56
SUGGESTED READING		<ul style="list-style-type: none"> • Principles of Management by PC Tripathi & PN Reddy • Principles of Management by BS Moshal • Principles and Practice of Management by LM Prasad 	

Course: ACCOUNTING SKILLS FOR MANAGER			Semester: V
Course Code: BHM 504	L T P	400	Credits: 4

OBJECTIVE	The objective of the course is to introduce students to the fundamental accounting instruments, categories, bookkeeping process, financial statements, accounting regulations and international financial reporting standards.		
LEARNING OUTCOME	<p>Upon completion of the course student s will be able to:</p> <p>CO1 Explain the basic terminology, need and purpose of accounting for hospitality industry</p> <p>CO2 Discuss specific accounting terminology in interpretation of accounting data connected with specific needs of management in the hospitality industry companies</p> <p>CO3 Discuss the principles of the balance equation when recording data in the general ledger, as well as in the process of preparing financial statements.</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	Accounting: Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions	12
	2.	Account Records: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.	16
	3.	Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem.	16
	4.	Depreciation Reserves and Provisions – Meaning, basic Methods, Computer Application- Preparation of Records and Financial Statements	12
		Total hours	56
SUGGESTED READING	<ul style="list-style-type: none"> Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana Hotel Accounting Earnest B. Horwath & Luis Toth 		

	<ul style="list-style-type: none"> • Hotel Accounting & Financial Control By Ozi A.D' Cunha & Gleson O. D' Cunha Publisher: Dicky's Enterprise, Kandivali, Mumbai • Hospitality Accounting – Publisher: Prentice Hall Upper Sadde, River New Jersey • Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
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Course: CATERING SCIENCE			
Course Code: BHM 505	L T P	4 0 0	Credits: 4

OBJECTIVE	At the end of the course the students will be able to understand the importance of nutrition, eating habits, calorific value of food, balanced diet, constituents, types of food contaminants.		
LEARNING OUTCOME	<p>A student who successfully completes the course will:</p> <p>CO1 Importance of Nutrition in day to day life.</p> <p>CO2 Nutritional composition, calorific value of food.</p> <p>CO3 Daily requirement by men, women, children.</p> <p>CO4 Balanced Diet & its Constituents.</p> <p>CO5 Types of micro-organisms</p> <p>CO6 Common Diseases caused by food borne pathogens.</p> <p>CO7 HACCP preventive measures</p> <p>CO8 Types of food contaminants, adulterants.</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Introduction <ul style="list-style-type: none"> Definition and Importance of nutrition in day-to-day life. Eating habits of Indian people: Factors which affect the eating habits, Good and bad Eating habits, Effects of eating habits on the health 	8
	2.	Calorific value <ul style="list-style-type: none"> Calorific values of food, its importance and definition, Daily requirements of energy by man, Woman and children 	8
	3.	Nutritional Composition <ul style="list-style-type: none"> Composition, classification, Sources, function, effects of excess and deficiency of Carbohydrates, fats, lipid, proteins, minerals and salts. 	8
	4.	Balance Diet <ul style="list-style-type: none"> Balanced Diet / Menu planning: Definition, importance of balanced diet, RDA for various nutrients – age, gender, physiological state, planning of nutritionally balanced meals based upon the three food group system, factors affecting meal planning 	10

	5.	Micro- organisms in food and disease <ul style="list-style-type: none"> • Introduction to different types microorganisms and factors affecting their growth in food (intrinsic and extrinsic) • Common diseases caused by food borne pathogens. • Preventive measures (HACCP) 	10
	6.	Food contaminants and adulterants: <ul style="list-style-type: none"> • Types of food contaminants Pesticides residues, Bacterial toxins or mycotoxins, Sea food toxins, Metallic contaminants, residues from packaging material) • Common adulterants in food. Method of their detections (Basic Principles) 	12
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • Handbook for safe food service management, National Assessment Institute. • Food facts, S. Maney • Modern Food Microbiology by Jay J. • Food Microbiology by Frazier and Westhoff 		

Course: HOSPITALITY MARKETING			Semester: V
Course Code: BHM 506	L T P	4 0 0	Credits: 4

OBJECTIVE	The students undertaking this course should be able to understand the Role and importance of sales & marketing in Hotel Operations. The students will also get the basic knowledge of changing market dynamics & consumer behavior.		
LEARNING OUTCOME	A student who successfully completes the course will be able to: CO1 Practice the marketing concepts in Hospitality sector. CO2 Differentiate between sales & marketing. CO3 Become responsive towards changing trends of market. CO4 Utilize marketing tools effectively when needed.		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Introduction to Hospitality Marketing A. Meaning, Definition and Concept of Marketing B. Nature and Scope C. Features/Characteristics D. Marketing Management <ul style="list-style-type: none"> i. Definition ii. Philosophies and pillars of Marketing management E. Introduction to 7 P's of Marketing mix F. Factors effecting business environment G. Changing trends of market globally in hospitality industry.	20
	2	Consumer Behaviour A. Concept of Consumer Behaviour B. Consumer Behaviour model C. Consumer decision making process D. Factors affecting Consumer Behaviour <ul style="list-style-type: none"> i. Cultural ii. Social iii. Personal iv. Psychological 	8

	3	Market Segmentation A. Definition & Need for Market Segmentation B. Basis for Segmentation – <ul style="list-style-type: none"> i. Geographic ii. Demographic iii. Behavioral iv. Psychographics 	8
	4	Hospitality Product <ul style="list-style-type: none"> • Definition • Levels of Product, Hospitality products • Branding, Types of branding • New Product Development, Product Life Cycle • Product Differentiation 	8
	5	Distribution <ul style="list-style-type: none"> • Definition and Importance of Distribution system • Channel levels of Distributions • Intermediaries for Hospitality Industry • Travel Agents and Tour Wholesalers <ul style="list-style-type: none"> i. Hotel Representatives ii. National/ Regional/ Local/ Tourist agencies iii. CRS/INTERNET based Reservation Systems • Modern methods of Distribution <ul style="list-style-type: none"> i. Franchising ii. Alliances etc. <ul style="list-style-type: none"> • Location of services 	10
	6	Promotion <ul style="list-style-type: none"> • Definition and characteristics of promotion tools • M's of Advertising • Various Sales promotion tools used in hotels & their application • Publicity and Public relation - Tools and opportunities in the Hotel Industry • Principles of Personal Selling • Direct Marketing, Telemarketing and internet 	10
		Total Hours	56

SUGGESTED READING		<ul style="list-style-type: none">• Marketing for Hospitality & Tourism - Philip Kotler , Bowen & Makens Prentice- Hall Inc• Hotel Marketing -S.M.Jha -Himalaya publishing House – Mumbai• Hospitality Marketing -Neil Wearne - Hospitality Press Pvt Ltd. – Australia	
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Course: ADVANCE FOOD PRODUCTION -II			Semester: VI
Course Code: AFP 601	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives knowledge about basic overview of larder and its segments along with overview of advance patisserie.		
LEARNING OUTCOME	Students will be able to have a brief introduction about larder operations and its sections CO1 Charcuterie and its variants CO2 Types of force meats CO3 Classification and parts of sandwich CO4 Usage of advance bakery ingredients		
COURSE DETAILS	Module No.	Topic	Hours
	1.	LARDER <ul style="list-style-type: none"> • Definition of larder • Equipment found in larder • Functions of the larder • Hierarchy of larder • Sections of larder • Duties and responsibilities of larder 	14
	2	CHARCUTERIE Introduction to charcuterie <ul style="list-style-type: none"> • Sausages Types & Varieties Casings – Types & Varieties Ham, Gammon, Bacon • Fillings – Types & Varieties, Additives & Preservatives • Forcemeats Types of forcemeats, Preparation of forcemeats Uses of forcemeats • Galantine, ballotines, pate, Terrine, mousse, mousseline 	14
	3.	ADVANCE PATISSERIE INGREDIENTS AND FUNCTIONS <ul style="list-style-type: none"> • Sugar: (sugar work) art of caramelizing sugar in to different decorative • Gluten: ratios and use of additional gluten for different preparations • Improvers: enzymes, soy flour and emulsifier 	14

		dough conditioners, additives, cake gels, glazes, reductions and nut powders.	
	4.	SANDWICHES <ul style="list-style-type: none"> • Parts of Sandwiches • Types of Bread • Types of filling – classification • Spreads and Garnishes • Types of Sandwiches • Making of Sandwiches • Storing of Sandwiches 	14
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • Larder Chef by M J Leto & W K H Bode Publisher: Butterworth- Heinemann • Garde Manger: The Art and Craft of the Cold Kitchen • Larder Chef - Heinemann • Larder Chef: Food Preparation and Presentation - Leto, M.J.; Bode, W.K.H. • Cold Kitchen: A Guide to Garde Manger - Sharma, D.D. • Professional Garde Manger: A Guide to the art of Buffet - Larousse, David Paul • Professional charcuterie – John Kinsella and David T, Harvey • Practical Baking, 5th Edition by William J. Sultan Wiley Publications • The Food Stylist's Handbook Cindy Flannigan • Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications • Theory of baking by yogambal ashok • Professional baking by Wayne Gisslen, Publisher Le Cordon Bleu 		

Course: ADVANCE FOOD PRODUCTION -II(PRACTICAL)			Semester: VI
Course Code: AFP 601 (P)	L T P	0 0 4	Credits: 2

OBJECTIVE	To know about larder and its different wings. with bakery and confectionery		
LEARNING OUTCOME	Students will be able to understand larder and its different sections including. Overview of advance bakery and confectionery		
COURSE DETAILS	Module No.	Topic	Hours
	1.	<ul style="list-style-type: none"> • Cold preparations, pate terrine • Sandwiches grilled, toasted, plain • Menu related to Ham, Gammon, Bacon • Signature dishes by using gastro molecular cuisine • Different types of cakes and gateaux preparation. • Along with different types of cakes and breads 	
		Total Hours	56

Course: FOOD & BEVERAGE SERVICE MANAGEMENT - I			Semester: VI
Course Code: FBM 601	L T P	4 0 0	Credits: 4

OBJECTIVE	This course focuses on providing operational and planning techniques used by Food and Beverage departments all over world; it also provides an overlook to planning and running a restaurant or any other F&B outlet. It gives an idea about various F&B control systems and make students aware of modern-day practices applies in the process		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will be able to:</p> <p>CO1 List the importance of planning and controlling in running a restaurant.</p> <p>CO2 Discuss preparation of various menus for different occasions keeping in mind the standards of menu making</p> <p>CO3 Explain various factors affecting restaurant planning & purchase process</p> <p>CO4 Identify the process of food and beverage control through various forms and formats used in restaurants</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1.	<p>Planning and Operating Various F&B Outlet</p> <p>A. Physical layout of functional and ancillary areas</p> <p>B. Objective of a good layout</p> <p>C. Steps in planning</p> <p>D. Factors to be considered while planning</p> <p>E. Calculating space requirement</p> <p>F. Various set ups for seating</p> <p>G. Planning staff requirement</p> <p>H. Menu planning</p> <p>I. Constraints of menu planning</p> <p>J. Selecting and planning of heavy duty and light equipment</p> <p>K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.</p> <p>L. Suppliers & manufacturers</p> <p>M. Approximate cost</p> <p>N. Planning Décor, furnishing fixture etc.</p>	10

	2.	Inventory Control <ul style="list-style-type: none"> • Importance and Objective • Method • Levels and Technique • Perpetual Inventory • Monthly Inventory • Pricing of Commodities • Comparison of Physical and perpetual Inventory 	10
	3.	Cost, Sales and Profit <ul style="list-style-type: none"> • Definition and Element of Cost • Classification of Cost • Volume/Profit Relationships (Breakeven Analysis) • Various Sales Concept and it Uses • Gross Profit, AWP, EBDIT, EBIT, EBT 	10
	4.	Budgetary Control <ul style="list-style-type: none"> • Introduction to Budget and Budgetary Control • Objectives • Kinds of Budget • Budgetary Control Process • Stages in the preparation of Budgets 	6
	5.	Food & Beverage Control <p>A. Introduction and Objectives of F & B Control</p> <p>B. Problems in F & B Control</p> <p>C. Food Control Cycle</p> <ul style="list-style-type: none"> ➤ Purchasing Control ➤ Receiving Control ➤ Storing and Issuing Control ➤ Production Control ➤ Sales Control <p>D. Beverage Control Cycle</p> <ul style="list-style-type: none"> ➤ Purchasing Control ➤ Receiving Control ➤ Storing and Issuing Control ➤ Production Control ➤ Standard Recipe ➤ Standard Portion Size 	10

		<ul style="list-style-type: none"> ➤ Bar Frauds ➤ Books Maintained ➤ Beverage Control 	
	6	Sales Control <ul style="list-style-type: none"> • Procedure of Cash Control • Manual System • Automated System • Thefts • Reports and Cash Handling 	5
	7	Menu Management <ul style="list-style-type: none"> • Introduction • Types of Menu • Menu Planning Considerations & Constraints, • Pricing of Menu • Menu Merchandising • Menu Engineering • Menu Fatigue • Menu as an In- House Marketing Tool 	5
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi • Hotel Facility Planning – Tarun Bansal – Oxford Publications • Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers. • Design and Layout of Foodservice Facilities - John C. Birchfield- Wiley Publisher • Food & beverage management – by Bernard Davis & Sally Stone Butterworth – Heinemann Ltd. UK • Food & Beverage Control – by Richard Kotas & Bernard Davis; International Text book Company Ltd, Glassgow • Principles of Food, Beverage and Labour Cost Control – by Paul R. Dittmer; John Wiley & Sons • Food & Beverage Operation – Cost Control & Systems Management- By Charles Levinson, Prentice Hall • Food & beverage Management – by Sudhir Andrews, Tata McGraw Hill • Food & Beverage Service Management – Partho Pratim Seal- India - Oxford University Press 		

Course: FOOD & BEVERAGE SERVICE MANAGEMENT- I(PRACTICAL)			Semester: VI
Course Code: FBM 601(P)	L T P	0 0 4	Credits: 2

OBJECTIVE	This course focuses on providing operational and planning techniques used by Food and Beverage departments for planning and running a restaurant or any other F&B outlet. It trains the students on various F&B control systems and make students aware of modern day practices applies in the process.		
LEARNING OUTCOME	A student who successfully fulfils the course will be able to: CO1 Demonstrate skills in restaurant set up for service and special service. CO2 Practice skills in situation handling. CO3 Calculate Food and Beverage cost. CO4 Practice menu merchandising.		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Planning a Layout for <ul style="list-style-type: none"> • Coffee Shop • Fine Dine Restaurant, • Take Away • Cafeteria Practicing Service of these Areas Different Types of Restaurant Set Ups Organizing Theme Parties & Food Festivals	
	2.	Role Play and Situation Handling in Restaurant	
	3.	Practicing KOT/BOT making in Triplicate, Duplicate form Handling POS software	
	4.	Taking Inventory of Store & F&B Outlets	
	5.	Calculating Costs for Various F&B Outlets	
	6.	Practicing Menu Merchandising	
		Total Hours	56

Course: FRONT OFFICE MANAGEMENT-II			Semester: VI
Course Code: FOM 601	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives idea of different types of reservation and registration methods used in the hotel, for guest. It covers the detail of cash handling in the hotel, also how complete night auditing is done. It also covers the different room tariff applicable in hotel industry and budgeting.		
LEARNING OUTCOME	<p>A student who successfully completes the course will</p> <p>CO1 Understand the different reservation modules used in hotel</p> <p>CO2 Understanding</p> <p>CO3 Different types of registration methods.</p> <p>CO4 Night audit - its purpose and usefulness, duties and responsibilities.</p> <p>CO5 Different types of tariff plan applicable in hotel.</p> <p>CO6 Types of accounts maintained by the front desk- guest account and non-guest account.</p> <p>CO7 Preparing and objectives of budgetary control</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Cash & Accounts <ul style="list-style-type: none"> • Introduction to cash • Functions of cash sections • Various modes of payment by the guest • Guest ledger, city ledger, Guest weekly bill, V.T.L 	10
	2.	The Night Audit <ul style="list-style-type: none"> • Importance & functions of night audit • Operating modes: non automated, semi-automated, automated • Night audit process <p>The night audit reports –generations& utility</p>	10
	3.	Computers in Hospitality Industry <ul style="list-style-type: none"> • Selecting & Implementing Computer System • Different types of Front Office Software • Cashiering <p>Reports generated by Front office Software</p>	13

	4.	Front Office Budgeting <ul style="list-style-type: none"> • Introduction • Preparing Budget • Objectives of Budgetary control • Major Kinds of Budget 	10
	5.	Front Office Accounting <ul style="list-style-type: none"> • Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers • FO accounting cycle • Creation and maintenance of accounts • Guest and Non guest accounts • Accounting system – non automated, Semi automated and fully automated 	13
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • The Professional Housekeeper – Tucker Schneider,; Wiley Publications – • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA - Front Office 		

Course: FRONT OFFICE MANAGEMENT-II (PRACTICAL)			Semester: VI
Course Code: FOM 601P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives students basic idea of how to use internet for different modules, reservation and registration methods, cashiering and night auditing. Different forms and formats used in front office.		
LEARNING OUTCOME	A student who successfully completes the course will understand: CO1 Understand Internet practise for IRS and GDS. CO2 Identify Different front office software. CO3 Discuss Different role plays and situation handling. CO4 Practice different Forms and formats used in front office.		
COURSE DETAILS	Module No.	Topic	Hours
		Ids Software Application <ul style="list-style-type: none"> • Feeding a Reservation • Entering Messages • Assign a Room • Create profile of guest • Adding Preferences and Request • Amendment, Cancellation, Reinstate a Reservation • Night Auditing • Check in Guest • Room change in Software • Shortcut keys in IDS Role Play Emergency Situations Handling Practice Questions for Interview Case Studies Forms & Formats	
		Total Hours	56

Course: ACCOMMODATION OPERATIONMANAGEMENT- II			Semester: VI
Course Code: AOM 601	L T P	4 0 0	Credits: 4

OBJECTIVE	This course will familiarize students with operations of Housekeeping Department, gives the idea of role of a supervisor. This also gives the ideas of Ecotels. The course explains the importance of safety and security. It also gives the idea of how and why to renovate a hotel.		
LEARNING OUTCOME	Upon completion of this course student will understand: CO1 Planning & organizing Housekeeping Department CO2 Contract services CO3 Ecotel design and construction CO4 Safety analysis. CO5 Key and its control CO6 Safety awareness and accident prevention CO7 Types of renovation CO8 Reason for renovation		
COURSE DETAILS	Module No.	Topic	Hours
	1	PLANNING & ORGANISING THE HOUSEKEEPING DEPARTMENT <ul style="list-style-type: none"> Time and Motion study of HK Operations Job allocation and work schedules Inventory schedules Calculation of Staff Strength and planning Duty Rosters, teamwork and leadership in Housekeeping Devising training programme for HK Staff Planning a House keeping Budget: - Linen - Uniforms - Guest Supplies, Cleaning Equip.& detergents - Capital expenditure budget Purchasing system – method of buying Stock Records – issue and control 	14
	2	CONTRACT SERVICES <ul style="list-style-type: none"> Types of Contract Services Guidelines for hiring contract services Advantages and disadvantages of contract services 	6
	3	ENERGY AND WATER CONSERVATION <ul style="list-style-type: none"> Economy in electricity usage - Guidelines for housekeeping staff 	3

	4	Supervision in Housekeeping <ul style="list-style-type: none"> • Role of Supervisor • Specific function of Supervisor 	3
	5	Ecotels <ul style="list-style-type: none"> • Ecotels certification • Choosing an Eco friendly site • Hotel Design and Construction • Eco friendly amenities, Products, Process • Environment friendly Housekeeping 	13
	6.	Safety and Security <ul style="list-style-type: none"> • Work Environment Safety job Safety analysis • Potential Hazards in Housekeeping • Safety awareness and Accident prevention • Crime Prevention • Key and their control • Scanty baggage 	10
	7.	Hotel Renovation <ul style="list-style-type: none"> • Reasons to Renovate • Types of Renovation • Subsidiary Process in Renovation 	10
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • The Professional Housekeeper – Tucker Schneider,; Wiley Publications – • Housekeeping Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA - Front Office 		

Course: ACCOMMODATION OPERATION MANAGEMENT - II (PRACTICAL)			Semester: VI
Course Code: AOM 601 P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives students basic idea of budget making of Housekeeping Department. They learn how to handle situation as a supervisor & how to prepare the different registers, first aid box		
LEARNING OUTCOME	A student who successfully completes the course will learn how handle emergency situation through role plays, preparing first aid box and understand the role play of a supervisor.		
COURSE DETAILS	Module No.	Topic	Hours
		<ul style="list-style-type: none"> • Preparing of Budget • Handling emergency situation through role plays • Preparing first aid box • Role play of a supervisor. • Preparing guest room with Amenities • Maintaining different types of Registers • Planning, execution & precaution during guestroom renovation • Precautions while doing Guest room service • Handling guest requests 	
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • The Professional Housekeeper – Tucker Schneider,; Wiley Publications – • Housekeeping Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill – • Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA - Front Office 		

Course: TRAVEL & TOURISM MANAGEMENT			Semester: VI
Course Code: BHM 602	L T P	2 0 0	Credits: 2

OBJECTIVE	To develop a basic understanding of tourism concepts and planning, marketing of tourism products, role of travel agencies and tour operators, their associated organizations, air travel and India as a major tourist destination.		
LEARNING OUTCOME	CO1 Discuss basic concepts related to tourism like motivation, barriers to travel, planning of tourism, co-relation of tourism and hotels CO2 Understand the concept, need, special features and techniques of tourism marketing, market research and market segmentation CO3 Underline the importance and function of tour operators and travel agencies, related Indian and world organizations CO4 Identify international airline travel organizations, future of travel industry, CRS used in airline industry CO5 Understand the futuristic scope of India as global tourist destination		
COURSE DETAILS	Module no	Topic	Hours
	1	Tourism Concepts <ul style="list-style-type: none"> • Motivation for travel • Barriers to travel • Forms of tourism • Travel Industry Network • Planning process • Government Role in planning tourism- Tourism planning in India • Tourism and Hotels - Hoteliers in India - Hotel Chains in India • FHRAI - IRA 	5
	2	Marketing of Tourism <ul style="list-style-type: none"> • Defining tourism marketing • Need for marketing in Tourism • The Tourism Product • Special features of Tourism Marketing • Marketing Process • Marketing Research • Market Segmentation • Advertising, Public Relations, Techniques 	5

	3	Travel Agencies and Tour Operators <ul style="list-style-type: none"> • Travel Agencies • Role of Modern Travel Agencies • Types of Travel Agencies • IATA membership • Travel Agents Association of India (TAAI) • Travel Agents Federation of India (TAFI) • Indian Association of Tour Operators (IATO) • Universal Federation of Travel Agents Association (UFTAA) • Role of Government in promoting Tourism • National Tourist Administration (NTA) • World Tourism Organization (WTO) • Pacific Asia Travel Association (PAT A) 	7
	4	Travel Organizations <ul style="list-style-type: none"> • Air Travel and Tourism- International Air Transport Association (IATA), International Civil Aviation Organization (ICAO), Airport Authority of India (AAI) • Future of Airline Industry • Computerized Reservation System (CRS) – SABRE, GALILEO, WORLDSPAN, AMADEUS 	5
	5	India- A tourist destination <ul style="list-style-type: none"> • Historical Past • Dance and Music • Sculptures and Paintings • Festivals • Culinary Tradition • A country for all seasons and reasons 	6
		Total hours	28
SUGGESTED READING	<ul style="list-style-type: none"> • Tourism Management- Pran Nath Seth - Sterling Publishers Private Limited • Tourism Marketing Management- A.K. Bhatia - Sterling Publishers Private Limited 		

Course: FACILITY PLANNING			Semester : VI
Course Code: BHM 603	L T P	4 0 0	Credits: 4

OBJECTIVE	The Students studying this course should have basic knowledge of Operational areas of hotels and allied industry and its importance. They must understand the importance proper facility planning and management in Hospitality sector		
LEARNING OUTCOME	<p>The teachers delivering lectures in this course should understand that students have A basic knowledge of Facility planning and optimizing use of resources. The students undertaking this course should be able to understand following:</p> <p>CO1 Role of Facility Planning in Hotel Operations, CO2 Importance of Maintenance, CO3 Obtaining basic knowledge of Project Management. CO4 Prevention of Hazards.</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1.	HOTEL DESIGN <ul style="list-style-type: none"> • Design Consideration • Attractive Appearance • Efficient Plan • Good Location • Suitable material • Good workmanship • Sound financing • Competent Management 	11
	2.	STORES –LAYOUT AND DESIGN <ul style="list-style-type: none"> • Stores layout and planning (dry, cold and bar) • Various equipment of the store • Workflow in stores 	12
	3.	CAR PARKING <ul style="list-style-type: none"> • Calculating of Car park area for different types of Hotel. 	11

	4.	PROJECT MANAGEMENT <ul style="list-style-type: none"> • Introduction to Network analysis • Basic rules and procedure for network analysis • C.P.M and PERT • Comparison of CPM & PERT • Classroom exercises • Network crashing determining crash cost, normal cost 	11
	5.	ENGINEERING & MAINTENANCE <ul style="list-style-type: none"> • Role & Importance of maintenance • Types of Maintenance- preventive maintenance, corrective maintenance, emergency maintenance, scheduled maintenance, condition-based maintenance, contract maintenance, hotel engineering contract • Basics of HVAC system • Firefighting –fire prevention and firefighting system, classes of fire. Fire extinguishers – portable and stationary. Fire Safety and alarm systems. • Energy conservation – Necessity, energy conservation Program in hotels, Energy conservation in different areas of hotel, energy wastage in hotel, energy management • Concept of Green Buildings and Green Hotels 	11
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • Service and Maintenance for Hotels and Residential Establishments – Rosemary Hurst, Heiman Landai • The Management of Maintenance and engineering systems in Hospitality Industries –Frank. G. Barsanik, John Wiley & Sons • Maintenance and Engineering for Lodging & Food Service Facilities – R. Frank D. Boronik • Managing Hospitality Engineering System – Michael. H. Redli and David. M. Stinky 		

Course: DISASTER MANAGEMENT IN TOURISM			Semester: VI
Course Code: BHM 604	L T P	4 0 0	Credits: 4

OBJECTIVE	This course introduces the concept and classification of the disaster. It also gives a brief description about the inter-relation between disaster and the development. It elaborates the disaster management at different stages. This course also covers the disaster management laws and policies in India.		
LEARNING OUTCOME	A student who successfully completes the course will understand: CO1 Concept of disaster and relationship between disaster and development CO2 Stages in disaster management CO3 Disaster management laws in India		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Introduction, Definitions and classification: Concepts and definition –Disaster, Hazard, Vulnerability, Resilience, Risks.	6
	2	Natural Disasters <ul style="list-style-type: none"> Cloud bursts, earthquakes, Tsunami, snow, avalanches, landslides, forest fires, diversion of river routes (ex. Kosi river), Floods, Drought, Cyclones. 	7
	3.	Natural Disasters <ul style="list-style-type: none"> Volcanic hazards/ disasters (Mud volcanoes) causes and distribution, hazardous effects and environmental impacts of natural disasters, mitigation measures, natural disaster-prone areas in India, major natural disasters in India with special reference to Uttarakhand. 	8
	4.	Inter-relationship between Disasters and Development <ul style="list-style-type: none"> Factors affecting vulnerabilities, differential impacts, impacts of development projects such as dams, embankments, changes in land use etc., climate change adaption, relevance of indigenous knowledge, appropriate technology and local resources, sustainable development and its role in disaster mitigation. 	14
	5	Roles and Responsibilities of <ul style="list-style-type: none"> Community, Panchayat Raj Institutions / Urban Local Bodies, State, Centre And Other Stake Holders In Disaster Mitigation 	6

	6	Disaster Management (Pre-disaster stage, Emergency stage and Post disaster stage) <ul style="list-style-type: none"> Pre- disaster stage (preparedness): Preparing hazard zonation maps, Predictability / forecasting & warning, Preparing disaster preparedness plan, Land use zoning, Preparedness through (IEC) Information, education & Communication; Pre-disaster stage (mitigation), Disaster resistant house construction, Population reduction in vulnerable areas, Awareness. Emergency Stage: Rescue training for search & operation at national & regional level, immediate relief, assessment surveys Post Disaster stage-Rehabilitation and reconstruction of disaster affected areas; urban disaster mitigation: Political and administrative aspects, social aspects, economic aspects, environmental aspects. 	10
	7	Disaster Management Laws and Policies in India <ul style="list-style-type: none"> Environmental legislations related to disaster management in India: Disaster Management Act, 2005 Environmental policies & programs in India- institutions & national centers for natural disaster mitigation National Disaster Management Authority (NDMA): structure and functional responsibilities, National Disaster Response Force (NDRF): Role and responsibilities, National Institute of Disaster Management (NIDM): Role and responsibilities. 	10
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> Disaster Management B.Narayan 2009 Disaster Management Dr. S.L.Goel & Dr. Ram Kumar 2001 Disaster Management Vinod K.Sharma, 2nd edition, 2013 Disaster Management Dr. V.K.Sethi 		

Course: CAREER READINESS SKILLS -I			Semester: VI
Course Code: BHM 605 S	L T P	3 0 0	Credits: 3

OBJECTIVE	At the end of the course the students will able to know the correct usage of speech, tenses, active & passive voice, synonyms, antonyms, report writing, essay writing.		
LEARNING OUTCOME	CO1 Correct usage of speech, tenses, punctuation. CO2 Synonyms, Antonyms CO3 Paragraphing CO4 Report Writing CO5 Essay & Letter writing		
COURSE DETAILS	Module no	Topic	Hours
	1.	Functional grammar <ul style="list-style-type: none"> • Correct usage of parts of speech[syntax] • Parts of speech • Agreement of verb with the subject • Active and Passive Voice • Tenses • Punctuations • Sentence completion • Jumbled sentence 	10
	2.	Vocabulary building <ul style="list-style-type: none"> • One word substitution • Synonyms • Antonyms • Phrasal verbs • Homonyms • Idioms and phrase 	10
	3.	Reading comprehension <ul style="list-style-type: none"> • Skimming • Scanning 	10
	4.	Writing skills <ul style="list-style-type: none"> • Paragraphing • Letters and Emails • Report writing 	12

		<ul style="list-style-type: none"> • Essay writing 	
		Total hours	42
SUGGESTED READING	<ul style="list-style-type: none"> • Kitty o. Locker and Stephen Kyo keczmarck(2007). Business communication: building critical skills, 3/e,tmh. New Delhi • Randolph h. Hudson & Benard J.Selzler,(2006) . Business communication :Concept and application in Electronic Age, 5/e, Jaico Reprint, Jaico, New Delhi • Booher , Dianna(2001).E- writing : 21st Century tool for effective communication. New york: Poket Books, Division of Simon & Schuster, Inc. • Guffey,Mary Ellen (2006),E book Business communication : Process and Product. 5/e Cincinnatiohio: South Western College Publishing/Thomson. 		

Course: RESEARCHING METHODS FOR HOSPITALITY			Semester: VI
Course Code: BHM 606	L T P	4 0 0	Credits: 4

OBJECTIVE	The teachers delivering lectures in this course should understand that students have a basic knowledge of statistics and data collection. The students undertaking this course should be able to understand following: <ul style="list-style-type: none"> • Role of Research in Hotel Operations, • Importance of effective research and its tools, • Obtaining basic knowledge of research methods. • Sample collection and data collection. 		
LEARNING OUTCOME	The students after having studied the course should be able to perform and acquaint the following: CO1 Usage of Research tools Hospitality sector. CO2 Develop research hypothesis CO3 Undertake a research project and write a report with complete the data analysis.		
COURSE DETAILS	Module No.	Topic	Hours
	1	Understanding Research Methodology A. Meaning & Definition B. Scope and Purpose of Doing Research C. Types of Research D. Areas of Research E. Applications of Research F. Research Process - Identifying Problem	8
	2	Project Theme A. Identifying the theme of project B. Criteria for selecting the title of project C. Statement of research problem and research objective D. Rationale for conducting study	8
	3	Research Design and Data Collection A. Hypothesis <ul style="list-style-type: none"> i. Meaning and Types ii. How to Formulate a Hypothesis B. Research Design <ul style="list-style-type: none"> i. Meaning, Types of Research Design ii. Primary Research and Secondary Research C. Research Approaches	8

		i. Observation ii. Experiment, Survey, Census Survey, Sample Survey D. Research instrument i. Questionnaire ii. Interview iii. Mechanical iv. Questionnaire Vs Schedule.	
	4	Sampling Plan A. Meaning and Types of sampling B. Probability sampling and Non-probability sampling C. Sample design, Sampling unit, Sampling size, Sampling media D. Sample selection process	8
	5	Field Work A. Planning B. Organizing C. Supervising the field work	8
	6	Data Analysis A. Classification B. Tabulation, Analysis and Interpretation of data C. Role of computers in educational research	8
	7	Report Writing and Citation A. Types of report B. Report format, Executive summary C. Literature Review D. Findings, conclusions and recommendations E. Referencing vs. Bibliography F. Referencing Style <ul style="list-style-type: none"> • APA • MLA • Chicago 	8
		Total Hours	56
SUGGESTED READING		<ul style="list-style-type: none"> • Business Research Methods – Alan Bryman & Emma Bell, Oxford University Press. • Research Methodology – C.R. Kothari. 	

Course: ADVANCE FOOD PRODUCTION -III			Semester: VII
Course Code: AFP 701	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives knowledge about basic preparations in the kitchen along with emphasis on latest industry trends.		
LEARNING OUTCOME	<p>A student who successfully completes the course will</p> <p>CO1 Be able to comprehend on the tools and equipment's used in culinary industry with cost management</p> <p>CO2 An overview of production management and quality control aspect of kitchen</p> <p>CO3 Brief study of food related prevailing laws</p> <p>CO4 Practice artesian breads and rolls</p> <p>CO5 Ayurveda cuisine and its segments</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1.	THE FOOD-SERVICE & CULINARY INDUSTRY, <ul style="list-style-type: none"> Sanitation and Safety, HACCP, concept, meaning, purpose and procedures of Food Safety Management Systems (FSMS) Tools and Equipment, Menus, Recipes, and Cost Management, Nutrition, Staff Structure & Trends 	12
	2.	PRODUCTION MANAGEMENT <ul style="list-style-type: none"> Kitchen Organization. Allocation of Work - Job Description, Duty Rosters Production Planning Production Scheduling Production Quality & Quantity Control Forecasting & Budgeting Yield Management 	11
	3.	FOOD QUALITY LAWS. <ul style="list-style-type: none"> Central state local food laws Food Adulteration Act Misbranding Food Inspectors & Food Analysts 	11

	4.	INTRODUCTION TO AYURVEDA AND MODERN INDIAN CUISINE <ul style="list-style-type: none"> • Concept of healing with ingredient science • Understanding relationship between Ahar and Vata, PittaKapha “ • Cooking with organic ingredients techniques and benefits • Learning the Art of Detoxification • body mind and soul by use of detox ingredients. • Modern Indian cuisine • Plating techniques (classic, landscape, free form, swooshes and swirls, stacked, kaiseki style) • Understanding Fusion with western ingredients and recipes • Gastronomique approach to Indian food, adding nutritional value to the food • Food sampling and combinations • Recipe conversions as per western culinary 	11
	5.	ARTESIAN BREADS AND ROLLS <ul style="list-style-type: none"> • Definition • Types of artesian bread, International breads, Sour breads (White Pan Bread; Pullman, Split-top, and Round Split Breads; French and Italian Breads and Rolls; Vienna Bread; Bolillos, Pan de Agua;) • Egg Bread and Rolls; Hard Roll Varieties; Soft Roll Varieties; Pan de Sal; Rye Bread Varieties; Raisin Bread Middle Eastern Pita Bread 	11
		Total Hours	56
SUGGESTED READING		<ul style="list-style-type: none"> • Professional Cooking by Wayne Gisslen, Wiley Publications • The Professional Chef by Culinary Institute of America • Larder Chef - Heinemann • Larder Chef: Food Preparation and Presentation - Leto, M.J.; Bode, W.K.H. • Hospitality and global laws –Satish .S.kaushik Food production operations – parminder .s. Bali 	

Course: ADVANCE FOOD PRODUCTION –III (PRACTICAL)			Semester: VII
Course Code: AFP 701 P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives knowledge about basic preparations in the kitchen with emphasis on vegetable, meat and cold food preparations		
LEARNING OUTCOME	<p>A student who successfully completes the course will</p> <p>CO1 Be able to comprehend not only basic information about kitchen operations but an overview of new trends in culinary industry as well.</p> <p>CO2 Menu related to Ayurveda food will give student about basic know how of the cuisine</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1.	<ul style="list-style-type: none"> • Basic menus related to sauce soup and stocks • Advance bread preparations • menus of Ayurveda cuisine • Menu as per food trial practice for students 	56
		Total Hours	56

Course: FOOD & BEVERAGE SERVICE MANAGEMENT - II			Semester: VII
Course Code: FBM 701	L T P	4 0 0	Credits: 4

OBJECTIVE	The students undertaking this course will revise the F & B operations and management topics taught in previous semesters and should be able to understand the important contents		
LEARNING OUTCOME	A student who successfully fulfils the course will be able to perform: CO1 Operations of F& B outlets CO2 Menu management CO3 F&B costing and breakeven analysis CO4 KOT control system CO5 Banquet department's role		
COURSE DETAILS	Module No.	Topic	Hours
	1	Food & Beverage Operations A. Introduction to F&B Industry, Classification & Types B. Types of F&b Outlets and Service methods C. Mise-en-Scene & Mise-en-Place D. Restaurant Service style E. Classification of various Tools and Equipments, Usage F. Types of Meal & its Accompaniments G. Menu- Types, Classical food & its accompaniments	
	2	Menu Management A. Menu Planning B. Menu designing C. Menu Engineering D. Menu Merchandising	
	3	Beverage Management A. Classification -Alcoholic &non-Alcoholic B. Distillation Process – Types of spirits, brand name C. World of Wine -Types, Making Process, Laws D. Service of Beverage - Style, patter & equipment used E. Food and beverage combinations	

	4	Cost & Budgetary Control A. Element, Classification, Breakeven Analysis, Pricing B. Types of Budget, Budgetary Control.	
	5	Control System A. Kot/Bill Control System B. Making Bill, Editing, Void , Re-Print, Managers Role C. Cash Handling Equipment, Record Keeping D. Importance of Billing System	
	6	Banquet Management A. Role of Banquet in F&B Service Department B. Booking Procedure - Booking Confirmation, Designing FP C. Different Types of Banquet and Buffet Setups	
	7	Sales Concept & Marketing Concept, A. Advertising B. Merchandising C. Sales Promotion D. Public relation E. Food Promotions	
		Total Hours	56
SUGGESTED READING		<ul style="list-style-type: none"> Food & beverage management – by Bernard Davis & Sally Stone Butterworth – Heinemann Ltd. UK Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers. Food & Beverage Control – by Richard Kotas & Bernard Davis; International Text book Company Ltd, Glassgow Principles of Food, Beverage and Labour Cost Control – by Paul R. Dittmer; John Wiley & Sons Food & Beverage Operation – Cost Control & Systems Management- By Charles Levinson, Prentice Hall Food & beverage management – by Sudhir Andrews, Tata McGraw Hill Food & Beverage Service Management – Partho Pratim Seal- India - Oxford University Press 	

Course: FOOD & BEVERAGE SERVICE MANAGEMENT-II (PRACTICAL)			Semester: VII
Course Code: FBM 701 P	L T P	0 0 4	Credits: 2

OBJECTIVE	The students undertaking this course should be able to revise the content of Food & Beverage operations and management.		
LEARNING OUTCOME	A student who successfully fulfils the course will be able to: CO1 Demonstrate the Basics of F&B operation and Service skills CO2 Demonstrate Suggestive selling CO3 Calculate Food and Beverage cost CO4 Take monthly and perpetual Inventory CO5 Practice Menu merchandising		
COURSE DETAILS	Module No.	Topic	Hours
		<ul style="list-style-type: none"> • Restaurant Etiquettes • Practicing Mise-en-Scene & Mise-en-Place activities • Identification of Tools and Equipments, Care and Maintenance • Practicing Different type of Service • Practicing Different type of Cover Setups • Practicing Service of Alcoholic and Non-Alcoholic Beverages • Preparing Wine and Liquor List • Suggestive Selling/ Wine suggestion on the Food Menu • Service in Guest Room • Planning menu for a Special Dinner • Preparing Function prospectus, Different types of buffet setup • Taking Inventory of Store & F&B Outlets • Calculating Costs for Various F&B Outlets • Practicing Menu Merchandising 	
		Total Hours	56

Course: FRONT OFFICE OPERATION & MANAGEMENT			Semester: VII
Course Code: FOM 701	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives idea of role of front office in revenue generation, co-ordination of front office with other departments, check in and checkout procedure, about revenue management and staffing required for duty.		
LEARNING OUTCOME	A student who successfully fulfils the course will: CO1 Understand the different revenue generation techniques. CO2 Understand Relationship and coordination with other department. CO3 Explain Different types of reservation software. CO4 Acquiring knowledge of Staffing requirement, challenges, recruiting.		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Planning and Evaluating Front Office Operations <ul style="list-style-type: none"> Establishing Room rates Basis Of charging Plan, Competition, Customer Profile, Standard of service and amenities Hubbart Formula 	13
	2.	Managing Guests Reservation & Check-in & Check out Bell desk operation Meal Plans Sections of Front office Room change Procedure Guest Safety & Security Room Selling Techniques Categories of Hotels Front Office Coordination with other Departments	15
	3.	Yield Management: <ul style="list-style-type: none"> Concept & Importance Applicability to room Division Capacity management Discount allocation Duration control Revenue Management Formulas and Calculation, Elements & Uses. 	10

	4	Staffing Challenges, Recruitments & Training: <ul style="list-style-type: none"> Managing Hospitality, promoting in-house sales, it is going to happen- Handling Emergencies, Managing. Guest Safety & security Gearing for Interviews, The role of Supervisor and Managers Responsibilities. 	10
	5.	Forecasting Room Availability <ul style="list-style-type: none"> Concept of Forecasting Uses of Forecasting Forecasting Techniques Forecasting data Forecasting Formula 	10
		Total Hours	56
SUGGESTED READING		<ul style="list-style-type: none"> Front office Management by S.K. Bhatnagar. Front Office Management & Operations by Sudhir Andrews Effective Front Office Operations by Michael. L. Kasavana Hotel Front Office -A Training Manual by Sudhir Andrews Professional front Office Management by Robert. H. Woods, Jack. D. Niemeyer, David. K. Hayes, Michele .A. Austin Front Office Operations & Management by Ahmad Ismail Hotel Front Office Operations & Management by Jatashankar. R.Tewari Hotel Front Office Management by James Bardi. Front Office Management & Operations by Linsley Deveau, Patricia. M. Deveau, Nestor. D.J. Portocarrero, Marcel Escoffier Check – in Check – out by Gary. K.Vallen 	

Course: FRONT OFFICE OPERATION & MANAGEMENT -II (PRACTICAL)			Semester: VII
Course Code: FOM 701 P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives students basic idea of how to use internet for different modules, reservation and registration methods, cashiering and night auditing. Different forms and formats used in front office.		
LEARNING OUTCOME	A student who successfully completes the course will be able to: CO1 Understand Internet practise for IRS and GDS. CO2 Understand Different front office software. CO3 Discuss different role plays and situation handling. CO4 Practice of Forms and formats used in front office.		
COURSE DETAILS	S. No.	Topic	Hours
		<ul style="list-style-type: none"> • Welcoming of Guest • Power-point Presentation by student on Latest Technology and Trends in Hotel Industry • Generating Meal Plan in IDS • Practical session on generating different types of Bills on the basis of Meal plan, Customer Profile. • F.O - software practical applications Reservation, Registration, assigning room, No Show, Cashiering, Reinstate Reservation, • Role play • Power-point presentation by student on Latest Trends /Practices/ Technology followed in Front office • Forms & formats • Glossary • Calculation & Usage Of Yield Management 	
		Total Hours	56

Course: ACCOMMODATION OPERATION & MANAGEMENT			Semester: VII
Course Code: AOM 701	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives an idea about the organisational structure of the housekeeping department and the duties and responsibility of the housekeeping staff. It also explains the concept, importance, and function of the laundry. This will also help the students to understand the planning process behind a commercial laundry and the operating procedure for it. It will also make the students understand the concept and procedure for handling the guest laundry.		
LEARNING OUTCOME	A student who successfully completes the course will understand: CO1 The duties and responsibility of the Executive Housekeeper. CO2 The latest trends and practices followed in the hotel. CO3 Importance of the inventory control CO4 Planning of laundry operations CO5 Managing and servicing guest laundry CO6 Emerging trends in laundry operations		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Organization in Housekeeping <ul style="list-style-type: none"> The Housekeeping Department in Hotel Operations, The Executive Housekeeper as Department Manager. Structural Planning of the Housekeeping Department. Current Trends& 	5
	2.	Management Practices <ul style="list-style-type: none"> Management of Inventory and Equipment. Characteristics of Housekeeping Equipment and Supplies. The Cleaning Function, Personnel Administration, Controlling Housekeeping Operations, Supervision and Management Practices in Housekeeping 	6
	3.	Safety & Environment <ul style="list-style-type: none"> Safety, Security and Infectious Diseases in Property Operations. Energy Conservation in Lodging Properties, E Environmental and Sustainability Issues. 	6

	4.	Pre-Requisites In Housekeeping <ul style="list-style-type: none"> • Opening New Hotels & Role of Housekeeping, • Linen Management, Guest Laundry Services, Valet Services, • Managing Pests Control, Out Source • Management Practices in Housekeeping, • Housekeeping Beyond hotels i.e Libraries, Hospitals, Airports and others, • Entrepreneurship Opportunities in Housekeeping • Gastronomique Approach to Indian Food, Adding Nutritional Value to The Food • Food Sampling and Combinations • Recipe Conversions as Per Western Culinary 	6
	5.	Laundry: <ul style="list-style-type: none"> • The Concept, Importance, Organization Structure, Key Roles & People • Functions of a Laundry, Professional Laundry Set Up • Linen Room, Uniform Room, Tailor Room, Setups & Functions, • Equipment's Used in laundry, Their Salient Features, • Laundry Chemicals, • Laundry Do's and Don'ts, <p>On Premises Laundry, Off Premises Laundry, Commencing the Day's Work - Briefing, De Briefing, Day Schedules</p>	7
	6.	Laundry Planning & Operations: <ul style="list-style-type: none"> • The Space, Requirements, Water and Energy Supply & provisions, Financial Aspects, Staff Patterns, Clientele, Location, Design • The Laundry Cycle: The collection of linen, sorting, tagging, washing, drying, ironing, storing, mending, discarding, process and precautions. <p>Hotel Laundry Services, Records & Registers</p>	8
	7.	Managing Guest Laundry: <ul style="list-style-type: none"> • Valet Services: Collecting Guest laundry and returns, Do's and Dont's; • Handling guests Linens, Stains & Removals, Wash Care Instructions, Ironing and Dry • Cleaning Instructions & Practices, Mending and Repairs, Damages and Colour Bleedings, Pricing, Guest 	8

		Communication & interactions Promotional Strategy, Effective customer service	
	8.	Emerging Trends in laundry: <ul style="list-style-type: none"> • Best Practices, Environmental Aspects, Energy Conservation, Ergonomics, Effective Communications & Coordination, • Applications of Technology Outsourcing, New Techniques, Information Systems, • Inventories and Audits, Global Practices, Legal and Ethical Issues in Laundry Services, Quality Assurance. 	10
		Total Hours	56
SUGGESTED READING		<ul style="list-style-type: none"> • Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill • House Keeping Management for Hotels, Rosemary Hurst, Heinemann • Housekeeping Management – Margaret M. Leappa & Aleta Nitschke • Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson - Hotel and Catering Studies – Ursual Jones • Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill House Keeping Management for Hotels, Rosemary Hurst, Heinemann 	

Course: ACCOMMODATION OPERATION &MANAGEMENT (PRACTICAL)			Semester: VII
Course Code: AOM 701 P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives students basic idea of functioning of the Housekeeping Department with the duties & responsibility of all the staff. They will also understand the concept & functioning of Laundry		
LEARNING OUTCOME	<p>A student who successfully completes the course will be able to: -</p> <p>CO1 Explain Housekeeping Department Operational Procedures</p> <p>CO2 Identify the importance & concept of safety awareness</p> <p>CO3 Describe the function of Laundry room</p> <p>CO4 Explain the method of Laundry cycle</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1.	<ul style="list-style-type: none"> Preparing of form & formats used by the floor supervisor Handling guest requests Familiarization with Laundry sections Preparing guest laundry list Role play of Guest laundry cycle Preparing Guest laundry Maintaining different types of Registers at the laundry Precautions while dealing with Linen Emerging trends in laundry 	
		Total Hours	56

Course: AN RESOURCE MANAGEMENT			Semester: VII
Course Code: BHM 702	L T P	4 0 0	Credits: 4

OBJECTIVE	This course reveals how Human Resource Management works in hotel through various training and recruitment practices adopted by Human resource department in the hotel. it elaborate on the employee's motivational & different theories that have been applied in this field..		
LEARNING OUTCOME	A student who successfully completes the course will be able to understand CO1 The concept and importance of Human resource management. CO2 Various recruitment policies. CO3 Theories applied in Human resource management. CO4 Employee behaviour CO5 Organization cultural.		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Introduction to Human Resource Management <ul style="list-style-type: none"> • Introduction, Definition & Concept. • Growth Drivers in India, Importance of HRM • Hospitality Industry Characteristics, Human Resource Roles, HR Challenges. • Manpower Planning, Process, Managing Workers 	6
	2.	Recruitments, Learning & Development, Performance Appraisal <ul style="list-style-type: none"> • Recruitments, Introduction, Concept, Sources, What to look for in prospective candidates, • Recruitments Policy and Techniques. Learning & Development, Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, Organizational Culture & Training. • Performance Appraisal -Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, • The360 Degree Feedback System, Managing Employee Performance 	12
	3.	Employee Motivation, Compensation & Benefit Management: <ul style="list-style-type: none"> • Employee Motivation, Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinners Reinforcement Theory) • Motivating Employees & Measurement. 	12

		<ul style="list-style-type: none"> • Compensation & Benefits: Policy, Components, Determinants, Theories, • Employee Compensation Practices in India. 	
	4.	Job Satisfaction, Organizational Culture, Disciplinary Action <ul style="list-style-type: none"> • Introduction, • Theories of Motivation. • Correlates of Job Satisfaction, Importance of Job Satisfaction, Measuring Job Satisfaction. • Organizational Culture: Introduction, Observational Aspects, Functions, Cultural Models, Positive or Negative Organizational Cultures, Managing and Changing Organizational Cultures. • Disciplinary Action: Introduction, Principles of Natural Justice, Counseling, Disciplinary Guidelines, Disciplinary Process, Charge Sheet 	10
	5.	Performance Management Strategies <ul style="list-style-type: none"> • Difference between Performance Management and Performance Appraisal. • Purpose and Objectives of Performance Management, • Benefits of Performance Management, • Process, Methods of Assessment, • Problems with PMS and Performance Related Pay. • Ways of Rewarding Employees, • 360 Degree • Feedback 	8
	6.	Human Aspect of Strategies Implementation: <ul style="list-style-type: none"> • Organization Culture, • Culture and Leadership, • Human Side of Merger and Acquisition, • Organizational Power and Politics. 	8
		Total Hours	56
SUGGESTED READING		<ul style="list-style-type: none"> • Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, Nirmal Singh • Principal and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan Negi • Human Resource Development Practice in Travel and Tourism – S.C. Bagri Human Resource Management in Hospitality – Malay Biswas 	

Course: ENTREPRENEURSHIP DEVELOPMENT			Semester: VII
Course Code: BHM 703	L T P	4 0 0	Credits: 4

OBJECTIVE	This course will help student develop and systematically apply an entrepreneurial way of thinking that will allow them to identify, understand and create business opportunities that may be commercialized successfully in hospitality related field		
LEARNING OUTCOME	A student who successfully completes the course will be able to understand CO1 Can understand entrepreneurial traits CO2 Understand the process of selecting and screening business ideas CO3 Write a business plan		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Entrepreneurship -Enterprise: Conceptual issues, Need <ul style="list-style-type: none"> • Entrepreneurship vs. Management. • Roles and functions of entrepreneurship in relation to the enterprise and in relation to the economy. • Entrepreneurship as an interactive process between the individual and the environment. (The teachers should emphasize to students the desirability as well as feasibility of a career in Entrepreneurship in the Indian scenario.)	08
	2.	Entrepreneur competencies <ul style="list-style-type: none"> • Entrepreneur motivation, performance and rewards. (The teachers may make use of Entrepreneurship Development Institute of India's Inventory of Entrepreneur Competencies and National Institute of Entrepreneurship and Small Business Developments training kit for arousing Entrepreneur motivation and capacity and capability building).	08
	3.	Sources of business ideas & conceptualization of Idea <ul style="list-style-type: none"> • Opportunity scouting and idea generation: role of creativity and innovation and business research. • Entrepreneur opportunities in contemporary business environment, for example opportunities in Hotel or Restaurant, Understanding process and procedures of – Govt. agencies, franchising agencies, business process outsourcing. (The students be advised to visit various product/service franchises, BPO concerns, Government Agencies and meet up/down links in the Hospitality 	08

		segment.) <ul style="list-style-type: none"> Understanding Market, analyzing market viz- a- viz project concept. 	
	4.	The process of setting up a small business- <ul style="list-style-type: none"> Preliminary screening, aspects of the detailed study of the feasibility of the business idea and financing/non-financing support agencies, familiarize themselves with the policies/programs and procedures and the available Government and Bank schemes. Preparation of Project Report and Report on Experiential Learning of successful and unsuccessful entrepreneurs. Processing project report through various channels(Govt. agencies/Private agencies)- Application, Licenses, Registration, Permits, Approvals etc. 	08
	5.	Sources of venture funding: capital, fixed capital, working capital	08
	6.	Management roles and functions in a small business. <ul style="list-style-type: none"> Designing and re-designing a Hospitality business process, location, layout, operations planning and control. Basic awareness on the issues of quality, productivity and environment. Managing business growth	08
		Issues in small business marketing. <ul style="list-style-type: none"> The concept and application of product life cycle Advertising and publicity, sales and distribution management. The idea of Hotel, small business, consortium marketing etc. competitive bidding/tender marketing, negotiating with principal customers. Marketing Assistance, Subsidies and other Fiscal and Monetary Incentives. National, State level and Grass-root level financial and non-financial institutions in support of small business development	08
		Total Hours	56
SUGGESTED READING		<ul style="list-style-type: none"> Brandt, Steven C., The 10 Commandments for Building a Growth Company, Third Edition, Macmillan Business Books, Delhi, 1977 Bhide, Amar V, The Origin and Evolution of New Business, 	

		<p>Oxford University Press, New York, 2000.</p> <ul style="list-style-type: none"> • Dollinger M.J., 'Entrepreneurship strategies and Resources', 3rd edition, Pearson Education, New Delhi 2006. • Desai, Vasant Dr. (2004) Management of small scale enterprises New Delhi: Himalaya Publishing House, • Taneja, Gupta, Entrepreneur development New Venture Creation, 2nd ed. Galgotia Publishing Company • Holt, David H., Entrepreneurship: Strategies and Resources, Illinois, Irwin, 1955. • Panda, Shiba Charan, Entrepreneurship development, New Delhi, Anmol Publications. • Patel, V.G., The Seven Business Crises and How to Beat Them, Tata-Mcgraw, New Delhi, 1995. • SIDBI Report n Small Scale Industries Sector[latest edition] • Verma, J.C., and Gurpal Singh, Small Business and Industry- A Handbook for Entrepreneurs, Sage, New Delhi, 2002 • Vesper, Karl H., New Venture Strategies, [Revised Edition], New Jersey, Prentice 	
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Course: - CAREER READINESS SKILLS -II			Semester: IV
Course Code: BHM 704 S	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives idea about Communication and English including written and oral English skills with their errors and correction		
LEARNING OUTCOME	A student who successfully completes the course will: CO1 Understand the importance of communication. CO2 Process and skills of communication. CO3 Speaking & conversational skills. CO4 Soft skills for professional environment		
COURSE DETAILS	Module no	Topic	Hours
	1.	Communication <ul style="list-style-type: none"> • Introduction to communication • Importance of Business Communication in today's world • Paraphrasing, Summarizing; • Designing Business Letters • Writing Effective Emails, Report Writing 	14
	2.	Effective presentation skills: <ul style="list-style-type: none"> • Purpose of making presentation • Factors affecting presentation • Principles for effective presentation • Designing and delivery of presentation • Elements. 	14
	3.	Speaking & Conversation skills: <ul style="list-style-type: none"> • Thought organization and Extempore • Conversation Skills • Stress and intonation 	14
	4.	Soft skills <ul style="list-style-type: none"> • Group discussion- purpose, process, do's and don'ts, exercise • Interviews- definition, purpose, preparation, types, do's and don'ts simulation exercise • Job application and resume writing 	14
		Total hours	56

SUGGESTED READING	<ul style="list-style-type: none"> • Business English. Department of English University of Delhi. Pearson. • Communication Skills – Sanjay Kumar. Oxford. • Improve your writing – V.N. Arora. Oxford. • Business Communication. Basic Concepts and Skills. J. P. Parikh. Orient Black Swan • Communicative English – E. Suresh Kumar. Orient Black Swan. • Business Communication. Second Edition – Meenakshi Raman. Oxford. • Communication Skills – BV Pathak • Business Communication – Urmila Rai. Himalaya Publishing House. • Business Communication – K.K.Sinha. Galgotia Publication.
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Course: - PROJECT REPORT			Semester: V11
Course Code: BHM 705 S	L T P	00 0	Credits: 6

OBJECTIVE	Project work is aimed at sharpening the research skills, develop a practical Understanding of the Hospitality system, attain some field experience etc		
LEARNING OUTCOME	<p>Upon successful completion of this course, the student will have demonstrated the ability to:</p> <p>CO1 Develop understanding of research methodology</p> <p>CO2 Usage of research techniques to learn about various hospitality issues, learn to evaluate the potential, and improve organizing & managerial skills.</p>		
COURSE DETAILS	Module no	Topic	Hours
		<p>Keeping in view the diverse nature of tourism & hospitality industry & its long- term implications on the economy, society, culture & environment, It is mandatory to do some project work so as to sharpen the research skills, develop a practical understanding of the Hospitality system, attain some field experience etc. Students are required to prepare a project on a topic of their choice approved from Faculty from Institute/Head of Department (F.O/ F&Bs/ F.P/ A.Op) Computer Typed {Times New Roman} compiled & Hard bound copy (Two print Copies) and One soft copy in C.D.</p> <p>The Project should include:-</p> <ul style="list-style-type: none"> • The First page should include Name of the Institute / University, Project undertaken, Roll Number &Name. • Certificate by Candidate of genuine work. • Acknowledgement. • Certificate of approval. • Introduction to the topic. • Problem Definition <ul style="list-style-type: none"> - Need of study - Problem Definition - Research objective - List of Information • Research Methodology <ul style="list-style-type: none"> - Research design - Source of data - Instrumentation of data collection 	

		<ul style="list-style-type: none"> - Sampling Design • Analysis, Findings & Interpretation. • Suggestions & Recommendations. • Conclusion or Salient Findings • Limitation • Bibliography • Annexure <p>Selecting a topic:-</p> <p>Selecting a topic is the first issue. About the only thing you will be sure of should be that do you want to write on a subject that directly relates to Hotels or is associated with tourism. A lot of thinking & creativity is required at planning stage.</p> <p>Sample themes of Research are:-</p> <p>Accommodation Management-- “Technology in Hotel Accommodation Services: - A case study of Hotel- ABC.”</p> <p>Various topics can be selected suggested themes are-</p> <ul style="list-style-type: none"> - Surveying of Guest Behavior - Surveying of Environment Conservation - Surveying of Negative impacts of System 	
		Total hours	84

Course: PERSONALITY DEVELOPMENT (PRACTICAL)			Semester: VII
Course Code: BHM 706 P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course will prepare the learner for industry through training on personality development practice sessions.		
LEARNING OUTCOME	<p>A student who successfully completes the course will be able to understand</p> <p>CO1 Develop/ his/her personality for Hospitality industry</p> <p>CO2 Enhance the ability to handle casual and formal situations in terms of Personal grooming, communication skills development and presentation skills</p> <p>CO3 Developing and maintaining interpersonal skills for industry</p> <p>CO4 Learn polishing the manners to appropriately behave in social and professional circles</p>		
COURSE DETAILS	Module No.	Topic	Hours
	.	<p>The student is required to maintain a file to document Practicals. Every week one current affair issue is to be discussed and recorded in the student files.</p> <ol style="list-style-type: none"> Personality Enrichment Practical: Practice training on Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good conversation, Art of intelligent listening. Personality Development Strategies: Practice training in Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business. Practice training Interpersonal Skills: Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place through role plays. Telephone conversation: Practicing the voice modulation, tone, do's & don'ts, manners and accent and mock telephonic interviews Preparing and practice for interviews:-Self planning, writing winning resume, knowledge of company profiles, academics and professional knowledge review, update on current affairs and possible questions Mock interview practice to terrain for facing the interview panel through Time – keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self – introduction, panel addressing, and mental frame – work during interviews Presentation skills, seminar skills role – plays 	

		Participating in a debate, group Discussion and Case study Analysis. 8. Electronic Communication Techniques: practice sessions on writing E mail, Fax letters, etc. 9. Practice of Travel & Hospitality Etiquettes phrases: Bus, Train, Flight, and Hotel Manners 10. Making short presentations on current hospitality topics using trade magazines & journals as resources to be followed by a Q & A session. 11. Information on personalities in Hospitality and other services business to be collected and discussed. 12. Hospitality company profile / History / culture to be collected and discussed. 13. Application of stress management techniques like Yoga could be incorporated on a weekly basis.	
		Total Hours	56

Course: - PROFESSIONAL ELECTIVE (ON THE JOB TRAINING)			Semester: VIII
Course Code: BHM 801 P	L T P	00 36	Credits: 18

Course: - LOG BOOK & SEMINAR			Semester: VIII
Course Code: BHM 802 S	L T P	0 0 4	Credits: 2

Academic Credits for training shall be based on following:

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

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

- The typing should be done on both sides of the paper (instead of single side printing)
- The font size should be 12 with Times New Roman font.
- The Training Report may be typed in 1.5-line spacing.
- The paper should be A-4 size.
- Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

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

1. Logbook.;
2. Appraisal;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

Evaluation of Industrial exposure

- c) The student shall prepare training report on following area of industrial exposure: Food Production Operation, Food & Beverage Service Operation and Room Division Operations in the hospitality unit. The viva will be conducted by an external examiner based on the experiential learning in operation areas of the hospitality unit. The 60% weight age will be given to report writing and 40% weight age viva voce.
- d) The student shall prepare and submit Logbook and present seminar on training exposure through PowerPoint presentation. The 60% weight age will be given to logbook writing and 40% weight age to seminar presentation/viva voce.