

# BABU BANARASI DAS UNIVERSITY

## School of Hotel Management

Bachelor of Hotel Management & Catering Technology

Evaluation Scheme

(Effective from 2021)

### Semester I (Theory)

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
C	BHM 3101	Food Production - I	3	1		40	60	100	4
C	BHM 3102	F&B Service - I	3	1		40	60	100	4
C	BHM 3103	Front Office - I	3	1		40	60	100	4
C	BHM 3104	Accommodation Operation - I	3	1		40	60	100	4
AEC	BHM 3105	Foreign Language Proficiency (French/German)	2			40	60	100	2
AEC	BSAE 2101	Environmental Studies	3	1		40	60	100	4

### Semester I (Practical)

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
L	BHM 3151	Food Production- I			4	40	60	100	2
L	BHM 3152	F&B Service - I			2	40	60	100	1
L	BHM 3153	Front Office - I			2	40	60	100	1
L	BHM 3154	Accommodation Operation - I			2	40	60	100	1
L	GP 3101	General Proficiency				100		100	1
		Total						1100	28

**Semester II (Theory)**

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
C	BHM 3201	Food production - II	3	1		40	60	100	4
C	BHM 3202	F&B Service - II	3	1		40	60	100	4
C	BHM 3203	Front Office - II	3	1		40	60	100	4
C	BHM 3204	Accommodation Operation - II	3	1		40	60	100	4
AEC	HSAE 2201	Communicative English	3	1		40	60	100	4
F	BHM 3206	Nutrition	2			40	60	100	2

**Semester II (Practical)**

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
L	BHM 3251	Food production - II			4	40	60	100	2
L	BHM 3252	F&B Service - II			2	40	60	100	1
L	BHM 3253	Front Office- II			2	40	60	100	1
L	BHM 3254	Accommodation Operation - II			2	40	60	100	1
L	GP 3201	General Proficiency				100		100	1
		Total						1100	28

**Semester III (Theory)**

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
C	BHM 3301	Food Production -III	3	1		40	60	100	4
C	BHM 3302	F&B Service - III	3	1		40	60	100	4
C	BHM 3303	Front Office – III	3	1		40	60	100	4
C	BHM 3304	Accommodation Operation - III	3	1		40	60	100	4
F	BHM 3305	Food Science	2			40	60	100	2
F	BHM 3306	Basic Accountancy	2			40	60	100	2

**Semester III (Practical)**

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
L	BHM 3351	Food Production- III			4	40	60	100	2
L	BHM 3352	F&B Service –III			2	40	60	100	1
L	BHM 3353	Front Office –III			2	40	60	100	1
L	BHM 3354	Accommodation Operation - III			2	40	60	100	1
L	GP 3301	General Proficiency				100		100	1
		Total						1100	26

## Semester IV (Practical)

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
L	BHM 3451	Industrial Training Viva				400	600	1000	24
								1000	24

**Semester V (Theory)**

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
C	BHM 3501	Food Production – V	3	1		40	60	100	4
C	BHM 3502	F&B Service – V	3	1		40	60	100	4
C	BHM 3503	Front Office – V	3	1		40	60	100	4
C	BHM 3504	Accommodation Operation - V	3	1		40	60	100	4
F	BHM 3505	Computer Application	2			40	60	100	2
F	BHM 3506	Engineering & Maintenance	2			40	60	100	2

**Semester V (Practical)**

Course category	Course code	Course title	Contact Hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
L	BHM 3551	Food Production -V			4	40	60	100	2
L	BHM 3552	F&B Service – V			2	40	60	100	1
L	BHM 3553	Front Office – V			2	40	60	100	1
L	BHM 3554	Accommodation Operation -V			2	40	60	100	1
L	BHM 3555	Computer Application			2	40	60	100	1
L	GP 3501	General Proficiency				100		100	1
		Total						1200	27

### Semester VI (Theory)

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
C	BHM 3601	Food Production - VI	3	1		40	60	100	4
C	BHM 3602	F&B Service – VI	3	1		40	60	100	4
C	BHM 3603	Front Office - VI	3	1		40	60	100	4
C	BHM 3604	Accommodation Operation - VI	3	1		40	60	100	4
F	BHM 3605	F&B Management	2			40	60	100	2
F	BHM 3606	Facility Planning	2			40	60	100	2

### Semester VI (Practical)

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
L	BHM 3651	Food Production - VI			4	40	60	100	2
L	BHM 3652	F&B Service - VI			2	40	60	100	1
L	BHM 3653	Front Office - VI			2	40	60	100	1
L	BHM 3654	Accommodation Operation - VI			2	40	60	100	1
L	GP 3601	General Proficiency				100		100	1
		Total						1100	26

**Semester VII (Theory)**

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
C	BHM 3701	Advance Food Production - VII	3	1		40	60	100	4
C	BHM 3702	Advance F&B Service – VII	3	1		40	60	100	4
C	BHM 3703	Advance Front Office - VII	3	1		40	60	100	4
C	BHM 3704	Advance Accommodation Operation -VII	3	1		40	60	100	4
DSE		Generic Elective	3	1		40	60	100	4

**Semester VII (Practical)**

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ES E	Course total	
L	BHM 3751	Advance Food Production – VII			4	40	60	100	2
L	BHM 3752	Advance F&B Service – VII			2	40	60	100	1
L	BHM 3753	Advance Front Office – VII			2	40	60	100	1
L	BHM 3754	Advance Accommodation Operation - VII			2	40	60	100	1
L	GP 3701	General Proficiency				100		100	1
		Total						1000	26

**Semester VIII (Theory)**

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
C	BHM 3801	Indian Heritage	3	1		40	60	100	4
C	BHM 3802	Research Methodology	3	1		40	60	100	4
C	BHM 3803	Hospitality Management	3	1		40	60	100	4
C	BHM 3804	Tourism & Hotel Economics	3	1		40	60	100	4
OE		Open Elective	3	1		40	60	100	4

**Semester VIII (Practical)**

Course category	Course code	Course title	Contact hours			Evaluation scheme			Credits
			L	T	P	CIA	ESE	Course total	
L	BHM 3851	Project				40	60	100	4
L	GP 3801	General Proficiency				100		100	1
		Total						700	25



**Discipline Specific Electives (DSE) : -**

1. BHME 3701- Human Resource Management
2. BHME 3702 - Event Management
3. BHME 3703 -Bar Management
4. BHME 3704 -Regional Cuisine of India
5. BHME 3705 – Retail Management

**Credit Summary Chart**

Course Category	Semester								Total Credits	%age
	I	II	III	IV	V	VI	VII	VIII		
F		2	4		4	4			14	7%
C	16	16	16		16	16	16	16	112	53%
L	6	6	6	24	7	6	6	5	66	31%
DSE							4		4	2%
OE								4	4	2%
AEC	6	4							10	5%
Total									210	100

## Food Production - I BHM - 3101

### Course Objective:-

The Student will get knowledge about:

1. Know the history of cooking, its modern developments and develop brief idea of various cuisines;
2. Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
3. Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
4. Have through knowledge of methods of cooking and understanding raw materials.
5. Know in detail about continental cuisine.

### Learning outcome:-

At the end of course the student should know about:-

1. History of cooking, its modern developments.
2. Kitchen and personal hygiene.
3. Kitchen organization.
4. Methods of cooking, knowledge of raw materials
5. Detailed of continental cuisine .

Module	Course Topics	Total Hours
1	<b>Introduction to Professional Cookery</b> Culinary history. Origins of modern cookery. Culinary Terms. <b>Kitchen &amp; Personal Hygiene</b> Personal Hygiene Three Bucket / Sink System Cleanliness of surface & Garbage Disposal	12
2	<b>Kitchen Organization</b> Kitchen Brigade Duties and responsibilities of Kitchen Staff Responsibilities of each section <b>Equipment and Tools:</b> Pre-preparation & Preparation equipments Ancillary equipments: knives, utensils, pots and pans. Bakery equipment Modern Development in Equipments Types of Fuel	15
3	<b>BASIC METHODS OF COOKERY:</b> Modes of Heat Transfer	18

  
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	<p>Various methods of Cooking: Definition, Rules, Associated terms, Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising. Dry Methods: Frying, Grilling, Roasting, Broiling, and Baking.</p> <p>Modern Methods</p> <p><b>UNDERSTANDING RAW MATERIALS:</b></p> <p>Understanding of common ingredients, classification and available forms,</p> <p>Uses and storage</p> <p>Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents.</p> <p>Thickening and binding agents, Flavorings and seasoning.</p>	
4	<p><b>FOUNDATION OF CONTINENTAL COOKERY:</b></p> <p>Stock: Definition, Classification and types, Rules for stock preparation, Recipe of Various Stocks.</p> <p>Soups: Definitions, Classification on soups; Examples.</p> <p>Roux and Roux Types</p> <p>Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes, Derivative sauces.</p> <p>Garnishes and Accompaniments.</p>	15

#### Reference books:

Sudhir K. Shibal : The Ashok book of Favourite Indian Recipes  
 Madhur Jaffery's : Cook Book  
 Chandal Padmanabhan : Dakshin Veg. Delicacies from South India  
 J. Inder S. Kalra : Prasad Cooking  
 Jane Grigson : The Book of Ingredients  
 K.T. Achaya, Oxford : Indian Food  
 Le rol a. Polsom : The Professional Chef

## F & B Service - I BHM - 3102

### Course Objective:-

The Student will get knowledge about:

1. Develop an insight into the growth of Catering Industry. In the world from medieval period till recent times.
2. Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional Competence at basic levels in the principles of Food service and its related activities.
3. Acquire the requisite technical skills for competent service of Food and Beverage
4. Understand different non-alcoholic beverages with their preparation and services.

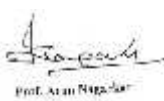
### Learning outcome:-

At the end of course the student should know about:-

1. Understand the role of F & B department its functions and staffing
2. Identify and use the different types of restaurant equipments.
3. Understand the Professional attributes of F& B staff.
4. Understand the role of Ancillary department in F&B.

Module	Course Topics	Total Hours
1	<b>INTRODUCTION TO THE CATERING INDUSTRY:</b> <b>History of catering Industry</b> Introduction and growth of catering-industry. Classification of catering establishments: Commercial, Transport, Welfare, Industrial, Institutional A brief description of each type showing the career Opportunities in each. <b>DEPARTMENTAL Organization:</b> Organization of the star category hotel Organization of F & B department professional relationship between guest and steward. Relationship among F & B service department with other departments of the hotel; Types of F & B outlets Organization of staff in various F & B Outlets Duties and responsibilities of all F & B staff Attributes of a waiter: Effective communication skills, Personal hygiene, physical attributes, work related attributes/professional attributes.	18
2	<b>RESTAURANT EQUIPMENTS:</b> Crocery.	14

  
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	<p>Glassware, chinaware.  Cutlery, Flatware, Hollow ware - Silver and stainless steel, disposable, cleaning method polivit, dry powder silver dip.  Burnishing method  Linens, Furnishing, fixings, and disposable.  Care and maintenance of restaurant equipment.  <b>ANCILLARY DEPARTMENTS:</b>  Pantry, still room, plate room, hotplate,  Kitchen stewarding a brief description, inventory and record maintaining, various kinds of dishwashing machines.</p>	
3	<p><b>NON-ALCOHOLIC BEVERAGES:</b>  Classification of non-alcoholic beverages  Tea &amp; coffee: Types, manufacturing, brand names.  Milk based drinks, <b>cocoa based beverages.</b>  Juices.  Soft drinks.  <b>Syrups</b> &amp; squashes  Mineral Waters, Spring water, Nourishing drinks and tonic water.  Mise-en-place.  <b>Service of non-alcoholic beverages.</b></p>	15
4	<p><b>ROOM SERVICE:</b>  a) Type of room Service Introduction – Cycle of service / Centralized / Decentralized /forms to formats used in room service, order taking , thumb rule, suggestive sellings, guest service Procedure in room service.  b) List of Equipments  c) House Rules of Room Service Waiter  d) Room Service Menu</p>	13

#### Reference books:

Sudhir Andrews: F & B Service Trg. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

Brown, Heppner & Deegan: Introduction to F&B Service


  
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## Front Office - I BHM - 3103

### Course Objective:-

The Student will get knowledge about:

1. Classification and categorization of Hotels and its Evolution.
2. Duties & responsibilities of the staff in the different sections.
3. Types of rooms, food meal plan types of guest.
4. Importance, Modes, Tools of reservation.
5. Basic Terminologies of front office

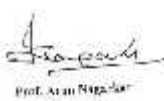
### Learning outcome:-

By the end of this course student would be able to:

1. Understand the evolution, meaning and classifications of Hotel.
2. Understand the various layouts of Front office in the Hotel.
3. He would become aware of attributes and hierarchy of front office staff.
4. Understand and able to handle guest reservations.
- 5.

Module	Course Topics	Total Hours
1	<b>Introduction to Hotel Industry</b> Introduction to Hotel Industry, Evolution of Hotel Industry in India & World, Definition of modern hotel, Classification And Categorization of Hotels in India .	13
2	<b>Organizational Structure of front office</b> Meaning, Role and Importance of front office in the hotel. Lay out of Front office department, structure and functions of each section Duties and responsibilities of Front office staff.	15
3	<b>Attributes of front office staff and other front office information</b> Attributes of front office staff. Types of guests, Meal plans, Types of rooms & Guest Cycle	14
4	<b>Reservation Operations:</b> Definition, Importance of Reservation. Types of reservation, Various Sources of Reservation	18

  
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	<p>Reservation Process.</p> <p>Various Tools Of Reservation: Reservation Form, Advance-Letting Chart, Density Control Chart, Hotel Diary &amp; Whitney system of reservation.</p> <p>Cancellation And Amendment Procedure.</p> <p>Various Reports Prepared at front office at the time of reservation.</p>	
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**Reference books:**

Sudhir Andrews: Hotel Front Office

Kasavana & Brooks: Managing Front office Operations

Jatashankar R. Tewari- Hotel Front Office Operations & Management

## Accommodation Operations – I BHM 3104

### Course Objective: -

The students will get knowledge about:

1. Organization, function of housekeeping department and its different sections.
2. Different departments Housekeeping co-ordinates with.
3. Cleaning procedure
4. Cleaning equipments and cleaning agent.

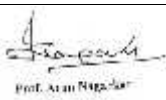
### Learning outcome: -

By end of this semester students able to know about:

1. Understand the structure function, Importance and different section of housekeeping department.
2. Co-ordination with another department of hotel.
3. Perform different types of cleaning.
4. Handling of cleaning equipment & cleaning agents.

Module	Course Topics	Total Hours
1	<b>Housekeeping As a Department:</b> Importance of housekeeping. Customer satisfaction and repeat business Importance of guestroom for guest housekeeping layout and different sections of housekeeping departments. Interdepartmental co-operation & co-ordination of Housekeeping. Housekeeping in other intuition, like Hostel, Hospital, Mall, Offices etc. Attributes of housekeeping personal.	20
2	<b>Organization Structure Of Housekeeping Department:</b> Small hotels, medium hotels, large hotels. Duties & responsibilities of Executive Housekeeping. Duties & responsibilities of Housekeeping Staff.	10
3	<b>Cleaning Science</b> Types of soil Nature of soil Standard of cleaning Principles of cleaning Method of organizing cleaning Frequency of cleaning daily, periodic and special. Design features that simplify cleaning.	15
4	<b>Cleaning equipment:</b> General considerations & selections	15

  
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	Classification & Types of equipments, Floor trolley, Vacuum Cleaner etc. Method of use & mechanism for each type Care & maintenance. <b>Cleaning agents:</b> General criteria for selection Classification.	
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**Reference books:**

Hotel Housekeeping Operation And Management G. Raghubalan And Smritte Raghubalan

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

Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.

## Foreign Language Proficiency (French) BHM - 3105

### Course Objective:-

The students will get the knowledge of:

1. Letter, Numbers, Months and Weeks in French
2. Vocabulary of Hotel terms and equipments
3. Knowledge of verbs and how to make sentences
4. How to converse in French

### Learning outcome:-

After the end this semester the students should able to know:

1. The French alphabets, numbers, days and months
2. Able to know the French grammar
3. Converse in French

Module	Course Topics	Total Hours
1	French Pronunciation, The Alphabets, The Accent, The Article, Days of the Week, Months of the Year, Numbers, Colour, Country and Nationality, Professions. Noun, Pronoun, Adjectives, Relations, How to Tell the Time, simple prepositions.	15
2	Verb: First group of verbs, 2nd group, 3rd group, Reflexive verb, possessive adjectives, interrogative and demonstrative adjectives, negative and interrogative sentences, Conjunction, Name of fruits and vegetables, interrogative adverbs.  <b>Conversation</b> General Conversation, Classroom Conversation, Hotel Staff and guest conversation-Reception and Restaurant Conversation. ENGLISH AND ENGLISH-FRENCH MINI Vocabulary.	15

### Reference books:

1. French for Hotel Management & Tourism Industry:-S.Bhattacharya (2007)
2. Apprenons le francais part1,2,3.- Saraswati house pvt ltd.
3. Ultimate French beginners-Intermediates:- Living languages
4. Everything learning French; speak, write and understand basic French in no time:-Bruce Saille & David Hebert

  
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# **Environmental Studies**

## **BSAE 2101**

### **Ability Enhancement Compulsory Course (AECC)**

#### **BSAE2101: Environmental Studies**

##### **Course outcomes:**

The mission of the course on Environmental Studies is to create awareness and improve knowledge about environment and become responsible towards nature. The course seeks to establish a continuous interest in the learners to improve their knowledge with intent to develop a new generation of responsible citizens capable of addressing challenges of climatic changes and global warming faced by society. This course works towards

1. Creating awareness and building fundamental knowledge of environment and climatic changes.
2. To know how environmental degradation has taken place.
3. Look at various global challenges concerning environment faced by individuals to counter unethical issues.
4. Look at prevent, control of pollution and protect environment.
5. To create skill of sustainable development in people aiming to minimal degradation of environment.
6. Efforts taken by national and international level in sustainable development.

##### **Learning Outcomes**

**The** course intends to create a sense of how to be more responsible towards the environment. Upon completion of the course students will be able to better understanding of environment and related issues. The course integrates various facets socio-economic nature and environment.

## Course Contents:

Modules /Unit	Course Topics	Total Hours
1.	<p><b>Environment</b></p> <p>Environment: Definition, Scope and importance of Environmental Studies, Need for Public Awareness</p> <p>Segments of Environment:</p> <p>Atmosphere: Composition, Structure of atmosphere</p> <p>Hydrosphere: Water distribution, Water use and water crisis. Lithosphere: Structure and composition; Biosphere, Multidisciplinary nature of Environment. (Book 3:Chapter 1)</p> <p><b>Ecosystems:</b> Introduction, Concept of an ecosystem, Structure and function of ecosystem, Energy flow in an ecosystem, Food chain and food web, Types of Ecosystem ( Book 1 and 2: Chapter 2 and 3)</p> <p>Ecological pyramids: Definition, Types of Ecological Pyramid(Book 5: Chapter2)</p> <p>Material cycle: Definition and importance, Nitrogen and carbon cycle(Book 2; Chapter 7)</p> <p>Environmental Impact Assessment (EIA): Definition and Concept, Elements of EIA, Prediction of impacts and its methodology, Sustainable Development (Book2 and 3: Chapter-3).</p>	15
2.	<p><b>Natural resource and its conservation</b></p> <p>Natural resources: Natural resources and associated problems, Renewable &amp; non-renewable natural resources(Book 2:Chapter6),</p> <p>Forest Resources: Use and over-exploitation, deforestation, Timber extraction, mining, dams and their effects on forests and tribal people (Book 1: Chapter2).</p> <p>Water Resources: drinking water quality, water borne and water induced diseases, arsenic and fluoride problem in drinking water(Book 3: Chapter 4),</p> <p>Mineral resources: Use and exploitation of minerals, Environmental effect extracting and using mineral resources(Book 3: Chapter4)</p> <p>Energy resources: Conventional and non-conventional energy sources, solar energy, hydro-power energy, Hydrogen-energy, wind energy, geothermal energy, biomass energy, nuclear energy, fossil fuels (Book 2; Chapter 7).</p>	15

3.	<b>Environmental Pollution</b> Environmental pollution: Definition, pollutants, sources, causes, effects and control measures of air, water, and soil pollutions (Book 3 Chapter6). Noise: Sources of noise pollution, measurement of noise, Noise exposure levels and standards. Impact of noise on human health. Noise control and abatement measures. (Book 3 Chapter6 ) Waste water and its treatment. Eutrophication and biomagnifications. Solid waste management: solid waste source, characterization, effects and control measures of urban and industrial waste.(Book1 Chapter 5) Environment Management System	15
4.	<b>Current Environmental Issues and Environment Protection</b> Current environmental Issues: Population growth, logistic curve equation. Climate change, global warming, acid rain, ozone layer depletion, Water Crises-Conservation of water, Rain water harvesting, Biodiversity and its conservation: Natural disaster and its management. Nuclear hazards(Book 3 Chapter 7) Environment Protection: Legal aspects of Environment Protection, Environment Protection Act, Air(Prevention and Control of Pollution)Act, Water(Prevention and control of Pollution)Act, Role of NGOs in environment protection. Environmental Education and Awareness (Book 3 Chapters 8). Value Education: Environmental Values. Valuing Nature, Valuing cultures, Social justice, Human heritage, Equitable use of Resources, Common Property Resources.(Book1:Chapter 7.5)	15

#### Reference books:

1. Text Book for Environmental Studies- Erach Bharucha for University Grant Commission and Bharti Vidyapeeth Institute of Environment Education and Research, Pune. (Link: <https://www.ugc.ac.in/oldpdf/modelcurriculum/env.pdf>)
2. Environment and Ecology- Agarwal, R.K.2001, Krishna Prakashan Media(Pvt) Ltd.
3. Environment and Ecology- Dhar, D.N., S. Kumar and T. Vaish, Vayu Education of India
4. Basics of Environment and Ecology- A. Kaushik and C.P. Kaushik, Second Edition, 2014, New Age International (Pvt) Ltd.
5. Environmental Studies: From Crisis to Cure- R. Rajagopalan, Oxford University Press

## **PRACTICALS**

### **Food Production – I**

#### **BHM -3151**

1. Demonstration classes to make students familiar with:  
The pre-preparation, preparation and method of cookery.

- Preparing and cooking vegetables.
  - Vegetables cuts
  - Identification of raw material .
  - Identification of kitchen equipment .
  - Method of cooking and its application on various basic preparations.
  - Preparing and cooking Stocks\ Roux
  - Preparation of Basic continental sauce and its derivatives
  - Various preparations using basic sauces
2. Continental menu comprises of various courses.

### **F & B Service - I**

#### **BHM-3152**

1. Opening and inspecting cleaning a restaurant:: Routine Cleaning Non-Routine Cleaning
2. Identification of restaurant equipments.
3. Special equipments used in restaurant.
4. Wiping: - Glassware- Cutlery- Crockery holding are using service gears, carrying plating by using trays & salver, using service plate, carrying clearance of dirty cutleries & crockery's..
5. Polishing silver, silvo method, burnishing method
6. Arrangement and use of side board - Check list.
7. Laying a table cloth
8. Re-laying a table cloth
9. Using a tray, Salver
10. Procedure for laying table
  - i) Basic a la carte
  - ii) Basic Table D'hôte
  - iii) Service of Breakfast- Continental, English & American.
- 11) Room service tray setup.

## **Front Office - I**

### **BHM - 3153**

1. Receiving telephone calls.
2. Familiarization of reservation tools.
3. Learn to take Reservations requests.
4. Finding room availability on Advance letting chart, updating it
5. Finding room availability on Density Control chart, updating it
6. Updating Hotel diary and preparation of movement list.
7. Handling Cancellation and Amendments.

## **Accommodation Operation - I**

### **BHM - 3154**

- 1) Introduction, identification, uses and care of hand tools, cleaning Equipments and cleaning agents (Paste chart / drawing as applicable)
- 2) Basic cleaning procedure in Guest room:
  - a) Check-out room
  - b) Occupied room
  - c) Vacant room
  - d) Evening service.
- 3) Procedure for Bed making:
  - a) Day Bed
  - b) Night Bed
- 4) Procedure for cleaning bathrooms.
- 5) Organizing for completing the assigned task, preparing work plan.

## Food Production -II

### BHM - 3201

#### Course Objective:-

The Student will get knowledge about:

1. The planning, factor and types of menu, need to understand points to be considered while planning menu.
2. Need to understand definition, and types of breakfast cooked in India and all around world.
3. To understand production, by products and uses of common commodities used in kitchen like milk, cheese.
4. Need to tell what to be considered while purchasing vegetables, fruits and their uses in kitchen.
5. Origin, process and uses of cereals, legumes, spices & herbs.
6. Salads its origin, types and dressing.
7. Basic knowledge of Indian curry, gravies, breads, sweets & accompaniments.

#### Learning outcome:-

At the end of course the student should know about:-

1. Able to understand definition, uses and types of menu with standard recipes formulation and its format use in hotel industry.
2. Different types of breakfast (English, American, Indian) with its preparation of some items used to serve in breakfast.
3. Commodities like milk, cheese, cereals, legumes and spices its origin and uses.
4. Salient feature of making good salad its dressing & presentation.
5. Able to make Indian gravy, curry, sweets, breads and accompaniment.

Module	Course Topics	Total Hours
1	<b>MENU PLANNING RECIPE FORMULATION:</b> Menu Planning: Factors affecting menu planning. Standard Recipes: Definition, writing, format and costing. <b>BREAKFAST COOKERY</b> English, American, Indian -regional Breakfast Eggs, cereals, rolls and other breakfast varieties	18
2	<b>COMMODITIES</b> <b>MILK AND MILK PRODUCTS:</b> Composition of milk, storage, types of milk, cream, butter, curd <b>CHEESE:</b> Production of cheese, classification of cheese, cheese from different countries. <b>VEGETABLES:</b> Classification, selection, effects of heat. <b>FRUITS:</b> Classification, selection, uses in cookery.	15

  
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	NUTS&SEEDS:Defination ,uses.	
3	<b>FOOD COMMODITY</b> <b>CEREALS&amp; LEGUMES:</b> Sources, variety, uses, storage. <b>SPICES &amp;HERBS</b> Definations,classifications,uses&source.	13
4	<b>SALADS</b>  Introduction, Composition Of Salads, Types Of Salad, Salad Dressing, Emerging Trends In Salad Making, Salient Features Of Preparing Good Salads. <b>KNOWLEDGE OF INDIAN FOOD: ingredients, &amp; gravies</b> <b>STUDY OF INDIAN SWEETS, ACCOMPANIMENTS&amp; INDIAN BREADS</b>	14

### Reference Books:

Larouse Gastronomique-Cookery Encyclopedia, Paul Hamlyn  
Professional Baking-Wayne Glasslen  
Modern Cookery-Philip E Thangam  
Baking-Martha Day  
Classical Food Preparation & Presentation-W K H Bode  
The Creative Art Of Garnishes-Yvette Stachowiak

## F & B Service - II BHM - 3202

### Course Objective:-

The Student will get knowledge about:

1. Understand various restaurant services.
2. Understand type of meal and menu.
3. Develop knowledge of the restaurant control system.
4. Understand the processing manufacturing and service of cigar and cigarettes.

### Learning outcome:-

At the end of course the student should know about

1. Understand the difference among various services eg. American Service, Russian Service, English Service, French Service.
2. Understand the various types of standard Menus used in star hotels
3. Understand the Food & Beverages Outlets Operation Control System.
4. Understand about the tobacco products that are used in the star hotels.

Module	Course Topics	Total Hours
1	<b>RESTURANT SERVICE:</b> Forms and methods of services: English; French ,American and Russian Services Mise- en-place, side-board, mise-en-scene. etc. Receiving the Guests & Social Skills Service of a Table	15
2	<b>TYPE OF MEALS &amp; MENU:</b> Types of meal: Breakfast Lunch/Dinner/Supper/Brunch/High tea, Afternoon snacks. Type of Menu: Table d' hote, A la carte, carte-du-jour. Courses of French classical menu Fundamental of menu planning Continental, Indian with accompaniments. Breakfast menu: English, American, Continental, India.	15
3	<b>RESTAURANT OPERATION CONTROL SYSTEM</b> Necessity of good control system. Functions of control system. K.O.T./B.O.T. Taking order and presenting bills./bills voiding ,cancellation method. Duplicate and triplicate checking system. Inter-departmental transfer, summary sheet, control of cash & credit sales. Volume forecasting.Control by selling price.	15

  
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4	<b>TOBACCO</b> History of tobacco Processing and manufacturing of tobacco cigarettes, cigar & their shape, size and colour. Hookah and Pipe. Storage and service of cigarettes and cigar, national & international brand name of cigars & cigarettes	15
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### Reference Books:

Sudhir Andrews: F & B Service Trg. Manual

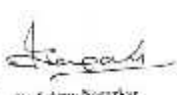
Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

Brown, Heppner & Deegan: Introduction to F&B Service

  
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## Front Office - II

### BHM - 3203

#### Course Objective:-

The Student will get knowledge about:

1. Registration, its types, importance and other aspects.
2. Check in procedure for various categories of guest.
3. Meaning and Procedure of Night Auditing.
4. Room Tariff Fixation.

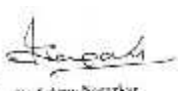
#### Learning outcome:-

By the end of this course student would be able to

1. Understand and handle FIT & GIT guest arrival.
2. Understand the procedure of Night Auditing and various reports prepared by night auditor
3. Understand various types of Tariff found in Hotels.
4. Understand Room Keys Handling

Module	Course Topics	Total Hours
1	<b>Check in procedure:</b> Greeting the guest. Pre Registration Process Registration: Meaning, Registration Records, system of registration, importance of registration & registration process Allotment of rooms keys	14
2	<b>Check in procedures for special cases:</b> Confirmed Reservation Foreigners. VIP's. Walk-in. Scanty Baggage Meaning of Form C, Passport & Visa, types of passport & Visa	15
3	<b>Handling Group Arrivals</b> Types of groups. Rooming list. Pre arrival procedures. Welcoming and handling of group at the time of actual check-in. Room change procedure.	13

  
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4	<b>Night Audit</b> Meaning, duties and responsibilities of night auditor. Preparation of transcript. Night Audit Process. Preparation of reports like expected arrival & Departure report, Occupancy Report & High Balance Report.	18
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**Reference Books:**

Dennis L. Foster: Back Office Operation & Admn.

Sudhir Andrews: Hotel Front Office

Kasavana & Brooks: Managing Front office Operations

Jatashankar R. Tewari- Hotel Front Office Operations & Management

## Accommodation Operation - II

### BHM - 3204

#### Course Objective:-

The students will get knowledge about:

1. The public area cleaning task.
2. Types of guest rooms and their layout.
3. Learn about inspection of guest room.
4. Cleaning and care of metals: Brass, silver etc. and their compositions.

#### Learning outcome:-

By end of this semester students able to know about:-

1. The different area of hotel and their cleaning process.
2. Floor rules and rooms layout
3. Experience of all housekeeping routines system.
4. The uses and composition metal, leather glass, wood etc.

Module	Course Topics	Total Hours
1	<b>Room layout and guest supplies.</b> Standard room, VIP room, deluxe room, suit room Guest special request Types of guest room with sizes. Guest room status report. Floor rules Service and facilities offered by various hotel.	15
2	<b>Area of cleaning-</b> Guest room Front of the house Back of the house.	15
3	<b>Daily routines &amp; systems of housekeeping department:</b> Control Desk Activities. Staff Allocation, Duty Roasters. Forms of formats record and registers handling difficult situation. Records and formats maintained in the housekeeping department. Guest Room Inspection – Check List	15
4	<b>Composition, care and cleaning of:</b> Metals, glass, leather, plastic, ceramic and wood.	15

## **Reference Books**

Hotel Hostel and Hospital Housekee

ping – Joan C Branson & Margaret Lennox (ELBS).

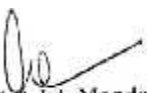
Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.

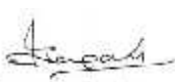
Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

Housekeeping and Front Office – Jones

Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann

The Professional Housekeeper – Tucker Schneider,; Wiley Publications

  
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## Communicative English

### HSAE-2201

#### Course Objectives:

- To make the students aware of the fundamentals of communication and its types and various levels;
- To train them techniques and methods of vocabulary building and paragraphs writing and make communication effective and impressive;
- To groom them expert in oral as well as written communication with the knowledge of various forms and formats;
- To make them understand the role of Nonverbal (Kinesics) in Communication
- To enhance their capacity for comprehension, creative and critical thinking;

#### Learning Outcome:

1. The successful completion of the course students will be able to:
2. Understand the meaning of communication and its various applications;
3. Form and apply suitable vocabulary, phrases and sentences in communicating variety of situations;
4. Able to use variety of forms/formats and techniques required in different levels of communication;
5. Maintain congruity between verbal and nonverbal communication;
6. Able to comprehend and clarify the intricacies of art of communication.

Module	Course Topics	Total Hours
I	<b>Fundamentals of Communication:</b>  (B1, Ch. 1) Communication: Definition, Nature, Origin, Scope, Features and Process of communication;  Types of Communication: Verbal and Non-Verbal, Formal and Informal, Oral & Written Communication and technical and general Communication;  Levels of Communication: Extra-personal, Intra-personal, Interpersonal, organisational, Grapevine, Group and Mass Communication; Language as a Tool of Communication; The Flow of Communication: Vertical (Upward and Downward), Lateral or Horizontal; Non- Conventional types of	22

  
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	<p>Communication: Assertive, Aggressive and Passive Aggressive.</p> <p>(B1, Ch. 2) <b>Barriers to Communication:</b> definition; types: Physical, Semantic, Psychological barriers or Extra- personal, Intra-personal, Interpersonal, and Organizational</p> <p>barriers, How to Overcome these Barriers;</p>	
<b>II</b>	<p><b>Creativities in Communication</b></p> <p>(B1, Ch. 17) <b>Word Formation:</b> Affixation, Compounding, Blending, Conversion, Enriching <b>Vocabulary:</b> Synonyms, Antonyms, Homophones, Homonyms, One word Substitution, Foreign Words &amp; Phrases;</p> <p>(B1, Ch. 10) <b>Forms of Writing and Techniques:</b> Note taking, Reviewing, Interpreting, Paraphrasing and (B1, Ch.</p> <p>13) Précis Writing, (B1, Ch. 12) Pre-Requisites of Good Sentences;</p> <p>Essentials of Good Sentences, Common Errors to be avoided</p> <p>(B2, Ch. 20) <b>Requisites of Good Paragraph Writing:</b> Unity, Coherence, Clarity, Proper Length, Emphasis, Logical Sequencing, Development of Paragraphs;</p> <p><b>Methods of Writing:</b> Inductive, Deductive, Chronological, Spatial, Comparison &amp; Contrast, Question to Answer, Interruptive, Illustrative;</p>	10
<b>III</b>	<p><b>Business Communication</b></p> <p>(B1, Ch. 15) Principles, 7 C's of technical Communication; Formats of Business Letters; <b>Types of Letter:</b> Sales &amp; Credit Letters, Inquiry, Quotation &amp; Reply Letters, Letters for Placing &amp; Fulfilling Orders, Complaint, Claim &amp; Adjustment Letters; Email</p> <p><b>Job Letters:</b> Cover letters, Resume</p> <p>(B1, Ch. 13) <b>Reports:</b> Definition, Significance, Features &amp; Purpose,</p> <p><b>Types:</b> Formal , Informal, Periodic, Informational, Analytical;</p> <p><b>Formats &amp; Structures of Reports:</b> Letter Format, Memo Format, Printed Format, Manuscript Format; Writing of a Report Structure of Manuscript Format;</p> <p>(B1, Ch. 14) <b>Proposals:</b> Definition, Significance, Features &amp; Purpose; Types &amp; Structures: Solicited &amp; Unsolicited, Business, Research, Technical; Structure of Technical</p>	12

	Proposals.	
<b>IV</b>	<p>(B1, Ch. 7) <b>Presentation Strategies:</b> Purpose, Scope, Understanding Audience &amp; Locale, Organizing contents, Audio-Visual Aids;</p> <p><b>Modes of Presentation:</b> Manuscript, Impromptu, Memorization, Extempore;</p> <p><b>Non-Verbal Dimensions of Communication:</b></p> <p><b>Kinesics:</b> Gesture, Posture, Facial Expression, Eye Contact; Oculecsis, Paralinguistics, Proxemics, Artifacts, Chronemics, Haptics, Olfactics and Chromatics.</p> <p>Ice-Breaking. Group Discussion and its Etiquettes,</p> <p>Interviews(B1, Ch. 6) Telephone Etiquettes, Dining Etiquettes.(B1, Ch. 8)</p>	16

### Text Book

1. Minakshi Raman et al. Technical Communication, New Delhi: Oxford University Press, 2014.
2. Ashraf Rizvi, Effective Technical Communication, Chennai: Tata McGraw Hill, 2018.

### Reference Books:

1. Singh, R.P. Functional Skills in Language & Literature, New Delhi: Rupa, 2007.
2. Sharma, Sangeeta et al. Communication Skills for Engineers and Scientists, New Delhi: PHI, New Delhi, 2009.

Shukla, Aditya. Professional Communication, Pune: Technical Publicatio

## Nutrition BHM - 3206

### Course Objective:-

The student will get knowledge about

1. The significance of food in his daily life
2. The terms like food, health, nutrition, malnutrition, and nutritional status.
3. Calculation of recommended dietary allowances
4. Understand the relationship of macro & micro nutrients to health

### Learning outcome:-

By the end of this course student would be able to

1. Understand the importance of nutrition and good health in his day to day life.
2. Know the composition, functions sources of nutrients.
3. Understand the effects of excess & deficiency of nutrients.
4. Modify attitudes and practices of use existing nutrition

Module	Course Topics	Total Hours
1	Introduction to nutrition: Definition of Nutrition; Importance and scope; the various nutrients. Food and our body: Role of food in our life; recommended dietary intakes (RDI); factors affecting RDI; Energy requirement of our body (Energy Metabolism); Calorific value of food; The five food groups; Process of Digestion & Absorption of food in human body. Role of Nutrients in our Body-I Carbohydrates: Classification, functions, Deficiency and excess of carbohydrates, Sources. Proteins: essential amino acids, classification of protein, functions of proteins, Systems of protein Deficiency, Protein energy malnutrition (P.E.M.), Sources of protein. Fats, classification of fats, functions of fats, excess and deficiency.	15

  
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2	<p>Role of Nutrients in our Body – II</p> <p>Vitamins: Classification of vitamins function deficiency &amp; excess and sources of all vitamins.</p> <p>Role of Nutrients in our Body – III</p> <p>Minerals: Sources and functions &amp; deficiency of various minerals – Iron, Calcium, Iodine, Sulphur, Potassium, Phosphorous, Sodium, Zinc etc. (elementary study only).</p> <p>Water: Function and sources.</p> <p>Balanced Diet:</p> <p>Concept of balanced diet: Menu planning for specific requirements, Modification of diet, various diseases such as diabetes mellitus hypertension, heart attack, osteoporosis.</p> <p>Children, adolescents adult man &amp; women; nutritional requirements during specific conditions viz, pregnancy and lactation.</p> <p>Effect on nutrients while:</p> <p>Storage.</p> <p>Pre-preparation.</p> <p>Cooking.</p>	15

### Reference Books

Fundamentals of Food & Nutrition : Mudaambi & Rajgopal

Normal & Therapeutic Nutrition : H. Robinsson Clinical Dietics & Nutrition : F.P Aanita

## **PRACTICALS:**

### **Food Production - II**

#### **BHM – 3251**

- 1- Writing of menu Indian and continental course by course.
- 2- Breakfast preparation ,eggs(soft boiled,bulls eyes,spanish omeltte),potatoes(lyoniasse,jacket,mash )etc.
- 3- Various Cooking methods applied on grains like rice,pulses,vegetables and fruits .
- 4-Preparation of green gravy,yellow gravy,white gravy,Indian breads(tandoori,naan,missi roti)etc.
- 5-Preparation of indian sweets(phirini,kheer,double ka meetha )etc.

### **F & B Service - II**

#### **BHM - 3252**

1. Revision of F&B Practical's.
2. Layout of different food service areas and ancillary departments (Drawing).
3. Various types of napkin folding.
4. Receiving guests.
5. Order taking for food & beverages, preparation for K.O.T.
6. Basic service methods e.g. silver service, American service, Russian service etc.
7. Service of non-alcoholic beverages.
8. Service of cigar & cigarettes.
9. Preparation of bills and its presentation of the guest.
10. Arrangement & use of side board practice of mise-en place & mise en scene.

### **Front Office - II**

#### **BHM - 3253**

1. Recapitulation of the semester – I
2. Greeting and receiving the guest.
3. Registration procedure of guests: walk-in, reserved.
4. Allotment of room and handling over keys.
5. Post arrival activities at the reception.
6. Check-in procedures for foreigners.
7. Check-in procedures for VIP.
8. Group check-in.

  
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## **Accommodation Operation - II**

### **BHM - 3254**

#### **1. Basic cleaning procedure in guest room:**

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

#### **2. Public area cleaning programmed:**

- a. Regular (Daily)
- b. Periodical (Weekly)
- c. Special (spring)

#### **3. Cleaning and care of:**

- a. Different metals e.g. brass silver and E.P.N.S., stainless steel, copper, iron etc.
- b. Glass
- c. Plastic
- d. Leather
- e. Ceramic

#### **5. Guest room inspection: Check-list**

## Food Production -III

### BHM - 3301

#### Course Objective:-

The Student will get knowledge about:

1. Structure, types and uses of egg in kitchen and its storage, quality judgement.
2. Selection, classification, cuts and further processing of poultry.
3. Selection, classifications, cuts and storage, preparation of meats along its butchery process and uses of offals.
4. Pork its selection, classification, cuts and its by products (ham, bacon).
5. Fish its selection, classifications, cuts, processing storage and its cooking liquor, along with some famous preparation.

#### Learning outcome:-

At the end of course the student will have the knowledge about:-

1. Egg diagram, its selection, storage and famous preparation.
2. Cuts used in hotel of all poultry along with handling and storage.
3. Handling and cuts of pork, beef, veals along its butchering process.
4. Storing, purchasing of fish along with its cooking methods and liquor.

Module	Course Topics	Total Hours
1	<p><b>EGGS:</b> Structure of an egg, purchase specifications &amp; quality grading, composition &amp; food value, storage.</p> <p><b>POULTRY:</b> Various Poultry &amp; Games used in cookery, classification, Cuts, Purchasing &amp; Selection qualities, food value, storage, cutting, deboning, Trussing &amp; stuffing.</p>	20
2	<p><b>MEAT:</b> Types of meats used in cookery, Cuts of meats i.e. (beef, lamb), purchasing and quality grading, factors that give meat a good quality, handling, knowledge of offal's &amp; other edible parts, food value, storage, Butchering Procedure, Rigor Mortis,</p> <p><b>PORK:</b> Cuts, food value, purchasing, butchering procedure, <b>Processed Meat</b>-Ham, Bacon, Sausages, Salami</p>	15

3	<b>FISH:</b> Classification of Fishes , purchasing & selection qualities, handling-scaling, filleting, skinning, pulling bones, fish cuts and uses, storage. -	15
4	<b>COOKERY (Meat, Poultry &amp; Fish)</b>  Cooking Methods for Meat, Poultry, and Fish and Game.  Effects of over cooking & under cooking on non- veg foods.  Standard granishes & accompaniments for <b>Meat, Poultry &amp; Fish</b>	10

#### Reference Books:

1. Theory of cookery - Cinton Cesarane.
2. Theory of cookery – Krishna Arora.



## F & B Service - III BHM – 3302

### Course Objective:-

The Student will get knowledge about:

1. Understand the viticulture and Vinification.
2. Understand different types of Wines, Their classification storage & services.
3. Know about the different wine producing countries, their specialty wine
4. The wine quality laws governing the major wine producing countries.

### Learning outcome:-

At the end of course the student will have the knowledge about:-

1. Understand the making process of Beer.
2. Understand the making and service process of National & International Wines.
3. Understand the Wine law of Wine producing Countries.
4. Understand the Food and matching wine service harmony.

Module	Course Topics	Total Hours
1	<b>CLASSIFICATION OF ALCOHOLIC BEVERAGE</b>  <b>BEER</b> -History (A brief description of how beer came into being).Ingredients. Brewing process: Bottom fermentation; Top fermentation. Storage of beer, service of Beer. Types of beer (ales, lagers, draught, and wheat beers).Brand Names (National &International)	10
2	<b>WINE</b> Introduction to wine,cider and perry, definition of wine. Viticulture seasons, Quality of soil and of area of production. Types & Composition of grapes and its effect on the nature of wine, wine makers'Calendar. Wine making Methods. Wine classification & Types: table, fortified, <b>aromatized</b> & sparkling. Characteristic of wine: still, sweet, dry, vintage, & non-vintage. Principles wine producing countries: France, Italy, Germany, Spain, Portugal, America & Australia. Reading Wine Labels, Wine popular Brand Names, Wine Terminology.	20
3	<b>WINE QUALITY LAWS:</b> France, Germany, Italy. <b>WINES OF FRANCE:</b>	15

	<p>Different regions, their geographical composition and climate, grape varieties with characteristic of wines from each region. Special reference of Champagne, its origin, grape varieties and production.</p> <p>Brands Names of Champagne</p> <p><b>WINES OF OTHER COUNTRIES:</b></p> <p>USA, Australia, Chile, South Africa, Algeria, New Zealand.</p> <p>Wine of Spain with special reference to sherry (in detail), Solera System.</p> <p>Wine of Portugal with special reference to port &amp; Madeira, Marsala.</p>	
4	<p><b>INDIAN WINES</b></p> <p>Brand names of Indian Wines</p> <p><b>FOODS AND WINE HARMONY:</b></p> <p>In relation to all courses of French classical menu.</p> <p><b>SERVICE OF WINE</b></p> <p>Order taking procedure</p> <p>Service sequence, serving temperature</p> <p>Equipments used, and Storage of wine.</p>	15

**Reference Books:**

Tom Stevenson - World wine Encyclopedia.

Dennis R. Lillicrap – F & B services.

Jaffrey T. Clarke - Sable & Bar.

## Front Office - III BHM - 3303

### Course Objective:-

The Student will get knowledge about:

1. Different types of Room Rates applicable in Hotels
2. Handling guest mails, messages, enquires and guest complains.
3. Safety deposit & Wake-up Call procedure
4. Meaning and reason of Black listing the guest
5. The tasks performed at bell desk.
6. Role of Concierge in Hotels

### Learning outcome:-

By the end of this course student would be able to:

1. Understand the basics of room tariff
2. Handle various guest services.
3. Handle various jobs performed at Bell Desk & Concierge
4. Understand the Job profile of Door man and Parking Attendant
5. Understand the activities performed by Receptionist during various shifts.

Module	Course Topics	Total Hours
1	<b>Room Tariff Formulation</b> Factors affecting Room Tariff Basis for establishing end of the day Room Rate Designation	14
2	<b>Guest Services</b> Handling guest mails Handling guest messages Room key management. Safety deposit Locker : Procedure Wake up call. Paging system. Guest Complaint & Handling Procedure.	15
3	<b>Other Activities</b> Black Listing of Guest Meaning, reason and procedure Work Done by Receptionist during Morning Shift, Afternoon Shift & Night Shift <b>Concierge Services</b> Meaning, Duties & Responsibilities of Concierge Managing various guest Enquiries	18
4	<b>Bell desk management</b> Procedures:	13

	Check in. Check out. Left language Procedure Duties & Responsibilities of Bell Boy & Bell Captain. Duties & Responsibilities of Doorman, Parking Attendant & Airport representative	
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**Reference Books:**

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

## Accommodation operations – III

### BHM - 3304

#### Course Objective:-

The students will get knowledge about:-

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

#### Learning outcome:-

By end of this semester students able to know about:-

1. Different types of linen and their purchasing procedure.
2. Sewing room activities and managing uniform room.
3. Different types of laundry and stain removal procedure.
4. Fiber, fabrics, yarn and their uses in hotel

Module	Course Topics	Total Hours
1	<b>Hotel linen:</b> Classification: room linen, F&B linen, miscellaneous linen. Selection criteria & stock requirements. Par Stock <b>Linen room:</b> Location. Equipment. Storage & section: Stocktaking. Marking & Monogramming. Functioning.  <b>STORE AND STOCK CONTROL</b>  a. Store room control b. Inventory and requisitions c. Par Stock and Stock taking	14
2	<b>Sewing room:</b> Activities and area provided. Equipments. <b>Uniform room:</b> Purpose of uniforms. No. of sets issuing procedure & exchange of uniform. Designing a uniform. Layout and planning of the uniform room.	13

3	<b>Laundry:</b> Duties and responsibilities of laundry staff. Importance and principles. Flow process of industrial laundering. Stages in wash cycle. Equipment. Layout, planning of laundry. Dry cleaning. <b>Stain removal:</b> Different types of strains. Cleaning methods. Specific reagents. Care for colored and delicate fabrics.	15
4	<b>Fibers and fabrics:</b> Definition. Origin and classification. Characteristics of different fibers – cotton, linen, silk, polyester, nylon, acrylic. <b>Yarns:</b> Types. <b>Finishes:</b> Designing, sizing, deguming, weighting, scouring, calendaring, decatizing, tentering, shearing. Flocking, sanforisation mercerization, napping. Bleaching, Dyeing, Printing, Singeing.	18

### Reference Books:

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

**Food Science**  
**BHM - 3305**

**Course Objective:-**

The student will get knowledge about

1. The term, importance and relation to nutrition
2. The composition and nutritive value of food items
3. Know the changes occurring in various foodstuffs as a result of processing and cooking.
4. Different methods for improving the quality of food preparations

**Learning outcome:-**

By the end of this course student would be able to

1. Understand and define the relevant terms in food preparation
2. Compare the nutritive value of food stuffs
3. Understand effect of various cooking methods and processing on nutritive value of food stuffs
4. Improve the quality of foods by using germination, supplementation, and fortification

Module	Course Topics	Total Hours
1	<b>Effect of heat on Food and its Nutrients</b> Proteins, Carbohydrate, Fats, Vitamins & Minerals. <b>Food Preservation</b> Principles of food preservation. Asepsis, Removal, Anaerobic Condition. Preservation methods & Procedures-(By Drying & Freezing, By High & Low Temperature, By Radiation) Changes during preservations (During Drying, Freezing). Changes during storage. Preservation by food additives, chemicals. Salts & Sugar, Alcohol, wood smoke, spices and other condiments.	15
2	<b>MICRO ORGANISMS</b> Micro-organisms used in food preservations. Structure, types, functions & Characteristics of mold, yeast & bacteria. <b>Food Additives, Leavening Agents &amp; Adulteration</b> Functions of Food Additives. Preservation, Antioxidants-Sequestrants agents, Stabilizers and thickeners, bleaching and maturing agents, buffers, acids and alkalis, food colors, non-nutritive sweeteners, nutrient supplements &	15

	<p>Fortifying agents, flavoring agents, Anti Caking Agents.</p> <p>Adulteration</p> <p>Definition, common food adulterants in different food groups, toxic effect of chemical adulterants, detection of adulterants (Physical &amp; Chemical).</p>	
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**Reference Books:**

1. Food Science – B. Srilakshami
2. Food & Nutrition (VOL I & II) - Dr. M Swaminathan.
3. Nutrition & Dietetics – Shubhangim A Joshi.
4. Food Microbiology- William C. Frazier/ Dennis C. Westhoff



## Basic Accountancy BHM - 3306

### Course Objective:

The Student will get knowledge about:

1. Basic concept of accounting.
2. Double entry system journal, ledgers, various subsidiary books, cash book and final accounts.
3. Financial ratios
4. The concept of Bank Reconciliation Statement

### Learning outcome:-

By the end of this course student would be able to

1. Understand the use of Balance Sheet in hotels
2. Calculate various Financial Ratios.
3. Perform Journal entries and maintain Trial Balance
4. Understand Fund flow & Cash Flow

Module	Course Topics	Total Hours
1	<b>Introduction</b> Meaning And Concept Of Accounting, Principles Of Accounting, Subsidiaries Books Of Account, Journal Entries, Ledger, Cash Book (Single, Double Column Cash Book) <b>Final Accounts</b> Trial Balance: Need, Importance, Limitations, Preparation Of Trading And P&L Account And Balance Sheet With Simple Adjustments.	15
2	<b>Bank Reconciliation Statement And Depreciation</b> Bank Reconciliation Statement, Depreciation: Concept, Rationale And Methods, SLM & WDV (Straight Line method & Written Down Value Method) <b>Analysis Of Financial Statements</b> Introduction to Financial analysis, nature, Importance and uses of Financial Ratios, Types of financial ratios: (Liquidity, Debt, Profitability, Coverage And Market Value Ratios Etc.) Fund Flow Statement: Its meaning, objectives and preparation. cash flow statement: Its meaning, objectives, preparation. Differentiate Between cash flow statement and fund flow statement	15

**Reference Books:**

S.N. & S.K. Maheshwari, Management Accounting

G.S Rawat Elementary of Accountancy.

S.A Siddiqui Comprehensive Accountancy.

J.RBoliboi Book-keeping.

Dr R.K Gupta & Vardhaman Book\_keeping & Accountancy.

# **Practical**

## **Food Production - III**

### **BHM - 3351**

1. Selection ,storage and prepration of egg,(bolied,soft,omelette)etc
2. Selection,cuts of meat,polutry prepration (polute saute chasseur,polute al rex)etc
3. selection,cuts of fish and its .prepration (court bullion,poission in morany sauce ) etc.
4. Some international prepration of poultry,meat,fish along there standard garnishes and accompaniments.

## **F & B Service - III**

### **BHM - 3352**

1. Revision of First year practical's – table layout and services for different types of meals.
2. Beverage order taking and preparation of BOT.
3. Familiarization with the glassware, equipments and tools required in relation to Beer & wine services.
4. Services of red wine, white wine, champagne with all the courses.
5. **Assignments:**
  - a) **Preparing Charts**
    - i) Different regions of France and their characteristics of wine.
    - ii) Regions and characteristics wine of two other countries.
  - b) **Collection of Labels**
    - i) At least fine wines (Indian & Foreign).

## **Front office - III**

### **BHM – 3353**

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

### **Accommodation operation - III**

#### **BHM - 3354**

1.. Working in linen. Special emphasis on:

- a) Storage.
- b) Stock taking.
- c) Marking and monogramming.
- d) Functioning – clerical jobs in the linen room and uniform room.

2. Laundry:

- a) Identification and operation of different equipments.
- b) Laundry cleaning agents.
- c) Flow process in industrial laundry-layout, planning and operation.
- d) Dry cleaning method.

3. Stain removal: Identification and removal of the stains using the specific methods and reagents.

4. Identification of different weaves.

5. Identification and sampling of different fabrics.

6. Sewing Room – mending and use of sewing kit.

7. Visit to hotel laundry / commercial laundry.

## Industrial Training Viva BHM - 3451

### Course Objective:

The Student will get knowledge about:

1. All the sections of Hotel Operations and its functionary.

### Learning outcome:-

By the end of this course student would be able to:


1. Perform the duties of various department of the Hotel and able to select the right department for his career.

Module	Course Topics	Total Hours
1	<p>There will be no theory papers in this Semester and students will have to go for mandatory Industrial training in any 3-5 stars Hotel.</p> <p>At the end of Semester, Students will be judged on the basis of performance, feedback from the Hotel. She/he has to submit IT report, log book and training certificate Institute.</p> <p><b><u>Industrial Training Scheme (20 Weeks)</u></b></p> <p>1) Exposure to Industrial Training is an integral part of the 2<sup>nd</sup> year curriculum. The 20 weeks industrial training would be divided into five/six weeks each in the four key areas of Food Production, Food &amp; Beverage Service, and Accommodation Operations &amp; Front Office Operations.</p> <p>2) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. A hard copy of the report along with log book will have to be submitted to the panel. This report will consist of detailed information about the property and its various departments (all major and minor detail about the outlet).</p> <p>3) A log book is to be maintained for attendance and duties performed on each day. The duties and responsibilities should be mentioned for each day on a single page. For off day, the page should be left blank mentioning OFF-DAY.</p> <p>3) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to</p>	720

  
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Prof. Arun Nagarkar

	<p>undergo IT elsewhere. In case students make direct arrangements with the Hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.</p>	
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 Prof. Arun Nagarika

## Food Production - V BHM - 3501

### Course Objective:-

The Student will get knowledge about:

1. Detail study of north& west region of india there geography,histroy ,festival in relation with cuisine .
2. Study of salient feature south&east region of india in prospect of geography,histroy and local foods prepration in terms of cuisine.
3. Bakery science ,selection,processing and types of wheat,bread making process and methods use by industry to make breads.
4. Cake science,role of ingridents ,types ,methods of making cakes .
5. Decorations of cake icing frosting.
6. Pastry doughs and products from different types of pastry dough(danish,profits roll)etc.

### Learning outcome:-

By the end of this course student would be able to:

1. Able to make different indian regional foods like ( dum biryani,laalmass.kawa,dosa)
2. Able to make and understand role of key ingridents in breads.
3. Can differeniata between bread dough and cake batter.
4. Can make pastry products(elcaries,dounuts )etc

Module	Course Topics	Total Hours
1	<b>STUDY OF VARIOUS NORTH&amp; WEST REGIONAL CUISINES OF INDIA:</b> Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets,  Specialities during Festivals and Other Occasions, Community Foods.  - KASHMIRI - PUNJABI - MUGALI /AWADH - RAJASTHANI - MAHARASTRIAN	15
2	<b>STUDY OF VARIOUS SOUTH&amp; EAST REGIONAL CUISINES OF INDIA:</b> Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets,	15

	<p>Specialities during Festivals and Other Occasions, Community Foods.</p> <p>- BENGALI - ANDHRA PRADESH -TAMIL NADU -KERALA</p>	
3	<p><b>BAKERY SCIENCE: BREAD MAKING</b></p> <p>Identification and handling of raw materials -Wheat &amp; wheat flour, sugar, fat, Yeast, water, salt, milk etc. Functions of ingredients in bakery products. Method of bread making: (i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method. Bread faults and remedies Bread diseases Bread varieties</p>	15
4	<p><b>BAKERY SCIENCE CAKE MAKING:</b></p> <p>Functions of ingredients. Cake making methods: (i) Sugar batter method, (ii) Flour batter method, (iii) Blending method, (iv) Boiled method, (v) Sugar Water method, (vi) All in process. Cake faults and remedies Various types of basic paste:-choux paste, short crust paste, puff paste, flaky paste, hot water paste, Danish paste</p>	15

### RECOMMENDED BOOKS

1. The Professional Chef- Lerol A. Polsom :
2. Theory of cookery – Krishna Arora.
3. Thangam Philip - Theory of cookery-II



## **F & B Service - V**

### **BHM -3502**

#### **Course Objectives:-**

The student will get knowledge about:

1. Understanding the process of distillation of spirits and the types of stills used for the same.
2. Acquire the requisite technical skills for complete competent service of Alcoholic beverages and specially based on spirits
3. Understand cocktails – their preparation – presentation and service.
4. Understand the bar operations.

#### **Learning Outcome:-**

By the end of this course student would be able to:

1. Define spirits and classify them.
2. Understand distillation Process.
3. Understand various production processes of spirits (Whisky, Brandy, Gin, Vodka & Rum) and their characteristics with brands.
4. Understand traditional spirits (Tequila, Absinthe, Tiquira, Ouzo etc).
5. Understand the production of liqueurs.
6. Able to know the flavor, base and colour of liqueurs.
7. Understand the various methods of making cocktails.
8. Understand the points while making the cocktails.

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
1	<b>DISTILLED BEVERAGES</b> <b>Classification of distilled beverages</b> <b>Alcoholic strength.</b> Distillation Process (Pot Still ,Patent Still) Definition and types of spirits: Whisky, Rum, Vodka, Gin, Brandy. Production process, National & International brand name and service of the same.	15
2	<b>TRADITIONAL SPIRITS</b>  Definition and characteristics of traditional spirits: Tequila, Absinthe, Tiquira, Ouzo, Slivovitz, Aquavit, Calvados, Fenny, Arrack.	15

	Types of Aperitifs- Vermouth & Bitters	
3	<p><b>LIQUEURS</b></p> <p>History, definition, types and manufacturing: Distillation, Hot Method, cold method, infusion, percolation, aging, Sweetening Liqueurs. Brands, origin, base and flavoring.</p> <p>Bar operations- Types of Bar, shape and size of Bar, Bar Control, Bar Staffing, opening and closing duties &amp; Bar Equipments.</p>	15
4	<p><b>COCKTAIL &amp; MOCKTAILS</b></p> <p><b>History of cocktail, classification of cocktail,</b></p> <p>Definition, Common cocktails, recipe, methods of preparations and Golden rules for making cocktails Presentation (Garnishes &amp; Glassware) and spirit, beer and wine based cocktail.</p>	15

#### References Books:-

Sudhir Andrews: F & B Service Training. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

Brown, Heppner & Deegan: Introduction to F&B Service

## Front Office - V BHM - 3503

### Course Objective:-

The Student will get knowledge about:-

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

### Learning outcome:-

By the end of this course student would be able to:-

1. Understand and handle check-out procedure.
2. Understand the procedure of settling guest bills.
3. Understand Forex exchange encashment procedure.
4. Understand front office accounting procedure and the formats which are prepared at front office.

Module	Course Topics	Total Hours
1	<b>CHECK-OUT PROCEDURE</b>  The Guest Departure Procedure and Post Departure Activities at Front Desk – Guest History Card. Information to concerned Departments - Interdepartmental Coordination. Problems during Guest Check out and their solutions	15
2	<b>MODES OF SETTLEMENT</b>  <b>Receiving Payments/Settling Bills Through</b> a. Cash b. Credit Card c. Bill to Company d. Travel Agent Voucher e. Travelers Cheques	18
3	<b>FOREIGN EXCHANGE</b>  Foreign Exchange Encashment Procedure Authorized agencies, Licenses and documents used, Category of guest entitled. Different currencies and their-Forex rates	13

4	<b>FRONT OFFICE ACCOUNTING</b>  Different types of Accounts, Ledgers, Folios & Vouchers prepared at Front Desk. Guest Accounting Cycle	14

**Reference books:**

Dennis L. Foster: Back Office Operation & Admn.

Sudhir Andrews: Hotel Front Office

Kasavana & Brooks: Managing Front office Operations

Jatashankar R. Tewari- Hotel Front Office Operations & Management

## **Accommodation Operation - V**

### **BHM - 3504**

#### **Course Objective:-**

The Student will get knowledge about:

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

#### **Learning outcome:-**

By the end of this course student would be able to:

1. Gain an insight into the process of recruitment, hiring, selection, orientation, training, motivation etc
2. Understanding the steps involved in the planning process.
3. Understanding the concept preparing, outline housekeeping different expanses.
4. Understanding the concept of par stock and par level.
5. The types of contracts and various services offered on contract basis in housekeeping.

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
1	<b>MANAGING HOUSEKEEPING PERSONAL</b>  Documents for Personnel Management Determining Staff Strength – Recruiting, Selection, Hiring, Orienting& Training Scheduling Motivating Employees, Performance Appraisal Time & Motion Studies & Job Analysis Teamwork & Leadership Employee Welfare & Discipline	18
2	<b>PLANNING &amp; ORAGANISING IN THE HOUSEKEEPING DEPARTMENT</b>  Area Inventory List Frequency Schedules Performance Standards Productivity Standards Inventory Levels Standard Operating Procedures & Manuals	15

	<b>MODERN TRENDS IN SAFETY &amp; SECURITY</b> <ul style="list-style-type: none"> <li>• Work Environment Safety</li> <li>• Potential Hazards in Housekeeping</li> <li>• Crime Prevention</li> <li>• Key and their Control</li> <li>• Safety awareness and accident prevention</li> <li>• Dealing with fire and use of firefighting equipments</li> <li>• Lost and found procedure</li> </ul>	
3	<b>PURCHASING PROCEDURES OF LINEN AND OTHER SUPPLIES</b> Purchasing arrangements Purchasing Cycle  <b>HOUSEKEEPING BUDGETING</b>  Concept & Importance The Budget Process Types of budgets Operational & Capital Budget Housekeeping Expenses.	14
4	<b>CONTRACT AND OUTSOURCING</b> <ol style="list-style-type: none"> <li>a. Definition,</li> <li>b. Contact service in housekeeping,</li> <li>c. Hiring contract providers</li> <li>d. Contract specification</li> <li>e. Pricing of contracts</li> <li>f. Advantages and disadvantages</li> </ol>	13

## Refer

### ences Books:-

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

## Computer Application BHM - 3505

### COURSE OBJECTIVE:

The Student will get knowledge about:

1. Introduce the students to computer and their different generations.
2. Familiarize them with different components of computer both hardware and software
3. Operating knowledge of Networking, Internet, E-mail, Search Engines
4. Learn about the working of different features of Microsoft Office
5. Applications of Computers in Hospitality Industry
6. Operation and Applications of Social Media in promoting Hospitality Industry

### Learning outcome:-

By the end of this course student would be able to:

1. Understand the use and working of computers in Hotels
2. Understand about the computer Hardware and software
3. Understand the working of different features of Microsoft Office
4. Understand the application of computers in the hospitality industry
5. Understand the application of social media in the growth of hospitality industry

Module	Course Topics	Total Hours
1	<p><b>Introduction to Computers</b> Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics &amp; Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers –Hardware: Hardware elements –input, storage, processing &amp; output devices. Block diagram of computer.</p> <p><b>Introduction to Computers Software:</b> Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS- Word. MS- Excel and MS Power Point</p>	15
2	<p><b>Internet &amp; Applications:</b> Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email</p> <p><b>Social Media Applications and Hospitality:</b> Introduction to Social Media, Its Role in Hospitality Promotion, Facebook –Creating Pages and Profiles, Merits/Demerits of Social</p>	15

	Media, Linked In, Twitter and Other Social Media Applications	
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### **Books for reference**

1. Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
2. June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
3. Comer 4e, Computer networks and Internet, Pearson Education
4. White, Data Communications & Compute4r Network, Thomson Learning, Bombay.
5. Computers in Hotels –Concepts & Applications : Partho P Seal Oxford University Press



## Engineering & Maintenance BHM - 3506

### Course Objective:-

The students will get the knowledge of:

1. Hotel building
2. Equipment used and their maintenance
3. Supply of water and fuel used
4. Pollution

### Learning outcome:-

By the end of this course student would be able to:

1. Maintenance of various equipments
2. Air-conditioning
3. Refrigeration

Module	Course Topics	Total Hours
1	<b>Introduction To Engineering And Maintenance</b> Definition of Maintenance, Types of Maintenance, Department – Function, Organization Structure of Maintenance Department, Duties and Responsibilities of Staff. <b>Water And Waste Water Management</b> Water Quality Standards, Importance of Water, Sources of Water Supply, Hard Water, Removal of Hardness, Water Distribution System, Waste Water and its Disposal System, Sanitation and Sanitary System, Types of Traps, Swimming Pool Maintenance. <b>Basic Fuels:</b> Types and Calorific Value <b>Energy Conservation For Hotel:</b> Front Office, Housekeeping, Kitchens, Food & Beverage Outlets <b>Pollution And Its Classification</b>	15
2	<b>Ventilation-</b> Importance, Different Types of Ventilation <b>Air Conditioning-</b> Principles of Air Conditioning, Various Types of Air-Conditioning- Central, Split, Window. <b>Refrigeration-</b> Principles of Refrigeration, Refrigeration Cycle, Walk in Coolers and Deep Freezers <b>Care, Maintenance And Troubleshooting Of Various Equipments-</b> Refrigeration, Air Conditioning, Cooking Stoves and Ranges, Microwave Oven, Washing Machines, Clothes Dryers	15

	<p>and Dishwashers.</p> <p><b>Equipment Replacement Policies</b></p> <p>Reasons for Replacement, Types of Failure Mechanism of Equipments,</p> <p><b>Replacement Of Items That Fails All of A Sudden-</b> Individual Replacement, Group Replacement</p> <p><b>Replacement of Items Which Gradually Deteriorate With Time</b></p>	
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Reference Book:-

1. **Tarun Bansal: Hotel Engineering Aman Publishers**
2. **Sujit Ghosal: Hotel Engineering Oxford University Press**

## **PRACTICALS**

### **Food Production - V**

#### **BHM – 3551**

- 1- Various types of indian regional preparation  
A.punjabi menu,awadhi menu,hyderbadi menu,south indian menu items.
2. Bakery practical to cover the following:
  - a. Bread making straight dough method, breakfast rolls.
  - b. Short crust pastry and its products: Tarts, Pie etc.
  - c. Flaky & Puff, pastry and their products: Patties, palmers, cheese straws, vol-an-vent, cream horns etc.
  - d. Choux pastry and its products: Éclairs, profit rolls.
  - e. Sponge cakes: Genoise sponge, fatless sponge.
  - f. Icing: Butter, icing, glazed, icing.
  - g. Assembling cakes.
  - h. Heavy cake: Pound cake.
  - i. Cookies with basic cookie paste

### **F & B Service - V**

#### **BHM -3552**

1. Revision and Recapitulation of previous semester.
2. Beverage order taking and preparation of BOT.
3. Service of spirits & traditional Spirits, Liqueurs and cocktails.
4. Demonstration / Preparation and presentation of one variety of each stirred & shaken cocktails.

### **Front Office - V**

#### **BHM- 3553**

1. Revision and Recapitulation of previous semester.
2. Handling checkout procedure and accepting payments.
- 3.Preparation of Bills
- 4.Settlement of guest account through different modes.

- 5.Foreign exchange encashment procedure
- 6.Familiarization with various documents prepared at cashiers desk: VTL, Paid outs, Vouchers, Miscellaneous Charge Voucher, & Other Documents.
- 7.Guest Accounting Cycle

## **Accommodation Operation – V**

### **BHM – 3554**

1. Revision and recapitulation of previous semesters

#### **2. Dealing with Emergency**

- a) Event of fire
- b) Event of fumes
- c) Event of gas leakage

#### **3. First Aid**

- a) Treatment for Minor and Scalds Unconsciousness, Drunkenness, Sun burn  
Minor wounds, Choking, Fainting shock, Nose bleeding
- b) Dressings for minor wounds and cuts

#### **4. Designing rooms for different categories of guests**

Handicapped , Children & V.I.P, etc.

Practical training at Training hotel in Housekeeping

## **Computer Application**

### **BHM- 3555**

- 1 Windows 2010
2. MS-WORD
3. Search Engines
4. Social Media

## Food Production - VI

### BHM- 3601

#### Course Objective:-

The Student will get knowledge about:

1. Planning ,desining,of kitchen along with purchase system of store in hotels,inventory managment .
2. LIFO,FIFO,RECODRS ,FORMATS used in kitchen to control cost of production of various items in kitchen.
3. Quantity production areas,equipments,menus used in industrial canteen,college messas well as in big events .
4. Uses of wines & herbs in all prepration of contiential foods ,along with its combination and importance in cooking.
5. Fast food its origin,types and speciality from different country.

#### Learning outcome:-

By the end of this course student would be able to:

1. Able to understand desing use in variou. Hotels to make kitchen,inventroy managment system,selection of suppliers.
2. Can identify different formats,records,tags register use in hotels.
3. Understand the various ocd,industrial and commerical kitchens and there working system .
4. Knowledge of herbs and wines.
5. Can make various types of conviences food like pizza,burger,subways etc.

Module	Course Topics	Total Hours
1	<b>KITCHEN MANAGEMENT</b>  Objectives, Food Preparation Areas , Kitchen Planning And Layout, Kitchen Organization, Basic Knowledge For Kitchen Staff, Food Service System, Selection Of Supplier, Purchasing, Market Study, Receiving Food, Inventory Management, Store Management, Indenting, Distribution Of Food And Holding Food.	15
2	<b>QUALITY CONTROL PROCEDURE</b>  Cost Control, Quality Control, Portion Control, Waste Control And Budgetary Control. <b>KITCHEN RECORDS AND FORMATS</b> Different Records, Registers, Vouchers, Formats, Tags And Color-Coding.	14

	<b>Food Laws-</b> Prevailing food standards and food laws in India.	
3	<b>QUANTITY FOOD PRODUCTION</b>  Introduction To Large Scale Commercial Cooking, Objective, Technique & Equipments Used, Contract Catering, Industrial Catering, Institutional Catering.	13
4	<b>USE OF WINES AND HERBS IN COOKING</b>  Ideal Use Of Wines In Cooking, Classification Of Herbs, Use Of Herbs In Cooking. <b>CONVENIENCE FOOD AND FAST FOOD</b>  Characteristics , Types -Indian And Western ,Menu Examples, Role Of Convenience Food In Fast Food Operations ,Advantages And Disadvantages Of Convenience Food ,Labor And Cost Saving Aspect. Sandwiches, Burgers, Pizza.	18

### **RECOMMENDED BOOKS**

Theory of Cookery- Krishna Arora  
 Theory of Cookery II- Thangam Philip  
 European Cookery- Jane Gregsan's  
 The Professional Chef- Paul Bocuse

## F & B Service - VI

### BHM -3602

#### Course Objectives:-

The student will get knowledge about:

1. Understanding the process of specialized Service like gueridon service and their need etc.
2. The students will come to know about the importance of buffet & Banquet management in Hospitality Industry.
3. The students will come to know the handling ODC & managing event.
4. Acquire the requisite technical skills for complete competent service of food and beverage.

#### Learning Outcome:-

By the end of this course student would be able to:

1. Understand gueridon service in restaurants.
2. Have knowledge the name of equipments used on gueridon trolley.
3. Understand the food preparation technique for gueridon service
4. Understand the recipes of dishes like Crepe Suzette, Banana Flambe etc.
5. Have knowledge about the buffet set up and sequencing of dish at buffet.
6. Understand the difference between formal and informal banquet.
7. Understand banquet protocol and toast procedure.
8. Prepare seating Plans.
9. Execute outdoor catering functions.

Module	Course Topics	Total Hours
1	<b>GUERIDON SERVICE:</b>  Introduction: History of Gueridon service, Definition, General points to be considered while doing Gueridon service, Advantages and disadvantages of Gueridon service, Gueridon equipments and ingredients.  Method of service of common Gueridon preparations: Crepe Suzette, Banana Flambé, Rum Omelet.	13
2	<b>BANQUET MANAGEMENT AND FUNCTION CATERING</b>  <b>Introduction:</b> Definition of banquet; types of banquet (formal and informal) , Space Area Requirement Organization of Banquet Department, Function Prospectus, Contract/Memorandum, Mise-en-place, Corkage.  <b>Facilities available:</b> Informal gathering, Formal gathering:	18

	<p>Sitting plans:-theatre, class room etc.</p> <p>Name Cards, Service, Toast &amp; Toasting Procedure.</p> <p><b>Case studies in banqueting:</b> Reception , Cocktail parties, Seminars ,Conference Exhibitions, Fashion show, Trade Fairs, Wedding &amp; Organizing Theme functions.</p>	
3	<p><b>BUFFET MANAGERMENTS</b></p> <p>Introduction , Types of Buffet , Table layout and configuration, Clothing and dressing the buffet table, Display and decoration, Centerpiece, Types and limitations of food to be served, Mise-en-place, Checklist and its proper supervision.</p>	14
4	<p><b>OUTDOOR CATERING/OFF PREMISES CATERING</b></p> <p>Introduction, Out Door Catering, infrastructure, licenses, on site facilities; Manpower, preparation, transportation and service equipment, Food Suppliers, Food purchase storage and handling, Peripherals and special effects .</p>	14

**Reference Books:**

Dennis R Lilicrap Food and Beverage Service

Matt A Casdo Food and Beverage Service

Michael M Coltman Beverage Management



## Front Office - VI BHM - 3603

### Course Objective:-

The Student will get knowledge about:-

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

### Learning outcome:-

By the end of this course student would be able to:-

1. Understand how to handle the emergency situations in the hotel like fire etc.
2. Understand how to handle different types of guest
3. Understand the role of guest comment card, questionnaire form etc
4. Understand and able to calculate room tariff and evaluate Hotel performance.
5. Understand forecasting its formula and different data required for forecasting
6. Understand different types of budget prepared

Module	Course Topics	Total Hours
1	<b>SAFETY &amp; SECURITY</b>  Meaning, importance, types of security, control of room keys, and role of front office. <b>Fire Safety</b> - causes, classification of fires, procedure in case of fire <b>Handling Emergency situation</b> – Accidents, Terrorist Activities and Bomb Threat, Robbery and Theft, Guest in Drunken State and Death of Guest in Hotel, First Aid	14
2	<b>GUEST HANDLING</b>  a) <b>Dealing with guests of different personalities:-</b> Fussy guest, irate guest, timid guest, socializing guest b) <b>Overbooking</b> c) <b>Guest Satisfaction &amp; Delight</b> d) <b>accessing the result of customer care policy-</b> Questionnaire, Suggestion book, Face to face interview, & Feed Back Form	15
3	<b>EVALUATION OF HOTEL PERFORMANCE</b>	13

	<p><b>Method of Room tariff Fixation</b> – Cost based pricing- Hubbart formula, Rule of thumb approach &amp; Market based pricing.</p> <p><b>Methods of measuring hotel performance</b> - formulas Its importance for Investors, Owners and Managers Evaluation of hotel by guest</p>	
4	<p><b>FORECASTING &amp; BUDGETING</b></p> <p><b>Forecasting</b> Meaning, Benefits of Forecasting, data required for forecasting, records required for forecasting and forecasting formula</p> <p><b>Budgeting</b> Meaning, types of budget. Budgetary control – meaning, advantages and disadvantages of budgetary control, essentials of budgetary control</p>	18

#### **Reference Books:**

Dennis L. Foster: Back Office Operation & Admn.

Sudhir Andrews: Hotel Front Office

Kasavana & Brooks: Managing Front office Operations

Jatashankar R. Tewari- Hotel Front Office Operations & Management

## Accommodation Operations – VI

### BHM - 3604

#### Course Objective:-

The Student will get knowledge about:-

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

#### Learning outcome:-

By the end of this course student would be able to:-

1. Principle of design while coordinating interiors
2. The significant role played by color, light, floor finishes, wall covering, various kind of window treatments.
3. The different types of renovation differentiate between refurbishing and redecoration
4. The characteristics of common pest found in hotel and their control
5. The hygienic waste disposal and recycling of waste

Module	Course Topics	Total Hours
1	<b>INTERIOR DESIGNING</b> Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture. <b>FLOWER ARRANGEMENT</b> Equipment and material required, knowledge of varieties of flowers and other decorative material used in flower arrangement Purpose of flower arrangement, placement and level of placement with relevant examples Styles and principals of flower arrangement Indoor plants <b>HORTICULTURE</b> a) Landscaping b) Types of manures d) Equipment, care & pesticides e) In-house herb garden	15
2	<b>INTERIOR DECORATION:</b> a) Color b) Light and lightening system d) Role of accessories	15

	e) Window & Window Treatment	
3	<b>Wall Finishes:</b> Different wall finishes in rooms, public and back areas, Wall papers: Uses, merits and demerits. <b>Floor finishes:</b> Classification and characteristics: Hard and soft floor finishes methods of cleaning Furniture and Furnishing	15
4	<b>RENOVATION OF ROOMS</b> <ol style="list-style-type: none"> <li>Reasons to renovate</li> <li>Types of renovation</li> <li>Refurbishing</li> </ol> <b>VARIABLES OF OPENING A HOUSEKEEPING DEPARTMENT IN A NEW</b>	15

#### Reference Books:

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

## **F & B Management**

### **BHM - 3605**

#### **Objectives:-**

The student will get knowledge about:-

1. To develop optimum level of knowledge and skills in the students so as they are capable to independently manage F & B Service outlet in Hospitality Industry.
2. To make them aware of Portion control, cost controls and sales analysis.
3. To make them aware about Menu Merchandising.
4. To teach about different types of formats used in Inventory.

#### **Learning Outcome:-**

By the end of this course student would be able to:-

1. Understand different types of purchase and purchasing procedures.
2. Understand the importance of receiving, issuing and storing control.
3. Understand food & beverage operation control system (K.O.T., B.O.T., Billing etc.).
4. Understand inventory management system.

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
1	<b>FOOD AND BEVERAGE COST CONTROL SYSTEMS</b>  Introduction to Food & Beverage Management, Objective of F & B Management.  <b>Food Control:-</b> Food Purchasing Control, Food receiving Control, Food storing & issuing control ,Food Production control, Food Cost control, Food sales Control.  <b>Beverage Control:-</b> Beverage Purchasing Control, Beverage receiving Control, Beverage storing & issuing control, Beverage Production control, Beverage Cost control, Beverage sales Control.  Standard portion size, Standard recipe, Standard yield, Cost/Volume/Profit Relationship (Break-even Analysis).  Definition of Cost, Elements and classification of cost, Food & Beverage cost percentage, evaluating food & Beverage cost result.	15
2	<b>FOOD AND BEVERAGE OPERATION CONTROL SYSTEM</b>  K.O.T control system, F&B control cycle, making bills, Cash handling,  Theft control system, Prevention of Frauds, F&B control records	15

	<p>and formats.</p> <p><b>INVENTORY MANAGEMENT</b></p> <p>Food and beverage inventory, Types of Inventory – Physical &amp; Perpetual Inventory,</p> <p>Various formats used in Inventory, food &amp; beverage inventory control.</p> <p>Menu Merchandising &amp; Menu Engineering.</p>	
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**Reference Books:**

Levinson, Food and Beverage Operations

Lillycrap, Food and Beverage Service

Food & Beverage Management, Bernard Davis

Food and Beverage Cost Control, Lea R. Dopson

## Facility Planning BHM - 3606

### Course Objective:-

The Student will get knowledge about:-

1. Hotel design considerations
2. Illustrate facility planning in hotels
3. Summarize the star classification of hotel
4. Making the students aware of restaurant and kitchen planning.
5. Project management

### Learning outcome:-

By the end of this course student would be able to:-

1. Understand and design considerations and thumb rule.
2. Understand the procedure of SLP.
3. Understand and able to evaluate star classification.
4. Understand planning and designing of restaurant and kitchen and project Mgt.

Module	Course Topics	Total Hours
1	<p><b>HOTEL DESIGN</b></p> <p>a. Design Considerations:</p> <ul style="list-style-type: none"> <li>• Attractive Appearance • Efficient Plan • Good Location • Suitable Material • Suitable Workmanship • Sound Financing • Competent Management</li> </ul> <p>b. Evaluation of accommodation needs thumb rules</p> <p><b>FACILITIES PLANNING</b></p> <p>a. The systematic layout planning pattern (SLP); Planning Consideration.</p> <p>b. Flow process and flow diagram.</p> <p>c. Procedure for determining space, ways of determining space requirements space relationship.</p> <p>d. Difference between carpet area and plinth area.</p> <p>e. Approximate cost of construction estimation.</p> <p>f. Approximate operating areas in budget type/5 star type hotel and approximate other operating areas per guest room.</p> <p><b>STAR CLASSIFICATION OF HOTEL</b></p> <p>Architectural feature, facilities and service in star category Hotel, Heritage and Apartment Hotel</p> <p>a. Criteria for star classification of Hotel.</p> <p>b. Criteria for classification of Heritage Hotel.</p> <p>c. Criteria for classification of apartment Hotel. d. Hotel evaluation sheet for awarding category.</p>	15

2	<p><b>PLANNING FOR FOOD AND BEVERAGE OUTLETS</b></p> <ul style="list-style-type: none"> <li>a. Types of restaurants</li> <li>b. Designing and planning a restaurant</li> <li>c. Layout of commercial kitchen</li> <li>d. key steps for designing a kitchen</li> <li>e. Planning of various supporting services:     Kitchen stewarding, Storage Facilities.</li> </ul> <p><b>PROJECT MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>a. Network analysis.</li> <li>b. Basic rules and procedure for network analysis.</li> <li>c. Definition, scope, merits &amp; demerits of CPM &amp; PERT.</li> <li>d. Network crashing, determining crash cost, normal cost.</li> </ul>	15

**Reference Books:**

Tarun Bansal—Hotel Facility Planning

David M. Stipanuk, Harold Roffmann : Facilities Manage



## **PRACTICALS**

### **Food Production - VI**

#### **BHM - 3651**

1. Understanding of various formats and system.
2. Preparation of food in bulk ,general menu use in bulk catering.
3. Use of Red,White wine in cooking.
4. Prepration of Burger,pizza,frankie,rolls .

### **F & B Service - VI**

#### **BHM- 3652**

1. . Revision and Recapitulation of previous semester.
2. Table layout and services for different types of meals.
3. Gueridon Service.
4. Preparation and service of Banana Flambé, Rum Omelette and Crepe Suzette.
5. Layout and drawing of the functions prospectus and identifying its appropriate usage.
6. Planning of different types of buffet counters and setting the counters.
7. Preparation of function checklist of buffet.
8. Assignment on buffet menu planning, planning the table layouts of different types of banquet function.
9. Seating plans of different Banquets. Preparation of charts, Name cards etc.
10. Food and beverage-how to serve in banquets.
11. Assignments: a) Checklist for conference and other parties b) Menu planning for State Banquets.
12. To visit Hotels for Banquet, business events and exhibitions.

### **Front Office - VI**

#### **BHM – 3653**

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

## **Accommodation Operations - VI**

### **BHM - 3654**

1. Revision and Recapitulation of previous semester.

#### **2) INTERIOR DECORATION**

Making and display of different miniature of wall covering and floor

Covering, light arrangements using flip charts

c) Setting of interiors and placements of accessories

#### **3) HORTICULTURE**

a) Identification of different tools in gardening

b) Different ways of gardening

c) Different flowers

#### **4) FLOWER ARRANGEMENT**

a) Identification of equipment and material required for flower arrangement

b) Practice of different styles of flower arrangements

2. Pests control methods

#### **5) Types of Wastes & Waste Disposal Methods**

#### **6) Floor polishing and finishing:**

a. Different stones like granite, marble, sand stone and other hard surfaces.

b. Wooden

c. Synthetic flooring

d. Soft flooring.

## Advance Food Production - VII BHM – 3701

### Course Objective

#### The Student will get knowledge about:

1. Definition, design preparation done in larder section detail knowledge of chaudfroid, aspic, charcuteries etc
2. Detailed studies of geography, history, festivals of different international countries in respective of cuisine.
3. Making of non edible displays from fruits, vegetables salt dough etc.
4. Origin, preparation, combination and presentation of various international desserts.

#### Learning outcome:-

#### By the end of this semester students should be able to:

1. Role of Larder department and products made in larder .
2. Able to work in Chinese, Italian, Mediterranean etc.
3. Can be able to know about non edible display.
4. Preparation various international dessert .

Module	Course Topics	Total Hours
1	<b>LARDER</b> Definition, function, importance, layout and planning of larder department Staff organization, Cold food presentation, ASPIC & chaudfroid, Cold starters, Charcuterie, terrines, galantines, pate and mousses.	13
2	<b>INTERNATIONAL CUISINES</b> Chinese Cuisine, Italian Cuisine, Mediterranean Cuisine Japanese Cuisine, Mexican Cuisine, Middle Eastern Cuisine, Thai Cuisine, Spanish and American cuisine- Staple food of mentioned countries , cooking methods of particular cuisine	15
3	<b>NON EDIBLE DISPLAYS –</b> Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, vegetable and fruit carvings	14
4	<b>DESSERT</b>  Basic Custards, Cream And Puddings ,Different Deserts Sauces, Soufflés And Mousses, Frozen Desserts – Ice Creams, Bombes, Sorbets And Still Frozen Desserts Chocolate Tampering And Various Chocolate Desserts , Meringue	18

#### Reference Books: The Professional Chef- Lerol A. Polson

- Theory of Cookery – Krishna Arora.
- Thangam Philip - Theory of cookery-II

  
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**Advance F & B Service - VII**  
**BHM-3702**

**Course Objective**

**The Student will get knowledge about:**

- 1) Able to understand the concept of event management & its operation.
- 2) Acquire to manage and organize events on different themes.
- 3) Able to understand the customer relationship in F&B Service outlets
- 4) Able to acquire knowledge of Restaurant layout & design.
- 5) Able to understands the operations of transport catering i.e. Airline ,Crew liner & Railway.

**Learning outcome**

**By the end of this semester students should know about:**

Module	Course Topics	Total Hours
1.	<b>Personal Management in F &amp; B Service</b> a) Developing a good F & B Team (desirable attributes for various levels of hierarchy) b) Allocation of work, Task Analysis and Duty Roaster c) Performance Measure d) Customer Relations e) Sales Promotion	15
2.	<b>Restaurant Planning &amp; Design</b> a) Space utilization b) Layout c) Design & Decoration d) Light & Interim e) Planning for Equipment f) Manpower Planning	15
3.	<b>Event Management</b> a) Concept, Nature, Scope & its Significant b) Components of Events c) Conceptualizing and designing events d) 5C's of events Planning, e) Organizing ,staffing ,leading, Coordination, Controlling	15
4.	<b>Food &amp; Beverage Service in Crew liners , Airlines &amp; Railway Catering</b> a) Crew Management, b) Airline Management c) IRCTC operations d) Ground Management	15

  
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**Reference Books:**

Dennis R.Lilicrap

Peter Jones

R.Singaravelavan

T. Rogers

Antone Shone and Bryan Parry

Bobby George

M.P.Vogel

Food & Beverage Service

Flight Catering

F&B Service

Conferences & Conventions : a Global industry

Successful Event Management

Food & Beverage Service

Business & management of Ocean Cruises



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## Advance Front Office - VII BHM 3703

### Course Objective

**The Student will get knowledge about:**

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

### Learning outcome

**By the end of this course student would be able to:**

1. Understand the meaning of international business in terms of Hotels.
2. Understand the procedure of measuring yield
3. Understand benefits and challenges of yield Mgt.
4. Understand various PMS and it interfaces in Hotels.
5. Understand how to handle quality management in hotels.

Module	Course Topics	Total Hours
1	<b>Front Office Arrangements</b> <ul style="list-style-type: none"><li>• Independent hotels</li><li>• Time Share &amp; Condominium</li><li>• Franchising</li><li>• Management Contract</li><li>• Chain Hotels Module</li></ul>	15
2	<b>Yield Management System</b> <ul style="list-style-type: none"><li>• Concept and Importance</li><li>• Yield Management Tools: Capacity management, Discount allocation, Duration control</li><li>• Elements of yield management</li><li>• Benefits and challenges in yield management</li><li>• Yield Management strategies</li></ul>	18
3	<b>Computer Applications in Front Office</b> Property management system: Micros Amadeus Ids Fortune Shaw man PMS interface with stand alone systems	14

  
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4	<b>Quality Management System In Hotels</b> Concept and Importance Guest perception of quality Features of quality management Benefits of quality management	13
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### Reference Books:

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

## Advance Accommodation Operation - VII BHM – 3704

### Course Objective

**The students will get knowledge about:**

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

### Learning outcome

**By the end of this semester students should know about:**

1. The different modern technique used in housekeeping.
2. Advantages of using eco friendly Products.
3. New aspects of safety and security.
4. Staff efficiency and their working environment.

Module	Course Topics	Total Hours
1.	<b>CHANGING TRENDS IN HOUSEKEEPING</b> Hygiene Training and Motivation Eco friendly Amenities New Scientific Techniques IT Savvy Housekeeping	15
2.	<b>ECOTELS</b> <ul style="list-style-type: none"><li>• Ecotels Certification Process</li><li>• Site Selection Factors For Ecotels</li><li>• Hotel Design and Construction</li><li>• Eco-friendly Housekeeping</li><li>• Water Conservation</li><li>• Energy Conservation</li></ul>	14
3.	<b>PEST AND RODENTS CONTROL</b> 1. Definition & Types of Pests & rodents 2. Pests control methods <b>TYPES OF WASTES &amp; WASTE DISPOSAL METHODS</b>	3
4.	<b>ERGONOMICS IN HOUSEKEEPING</b> <b>INTERNAL ENVIRONMENT (NOISE, AIR CONDITIONING AND LIGHTING)</b> <b>SUPERVISION IN HOUSEKEEPING</b>	18

  
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**Reference Books:**

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

Hotel Housekeeping Training Manual- Sudhir Andrews.

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

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



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## **DISCIPLINE SPECIFIC ELECTIVE (DSE)**

**The Students of the School will have choice to select from these any one**

1. BHM 3705(A)- Human Resource Management
2. BHM 3705(B) - Event Management
3. BHM 3705(C) -Bar Management
4. BHM 3705(D) - Regional Cuisine of India
5. BHM 3705(E) – Retail Management

  
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## Human Resource Management BHM - 3705(A)

### Course Objective:-

#### The Student will get knowledge about:

1. The Concept of Management & Human Resource Management.
2. Insight into nature, scope, challenges of human resource management in an organization.
3. Methods of Recruitment, Selection & Training.
4. Meaning & Importance of Motivation & Performance Appraisal in the organization

### Learning outcome:-

#### By the end of this course student would be able to:

1. Understand the role and importance of HRM in the organization.
2. How Recruitment & Selection is done in the organization
3. He would be aware of different methods and need of Training in the organization.
4. He would understand how appraisal is done in the organization and why motivation is important.

Module	Course Topics	Total Hours
1	<b>Introduction To Management</b> Definition, Nature, Functions of Management. History of management; thought: Scientific management, Fayols contribution, Hawthorne experiments. System approach and Contingency approach.	14
2	<b>Human Resource Management</b> Meaning and nature of Human Resource Management, Scope, Objectives, Importance & Functions of Human Resource management, HR Challenges in India.	13
3	<b>Recruitment And Selection</b> Meaning, Sources of Recruitment and Process of Selection. <b>Training</b> Meaning, need and Importance of training, Identifying training needs, Methods of training	15
4	<b>Performance Appraisal</b> Meaning , objectives, Uses of Appraisal, Methods and techniques of appraisal Problems of Appraisal System. <b>Motivation</b> Definition, Importance, Theories of Motivation – Maslow theory, ERG Theory, Achievement Motivation Theory & Expectancy Model.	18

  
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**Reference Books:**

David A Decenzo

Dr. C.B.Gupta

Mirza S Saiyadain

L. M. Prasad

Personnel/Human Resource Management

Human Resource Management

Human Resource Management

Introduction to Management



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## Event Management BHM - 3705(B)

### Course Objective

The students will get knowledge about:

1. Organizing events
2. Marketing events
3. Managing events
4. Promotions of events

### Learning outcome:

By the end of this semester students should know about:

1. Organizing and designing of events
2. Marketing and promotions of events
3. Managing events

Module	Course Topics	Total Hours
1.	<b>Events</b> The Concept, Nature, Definition and scope C's of Events, advantage and disadvantage of Events Categories and Typologies, Skills required to be a good Event Planners.	10
2.	<b>Organising &amp; Designing of Events</b> Key elements of Events, Event Infrastructure Core concept, core people, core talent, core structure Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media.	20
3.	<b>Marketing &amp; Promotion of Events</b> Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image Branding, Advertising, Publicity and Public Relation	15
4.	<b>Managing Events</b> Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation	15

### References Books:

Anton Shone & Bryn Parry - 'Successful Event ;2Management  
Coleman, Lee & Frankle - Powerhouse Conferences. Educational Institute of AHMA  
Hoyle, Dorf & Jones - Meaning conventions & Group business. Educational institute of AHMA.  
Joe Jeff Goldblatt - Special Events: Best Practices in Modern Event Management  
Theory of Catering by Kinton & Cessarani

  
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## **Bar Management** **BHM - 3705(C)**

### **Course Objective**

**The students will get knowledge about:**

- 1) Able to understand Bar and its classification.
- 2) Able to understand preparation methods for Mix drinks
- 3) Able to identify the layouts of different types of bar.
- 4) Able to recognize different types of bar equipment:- Large, medium & small
- 5) Able to know the guidelines for opening a bar .
- 6) Able to understand methods of beverage control.

### **Learning outcome:**

**By the end of this semester students should know about:**

1. The set up of different Bars
2. Able to know the Bar Equipments
3. Able to understand the Standard Receipe of Cocktails
4. Understand the Beverage Control

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
<b>1.</b>	<b>Bar</b> Introduction, Beverage Management, Brief History Types of Bar Lounge & Bar Service Organization of Lounge Bar Syrups and Other Non- Alcoholic Beverage Mix Drinks	<b>15</b>
<b>2.</b>	<b>The Bar Layout &amp; Planning</b> Introduction, Bar Section details, Bar Shapes: Planning Criteria Bars, Plans, Elevations & Sections, Themes & Concepts Bar Equipment, Glass wares	<b>15</b>
<b>3.</b>	<b>Service &amp; Selling Techniques</b> Bartenders : Job Analysis Salesmanship of Bar Attendants, Guidelines for Bar Attendants Hygiene & Health Bar duties, Staff Management Qualities of Professional Manager Responsible service of Alcohol	<b>15</b>

  
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4.	<b>Bar Operation &amp; Control</b> Customer Service and Customer Relation Sales Promotion & Merchandising Managing the Service Sequence Method of Beverage Control Stock Control in the Bar Portion Control Cash handling Procedures Bar Licenses	15
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#### Reference Books:

Michael M Coltman	Beverage Management
Lipenski & Lipenski	Professional Beverage Management
Mahendra Singh Negi	Handbook of Bar & Beverage


  
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## Regional Cuisine of India BHM - 3705(D)

### Course Objective

The students will get knowledge about:

- 1- Need to understand the geography, history festival of himachal and uttarakhand in respect of there traditional cuisine along with modernization occured in it .
- 2- Need to understand the geography, history festival of Delhi, Punjab, Haryana in respect of there traditional cuisine along with modernization occured in it .
- 3- Need to understand the geography, history festival of Andher pradesh, Tamil naidu, kerela in respect of there traditional cuisine along with modernization occured in it.
- 4- Need to understand the geography, history festival of Awadh, Bengal, Orissa in respect of there traditional cuisine along with modernization occured in it.

### Learning outcome

By the end of this semester students should know about:

- 1) Knowledge of rawa materials used in various region of indian kitchen.
- 2) Knowledge of equipments used in indian cuisine in different regions.
- 3) Able to make various foods of indian cuisine.

Module	Course Topics	Total Hours
1	<b>Cuisines of Himachal &amp; Uttarakhand:</b> Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods	10
2	<b>Cuisines of Punjab, Haryana &amp; Delhi:</b> Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.	20
3	<b>Cuisines of Andhra Pradesh, Tamil Nadu &amp; Kerala:</b> Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special	15

  
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	Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.	
4	<b>Cuisines of Awadh, Bengal &amp; Odisha:</b> Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.	15

### Reference Books:

1. Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
2. A Taste of India By Madhur Jafferey - John Wiley & Sons
3. Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press, MDU
4. Indian Gastronomy – Manjit Gill, DK Publishers
5. Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU
6. Punjabi Cuisine – Manjit Gill
7. My Great India Cook Book – Vikas Khanna
8. Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman
9. Practical Cookery By Kinton & Cessarani
10. Hymns from the Soil: A Vegetarian Saga
11. Practical Professional Cookery By Kauffman & Cracknell
12. Professional Cooking by Wayne Gisslen, Publisher Le Cordon Bleu
13. Theory of Catering by Kinton & Cessarani
14. Theory of Cookery By K Arora, Publisher: Frank Brothers

# Retail Management

**BHM - 3705(E)**

## Course Objective

### The Student will get knowledge about:

1. The concept of Retail Management
2. Evolution and growth of Retail sector in India
3. Career opportunities in retail sector
4. Different Retail theories and models
5. Operations in retail outlets and their working

## Learning outcome

### By the end of this semester students should know about:

1. Meaning and concept of Retail Management
2. Evolution and Growth of Retail Sector in India
3. Different Career opportunities in retail sector
4. Working in Retail Outlets and their design and layout

Module	Course Topics	Total Hours
1	<b>Introduction to Retail</b> <ul style="list-style-type: none"><li>- Concept of Retailing</li><li>- Functions of a Retailer</li><li>- Relation between Marketing and Retail</li><li>- The growth of the Retailer</li></ul> Retail as a Career- Organization Structure for Small Stores, Single Stores and Independent Retailers, Retail Store Chain and DepartmentStore	15
2	<b>Retail in India</b> <ul style="list-style-type: none"><li>- Evolution of Retail in India</li><li>- Changes in the Retail sector in India</li><li>- Size of Retail in India</li></ul> Challenges to Retail Development in India	15
3	<b>Retail Models and Theories of Retail Development</b> <ul style="list-style-type: none"><li>- Evolution of Retail Formats</li><li>- Theories of Retail Development</li><li>- Concept of Life Cycle in Retail</li><li>- Business Models in Retail</li><li>- Airport Retailing</li></ul> Services Retailing	15
4	<b>Retail Store Operations</b> <ul style="list-style-type: none"><li>- Key Roles in a Store Environment</li><li>- Managing the Store</li><li>- Store layout,</li><li>- Store design - importance</li></ul> Visual Merchandizing	15

  
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**Reference Books:**

Retailing Management-Text & Cases- Swapna Pradhan

Retailing Management- Micheal Levy

A Recipe for Retail Operations-a three ingredient approach - Cody Philips & Andre Ross

Why we buy :The Science of Shopping- Paco Underhill

The Art of Retailing-A. J. Lamba



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## **Practical**

### **Advance Food Production VII**

#### **BHM-3751**

1. Recapitulation of previous semester.
2. Preparation of salmi ,bacon,sausage.pate etc
3. Preparation international menus of different cuisines of world like china,italy,mexican,arabic
4. Various non edible carvings from wax,salted dough etc.
5. Making of famous dessert,mousse,custard ,tiramisu etc.

### **Advance F&B Service VII**

#### **BHM-3752**

1. Practicing the all previous semester practical.
2. Making of duty roaster for different F&B outlets.
3. Set up of buffet for various events.
4. Creating professional guest relation for promoting the F&B sale.
5. Practicing various types of set ups in restaurant.
6. Case studies of different theme events like exhibitions, weddings etc.
7. Planning & organizing of different events.
8. Checklist for different events organized in the department.
9. To Visit Airport & Railway Station to observe the flow of F&B service.

### **Advance Front Office VII**

#### **BHM-3753**

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

  
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## **Advance Accommodation Operation VII**

### **BHM-3754**

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

## **Indian Heritage**

### **BHM – 3801**

#### **Course Objective**

**The students will get knowledge about:**

1. To understand the Evolution of Indian culture.
2. Knowledge about various scriptures.
3. Knowledge about various Indian performing arts.
4. Understanding various Indian paintings.

#### **Learning outcome**

**By the end of this semester students should know about:**

1. Ancient history of the Indian continent.
2. Role of freedom fighters in the independence of India
3. Originate of Buddhism
4. Main features of classical dance Kathak and Bharatanatyam
5. Architectural features of important monuments of India

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
<b>1.</b>	<b>Historical Perspective</b> -Indian History - Scope and objective - Evolution of culture – Ancient, Medieval and modern.	<b>15</b>
<b>2.</b>	<b>Great Scriptures</b> – Upanishads – Sankya – Darshans – Ramayana – Mahabharata – Bhagavad-Gita – Buddhism – Tripitakas - Jainism – Puranas	<b>14</b>
<b>3.</b>	<b>Indian Performing Arts</b> – Bharatanatyam - Kuchupudi – Kathak – Odissi – Kath kali – Mohiniattam – Folk theater and performances and its role in promoting Indian tourism. Indian Painting – Evolution of Indian painting – Ajanta – Ellora – Mysore paintings – M. F. Hussein: A portrait.	<b>18</b>
<b>4.</b>	<b>Art Sculpture &amp; Craft</b> – Indians Sculptures – Scope – Famous temples & monuments – Handicrafts – Puppetry – jewelries – textiles.	<b>13</b>

#### **Reference Books:**

Ram Acharya – Tourism and Cultural Heritage of India.

S. Radha Krishnan – Indian Philosophy

Ananda k. Kumara swami – Indian and South East Asian Architecture R. Shamashastry – History of the Dharma Sastras.

## **Research Methodology**

### **BHM – 3802**

#### **Course Objective**

##### **The students will get knowledge about:**

- 1) To give an in depth knowledge about the Research project
- 2) Tell them how Research is important for the hospitality sector.
- 3) The research methodology and its implications.

#### **Learning outcome**

##### **By the end of this semester students should know about:**

- 1) Differentiate and select the type of research as per the study
- 2) The development of Scale for the research
- 3) Type of sampling technique required according to research
- 4) Analysis techniques with different research tool
- 5) Chapter writing and conclude the research

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
<b>1.</b>	<b>Research –Meaning, Importance &amp; Research Design</b> Introduction Meaning and Importance Process of Research The basis of classification of various types of research design.	<b>15</b>
<b>2.</b>	<b>Data Collection</b> Types of Data Secondary data, Sources Primary data, Sources Sampling & its importance Hypotheses- Meaning & Types.	<b>15</b>
<b>3.</b>	<b>Data Processing</b> Quality research, Introduction, Difference between Quality and Quantity research Editing of Data, Coding of Data, Data Classification, Graphical Presentation of Data Report writing-steps involved, layout of report, mechanics of report writing, precautions of writing research writing Oral Presentation	<b>15</b>
<b>4.</b>	<b>Data Analyzing &amp; Drafting of Conclusions &amp; Recommendations</b>	<b>15</b>

	Meaning and scope of data analysis Methods of Data analysis. Generating Findings. Drafting of conclusions and recommendations.	
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### Reference Books:

Robert C Lewis	Marketing Research
John Roberts	Marketing for the Hospitality Industry
Dennis L Foster	Hospitality Marketing and Sales for Resorts, Motels And Hotels



## **Hospitality Management**

### **BHM – 3803**

#### **Course Objective**

##### **The students will get knowledge about:**

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

#### **Learning outcome:**

##### **By the end of this semester students should know about:**

- 1) Growth and major feature of hospitality in the Indian
- 2) Major hotel chain operating business in India and their
- 3) Importance of management in operating hospitality business
- 4) Working procedure and membership criteria of hospitality affiliation organization

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
<b>1.</b>	<b>Hospitality Industry</b> Hospitality: Meaning and concepts, Hospitality as career, Hospitality as an Industry, Hospitality as support service  Development of Hospitality Industry in India, Recent trends in Indian Hospitality Industry, Significance of Hospitality Industry in India, Problems of Tourism and Hospitality Industry, Future Prospects of Hospitality Industry. Major players in Hospitality Industry in India.	<b>18</b>
<b>2.</b>	<b>Contribution of Hospitality Industry</b> Hospitality Industry –Complementary to other sectors, Linkage of Hospitality Industry with other business, Contribution of Hospitality Industry to India & Global Economy.  Employment pattern and forecast in Hospitality Industry in India. Role of Information Technology in Hospitality Industry, Importance of Responsible Hospitality, Human Resource Management: Issues and technologies, Hospitality Distribution Channel	<b>15</b>

3.	<p><b>Management in Hospitality</b>  Planning in Hospitality Management, Long range planning tools, organizing in hospitality management, Human resource Management in Hospitality Management.</p> <p>Importance of Control in Hospitality Management, leadership and directing in Hospitality Management, Elements of Leading and directing</p>	14
4.	<p><b>Regulations required for Hospitality Organization</b>  Hotel Cost Center's –Marketing, Engineering, Accounting, Human Resources, Security. Types of Hotels Rooms, Plans and Rates, Front Office and its coordination with other.</p> <p>Classification of Hotels- as per Location, Size, Target Markets, Level of Service, Ownership &amp; Affiliation, Other Lodging Establishment departments, Laws and rules pertaining to Hospitality Industry, Hospitality Organization-FHRAI, HRACC, IH&amp;RA, Customer Care-general etiquettes, telephone handling, effective communication skills.</p>	13

#### Reference Books:

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

## **Tourism & Hotel Economics**

### **BHM – 3804**

#### **Course Objective**

##### **The students will get knowledge about:**

1. Concept of tourism.
2. Impact of tourism on hotel industry.
3. Basic knowledge of the concepts of economics and its importance to hotel industry.
4. The kind of market.

#### **Learning outcome:**

##### **By the end of this semester students should know about:**

1. Concept, definition, characteristics, scope and component of tourism.
2. Tourism infrastructure development
3. Indian economy and hotel industry
4. Fundamentals concept of economics

<b>Module</b>	<b>Course Topics</b>	<b>Total Hours</b>
<b>1.</b>	<b>Fundamentals Concept Of Tourism</b> Concept, Definition, Characteristics, Scope and Component of Tourism, Types Of Tourism Explaining the Term-Tours, Tourist, Visitor, Excursionist, Pleasure, Relaxation, Tourism Product, Destination and Market. Inbound and Outbound Tourism Domestic and International Tourism-feature, pattern of growth and profile. Definition of Travel agent and Tour operator, Differentiation between travel agent and tour operator, Package tours and Marketing Material. <b>Impact Of Tourism On Hotel Industry</b> Economic impact, social impact, environmental impact, travel and Hotel effect on tourism on hotel, threats & obstacles to tourism Tourism infrastructure development, Local Bodies, tourism department and ministry, different tourism policies	<b>15</b>
<b>2.</b>	<b>Tourism Multiplier Effect</b> <b>Indian Economy And Hotel Industry</b> Characteristics of Indian Economy, Tourism & Economic development ,Major issues of growth & development of hotel Industry in India, Relevance of hotel industry in national economy, income generation, employment generation, foreign exchange	<b>14</b>

	<p>earnings, Factors Influencing growth of Hotel Industry, , New Industrial Policy-Features &amp; Importance's.</p> <p><b>National Income Concepts And Importance In Tourism</b></p> <p>Definition &amp; Concepts, Gross National Product (GNP) &amp; Net National Product (NNP), Measurement of National Income.</p> <p><b>Tourism And Balance Of Payment</b></p>	
3.	<p><b>Fundamentals Concept of Economics</b></p> <p>Meaning of Economics</p> <p>Macro economics &amp; Micro economics, nature &amp; scope</p> <p>Meaning of Wants:- Necessaries, Comforts &amp; Luxuries</p> <p>Value, price and wealth</p> <p>Factors of production</p> <p><b>Demand Analysis</b></p> <p>Meaning of Demand and demand distinctions, autonomous and derived demand short run and long run demand. Demand for perishable goods and durable goods.</p> <p>Law of demand-demand schedule and demand curves, assumptions and reason behind law, exception to the law</p> <p>Elasticity of demand-Types of elasticity</p> <p><b>Supply</b></p> <p>Meaning of supply, law of supply, determinants of supply, exceptions, elasticity of supply.</p>	18
4.	<p><b>Cost Output Analysis</b></p> <p>Cost concepts-fixed and variable cost, average and Marginal cost, opportunity cost, past and future costs</p> <p><b>Revenue Concepts</b></p> <p>Total Revenue, Average Revenue, Marginal revenue and their relationships</p> <p><b>Kinds of Markets</b></p> <p>Perfect &amp; Pure competition, Simple monopoly and Monopolistic Competition, Oligopoly</p> <p><b>Pricing Policy</b></p> <p>Meaning</p> <p>General considerations involved in pricing</p> <p>Objectives of pricing</p> <p>Factors involved in pricing policy</p>	13

#### Reference Books:

A.K. Bhatia	Tourism development
Andrew holden	Tourism studies and social sciences
H L Ahuja	Principle of Economics
Kote Syanis	Micro Economics
D M Mithai	Managerial Economics

**Open Elective**  
**Subjects of open elective will be decided by University**

**Project**  
**BHM – 3851**

### **RESEARCH PROJECT REPORT**

In fourth semester, candidates will have to submit a Research Project Report on a problem/topic (from the Specialization areas) to be assigned by the Department of MBA under the supervision of a core faculty member of the department.

The report will contain the objectives and scope of the study. Research methodology, use, importance of the study, analysis of data collected, conclusions and recommendations. It will contain program certifying the authenticity of the report shall be attached therewith.

One Faculty Guide can take maximum of 20 students for project.

The student will submit three hard bound copies of the report to the Dean/Head of the MBA program. The number of pages in the report will be 75 or more. The report should be hard bound and typed in A-4 size paper.