Revised Syllabus for Bachelor in Hotel Management & Catering Technology (BHMCT) to be implemented from the academic year 2008-09.

BHMCT Part I (Consisting of Semester I, II, III and IV)
BHMCT Part II (Consisting of Semester V, VI, VII and VIII)

1. Introduction:

The basic idea is to revise the curriculum of the Four Years Degree Course in Hotel Management and Catering Technology (BHMCT) with a view to keep abreast with the current changing trends in the hospitality industry.

II. Objectives and Framework of the curriculum of BHMCT programme

1. The basic objective of the BHMCT programme is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.

2. The course structure of the given BHMCT programme is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structures would be
   a. To impart to the students latest and relevant knowledge from the field of hotel management theory and practice.
   b. To provide opportunities to the students, within and outside the institutions, for developing necessary operating skills relating to the Hotel Industry.
   c. To develop the right kind of values and attitudes to function effectively in the hospitality trade.

3. The following considerations have been taken into account:
   a. The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
   b. The design is simple and logical.
   c. There is a major focus of attention on specialization in the final year.

4. The relative importance of skills development and attitudinal orientation in management education suggests that an Institution offering BHMCT Programme should have some freedom on course development in choosing methods of instruction, and internal assessment within a broad framework of objectives and curriculum structure.

5. It is suggested that a minimum weightage of 30 percent be given to internal continuous and sessional assessment, consisting of tasks like class room exercises, texts, seminars, presentations, quizzers, group tasks, unit tests etc. The external semester end University examination should have a maximum weightage of 70 percent.

6. It is suggested that a full time four-year programme in hotel management may have 8 semesters. Each semester is expected to have a total of 20 working weeks.
III. The Curriculum:
1. The curriculum is presented in the accompanying chart along with the Appendices containing a list of courses and their detailed outline.
2. While care and attention should be given to the basic objective the curriculum and its academic rigour, strict straitjacketing of management curriculum has been avoided, incorporating instead the much needed orientation and innovation in the field of Hotel Management education.
3. a. The curriculum includes a total of 40 courses.
   b. Of the 40 courses, course No. 101, 102, 103, 104, 201, 202, 203, 204, 206, 301, 302, 303, 304, 401, 402, 403, 601, 602, 603, 701, and 801 are practical courses.
   c. There is a provision for on the job learning in the form of Industrial Training for a period of 20 weeks in the fifth semester, which carries mark value of 200. Internal marks for training shall be 60 marks and for viva - voce, training report, log book performance appraisal and presentation before the panel shall be 140 marks. Viva-voce to be conducted by a panel of one external examiner along with one internal examiner.
   d. There is a provision for a Project study and viva-voce in the eighth semester, which carries mark value of 100. Internal marks for project work shall be 30 marks and for viva - voce, and presentation before the panel shall be 70 marks. Viva-voce to be conducted by a panel of one external examiner along with one internal examiner.
   e. Semester I to VI (excluding semester V for industrial training) work load has six courses of 600 marks per semester(36 hours per week for lectures, practicals and tutorials). The fifth semester has industrial training of 200 marks. The seventh and eighth semesters have five courses of 600 marks each (including Project Report in eighth semester.
4. Ordinarily, in each class, not more than 60 students will be admitted.
5. Appendix I: Outline of the structure of BHMCT revised course.
   Appendix II: Detailed syllabus, Semester-wise / Course-wise.

IV Eligibility for admission:
1. The candidates who have passed the H.S.C (XIIth Std) Examination or its equivalent in academic streams of Science, Arts, Commerce or vocation with a minimum aggregate of 50 percent ( 45 percent for backward class Candidates) shall be eligible for admission to the BHMCT programme or as decided by the Director, Technical Education, Maharashtra State from time to time.

VI Number of Lectures:

There shall be at least 36 hours per week, which include lectures/ practicals/tutorials/ Seminars/ Assignments for the internal assessment work. The duration of the lecture/practical period shall be of 60 minutes each.
VII  Vacation Training

It is recommended that each student shall undergo a vacation training for a period of not less than 30 days during vacation at the end of the second semester.

VII  Industrial Training

In the fifth semester the students shall be sent for industrial training for a period of 20 weeks, where they would work 8 weeks in Food Production, 6 weeks in Food and Beverage Service, 3 weeks in Front office and 3 weeks in House-keeping- in Government Classified Hotels of the level of three star and above category. The student shall maintain a logbook on daily basis.

At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce of the fifth semester. The training report will be assessed by a panel of examiners comprising of one external examiner (the external examiner would be from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

VIII  Project Work

Each student shall write a project report on the topic based on the elective course under the guidance of an internal Teacher and submit the same to the Principal. The project report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the project report has been satisfactorily completed that would the student be allowed to appear for the viva-voce of the eighth semester. The project report will be assessed by a panel of examiners comprising of one external examiner (the external examiner would preferably be from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

IX  Elective Specifications

Under semester VII and VIII, the candidates shall be examined for a specialized course belonging to anyone of the different areas of Hotel Operations, to be selected by the candidate from amongst the following groups:

GROUP A: Food Production Management

GROUP B: Food & Beverage Service Management

GROUP C: Accommodation Management

Candidates for the specialized course under 701 A, shall offer 801 A only. Candidates for the specialized course under 701 B, shall offer 801 B only. Candidates for the specialized course under 701 C, shall offer 801 C only.
X Attendance:
The students are required to have at least 75% attendance in each course. The students who fail to comply with the above requirements shall not be allowed to appear for the examinations. Such students shall have to seek readmission in the same class of the succeeding year.

XI Teaching Faculty
1. The Teaching Faculty must be as prescribed by All India Council for Technical Education, New Delhi. Beside full time faculty members, visiting faculty members should be invited to conduct the appropriate course.
2. Qualifications: The qualifications for Principal, Professor, Asst. Professor / Reader and Lecturers would be as laid down by the All India Council for Technical Education, New Delhi, and/or as prescribed by the Faculty of Management, University of Pune.

XII Classroom And Laboratories
Besides the classrooms for lectures and tutorials, the laboratories for practicals should include the following Basic Training Kitchen, Quantity Training Kitchen, Advanced Training Kitchen, Training Restaurant, Dining Hall, Reception Counter, Housekeeping (Guest Rooms & HK Lab), Library and Computer Lab with LAN / Internet Facility. The Laboratories should be well equipped to impart proper practical knowledge and develop professional skills of the students.

XIII Board of Paper Setters / Examiners
For each semester – end examination (external examination) there will be one Board of Paper-setters / Examiners. While appointing paper-setters/examiners (total 3 per course), care should be taken to see that the panel members are experts in their respective unit courses. These examiners would be comprised of faculty from UOP affiliated Hotel Management Institutes and the Industry (not exceeding one).

XIV Examination
The BHMCT Examination will be held in eight semesters
1. The candidate will be allowed to carry maximum backlog of six (6) courses from any one or more semesters. However, admission to fifth semester would be based on the student passing all the subjects in the first and second semester and admissions to the seventh Semester would be based on the student passing all the subjects in the third and fourth semester.
2. In view of the fact that semester VII and VIII have been designed for a specialization mode, students desirous of choosing a particular elective in semester VII should have passed the concerned Semester VI Course latest by end of semester VI itself.
3. The Training Report and the Project Report are to be prepared by the student and two typed copies to be submitted to the Principal by the stipulated date. The internal teacher of the subject will duly assess the report and the marks will be communicated by the Principal to the University. No student will be permitted to appear for eighth semester unless he/she submit the Project Report as required.
XV Assessment
The Final total assessment of the candidate shall be made in terms of an internal assessment, practical assessment (where ever applicable) and an external assessment for each course. The internal, practical and external assessment will constitute separate heads of passing and they will be shown separately in the transcripts.

1. For each course, the ratio of marks of internal assessment in relation to the external assessment shall be 30:70
2. The division of the 30 marks allotted to internal assessment shall be 15 marks for tutorial work or unit tests and 15 marks for seminars / performances of Practicals and continuous assessment comprising of attendance, journal work, etc
3. The external assessment shall be based on the external written examination and practical to be held at the end of each semester for each course.
5. The marks awarded by an examiner in the internal assessment shall be communicated to the candidate.
6. Reassessment of Internal Marks
   In case of those students who have secured less than passing percentage of marks in internal i.e. less than 12 the concerned institute shall administer a separate internal test of 30 marks and if the result of the internal test as above results in lower marks than the original, the original figure of the marks shall prevail. In short the rule is that the higher of the two figures of the marks, shall be taken into consideration.

XVI Marks
1. Each semester will carry a total of 600 marks each (except for semester V which shall carry a total of 200 marks)
2. The marks allotted to each course shall be as follows:
   a. 70 marks for written comprehensive test.
   b. 40 marks for written comprehensive test where practical are conducted along with 30 marks for practical,
   c. 30 marks shall be assigned for internal assessment.
   d. For elective specialization course the marks allotted shall be as follows:
      i. 70 marks for written comprehensive test.
      ii. 70 marks for practical and
      iii. 60 marks shall be assigned for internal assessment.
3. Industrial Training and Project Report shall carry 200 marks & 100 marks respectively.

XVII Standard of passing
1. Every candidate must secure 40 % marks in aggregate. External examination minimum 28 out of 70 marks and for internal examination minimum 12 out of 30 marks, separately in each subject.
2. The final results would be computed, based on aggregate marks obtained in Part II of the programme.
XVIII Fees
The fees would be charged as prescribed by the Government of Maharashtra from time to time.

University of Pune

APPENDIX I.

Revised Syllabus for Bachelor of Hotel Management & Catering Technology (BHMCT)

The Following abbreviations have been used here under:
L = Lecture  P= Practical  T= Tutorial
Internal Continuous Assessment = Class Test

First Year BHMCT SEMESTER I

<table>
<thead>
<tr>
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<td>40 30 30</td>
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First Year BHMCT SEMESTER II

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<td>T</td>
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<td>T</td>
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<td>Hotel Engineering</td>
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<tr>
<td>405</td>
<td>Principles of Management</td>
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<td>-</td>
<td>1</td>
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<td>406</td>
<td>Hotel Accountancy</td>
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Third Year BHMCT SEMESTER V

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<tr>
<td>501</td>
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<td></td>
<td>20 weeks * 6 days 8 hours = 960 Hrs</td>
<td></td>
</tr>
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<td></td>
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<td>140</td>
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Note

Training report to be submitted as per specifications and format (to be collected from the College). Daily Logbook and the Performance Appraisal given by Government Classified Hotels of the level of three star categories and above.

Marks would be awarded as follows by a panel of examiners (one external and one internal):

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<td>Performance Appraisal</td>
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<td>Logbook</td>
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<td>Training Report</td>
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<td>70</td>
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<tr>
<td>Viva-voce</td>
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Third Year BHMCT SEMESTER VI

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<td></td>
<td>L</td>
<td>P</td>
<td>T</td>
</tr>
<tr>
<td>601</td>
<td>Advanced Food Production</td>
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<tr>
<td>602</td>
<td>Advanced Food &amp; Beverage Service</td>
<td>2</td>
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<td>1</td>
</tr>
<tr>
<td>603</td>
<td>Personality Development &amp; Business Communication</td>
<td>3</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>604</td>
<td>Hospitality Marketing -I</td>
<td>3</td>
<td>--</td>
<td>1</td>
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<tr>
<td>605</td>
<td>Human Resource Management</td>
<td>3</td>
<td>--</td>
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</tr>
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<td>606</td>
<td>Travel &amp; Tourism</td>
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<tr>
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<td>6</td>
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Fourth Year BHMCT SEMESTER VII

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<td>T</td>
</tr>
<tr>
<td>701</td>
<td>@ Elective I ( A,B,C)</td>
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<td>10</td>
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<tr>
<td>702</td>
<td>Organisational Behaviour</td>
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<td>703</td>
<td>Hotel Related Laws</td>
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<td>704</td>
<td>Hospitality Marketing -II</td>
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<td>705</td>
<td>Environmental Management</td>
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Fourth Year BHMCT SEMESTER VIII

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<td>T</td>
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<tr>
<td>801</td>
<td>@ Elective II ( A,B,C)</td>
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<tr>
<td>802</td>
<td>* Project Report</td>
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<td>7</td>
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<tr>
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<td>804</td>
<td>Managerial Economics</td>
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<td>805</td>
<td>Entrepreneurship Development</td>
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Note  @ students may choose any one of the Electives for Semester VII and VIII

701 / 801 A Specialization in Food Production Management.
701 / 801 B Specialization Food & Beverage Service Management.
701 / 801 C Specialization in Accommodation Management

802 Project Report –

* The Project Report should be market research and field work oriented and related to the Elective Course ( Food Production / Food & Beverage Service / Accommodation Management). The documentation and presentation should be conducted before the panel of one external and one internal examiner. Marks would be awarded for Project Report, Presentation & Viva-voce by the panel of examiners (one external and one internal)
Subject - FOOD PRODUCTION - I
Subject Code - 101
Semester - First

Teaching and Examination Scheme:

<table>
<thead>
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<th>Teaching Scheme/ Week</th>
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<tr>
<td>Theory Hrs</td>
<td>Practical Hrs</td>
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Rationale:
Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

Chapter 1  Introduction to Professional Cookery 03 02
1.1 Origin of Modern Cookery practices
1.2 Factors influencing eating habits, sectors of hospitality/Catering Industry.
1.3 Essentials of Continental food preparation.
1.4 Essentials of Indian food preparation.
1.5 Hygiene & safe practices in handling food.
1.6 Aims & objectives of cooking food.

Chapter 2  Professional Attributes 02 02
2.1 Attitude towards your job.
2.2 Personal Hygiene.
2.3 Uniforms
2.4 Care for your own health & safety.
2.5 Safety practices & procedures.
   2.5.1 Accidents, types, nature, classification
   2.5.2 Preventive measures for each type of accident.
   2.5.3 Reporting accidents.
   2.5.4 First aid - meaning, importance, and basic rules.
   2.5.5 Fire Prevention

Chapter 3  Organization Structure in the Kitchen 02 04
3.1 Types of establishments
3.2 Classical kitchen brigade (English) for a five Star & Three Star Hotel.
3.3 Duties & Responsibilities of Executive Chef & various Chefs.
3.4 Co-ordination with other allied department e.g. Stores, Purchases, Accounts, Service, Housekeeping, etc.

**Chapter 4  Cooking Utensils & Small Equipments**

4.1 Classification - knives, kitchen tools, Electric Food Preparation equipments, Refrigeration equipment, Food Holding Equipments, Hot plates & Heated Cupboards

4.2 Properties, Advantages & Disadvantages of various materials used in tools & equipment.

4.3 Precautions and Care in handling & maintenance of equipment..

**Chapter 5  Commodities used in the Catering Industry**

5.1 Relationship of the classification with food groups studied

5.2 Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking. (for the following)

5.2.1 **Cereals & Pulses**

- 5.2.1.1 Wheat, Rice & Other millets in the region
- 5.2.1.2 Bengal gram, Green gram, Red gram
- 5.2.1.3 Soya beans, kidney bean, double beans, locally available cereals and pulses.

5.2.2 **Sweeteners**

Sugar, Honey, Jaggery & Artificial Sweeteners

5.2.3 **Fats & Oils**

Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads

5.2.4 **Dairy products**

Milk, Cream, Cheese, Curd

5.2.5 **Vegetables**

Types of Vegetables- Root, Stem, Leafy, Flowery, Fruity

5.2.6 **Fruits**

Types of Fruits - Fresh, Dried, Canned

5.2.7 **Eggs**

5.2.8 **Spices, Herbs, Condiments & Seasonings**

(Used in Western & Indian Cooking)

**Chapter 6  Pigments in foods**

6.1 Types of pigments in vegetables, fruits and animal products.

6.2 Effect of heat, acid, alkali, oxidation & metal on pigments

6.3 Precautions for enhancing & retention of colour.
Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Total 32 40

Practicals
It is recommended that Demonstrations be conducted in the initial stages to make the students familiar with the following:
1. Introduction to various tools and their usage.
2. Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
3. Food pre-preparation methods
   a. Preparation Methods - Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry
   b. Methods of Mixing – Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring
4. Use of different cooking methods.
5. Basic Indian masalas & gravies (Dry & wet)
6. Basic Stocks, soups & sauces.

Minimum 18 Individual Practicals consisting of 70% Indian & 30% Continental Menus be accomplished, over and above the demonstrations.

Practical Examination be conducted on Indian Menus consisting of a Meat, Vegetable, Rice and Sweet Preparation.

Reference Books
1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. Theory of Cookery- Mr. K. Arora, Franck Brothers
6. The book of Ingredients- Jane Grigson
7. Food Commodities- Bernard Davis
Subject - FOOD & BEVERAGE SERVICE – I  
Subject Code - 102  
Semester - First

Teaching and Examination Scheme:

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<th>Tutorial Hrs</th>
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Rationale:
The course will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry.

Chapter 1. The Food & Beverage Service Industry 04 04
1.1 Introduction to the Food & Beverage Industry
1.2 Classification of Catering Establishments (Commercial & Non-Commercial)
1.3 Introduction to Food & Beverage Operations (Types of F&B Outlets)

Chapter 2. Food & Beverage Service areas in a Hotel 04 06
2.1 Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs.
2.2 Auxiliary areas

Chapter 3. Food & Beverage Service Equipment 06 08
3.1 Types & Usage of Equipments- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables,
3.2 Special Equipment
3.3 Care & maintenance

Chapter 4. Food & Beverage Service Personnel 06 08
4.1. Food & Beverage Service Organization Structure -Job Descriptions & Job Specifications
4.2. Attitudes & Attributes of Food & Beverage personnel, competencies.
4.3. Basic Etiquettes
4.4. Interdepartmental relationship
Chapter 5.  Types of Food & Beverage Service

5.1  Table Service –English / Silver, American, French, Russian
5.2  Self Service – Buffet & Cafeteria
5.3  Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.
5.4  Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Automats
5.5  Mis-en-place & Mis-en-scene

Note :  Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practicals:
1.  Restaurant Etiquettes
2.  Restaurant Hygiene practices
3.  Mis-En-Palce & Mis-En–Scene
4.  Identification of Equipments
5.  Laying & Relaying of Table cloth
6.  Napkin Folds
7.  Rules for laying a table
8.  Carrying a Salver / Tray
9.  Service of Water
10.  Handling the Service Gear
11.  Carrying Plates, Glasses & other Equipments
12.  Clearing an Ashtray
13.  Situations like spillage
14.  Setting of Table d’hote & A La Carte covers.
15.  Service of Hot & Cold Non Alcoholic Beverages
16.  Indian Cuisine- Accompaniments & Service

Reference books:
1.  Food & Beverage Service – Lillicrap & Cousins, ELBS
2.  Modern Restaurant Service – John Fuller, Hutchinson
Rationale:
The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

Chapter 1  Introduction to House Keeping  04  04

1.1 Importance & Functions of Housekeeping
1.2 Guest satisfaction and repeat business
1.3 House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas

Chapter 2  Co-ordination with other Departments  02  02


Chapter 3  Layout of House Keeping Department  04  04

Sections of the housekeeping department, their functions and layout

Chapter 4  Organization of Housekeeping Department  06  10

4.1 Hierarchy in large, medium & small hotels
4.2 Attributes of staff.
4.3 Job Descriptions and Job Specifications
Chapter 5 Guest Rooms

5.1. Types

Chapter 6 Cleaning Equipments

6.1 Classification, use, care & maintenance
6.2 Selection & purchase criteria

Chapter 7 Cleaning Agents

7.1 Classification, use, care and storage
7.2 Distribution & Control
7.3 Selection Criteria

Chapter 8 Key Control

8.1 Computerized keys
8.2 Manual keys
8.3 Key Control Procedures

Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Total 32 40

Practicals:

1. Introduction to the Housekeeping department
2. Introduction to Cleaning Equipments
3. Introduction to Cleaning Agents
4. Introduction to Guest Room and supplies & placement
5. Sweeping and Mopping – dry, wet.
6. Polishing of Laminated surfaces.
7. Polishing of Brass Articles.
8. Polishing of EPNS articles.
9. Polishing of Copper articles.
13. Mansion polishing
14. Vacuum Cleaning
15. Bed making
16. Cleaning of different floor finishes, & use of floor scrubbing machine

REFERENCE BOOKS:

1. Housekeeping Training Manual - Sudhir Andrews
2. Hotel, Hostel & Hospital Housekeeping – Branson & Lennox
Rationale:
This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the student to acquire basic skills and knowledge necessary to identify the required standards.

Chapter 1. Introduction To Hospitality Industry

The term ‘Hotel’, evolution & development of hospitality industry and tourism, famous hotels worldwide.
Classification of hotels. (based on various categories like size, location, clientele, length of stay, facilities, ownership)
Organizational chart of hotels (Large, Medium, Small)

Chapter 2. Front Office Department

2.1 Sections and layout of Front Office
2.2 Organizational chart of front office department (small, medium and large hotels)
2.3 Duties and responsibilities of various staff.
2.4 Attributes of front office personnel
2.5 Co-ordination of front office with other departments of the hotel
2.6 Equipments used (Manual and Automated)

Chapter 3 Room Types & Tariffs

3.1 Types of rooms.
3.2 Food / Meal plans.
3.3 Types of room rates . (Rack, FIT, crew, group, corporate, weekend etc.)
### Chapter 4  Role of Front Office

4.1 Key control and key handling procedures  
4.2 Mail and message handling  
4.3 Paging and luggage handling  
4.4 Rules of the house  [for guest and staff]  
4.5 Black list  
4.6 Bell Desk and Concierge

### Chapter 5  Reservation

5.1 Importance of guest cycle  [Various stages, sectional staff in contact during each stage]  
5.2 Modes and sources of reservation.  
5.3 Procedure for taking reservations  [Reservation form, conventional chart, density chart, booking diary with their detailed working and formats]  
5.4 Computerised system  [CRS, Instant reservations]  
5.5 Types of reservation  [guaranteed, confirmed, groups, FIT]  
5.6 Procedure for amendments, cancellation and overbooking.

**Note:**  
Glossary of Terms  
Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Total** 32 40

### Practicals:

1. Telephone Etiquettes and telephone handling.  
2. Handling room keys  [issuing, receiving, missing keys, computerized key cards]  
3. Handling guest mail  [of guests who have checked out, in-house and expected]  
4. Handling messages and paging for guests.  
5. Luggage handling  [along with left luggage procedure]  
6. Handling guest enquiries.  
7. Handling guests who are blacklisted.  
8. Situations on basis of charging.  
9. Bell desk activities

### Reference Books:-

1. Checkin Checkout  [Jerome Vallen]  
2. Hotel front Office Training Manual.  [Sudhir Andrews]  
4. Hotel Front Office (Bruce Braham)
5. Managing Front Office Operations (Michael Kasavana, Charles Steadmon)
6. Front Office Procedures and Management (Peter Abbott)
7. Front Office operations/ Accommodations Operations (Colin Dix)
8. Front Office Operation and Administration (Dennis Foster)

SUGGESTED ASSIGNMENTS:

1. Countries, Capitals, and Currencies
2. Different airlines with their codes world wide
3. Metro cities information [Location, shopping facilities, restaurants, places of interest historical monuments, etc--]
4. Beaches in India
Subject - CATERING SCIENCE – I
Subject Code - 105
Semester - First

Teaching & Examination Scheme:

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<td>Practical Hrs</td>
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Rationale:
This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

Chapter 1. Importance of Hygiene in the Catering Industry. 02 04

1.1 Introduction
1.2 Definitions - hygiene & sanitation
1.3 Significance of hygiene & sanitation in the food industry.

Chapter 2. Food Microbiology 08 10

2.1 Classification & Morphology of micro-organisms
2.2 Factors affecting growth of micro-organisms
2.3 Control of micro-organisms in relation to food preservation.
2.4 Harmful and useful micro-organisms in the food industry.
2.5 Role of micro-organisms in the production of fermented foods, dairy products, bakery products, alcoholic beverages & vinegar.

Chapter 3. Food & Water Borne Illnesses 08 12

3.1 Food poisoning & food infection, common intestinal parasites. (Definitions, sources of contamination of food, mode of transmission of food borne illness, control of food borne illness.)
3.2 Non-bacterial metal poisoning
3.3 Natural Toxins present in food
Chapter 4. Food Protection 06 10
4.1 Hygienic Storage - Dry, Refrigerated & Freezer storage & protective display.
4.2 Danger Zone
4.3 Food spoilage - detection and prevention.
4.4 Food contamination & spoilage due to kitchen pests.
4.5 Cross contamination.

Chapter 5. Personal Hygiene 04 06
5.1 Necessity of personal hygiene.
5.2 Health of staff.
5.3 Sanitary practices
5.4 Protective clothing
5.5 Importance of rest, recreation and exercise.

Chapter 6. Food Science Concepts 04 06
6.1 Basic S.I. units of length, area, volume, weight
6.2 Temperature (conversion of Celsius Scale to Fahrenheit Scale)
6.3 Definition of density & relative density
6.4 pH – definition & its relevance in Food Industry
6.5 Undesirable browning & its prevention, examples of desirable browning in food preparations
6.6 Important Terminologies (definitions & relevance)
   Boiling Point, Boiling Under Pressure, Melting Point,
   Smoking Point, Flash Point, Surface Tension, Osmosis,
   Humidity, Evaporation, Sol, Gel, Emulsion & Foam

Chapter 7 Food Additives 04 06
Definition, types & their limitations as per PFA Act.

Chapter 8 Regulatory Agencies 06 08
8.1 Food standards in India
8.2 Common food adulterants and simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, margarine & oil.

Chapter 9 Hazard Analysis & Critical Control Points. (HACCP) 06 08
Importance, definition & usage of HACCP.

Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Total 48 70

BHMCT- 21
Demonstration / Field Visits

Demonstration 1. Ubiquity of Micro Organism
               (Exposed food, personal habits & kitchen equipment) 2 hrs

Demonstration 2. Spoilage organism seen in various food stuffs. 2 hrs

Demonstration 3. Simple Tests for Detection of Adulterants 2 hrs

Visits:

State Public Health Laboratory.

Hotel Kitchens, flight Kitchen & Industrial Canteen to observe hygienic standards maintained.

(A File has to be maintained to record the observations of the demonstrations and the visits. Marks awarded can be included in the internal marks.)

Reference Books
1. Food Hygiene & Sanitation - S. Roday
2. Food Microbiology –Frazier
3. Complete Catering Science –OFG Kilgour
4. Safe Food Handling –Michel Jacob
5. Prevention of Food Adulteration Act 1954
Subject - COMMUNICATION FUNDAMENTALS
Subject Code - 106
Semester - First

Teaching and Examination Scheme:

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<th>Theory Hrs</th>
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<td>70 / 2hrs</td>
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Rationale:
To introduce students to the process of communication & presentation skills needed by the hospitality professional.

The tutorials are to be used to improve oral communication skills.

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<th>Chapter 1</th>
<th>The communication process</th>
<th>Hrs</th>
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<th>Barriers to effective communication</th>
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<td>Inadequacy of message design, physical appearance, selective attention, prejudice, language difference, inadequate listening, lack of feedback, imperceptions, mannerisms</td>
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<td>Need for listening, listening for content, critical listening, empathetic listening, attentive listening</td>
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<th>Chapter 4</th>
<th>Framework for planning business messages</th>
<th>Hrs</th>
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<th>Written communication skills</th>
<th>Hrs</th>
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<td>Advantages and disadvantages</td>
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<td>Note making, writing a log book</td>
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BHMCT- 23
Comprehension and précis writing
Letter writing (letters of enquiry, complaint, apology, order, application accompanied by bio-data, resignation and appreciation.)
Short formal reports (incidents, events, visits)
Memos, notices, circulars

Chapter 6  Oral communication skills  24  24
Advantages and disadvantages
Articulation and delivery
Making speeches and presentations
Telephone etiquettes
Restaurant and hotel English

Chapter 7  Non –verbal communication  04  08
Understanding aspects of body language

Note:  Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Total  64  70

Reference books:
1)  Communication Skills – BV Pathak
2)  Business Communication- Sinha
3)  Grammar and composition- Wren and Martin
Subject - FOOD PRODUCTION - II
Subject Code - 201
Semester - Second

Teaching and Examination Scheme:

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<td>Practical Hrs</td>
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Rationale:
Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

Chapter 1 Fuels used in the kitchen 02 02

1.1 Heat Transfer Principles
1.2 Classification, Types, Advantages & Disadvantages

Chapter 2 Introduction to Methods of Cooking 03 03

2.1 Cooking as applied to all commodities studied in SEM 1.
2.2 Classification & Salient Features of various cooking methods.
2.3 Temperature precautions
2.4 Equipments used, their care & maintenance.

2.4.1 Moist methods of cooking 03 04
2.4.1.1 Steaming with pressure & without pressure
2.4.1.2 Braising
2.4.1.3 Poaching
2.4.1.4 Boiling

2.4.2 Dry methods of cooking 03 04
2.4.2.1 Baking
2.4.2.2 Roasting
2.4.2.3 Grilling
2.4.2.4 Tandoor

2.4.3 Frying 03 04
2.4.3.1 Types of frying medium
2.4.3.2 Sautéening
2.4.3.3 Shallow frying
2.4.3.4 Deep – frying
2.4.3.5 Combining the methods
2.4.3.6 Pressure Frying

2.4.4 Microwave cooking
2.4.4.1 Advantages & disadvantages

Chapter 3 Stocks
3.1 Definition & uses of stocks
3.2 Classification
3.3 Rules of stock making
3.4 Recipes of 1 litre of various stocks (White, brown, fish and vegetable)
3.5 Glazes & Aspic
3.6 Storage Care

Chapter 4 Sauces
4.1 Classification & uses of sauces
4.2 Composition
4.3 Thickening agents
4.4 Recipes of mother sauces
4.5 Finishing of sauces (reducing, straining, de glazing, enriching and seasoning)
4.6 Precautions & rectification, handling & storage
4.7 Derivatives (five each)
4.8 Pan gravies
4.9 Flavored butters

Chapter 5 Soups
5.1 Aim of soup making
5.2 Classification of soups - Cream, Puree, Veloute, Chowder, Consomme, National soups

Chapter 6 Basic Masalas & Gravies used in Indian Cooking
6.1 Blending of spices and concept of masala
6.2 Composition of different masala used in Indian Cooking (wet & dry)
6.3 Proprietary masala blends
6.4 Preparation of different masalas - Basic Garam Masala, Madras Curry Powder, Sambar Masala, Chat Masala, Goda Masala, Kolhapuri Masala, Vindaloo Masala
6.5 Popular Gravies used in Indian Cooking - White, Brown, Tomato, Green, Moghlai

BHMCT- 26
Chapter 7  Texture, Accompaniments & Garnishes  03  03

7.1. Importance & Characteristics
7.2. Factors affecting textures in food
7.3. Desirable & Non-Desirable Textures with examples
7.4. Difference between Accompaniments & Garnishes

**Note:** Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Total 32  40

**Practicals**

Minimum 24 individual practicals be accomplished consisting of -
50% Continental menus
30% Indian Menus
20% Break Fast Menus. (Indian & Continental)

**Practical Examination**

To be conducted on a Basic Continental menu (Consisting of soup, meat, potato preparation, salad & cold Sweet.)

**Reference Books**

8. Practical Cookery - Victor Ceserani & Ronald Kinton, ELBS
10. Theory of Catering - Mrs. K. Arora, Franck Brothers
11. Modern Cookery for Teaching & Trade Vol I - MsThangam Philip, Orient Longman.
13. The book of Ingredients - Jane Grigson
Subject - FOOD & BEVERAGE SERVICE – II
Subject Code - 202
Semester - Second

Teaching and Examination Scheme:

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Rationale:
The courses 102 and 202 will give the students a comprehensive knowledge and develop technical skills in the basic aspects of food and non-alcoholic beverage service operations in the Hotel Industry.

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Chapter 1. Types of Meals
1.1 Breakfast – Introduction, Types, Service Methods,
1.2 Brunch
1.3 Lunch
1.4 Hi – Tea
1.5 Dinner
1.6 Supper

Chapter 2 Menu knowledge
2.1 Introduction
2.2 Types – Ala Carte & Table D’hote
2.3 Menu Planning, considerations and constraints
2.4 Menu Terms.
2.5 Classical French Menu.
2.6 Classical Foods & its Accompaniments with Cover.

Chapter 3 Control Methods
3.1 Necessity and functions of a control system,
3.2 Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket)
3.3 Flow chart of KOT
3.4 Presentation of bill.
Chapter 4 Non – Alcoholic Beverages

4.1 Classification
4.2 Hot Beverages – Types, Service
4.3 Cold Beverages – Types, Service

Chapter 5. Alcoholic Beverages

5.1 Definition
5.2 Classification of Alcoholic Beverages

Chapter 6 Beers

6.1 Introductions
6.2 Ingredients used
6.3 Production
6.4 Types and Brands – Indian and International
6.5 Other fermented and brewed beverages – Sake, Cider, Perry

Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Total 32 40

PRACTICALS:
1. Breakfast Table Lay – up & Service (Indian, American, English, Continental) Table D’Hote & A la Carte Cover
2. Receiving the guests
3. Sequence of Service
4. Silver Service (Hors’d’urée– (Classical and Horsdoeuvres) varies to Coffee)
5. Crumbing, Clearing, Presenting the bill
6. Side board Organization
7. Taking an Order –Food & Making a KOT
8. Writing a Menu in French & its Equivalent in English
9. Revision of practicals from the first semester.
10. Points to be remembered while setting a cover and during service
11. Service of Beer (Bottled, Canned and Draft).

REFERENCE BOOKS:

1. Food & Beverage Service – Lillicrap & Cousins
2. Modern Restaurant Service – John Fuller
4. The Restaurant (from Concept to Operation) – Lipinski
5. Bar and Beverage Book – C. Katsigris, Mary Porter
Subject - HOUSEKEEPING OPERATIONS – II
Subject Code - 203
Semester - Second

Teaching and Examination Scheme:

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Rationale:

The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

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Chapter 1 Cleaning Routine of Housekeeping Department

1.1 General principles of cleaning
1.2 Work routine for floor supervisors and chamber maids
1.3 Rules of the floor

Chapter 2 Cleaning Routine of Guest Rooms

2.1 Daily cleaning of occupied, departure, vacant, Under Repair & VIP rooms
2.2 Evening service & second service procedures.
2.3 Weekly / Periodic cleaning – Special Cleaning tasks to be carried out.
2.4 Spring Cleaning procedures

Chapter 3 Cleaning Routine of Public Areas

3.1 Areas to be maintained
3.2 Daily, weekly and spring-cleaning procedures for various Public Areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators and staircase & corridors.
Chapter 4  Lost And Found Procedure 03 04
  4.1 Procedure for Guest articles
  4.2 Procedure for Lost Hotel Property
  4.3 Records maintained

Chapter 5  Control Desk 02 04
  5.1 Importance of Control Desk
  5.2 Records maintained
  5.3 Functions performed by C.D.

Chapter 6  Housekeeping Supervision 02 04
  6.1 Importance of supervision
  6.2 Checklist for inspection
  6.3 Dirty Dozen

Chapter 7  Linen & Uniform room 06 06
  7.1 Layout of Linen Room
  7.2 Classification & Selection of Linen
  7.3 Classification of Bed, Bath, & Restaurant Linen
  7.4 Sizes of Linen
  7.5 Calculation of Linen requirement
  7.6 Linen Control – Linen Inventory
  7.7 Par stock, Linen Coverage
  7.8 Discard management

Total  32 40

Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above-mentioned topics

PRACTICALS:
  1. Equipping Maids Carte / Trolley
  2. Bed Making – Day / Evening
  3. Daily Cleaning of Guest rooms – Departure, occupied and vacant
  4. Weekly / Spring Cleaning
  5. Daily cleaning of Public Areas (Corridors)
  6. Weekly Cleaning of Public Areas
  7. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
  8. Inspection records – Checklist
  9. Monogramming
  10. Mending, Sewing Machine
  11. Linen Inventory – Stock Taking
  12. Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and sateen.

Reference Books:
  1. Fibres & Fabrics – Brenda Piper
  3. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanex
Subject - FRONT OFFICE OPERATIONS - II
Subject Code - 204
Semester - Second

Teaching & Examination Scheme:

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Rationale:
This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of this department.

Hrs. Mks

Chapter 1 Pre-Arrival Procedures
1.1 Pre arrival activities (Preparing an arrival list, notification etc)
1.2 Procedure for VIP arrival.
1.3 Procedure for group arrival (special arrangements, meal coupons, etc)

Chapter 2 Guest Arrival
3.1 Types of registration (Register, Loose Leaf, Registration Cards)
3.2 Receiving guests.
3.3 Arrival procedure for various categories of guests (Foreigners along with C-forms, FITs- walkin, with confirmed reservation)
3.4 Notification of guest arrival.
3.5 Criteria for taking advance (Walk-ins, Scanty Baggage etc)

Chapter 4 Guest Stay
4.1 Rooming a guest (introduction to the hotel facilities, orientation of the room)
4.2 Procedure for room change
4.3 Safe deposit procedure.
4.4 Assisting guest with all possible information and help (medical etc.)
Chapter 5  Basic Information(Travel& Tourism)  03  06
  5.1  Role of a Travel Agent
  5.2  Passport(concept and types)
  5.3  Visa(concept and types)
  5.4  Rules regarding customs, foreign exchange etc.

Chapter 6  Guest Departure  05  08
  6.1  Departure notification
  6.2  Task performed at bell desk ,cashier /reception.
  6.3  Express check outs
  6.4  Late check outs and charges .

Chapter 7  Methods of Payment  05  04
  7.1  Credit card handling
  7.2  Traveler cheques, Personal checks
  7.3  Handling cash  Indian , Foreign currency
  7.4  Other methods of payment [Travel agent , Bill
to Company etc--]

   Total  32  40

Note :  Glossary of Terms
Students should be familiar with the glossary of terms
pertaining to above mentioned topics

Practicals:
1.  Welcoming and rooming a guest
2.  Handling check-ins (FIT, VIP, Group & Foreigners)
3.  Handling of different situations at the reception counter
4.  Handling guest at GRE desk.
5.  Handling check-outs
6.  Handling payment of bills through (Cash, Credit Cards, Traveller Vouchers, Bill to
Company and Foreign Currency)
7.  Handling Express check outs and late charges

Assignments :
1.  Wild life sanctuaries
2.  Collection of information Regarding International chain of hotels

Reference Books
1.  Hotel front Office Training Manual. (Sudhir Andrews)
3.  Hotel Front Office ( Bruce Braham)
5.  Checkin Checkout- Jerome Vallen
6.  Front Office Procedures and Management -Peter Abbott)
7.  Front Office operations/Accommodations Operations -Colin Dix
8.  Front Office Operation and Administration(Dennis Foster)
Subject - CATERING SCIENCE – II
Subject Code - 205
Semester - Second

Teaching and Examination Scheme

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Rationale:
The subject aims to develop basic awareness of important nutrients, and acquire knowledge of nutritional requirements for human beings and plan a balanced diet.

Chapter 1. Introduction to Terminologies
Food, Nutrition, Nutrient, Empty Calories, Health, Malnutrition, Edible portion of food, Balanced Diet

Chapter 2. Carbohydrates
Definition, Composition, Classification, Food Sources (good and poor sources), Functions in human body, Recommended Daily Allowance in India (RDA), Importance of fibre, Effect of deficiency & excess intake, Effect of heat on carbohydrates

Chapter 3. Protein
Definition, Composition, Essential and Non-essential amino acids, Protein Quality (only Concept), Concept of Supplementary value of Protein, Food Source (good and poor source), RDA (adolescents and adults), Effect of deficiency, Effect of heat on proteins, Functions

Chapter 4. Fats And Oils
Definition, Composition, Saturated and Unsaturated fatty acids, Hydrogenation of oil, Cholesterol (a brief note), Food sources of: (Fat, Oil, Saturated fatty acid, Unsaturated fatty acid, cholesterol), Rancidity of Oil (Concept and Prevention), RDA (Adolescents and adults), Effect of deficiency & excess, Functions
Chapter 5  Vitamins  06  08

5.1 Definition, Classification
5.2 Fat Soluble Vitamins (A,D,E,K) – Functions, Food Sources, RDA (Adolescents and adults), Name of the deficiency disease and symptoms.
5.3 Water Soluble Vitamins (B Complex and C) - Names of all B Complex, B1, B2, Niacin, and Vit C with reference to – Functions, Sources, RDA (Adolescents and adults), Deficiency diseases and its symptoms.

Chapter 6.  Minerals  04  08

6.1 Calcium, Iron, Iodine - Classification, Functions, RDA (Adolescents and adults), Rich food sources, Deficiency disease and its symptoms
6.2 Sodium Chloride - Importance and Limitations, Food sources

Chapter 7. Water And Its Importance To Health  03  02

7.1 Water Balance
7.2 Dietary sources
7.3 Dehydration and Oedema

Chapter 8. Basic Five Food Groups  03  02

8.1 Foods included in each group
8.2 Serving size of foods under each group.

Chapter 9. Balanced diet (Using basic 5 food groups)  06  08

9.1 Menu Planning for a day’s diet for adolescents and adults
   9.1.1 Vegetarian and Non vegetarian
   9.1.2 Importance of avoiding fast/junk foods

Chapter 10. Important Foods to be avoided and recommended for:  07  08

Diabetes Mellitus, Heart related diseases (Cardio Vascular), Peptic Ulcer, Jaundice, Kidney diseases, Fever and infection, Diarrhoea and Constipation

Chapter 11. How to preserve nutrients while cooking food?  02  06

Total  48  70

Note :  Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics
Assignments
Calculation of Nutrients:
(Carbohydrates, Fat, Protein, Energy, Vit A, Ca, Fe, B_1, B_2 and C of any 10 recipes)

Reference Books
1. Hand Book of Food And Nutrition- Dr. M.S. Swaminathen
2. Nutrition And Dietetics - Shubhangi Joshi
3. Fundamentals of Food and Nutrition- Sumati R. Mudambi and M.V, Rajgopal
4. Thenapentic Nutrition- Prondfit and RobinsonNormal
5. Nutritive value of Indian Food - Dr. C Gopalan
Subject - BASIC FRENCH FOR HOTEL INDUSTRY
Course No. - 206
Semester - Second

Teaching & Examination Scheme

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Rationale:
The syllabus aims to create an awareness about the importance of French in Hotel Operations, to help acquire the correct pronunciation of French terminology, to enable to use standard phrases in French in Hotel Operations, to give a very basic introduction to spoken French and most important of all, to integrate the French curriculum with the core syllabus of the Course.

Chapter 1. General French

1.1 Pronunciation
  1.1.1 The Alphabet
  1.1.2 The Accents
1.2 Numbers (0 to 100)
  1.2.1 Cardinal
  1.2.2 Ordinal
1.3 Time (only 24 hr clock)
1.4 Days of the week
  1.4.1 Months of the year
  1.4.2 Date
1.5 Weights & Measures
1.6 ‘Formules de politesse’
1.7 Conjugation of verbs in the present tense relevant to the hotel industry (only ‘je’ and ‘vous’ & ‘nous’ forms)

Chapter 2. Food & Beverage Service

2.1 Restaurant Brigade
2.2 Hot Plate Language
2.3 The French Classical Menu (17 courses) with classic examples of each course, terminology and meanings in brief
2.4 Wines
  2.4.1 Wines of France,
  2.4.2 Wine terminology
  2.4.3 Reading a wine label.
2.5 Laying a cover

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</table>
Chapter 3 Food Production  
3.1 The Kitchen Brigade  
3.2 Ingredients used in Kitchen  
3.2.1 Dairy Products  
3.2.2 Vegetables  
3.2.3 Fruits  
3.2.4 Herbs & Spices  
3.2.5 Poultry  
3.2.6 Fish  
3.2.7 Meat  
3.2.8 Cereals  
3.2.9 Seasonings  
3.3 French Cheeses  
3.4 Culinary Terms in French  

Note: Glossary of Terms  
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practicals  
1. Greetings/ Introduction  
2. Dialogue / Conversation  
   2.1 General Dialogues  
   2.2 Dialogues related to Hotel Operations  
3. French Classical Menu.  
   3.1 Suggest a menu  
   3.2 Read a given menu  
   3.3 Give examples of dishes in a particular course & menu  
4. Wines  
   4.1 Read a wine label  
   4.2 Wine Terminology  
   4.3 Examples of wines from various regions  
5. Culinary terms  
   5.1 Give the various correct French Culinary terms.

Proposed Examination pattern for viva  
1. Greetings & Introduction 05  
2. Dialogue – Read from the text 05  
3. French classical menu 05  
   a. Suggest a menu  
   b. Read the given menu  
4. Wine 10  
   a. Read a wine label  
   b. Name wines from particular regions  
5. French menu terminology 05  

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Total = 30
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Reference Books
1. Basic French Course for the Hotel Industry – by Catherine Lobo & Sonali Jadhav
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya
3. F & B Service - by Dennis Lillicrap, John Courins & Robert Smith
4. Modern Cookery Vol 1 - by Thangam Philip
Subject - FOOD PRODUCTION - III
Subject Code - 301
Semester - Third

Teaching and Examination Scheme

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Rationale:
Based on the sound knowledge of commodities and principles and methods of cooking it is desired to prepare students to evolve good understanding and prepare Indian regional menus in large quantities to suit the occasion. The course further introduces the students to the concepts of bakery & confectionery.

Hrs Mks
Chapter 1 Quantity Food Production 02 03
1.1 Introduction to large scale / quantity food production.- Industrial, Commercial and Institutional (Hospitals / Schools)

Chapter 2 Indian Regional Cooking 12 12
2.1 Introduction & Factors affecting eating habits, Staple diet
2.2 Historical background
2.3 Availability of raw material
2.4 Special equipment and fuels
2.5 Food prepared for festivals and special occasions of the following cuisines - Hyderabadi, Bengali, Goan, Gujarathi, Rajasthani, Kashmiri , Maharashtrian, Punjabi , Chettinad, Kerala, Dum, Awadhi.

Chapter 3 Introduction to Bakery & confectionery 04 06
3.1 Definition
3.2 Principles of baking
3.3 Bakery Equipment (small & large)
3.4 Formulas & measurements
3.5 Physical & chemical changes during baking
Chapter 4  Characteristics Functions of ingredients in Bakery & Confectionery
Flour, Shortening agents, Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials

Chapter 5  Yeast Doughs (Fermented Goods)
5.1 Role of ingredients
5.2 Types – (Rich / lean)
5.3 Methods of bread making
5.4 Stages in bread making
5.5 Faults and remedies, Bread Disease, Bread Improvers

Chapter 6  Cake Making
6.1 Role of ingredients
6.2 Recipe balancing
6.3 Method of cake making
6.4 Faults & remedies

Total  32  40

Note:  Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practicals
Minimum of 24 Practicals consisting of -
60 % Indian Regional Specialties inclusive of snacks (Cooked in Quantity- Minimum 60 portions)
40 % Basic Bakery & Confectionery Items.

Practical Examination to be conducted on Indian Menus consisting of meat, vegetable, rice, roti, raita and a sweet preparation.

Reference Books
1.  Art of Indian Cookery - Rocky Mohan, Roll
2.  Prasad- Cooking with Master, J.Inder Singh Kalra, Allied
3.  Modern Cookery (Vol –I & Vol -II) For Teaching & Trade - Philip E Thangam, Orient Longman
4.  Zaika - Sonya Atal Sapru, Harper Collins
5.  Punjabi Cuisine- Pratibha Karan, Harper Collins
6.  Wazwaan - Rocky Mohan, Roli & Janssen
7.  Naans & Rotis – Rurobi Babbar
8.  Basic Baking – S.C.Dubey
Subject - FOOD & BEVERAGE SERVICE – III
Subject Code - 302
Semester - Third

Teaching and Examination Scheme:

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Rationale:
The courses 302 & 402 will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

Chapter 1. Wines 12 12
1.1 Introduction, definitions of Wines
1.2 Classification
1.3 Viticulture & Viticulture Methods
1.4 Vinification-Still, Sparking, Aromatized & Fortified Wines
1.5 Vine Diseases

Chapter 2. Wines – France, Italy, Spain, Portugal, Germany, New World Wines (South Africa, Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities
2.1 Food & Wine Harmony
2.2 Wine glasses and equipment
2.3 Storage and service of wine.

Chapter 3. Aperitifs 04 05
3.1 Definition
3.2 Types- Wine based & spirit based

Chapter 5 Tobacco 04 05
Types – Cigars & Cigarettes
5.1 Cigar strengths and sizes
5.2 Brands – Storage and service

Total 32 40
Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

PRACTICALS:

1. Conducting Briefing/ De-Briefing for F & B outlets
2. Taking an Order for Beverages.
3. Service of aperitifs
5. Reading a wine label (French, German)
6. Types of Glasses used on the bar
7. Service of Sparkling, Aromatized, Fortified, Still Wines.
8. Menu Planning with wines and service of food & wine
10. Service of cigars and cigarettes.

Reference Books:

1. Food & Beverage Service-Lilicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Food & Beverages Service Training Manual-Sudhir Andrews
4. Bar & Beverage Book- Costas Katsigris, Mary Porter, Thomas
5. Professional Guide to Alcoholic Beverages- Lipinski
6. Alcoholic Beverages- Lipinski & Lipinski
7. Bartenders Guide- BD & L.
Subject - ACCOMMODATION OPERATIONS– I
Subject Code - 303
Semester - Third

Teaching and Examination Scheme

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Rationale
This course aims to establish the importance of Accommodation operations within the hospitality Industry. It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

SECTION - I

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Chapter 1 **Contract Cleaning**
1.1 Definition, Concept
1.2 Jobs given on contract by Housekeeping
1.3 Advantages & Disadvantages
1.4 Pricing a contract

Chapter 2 **Pest Control**
2.1 Types of Pests
2.2 Preventive and Control Measures

Chapter 3 **Safety & Security Processes**
3.1 Safety of Guest Property, Hotel Property
3.2 Prevention of accidents, First Aid
3.3 Role & Procedures adopted by the Security Department.

Chapter 4 **Textiles**
4.1 Classification of fibres with examples
4.2 Characteristics and uses of fabrics used in Hotel Industry

Chapter 5 **Laundry Management**
5.1 Layout
5.2 Laundry Equipments
5.3 Laundry flow process - Guest, House, Contract
5.4 Stains and Stain removal
5.5 Dry-cleaning – Agents and procedures
5.6 In-house laundry v/s Contract Laundry: Merits & Demerits

Chapter 6 Flower Arrangement

6.1 Concept, Importance & Principles
6.2 Types and shapes
6.3 Tools, Equipments and Accessories
6.4 Conditioning of Plant Materials

Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Practicals (1 each)
1. Stain Removal
2. Laundering Procedure – Starching / Blueing / Ironing
3. Use of Laundry Equipment (Washing Machine)
4. Visit to a Laundry
5. Flower Arrangements – Different shapes and styles – 2 Practicals
6. Introduction to Horticultural aspects
7. Pest Control

Reference Books:
1. Fibres & Fabrics – Brenda Piper
2. Housekeeping Operations – Robert Martin
3. Housekeeping Management – Matt A. Casado (Wiley)

SECTION - II

Chapter 1 Front Office Accounting

1.1. Accounting fundamentals (types of accounts, ledger, folios, vouchers)
1.2. Record keeping system (non automated, semi-automated and fully automated)
1.3. Credit Monitoring and Charge Privileges
1.4. Cash sheet

Chapter 2 Calculation of various Statistical data using

Formulae & exercises on:
(ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)
Chapter 3 Reports
Night Receptionist Report, No-Shows & Cancellations
   Report / Sources of Business Report. / Discrepancy Report

Chapter 4 Guest Relations
   4.1 Hospitality Desk
   4.2 Functions and role
   4.3 Maintenance of records like guest history card etc)
   4.4 Special personality traits for a Guest Relations Executive

Chapter 5 Situation Handling
   5.1 Complaint handling procedure
   5.2 Dealing with unusual situations(Death, Theft, Fire, Bomb-Scare etc)
   Total 16 20

Practicals
Situations for the following instances:
   1. Posting charges in guest folio
   2. Practical applications of Credit Monitoring
   3. Practical applications of Charge Privilege
   4. Late Check-outs
   5. Late Charges
   6. V.P.O. and Miscellaneous vouchers
   7. Allowance vouchers
   8. Dealing with guests at the hospitality desk(enhancing the guest experience)
   9. Situation Handling (Death, Theft, Fire, Bomb-Scare, etc)

Reference Books:-
1. Hotel front Office Training Manual - Sudhir Andrews
3. Hotel Front Office - Bruce Braham
5. Checkin Checkout - Jerome Vallen
6. The Hotel Receptionist- Grace Paige, Jane Paige
7. Front Office Procedures and Management - Peter Abbott
8. Front Office operations/Accommodations Operations-Colin Dix
9. Hotel reception- Paul White and Helen
10. Front Office Operation and Administration - Dennis Foster
Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above-mentioned topics
Subject - COMPUTER FUNDAMENTALS
Subject Code - 304
Semester - Third

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Rationale:
The subject aims to give a basic knowledge of computers and its operations and enables the student to operate the computer with enough practice to get confidence.

Note: The Total 64 hours allotted are a combination of 32 hrs of Theory and 32 hours of practicals.

Chapter 1  Computer Fundamentals
  1.1 Features of Computer System
  1.2 Block Diagram
  1.3 Hardware Input & Output Devices, CPU, RAM, ROM
  1.4 Software – System, Application S/W
  1.5 Networks – LAN, MAN, WAN, Topologies
  1.6 Viruses – Types, Precautions

Chapter 2  WINDOWS
  2.1 Features
  2.2 Terminologies - Desktop, Windows, Wallpaper, Icons, File, Folder, etc.
  2.3 Windows Explorer- (Assignment with files, folders)
  2.4 Accessories – Paint, Notepad, Calculator.

Chapter 3  DOS – (Disk Operating System)
  2.1 Introduction, Features
  2.2 Internal Commands – DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD)
  2.3 External Commands - FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc.
  2.4 Wildcards (question mark ?, asterisk *)

Chapter 4  MS-WORD
  4.1 File Commands, Print, Page Setup
  4.2 Editing - Cut, Copy, Paste, Find, Replace, etc.
  4.3 Formatting Commands – Fonts, Bullets, Borders, Columns, Tabs, Indents

BHMCT- 48
4.4 Tables, Auto Text, Auto Correct
4.5 Mail Merge
4.6 Hyperlinks

Chapter 5  MS-EXCEL
5.1 Features, Auto Fill, Custom Lists etc.
5.2 Cell Reference – Relative & Absolute ($)
5.3 Formulae, Functions (Math/Stats, Text, Date, IF)
5.4 Charts – Types, Parts of the Chart
5.5 Databases (Create, Sort, AutoFilter, Sub Total)

Chapter 6  MS-POWERPOINT
6.1 Slide Layout, Slide t.
6.2 ClipArt, Organisational Chart, Graphs, Tables
6.3 Custom Animations, Slide Timings

Chapter 7  INTERNET / E-MAIL
7.1 History,
7.2 Pre-requisites for Internet, Role of Modem
7.3 Services – Emailing, Chatting, Surfing, Blog
7.4 Search Engines, Browsers, Dial Up, Domains
7.5 Broadband, Concepts of Web upload, download
7.6 Threats – Spyware, Adware, SPAM

Chapter 8  E-COMMERCE AND ERP CONCEPTS
8.1 Concepts of B-to-B, B-to-C
8.2 ERP concept, SAP Concepts

Chapter 9  DBMS concepts- (Data Base Management Systems)
9.1 Definition- DBMS, Table, Data Types, Record, Fields

Chapter 10  MS-ACCESS
10.1 Table Creation, Fields, data Type
10.2 Primary Key Concept
10.3 Add, Edit, Delete records
10.4 Forms, Simple Query

Total  32  40

Note : Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics
Students should maintain a Log Book, which has all Notes, Pictures from the Internet and all
Assignments (which will be marked as part of Practical Exams)

SUGGESTED PRACTICAL ASSIGNMENTS: -

1. DOS:-
   a. To create directories.
   b. Create files using COPY CON and EDIT.
   c. Rename and delete files.

2. WINDOWS:-
   a. Change wallpaper, set screen saver.
b. Create folders and files using Notepad.
c. Cut, copy and paste files to floppy/ pen drives.
d. Create images using Paint.
e. Check free disk space and speed of processor.
f. Change date and time.

3. WORD: -
   a. Type recipe of any dish, with its image, with ingredients in a table.
   b. Create KOT, Students’ Resumes with students’ photograph. (WORD)

4. EXCEL:-
   a. List of employees, with salary,
   b. KOT,
   c. Report Card with Pass / Fail Result,
   d. Bills with details of Hotel Rooms,
   e. Charts
   f. Database of Employees with filters

5. POWERPOINT:-
   a. To present the above information as a presentation as an assignment.
   b. Use different layouts, organizational chart, design templates, in the presentation.

6. INTERNET:-
   a. To search and download information from the internet as a topic and submit (Hard / Soft copy).
   b. Create email id, send mail to faculty as an assignment.

7. ACCESS-
   a. Create a table(s) where all records can be displayed
   b. Edited records
   c. Create a query.
   d. Create a form

Note: - Practical examinations will be based on practical assignments, knowledge of commands and Viva.

RECOMMENDED BOOKS:

2. A First Course In Computers – Sanjay Saxena
3. DOS Guide – Peter Norton
4. Mastering MS-OFFICE – Lonnie E. Moseley & David M. Boodey (BPB Publication)
5. Any other – which are available in the area and city – which the faculty deem fit.
Subject: - FOOD AND BEVERAGE CONTROL
Subject Code - 305
Semester - Third

Teaching and Examination Scheme:

<table>
<thead>
<tr>
<th>Teaching Scheme / week</th>
<th>Examination Scheme</th>
</tr>
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<tbody>
<tr>
<td><strong>Theory Hrs</strong></td>
<td><strong>Practical Hrs</strong></td>
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</tbody>
</table>

Rationale:
The student will gain comprehensive knowledge on various aspects of control procedures, adopted by the food and Beverage department.

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Subject</th>
<th>Hrs</th>
<th>Mks</th>
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<tbody>
<tr>
<td>Chapter 1</td>
<td>Food &amp; Beverage Control</td>
<td>02</td>
<td>02</td>
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<tr>
<td>1.1</td>
<td>Definition, Objectives &amp; Problems</td>
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<tr>
<td>Chapter 2</td>
<td>Elements of Cost</td>
<td>04</td>
<td>04</td>
</tr>
<tr>
<td>2.1</td>
<td>Definition of Cost, Basic Concept of Profits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>Pricing &amp; Control Aspects</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chapter 3</td>
<td>Cost Dynamics &amp; Break - Even</td>
<td>04</td>
<td>04</td>
</tr>
<tr>
<td>Chapter 4</td>
<td>Budgeting</td>
<td>04</td>
<td>10</td>
</tr>
<tr>
<td>4.1</td>
<td>Kinds of Budgets (Sales Budget, Labour Cost Budget, Overhead Cost Budget)</td>
<td></td>
<td></td>
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<tr>
<td>4.2</td>
<td>Budgeted Trading Account (P &amp; L)</td>
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</tr>
<tr>
<td>Chapter 5</td>
<td>The Control Cycle Overview</td>
<td>02</td>
<td>02</td>
</tr>
<tr>
<td>Buying / Receiving / Storing/Issuing / Preparing / Selling</td>
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<tr>
<td>Chapter 6</td>
<td>Purchasing</td>
<td>06</td>
<td>08</td>
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<tr>
<td>6.1</td>
<td>The Selection of a Supplier, Rating, Methods of Purchasing</td>
<td></td>
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<tr>
<td>6.2</td>
<td>Standard Purchase Specifications – Objectives &amp; Preparation</td>
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<td>6.3</td>
<td>Economic Order Quantity</td>
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<tr>
<td>Chapter 7</td>
<td>Receiving</td>
<td>06</td>
<td>08</td>
</tr>
<tr>
<td>7.1</td>
<td>Receiving Procedures &amp; Methods</td>
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<td></td>
</tr>
<tr>
<td>7.2</td>
<td>Purchase Orders, Delivery Notes, Goods Received Book</td>
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</table>

BHMCT- 51
7.3 Assessing Performance and Efficiency of the Receiving Department.
7.4 The receiving of Foods & Beverages – in terms of Quantity, Quality & Inspection.

Chapter 8 Stores and Issuing
8.1 Stock Records - Bin Cards, Stock Cards, Perpetual Inventory Records
8.2 Store Issues - Transfer Notes, Breakages and Damaged Goods
8.3 Stock Taking, Stock Turnover, Stock Levels
8.4 Procedure for Perishable and Non-Perishable Food & Beverage items
8.5 ABC Analysis

Chapter 9 Preparation of Food & Beverage Items
8.2 Analysis of preparation methods

Chapter 10 Selling
9.1 The Pricing of menu
9.2 Fixed Selling Price & Control (Cash and Credit)
9.3 En Pension Terms

Chapter 11 Preparing Food Cost Reports and Beverage Cost Reports

Total 48 70

Reference Books :-
1. Food and Beverage Control - Richard Kotas & Bernard Davis
2. Food and Beverage Management - Bernard Davis & Sally Stone.
Subject - BASIC ACCOUNTING
Subject Code - 306
Semester - Third

Teaching and Examination Scheme:

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Rationale:
This subject intends to impart students the basic knowledge of Hotel Accounting required for the Hospitality Management and to prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.

<table>
<thead>
<tr>
<th>Hrs</th>
<th>Mks</th>
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<tbody>
<tr>
<td>03</td>
<td>05</td>
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</table>

Chapter 1  Introduction to Accounting 03 05
1.1 Terms and terminologies used in Accounting
1.2 Definition, Objectives and Importance of Accounting and Hotel Accounting

Chapter 2  Principles of Double Entry System of Book-keeping 04 05
2.1 Nature, Advantages and Principles
2.2 Classification of Accounts
2.3 Rules of Debit and Credit

Chapter 3  Journal and Ledger 10 10
3.1 Practical problems on Journalising- simple and combination entries
3.2 Posting into Ledger & Balancing of Ledger Accounts

Chapter 4  Subsidiary Books 10 10
4.1 Advantage, Proformas of Subsidiary books
4.2 Practical problems on preparation of Purchases, Sales, Returns and Special Functions Books.

Chapter 5  Cash Book 10 10
5.1 Introduction and types of Cash book
5.2 Practical problems on Three column and Analytical Petty Cash Book on Imprest system with special reference to Cash Received Book used in Hotels.
5.3 Meaning, importance and reasons for preparing Bank Reconciliation Statement

Chapter 6  
**Accounting principles**  
6.1 Accounting Concepts and Conventions  
6.2 Capital, Revenue and Deferred Revenue Expenditures and Incomes.

Chapter 7  
**Trial Balance**  
7.1 Importance, Purpose and advantages  
7.2 Practical problem on preparation of Trial balance

Chapter 8  
**Final accounts of Small hotels and Restaurants**  
8.1 Need for preparation of Trading account, Profit and Loss account and Balance Sheet  
8.2 Practical problems on Trading account, Profit and Loss account and Balance Sheet with following adjustments only: Closing stock, Outstanding and Prepaid expenses, Accrued and Pre- received incomes, Depreciation of fixed assets and Staff meals.

**Total**  
64   70

**Note:**  
**Glossary of Terms**  
Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Implementation Strategies:**  
The students may be assigned to solve problems and exercises to get hands on experience in accounting. In addition the student should be familiarised with various final account statements of small hotels/restaurants.

**Reference Books**  
Subject - FOOD PRODUCTION - IV
Subject Code - 401
Semester - Fourth

Teaching and Examination Scheme:

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Rationale:
The course provides a detailed understanding of the compositions and methods used in meat cookery, while also advancing in the bakery & confectionery curriculum.

Chapter 1 Meat Cookery
1.1 Understanding meats – Composition, structure & basic quality factors
1.2 Aging, Factors affecting tenderness
1.3 Appropriate cooking methods.

1.3.1 Lamb / Beef / Veal / Pork
1.3.1.1 Selection Criteria
1.3.1.2 Principles of Storage & thawing
1.3.1.3 Cuts (uses & suitable cooking methods)
1.3.1.4 Offals

1.3.2 Poultry
1.3.2.1 Selection Criteria
1.3.2.2 Principles of Storage & thawing
1.3.2.3 Cuts of poultry (uses & suitable cooking methods)
1.3.2.4 Description and uses of - Duck, goose, turkey, guinea- fowl & quail.

Chapter 2 Fish Mongery
2.1 Introduction to fish mongery,
2.2 Classification of fish with examples (local names also)
2.3 Selection & storage of fish & shell fish
2.4 Cuts of fish
2.5 Cooking of fish
2.6 Preserved & processed fish

Chapter 3 Convenience Foods
3.1 Characteristics
3.2 Processing methods
3.3 Advantages & Disadvantages

**Chapter 4  Flour Pastries**  
06 08

4.1 Definition & Classification- Short Crust, Hot Water/choux, Rough Puff, Flaky
4.2 Role of ingredients
4.3 Recipes, methods of preparation
4.4 Do’s and Don’ts while preparing Pastry

**Chapter 5  Cookies**  
05 04

5.1 Definition / introduction
5.2 Types of cookies
5.3 Methods of mixing & Baking

**Chapter 6  Icing, Frosting & Fillings**  
05 06

6.1 Definition & Uses
6.2 Classification
6.3 Ingredients used

Total 32 40

**Note :**  
**Glossary of Terms**  
Students should be familiar with the glossary of terms pertaining to above-mentioned topics

**Practicals**  
Students to continue with a combination of Bakery and Quantity Food production menus (minimum 24 practicals as follows.
50% Advanced Bakery Menus covering Flour Pastry Products and variations, Gateaux using various Icings and decorations techniques and cookies.
50% brunch, high tea, snacks and Industrial / Institutional Lunch Menus.

Practical Examination **to be conducted on three Bakery Products inclusive of Flour Pastry Variation, Birthday Cake / Fresh Cream Gateau and bread rolls.**

**Reference Books**

1. Professional Baking, Wayne Glasslen
2. The Wilton Ways of Cake Decorations, Hamlyn Publishing
3. Complete Guide To Cookery – Anne Willan
4. Professional Pastry Chef – Bo Friberg, John Wiley
5. Baking Martha Day – Lorenz Books
7. Chef Manual Of Kitchen Management- John Fuller
Subject - FOOD & BEVERAGE SERVICE – IV
Subject Code - 402
Semester - Fourth

Teaching and Examination Scheme:

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<td>Practical Hrs</td>
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Rationale:
The courses 302 & 402 will give a comprehensive knowledge of the various alcoholic beverage used in the Hospitality Industry. It will give an insight into their history, manufacture, classification, and also to develop technical and specialized skills in the service of the same.

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</table>

Chapter 1. Introduction to Spirits, Distillation process, Pot Still & Patent Still

Chapter 2. Spirits
2.1 Whisky Brandy, Rum, Vodka, Gin & Tequila, Production, Types, Brands- Indian and International
2.2 Other Alcoholic Beverages- Absinthe, Ouzo Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados & other fruit brandies

Chapter 3. Liqueurs
3.1 Types
3.2 Production
3.3 Brands & Service- Indian and International

Chapter 4. Cocktails
4.1 Introduction, History, Methods of Mixing cocktails
4.2 Rules of mixing cocktails
4.3 Classic Cocktails- Recipes, innovative cocktails & mock tails (at least 5 from each base)
4.4 Cocktail Bar Equipment, garnishes, decorative accessories.
4.5 Definition of other mixed drinks – eg. Cobler, Daisy, Sangaree etc.

Total 32 40
Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practical:
1. Service of Spirits & Liqueurs from the bar and at the table.
2. Cocktail/Mocktail Preparation, presentation and service
3. Service of Cigars & cigarettes
4. Setting of a bar and service from the bar
5. Menu planning & service of food and alcoholic beverages.

Reference Books:
1. Food & Beverage Service Training Manual- Sudhir Andrews
2. Food & Beverage Service – Lillicrap & Cousins
3. Modern Restaurant Service- John Fuller
4. Beverage Book- Andrew, Dunkin & Cousins
5. Professional Food service- Serigo Andrili & Peter Douglas
6. Profitable Menu Planning- John Drysale
7. Bar & Beverage Book- Mary Porter & Kostagris
8. Alcoholic Beverages- Lipinski & Lipinski
Subject - ACCOMMODATION OPERATIONS – II
Subject Code - 403
Semester - Fourth

Teaching and Examination Scheme

<table>
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<td>4</td>
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Rationale:
This course aims to establish the importance of Rooms Division within the hospitality Industry. It also prepares the student to acquire skills and knowledge necessary to successfully identify the required standards and Control Systems in this area and to consider managerial decision-making aspects of this department.

SECTION - I

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Interior Decoration</th>
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<tbody>
<tr>
<td>1.1</td>
<td>Importance &amp; Definition</td>
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<tr>
<td>1.2</td>
<td>Principles of Design</td>
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<tr>
<td>1.3</td>
<td>Elements of Design – Line/ Form/ Color / Texture</td>
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</table>

Chapter 2 Refurbishing & Redecoration

<table>
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<th>Refurbishing &amp; Redecoration</th>
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<tbody>
<tr>
<td>2.1</td>
<td>Definition</td>
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<td>2.2</td>
<td>Factors</td>
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<tr>
<td>2.3</td>
<td>Snagging list</td>
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Chapter 3 Budget & Budgetary Control

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<th>Budget &amp; Budgetary Control</th>
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</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Definition, Concept &amp; importance</td>
</tr>
<tr>
<td>3.2</td>
<td>Types of Budgets – operating &amp; capital</td>
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<tr>
<td>3.3</td>
<td>Housekeeping Room Cost</td>
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</tbody>
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Chapter 4 Purchasing System

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Purchasing System</th>
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<tbody>
<tr>
<td>4.1</td>
<td>Identification &amp; selection of supplier</td>
</tr>
<tr>
<td>4.2</td>
<td>Purchase procedure – Purchase order, receiving, storage &amp; issuing</td>
</tr>
<tr>
<td>4.3</td>
<td>Concept of ROL, bin card &amp; other records maintain for purchasing</td>
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<td>07</td>
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<td>04</td>
<td>05</td>
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<tr>
<td>Total</td>
<td>24 20</td>
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</tbody>
</table>
Practicals:
1. Basic layout of a Guest Room.
2. Formats of purchase records such as purchase order, bin card, requisition slip etc.
3. Colour Wheel
4. Calculation of staff requirement for house keeping department for 5 star hotels.
5. Calculation of staff requirement for house keeping department for 3 star hotels.
6. Preparing duty rota for supervisory staff.
7. Preparing duty rota for GRA & Public Area attendance.

Reference:
1. Professionals Housekeeper – Georgina Tucker Schneider, Mary Scoviaκ

SECTION - II

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Title</th>
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<tbody>
<tr>
<td>Chapter 1</td>
<td>NIGHT AUDIT</td>
<td>06</td>
<td>04</td>
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<tr>
<td>1.1</td>
<td>Concept of Night Audit and Role of Night Auditor</td>
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<tr>
<td>1.2</td>
<td>Night Auditors Report (Night Auditors Report)</td>
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<tr>
<td>1.3</td>
<td>Auditing Process(in brief)</td>
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<tr>
<td>Chapter 2</td>
<td>SALES TECHNIQUES</td>
<td>06</td>
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<tr>
<td>2.1</td>
<td>Role of Front Office Personnel in maximising occupancy</td>
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<td>2.2</td>
<td>Overbooking, Repeat guests, Return Reservations.</td>
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<tr>
<td>2.3</td>
<td>Offering Alternatives and Suggestive Selling</td>
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<td>2.4</td>
<td>Business related Marketing Techniques</td>
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<tr>
<td>Chapter 3</td>
<td>Establishing Room Rates</td>
<td>06</td>
<td>04</td>
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<td>( Rule of Thumb Approach, Hubbart’s Formula)</td>
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<td>Market Conditions Approach</td>
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<td>Chapter 4</td>
<td>Forecasting Room Availability</td>
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<td>4.1</td>
<td>Useful forecasting Data</td>
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<td>4.2</td>
<td>Room Availability Forecast</td>
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<td>4.3</td>
<td>Forecast forms [sample]</td>
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**Total** | 24  | 20  |

**Note:** Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics
Practicals
1 Up-selling
2 Suggestive Selling
3 Formats of Night audit process
4 Preparing Forecast sheets-week
5 Preparing Forecast sheets-month
6 Overbooking
7 Increasing Repeat Guests
8 Encouraging Return reservation

Reference Books:
1 Hotel front Office Training Manual. -Sudhir Andrews
2 Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton
3 Hotel Front Office Bruce Braham
4 Managing Front Office Operations- Michael Kasavana, Charles Steadmon
5 Checkin Checkout - Jerome Vallen
6 The Hotel Receptionist- Grace Paige, Jane Paige
7 Front Office Procedures and Management - Peter Abbott
8 Front Office operations/Accommodations Operations-Colin Dix
9 Hotel reception- Paul White and Helen
10 Front Office Operation and Administration(Dennis Foster)
Rationale:
The subject will provide information regarding the basic services and different types of systems in hotel industry. This will help the students to understand plan, co-ordinate and integrate the functions of engineering departments for over all operations and assist in the management of hotel.

Chapter-1  Maintenance & Replacement Policy
1.1. Importance of maintenance dept. in Hotel Industry.
1.2. Organization of maintenance Dept . in 3/4/5 star hotel .
1.3. Duties & responsibility of chief Engg. of a hotel.
1.4. Types of maintenance with examples of each ,
   1.4.1. Advantages & disadvantages.
1.5. Maintenance chart : for
   1.5.1. Swimming pool
   1.5.2. Kitchen.
1.6. Reasons for replacement of equipment.
1.7. Replacement factors
1.8. Economic replace of equipment (introduction only).
1.9. Contract of Maintenance Definition & procedure , types.Advantages & disadvantages

Chapter 2  Refrigeration
2.1 Definition, Pressure, Energy, Heat, Temperature, Specific
heat, Sensible and latent heat ,Relative humidity, DBT, WBT
2.2 Block diagram and function of :Boiler, Condenser,
Compressor, Evaporator, Heat Exchanger.
2.3 Unit of refrigeration
2.4 Vapour compression Refrigeration system (Block diagram)
2.5 Absorption refrigeration system (Block diagram)
2.6 Domestic Refrigerator, defrosting, Need, Methods,
   Maintenance of refrigerator.
2.7 Refrigerant :types , properties of good refrigerant.
2.8 Ammonia as a refrigerant.
Chapter 3. Air-conditioning

3.1 Factors affecting comfort AC (supply of oxygen, removal of heat & moisture proper air circulation, pure air)

3.2 Factors affecting on AC load.
   3.2.1 Types of AC systems: Central AC, Unitary AC. AC equipment: Air filter, Humidifier, Dehumidifier.
   3.2.2 Window AC
   3.2.3 Walk in freezer, cold storage.

Chapter 4. Pollution & Control

4.1 Air pollution.
   4.1.1 Sources.
   4.1.2 Control – Collectors, filters
   4.1.3 Govt. stipulated conditions for air pollution.

4.2 Water pollution.
   4.2.1 Water pollution sources in Hotels.
   4.2.2 Control methods
   4.2.3 Govt. stipulated conditions for water pollution.

4.3 Waste Disposal
   4.3.1 Waste Handling equipment – (Shredders, Compactors, Transportation separation)
   4.3.2 Controlling methods (recycled material, land filling, heat recovery by incineration)

4.4 Noise pollution control.
   4.4.1 Sources of noise in Hotel & its unit.
   4.4.2 Introductory control methods.

4.5 Environmental Degradation, Global warming and methods of Conservation. Concept of Recycling

Chapter 5. Water and Sanitation

5.1 Water purification methods.

5.2 Methods of water softening (Ion exchange, Zeolite process)

5.3 Cold and hot water distribution system.

5.4 Various plumbing fixtures.

5.5 Types of sanitary traps and their applications.

5.6 Types of water closets and flushing.

Chapter 6. Fuels and Electricity.

6.1 Methods of heat transfer.

6.2 Units of heat.

6.3 Solid, Liquid, Gas, Electricity, Biogas fuels.

6.4 Importance of earthing.

6.5 Safety devices such as fuse, circuits breaker.

6.6 Methods of lighting (Direct, Indirect)

6.7 Types of electric supply (single phase, three phase)

6.8 Calculation of electricity bill.
Chapter 7  Energy conservation  04  08
  7.1 Importance of energy conservation.
  7.2 Simple methods of Energy conservation
  7.3 Developing energy conservation program for hotel.
  7.4 Use of solar energy for various activities.

Chapter 8  Safety in hotel Industry.  06  08
  8.1 Classification of fire symbols.
  8.2 Methods and types of fire extinguishers.
  8.3 Fire detectors, alarm.
  8.4 Various security system for hotel (Key control,
      Door, valuable guest).

There should be 4 Demonstrations / Field Visits.
  1. Refrigerator/VCC system in Hotel
  2. Cold storage/walk in chiller
  3. AC/ Window AC
  4. Safety systems

Total 48 70

Note:  Glossary of Terms
Students should be familiar with the glossary of terms
pertaining to above mentioned topics

Reference Books
  1. Management of maintenance & Engineering Systems in Hospitality Industries – by Frank
     D. Borsenik, John Willey & Sons
  2. Industrial Organisation and Management by O.P. Khanna
  3. Refrigeration & Air Conditioning by Domkondwar
  4. Hotel Maintenance by Arora
Subject - PRINCIPLES OF MANAGEMENT
Subject Code - 405
Semester - Fourth

Teaching and Examination Scheme:

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</table>

Rationale:
To make the students understand the concepts of management & their Practical application in the hospitality industry.

Chapter 1 Introduction
1.1 A typical day in the life of a manager at hotel (illustrative situations)
1.2 Management defined
1.3 Levels of management
1.4 External & Internal factors that affect management

Chapter 2 Management thought: journey from inception till today
2.1 Brief history of management thought
2.2 Contribution of F.W. Taylor to scientific management
2.3 Henry Fayol’s classical management theory
2.4 Modern day management theory

Chapter 3 Planning & Decision Making
A. Planning
3.1 Definition
3.2 Nature & Importance of planning, Advantages & disadvantages
3.3 Types of plans – objectives, strategies, policies, procedures, methods, rules, programs & budgets
3.4 Steps in planning
3.5 Planning assumptions

B. Decision-making
3.6 Types of decisions
3.7 Step by step decision making process
Chapter 4 Organizing & Staffing

Organizing
4.1 Definition
4.2 Nature & importance of organizing
4.3 Principles of organizations – Formal & Informal, Centralized / Decentralized, Line & staff

Staffing
4.4 Definitions
4.5 Delegation and Departmentalization,
4.6 Authority & Responsibility, Span of control

Chapter 5 Leadership

5.1 Definition
5.2 Leadership theories - Managerial grid
5.3 Different styles of leadership
5.4 Characteristics of a good leader

Chapter 6 Motivation

6.1 Definition
6.2 Nature & importance
6.3 Benefits of motivated staff
6.4 Theories of motivation –
  6.4.1 Maslow’s theory of need hierarchy
  6.4.2 Herzberg’s two factor theory
  6.4.3 McGregor’s theory ‘X’ and theory ‘Y’
6.5 Morale – its role & importance

Chapter 7 Communication

7.1 Definition, nature, process of communication
7.2 Types of communication
  7.2.1 Upward / downward
  7.2.2 Verbal / Nonverbal
  7.2.3 Formal / Informal
7.3 Barriers to communication
7.4 Methods of improving communication effectiveness.

Chapter 8 Coordination

8.1 Definition
8.2 Need for coordination

Chapter 9 Controlling

9.1 Definition
9.2 Process of controlling
9.3 Need for control

Total 48 70
Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Reference Books

1. Management – Stoner & Freeman
2. Essentials of Management – Koontz & O’Donnel
3. Management tasks – Peter Drucker
Subject - HOTEL ACCOUNTING
Subject Code - 406
Semester - Fourth

Teaching and Examination Scheme:

<table>
<thead>
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<th>Theory Hrs</th>
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<th>Practical Marks</th>
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<td>4</td>
<td>70/3hrs</td>
<td>-</td>
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Rationale:

This subject gives an in-depth knowledge about the books maintained in the Hotel Industry. The students may be able to understand the day-to-day final transactions and its record keeping in hotels.

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<thead>
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<th>Hrs</th>
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Chapter 1  Introduction to Joint Stock Company 06 10

  1.1 Definition, Characteristics & Advantages
  1.2 Meaning, Definition and Types of Shares and Debentures

Chapter 2  Company Final Accounts 12 20

Preparation of Trading, Profit and Loss, Profit and Loss Appropriation Accounts & Balance Sheet with provisions of Companies Act including writing off of Miscellaneous Expenses, Proposed dividend, Provision for Taxation and Transfer to Reserves.

Chapter 3  Allowances and Visitors Paid Out 05 08

  3.1 Meaning, Types and Proformas
  3.2 Difference between Allowances & VPO

Chapter 4  Guest Billing 09 12

  4.1 Proforma and Use of Visitors Tabular Ledger and Guest Weekly Bill
  4.2 Accounting of Bills receivable

Chapter 5  Uniform System of Accounting 10 12

  5.1 Introduction
  5.2 Practical problems on preparation of Income Statement
  5.3 Schedules showing Departmental incomes -Rooms, Food & Beverage, Telephone Gift shop, Garage and Parking, Laundry and Marketing only
Chapter 6 Concepts related to Financial Management  

6.1 Definition, and factors affecting Working Capital  
6.2 Definition, Characteristics of Budgets  
6.3 History and meaning of Value added tax  

Total 48 70  

Note:  
Glossary of Terms  
Students should be familiar with the glossary of terms pertaining to above mentioned topics  

Implementation Strategies:  
The students may be assigned exercises related to hotel accounting to get hands on experience. They may be given assignments to collect various formats used in the hotel industry and to present the same in the class.  

Reference Books  

Rationale:

The Industrial Training enables students to relate the knowledge and skills acquired in the classroom with systems, standards and practices prevalent in the Industry.

**Industrial Training**

In this semester the student shall be sent for industrial training for a period of 20 Weeks, where they would work 8 weeks in Food Production, 6 weeks in Food and Beverage Service, 3 weeks in Front Office and 3 weeks in House-keeping – in Government Classified Hotels of the level of three star and above category. The student shall maintain a logbook on daily basis. At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce. The training report will be assessed by a panel of examiners comprising of one external examiner (the external would include preferably a person from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

Marks would be awarded as follows by a panel of examiners (one external and one internal) :

- Performance Appraisal 30  --
- Logbook 30  --
- Training Report -- 70
- Viva-voce -- 70

--------------------------------------------------------------------------------

Total 60 marks 140 marks.

**Subject** - **ADVANCED FOOD PRODUCTION**

BHMCT- 70
The course develops the knowledge and understanding of the international cuisine amongst students.

Chapter 1  International Cuisine
1.1 Introduction to influences of cultures on regions
1.2 Special features with respect to ingredients, methods, presentation styles in the following countries - Asian, European (continental), North & South American & Mexican.

Chapter 2  Nouvelle Cuisine
2.1 Evolution & history
2.2 Salient features
2.3 Difference between Haute Cuisine & Nouvelle Cuisine
2.4 Service Style – points to be considered
2.5 Preparing plated service

Chapter 3  Larder / Garde Manger
3.1 Functions of larder department and Duties & responsibilities of larder chef
3.2 Common terms used in larder department
3.3 Specific essential tools & equipment in the larder.
3.4 Pates, Mousses, Galantines, Ballotines

Chapter 4  Salads
4.1 Classification
4.2 Composition
4.3 Principles of making a salad.
4.4 Classical salads

Chapter 5  Sandwiches
5.1 Parts / composition of sandwiches
5.2 Types of bread used in sandwich making
5.3 Types of sandwiches
5.4 Fillings – basic principles of sandwich spread making & fillings.
5.5 Precautions to take while preparing sandwiches
5.6 Storing of sandwiches for health & safety.

Chapter 6  Kitchen Stewarding  
6.1 Importance of kitchen stewarding
6.2 Hierarchy & staffing in kitchen stewarding department
6.3 Equipment found in kitchen stewarding department

Chapter 7  Garbage Disposal  
7.1 Introduction
7.2 Ways of accumulation
7.3 Segregation
7.4 Disposal methods
7.5 Importance and maintenance of garbage bins

Total 32 40

Note:
Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above-mentioned topics

Practicals
Minimum 24 individual practicals to cover international menus (French, Chinese, Mexican, Italian). Menus may be designed so as to cover classical appetizers, soups, main course accompaniments, salads, breads and desserts. Students should be able to put to use knowledge gained about various cuts of meat, fish, poultry and vegetables.

Practical Examination to be conducted on advanced continental menus consisting of appetizer, soup, fish / poultry, potato preparation/ accompaniment, salad, desserts.

Reference Books
1. The Larder Chef – M.J. Leto & W.H. K.Bode
2. Garnishes- Lyn Rutherfold
3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
5. Classical Recipes of the world – Smith, Henry
6. Food Hygiene and Sanitation- S. Roday-Hill Publication
Subject - ADVANCED FOOD & BEVERAGE SERVICE
Subject Code - 602
Semester - Sixth

Teaching and Examination Scheme:

<table>
<thead>
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<th>Teaching Scheme / week</th>
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<td>Practical Hrs</td>
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<td>3</td>
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Rationale:
The students will gain a comprehensive knowledge and develop technical skills in aspects of Specialized Food and Beverage services.

Chapter 1 Room Service/ In room dining service
1.1 Introduction, general principles
1.2 Cycle of Service, scheduling and staffing
1.3 Forms and Formats
1.4 Order Taking, Suggestive Selling, breakfast cards
1.5 Time management- lead time from order taking to clearance

Chapter 2 Banquets
2.1 Organization structure, Duties & Responsibilities of banqueting staff
2.2 Administrative Procedures, Formats Maintained
2.3 Banquet Function Prospectus
2.4 Types of Function (Formal and Informal)
2.5 Menu Planning (Indian, Continental, Theme, conference, cocktail, others)
2.6 Seating Arrangements
2.7 Off Premise/ Out door catering, Air line/ Railway/ Sea Catering

Chapter 3 Buffets
3.1 Definition
3.2 Types of buffets
3.3 Buffet equipment and tables set-up

Chapter 4 Bar Operations
4.1 Types of bars
4.2 Layout of American bar (parts of the bar)
4.3 Bar equipments

BHMCT- 73
Chapter 5  Gueridon Service  04  06
  5.1  Origin and definition
  5.2  Types of Trolleys and layout
  5.3  Special equipment
  5.4  Service Procedures
  5.5  Service of important classical dishes

Total  32  40

Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Practicals:

1. Room Service- Tray and trolley lay up, breakfast hanger & service procedure.
2. Mini bar- format and operational procedures.
3. Filling of Banquet function prospectus, Menu Planning & Service (International Menus - French, Chinese, Mexican & Italian)
4. Banquet seating styles, formal banquet service
5. Setting up of bar with glasses & equipment
6. Compiling Beverage lists
7. Mise-en-place for serving a dish from Gueridon Trolley & Service of dishes (flambe & salads)
8. Setting up of buffets and service procedures.
9. Guest Situation Handling

Reference Books:

1. Food & Beverage Service- Lillicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Beverage Book- Andrew, Dunkin & Cousins
4. Bar & Beverage Book- Mary Porter & Kostagris
5. Alcoholic Beverages- Lipinski & Lipinski
Subject: PERSONALITY DEVELOPMENT AND BUSINESS COMMUNICATIONS

Subject Code: 603
Semester: Sixth

Teaching and Examination Scheme:

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Rationale:

To develop the personality and communication skills of the student, so as to prepare him for campus interviews and challenges in personal and professional life.

Chapter 1  Personality profile
1.1 Personality defined
1.2 Elements of personality
1.3 Determinants of personality
1.4 Personal SWOT analysis

Chapter 2  Personality enrichment
2.1 Self Esteem
2.1.1 Self concept
2.1.2 Advantages of high self esteem
2.1.3 Characteristics of people with high and low self esteem
2.1.4 Steps to building positive self esteem
2.2 Attitude
2.2.1 Factors that determine our attitude
2.2.2 Benefits of a positive attitude and consequences of a negative attitude
2.2.3 Steps to building a positive attitude
2.3 Motivation
2.3.1 The difference between inspiration and motivation
2.3.2 Motivation redefined
2.3.3 External motivation v/s internal motivation
2.4 Success
2.4.1 Defining success
2.4.2 Real or imagined obstacles to success
2.4.3 Qualities that make a person successful
2.4.4 Reasons for failure

2.5 Interpersonal skills
2.5.1 Dealing with seniors, colleagues, juniors, customers, suppliers at the workplace
2.5.2 Factors that prevent building and maintaining positive relationships
2.5.3 The difference between ego and pride
2.5.4 The difference between selfishness and self interest
2.5.5 Steps for building a positive personality

2.6 Body language
2.6.1 Understanding body language
2.6.2 Projecting positive body language

Chapter 3 What are recruiters looking for? 06 05
3.1 Recruiter expectations
3.2 Career counselling (based on student SWOT analysis)
3.3 Creating a career path

Chapter 4 Business Communication 16 10
4.1 Report writing
4.1.1 Incident and event
4.1.2 Festival/themed events
4.2 Meetings
4.2.1 Types
4.2.2 Structuring an agenda
4.2.3 Writing the minutes
4.2.4 Conducting a meeting
4.3 Presentations
4.3.1 Types
4.3.2 Making a presentation
4.3.3 Making use of AV aids

Chapter 5 Case studies 04 05
5.1 Advantages of the case study method
5.2 Technique for analyzing a case study and presenting an argument

Chapter 6 Stress Management 04 05
6.1 Causes of stress
6.2 Handling stress/Stress Management techniques

Total 48 40

Reference books:

1. How to get the job you want - Arun Agarwal. Published by Vision books, New Delhi
2. Get that job - Rohit Anand and Sanjeev Bikchandani. Published by Harper Collins.
3. You can win - Shiv Khera. MacMillan India Ltd.
5. The Perfect Presentation - Andrew Leigh and Michael Maynard. Rupa and co.
Practical guidelines:

The student is required to maintain a file to document practicals. Every week one current affairs issue is to be discussed and recorded in the student file.

1. Conduct of a SWOT analysis on self so as to commit oneself to certain areas of development.
2. Understanding and improving body language through self analysis and colleague feedback.
3. Analyzing recruiter expectations.
4. Creating a career path for oneself based on career goals. (short term)
5. Application of the technique of brainstorming.
7. Preparation for and participation in a group discussion.
8. Strategies for interview and mock interviews (grooming, document portfolio, mental approach, facing an interview panel, self introduction, handling FAQs and stress questions)
9. Conduct of seminar (questioning techniques, recording of the content of the seminar )
10. Making short presentations on current hospitality topics using trade magazines and journals as resources to be followed by a Q&A session.
11. Case study analysis
12. Time management applied
13. Participating in a debate
14. Information on personalities in hospitality and other service businesses to be collected and discussed.
15. Hospitality company profiles/ history / culture to be collected and discussed.
16. Application of stress management techniques like yoga could be incorporated on a weekly basis.
Subject - HOSPITALITY MARKETING – I
Subject Code - 604
Semester - Sixth

Teaching & Examination Scheme:

<table>
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Rationale:
The subject aims to make the students understand importance of marketing in Hospitality Industry, concepts of the marketing, buying behaviors, market segmentation and marketing mix strategies for effective marketing of the hotel industry.

Chapter 1 Introduction to Marketing
1.1 Definition of Marketing
1.2 Customer Orientation
1.3 Core Concept of Marketing
1.4 Marketing Management – Definition Philosophies and pillars of Marketing management
1.5 Introduction to 7 P’s of Marketing mix

Chapter 2 Analysis of Current business environment
2.1 Competition
2.2 Economic Environment
2.3 Technological Environment
2.4 Social & Cultural Environment
2.5 Political Environment
2.6 Internal Environment

Chapter 3 Consumer Behaviour
3.1 Consumer Behaviour model
3.2 Factors affecting Consumer Behaviour – Cultural, Social, Personal, Psychological

Chapter 4 Market Segmentation
4.1 Definition & need for market segmentation
4.2 Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics

Chapter 5 Product

07 10

BHMCT- 78
5.1 Definition
5.2 Levels of Product
5.3 Hospitality products
5.4 Branding
5.5 New Product Development
5.6 Product Life Cycle
5.7 Product Differentiation

Chapter 6 Pricing
6.1 Introduction
6.2 Internal & External affecting pricing
6.3 General Pricing methods
6.4 Pricing strategy adopted by hotels for
[Room tariff, F & B Items, Functions, Packages]

Chapter 7 Distribution
7.1 Definition and importance of Distribution system
7.2 Channel levels of distributions
7.3 Intermediaries for Hospitality Industry
[Travel Agents, Tour Wholesalers, Hotel representatives,
National/ regional/ local/ tourist agencies, centralised
reservation systems, airline based reservation systems,
Internet]
7.4 Franchising
7.5 Alliances
7.6 Location of services

Chapter 8 Promotion
8.1 Definition and characteristics of promotion tools
8.2 5 M’s of Advertising
8.3 Various Sales promotion tools used in hotels
8.4 Publicity and public relation - Tools and opportunities
in the hotel industry
8.5 Principles of personal selling
8.6 Direct Marketing - Telemarketing and internet

Total 48 70

Note: Glossary of Terms
Students should be familiar with the glossary of terms
pertaining to above mentioned topics

Reference Books
1. Marketing for Hospitality & Tourism - Philip Kotler , Bowen & Makens Prentice-Hall Inc
2. Hotel Marketing -S.M.Jha -Himalaya publishing House – Mumbai
3. Hospitality Marketing -Neil Wearne - Hospitality Press Pvt Ltd. - Australia
Subject - HUMAN RESOURCE MANAGEMENT
Subject Code - 605
Semester - Sixth

Teaching and Examination Scheme:

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Rationale:
The understanding of Human Resource Management will help the students in identifying the significance and its role in the Hotel & Catering Industry. It will also help them to develop an attitude for positive Human Behaviour at work.

Chapter 1 | Introduction to Human Resource Management | 04 | 03
- 1.1 Definition
- 1.2 Nature & Characteristics
- 1.3 Need for HRM in the Service Industry.
- 1.4 Role of Human Resource Manager.

Chapter 2 | Human Resource Planning | 16 | 18
- 2.1 Concepts, Characteristics and Need
- 2.2 Job Analysis, Job Description & Job Specification
- 2.3 Recruitment & Selection: Sources & Modes of Recruitment
- 2.4 Tests & Interviews, Selection Process.

Chapter 3 | Human Resource Development | 10 | 13
- 3.1 Definition and Characteristics
- 3.2 Orientation & Induction
- 3.3 Training – Need & Importance. Difference between Training & Development Methods of Training.
- 3.4 Performance Appraisal – Purpose & Methods
- 3.5 Promotion & Transfers
### Chapter 4  Wage & Salary Administration

4.1 Job Evaluation – Concept & Objectives  
4.2 Formulation of Compensation Structure  
4.3 Regulatory Provisions.  
4.4 Fringe Benefits

### Chapter 5  Grievances & Discipline

5.1 Grievance Handling – Identifying Causes  
5.2 Developing Grievance Handling Systems  
5.3 Discipline – Concept, Causes of Indiscipline

### Chapter 6  Labour – Management Relations

6.1 Trade Unions – Concept, Objectives & Functions  
6.2 Collective Bargaining  
6.3 Workers Participation in Management.  
6.4 Labour Turnover – Causes & Measures to prevent Labour Turnover.

**Total** 48 70

**Note : Glossary of Terms**

Students should be familiar with the glossary of terms pertaining to above mentioned topics

**Reference Books**

1. Personnel Management & Industrial Relations – Dr P C Shejwalkar & Mr S R Malegaonkar  
2. Personnel Management – Mamoria  
5. Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello  
9. Habits of highly effective people – Steven Covey.
Rational:
To inculcate a sense of importance and establish a link between the tourism industry and the hotel industry and to highlight tourism industry as an alternative career path.

Chapter 1  The Tourism Phenomenon 02 04

1.1 Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.
1.2 Growth of Tourism / Evolution /History of Tourism & Present status of tourism in India.
1.3 Thomas Cook – Grand Circular Tour

Chapter 2  Constituents of Tourism Industry 06 08

2.1 Primary Constituents
2.2 Secondary Constituents
2.3 The 4 A’s of Tourism – Attraction, Accessibility, Accommodation, Amenities
2.4 Career Opportunities for tourism professionals

Chapter 3  Infrastructure of Tourism 04 06

3.1 Role of Transport in Tourism
3.2 Modes of Transport: Road, Rail, Air, Sea.
3.3 Types of Accommodation – Main & Supplementary

Chapter 4  Types of Tourism 04 08

4.1 Types of Tourism: - Various Motivators Holiday, Social & Cultural, MICE Religious, VFR (Visiting
Chapter 5  The Impact of Tourism  

5.1 Economic Impact – Employment generation, Foreign Exchange Earnings, multiplier effect, Leakage, Infrastructure development.

5.2 Social, Cultural & Political Impact – Standard of living, passport to peace, International understanding, Social Integration, Regional Growth, National Integration.

5.3 Environmental Impact – Tourism pollution & control, wild life & bird sanctuaries & their protection for tourist industry.

Chapter 6  The Tourism Organizations

Objectives, Role & function of:

6.1 Government Organizations: DOT, ITDC, MTDC, ASI, TFCI.

6.2 Domestic Organizations: TAAI, FHRAI, IATO

6.3 International Organizations: WTO, IATA, PATA.

6.4 NGO: Role of NGO in making responsible tourists.

Chapter 7  The Travel Agency

7.1 Meaning & Definition of Travel Agent.

7.2 Types of Travel Agent: Retail & Wholesale.

7.3 Functions of Travel Agent.

7.3.1 Provisions of Travel Information

7.3.2 Ticketing

7.3.3 Itinerary Preparation

7.3.4 Planning & Costing

7.3.5 Settling of Accounts

7.3.6 Liaisons with service providers

7.3.7 Role of Travel Agent in promotion of Tourism.

Chapter 8  The Tour Operator

8.1 Meaning & Definition

8.2 Types of Tour operator: Inbound, Outbound & Domestic.

8.3 Tour Packaging – definition, components of a tour package

8.4 Types of Package Tour:

8.4.1 Independent Tour

8.4.2 Inclusive Tour

8.4.3 Escorted Tour
8.4.4 Business Tour
8.5 Guides & escorts – Their role and function Qualities required to be a guide or escort.

Chapter 9 Travel Formalities & Regulations

9.1 Passport – Definition, issuing authority, Types of Passport, Requirements for passport.
9.2 Visa – Definition, issuing authority, Types of visa Requirements for visa.
9.3 Health Regulation – Vaccination, Health Insurance.
Economic Regulation – Foreign Exchange

Chapter 10 Itinerary Planning

10.1 Definition
10.2 Steps to plan a Tour
10.3 Route map
10.4 Transport booking – reservation
10.5 Accommodation – reservation
10.6 Food facilities
10.7 Local guide / escort
10.8 Climate / seasonality
10.9 Shopping & cultural show
10.10 Costing

Total 48 70

Note: Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Tutorials
1. Preparation of Itinerary – 2 days, 7 days for well known tourist destinations.
2. Preparation of passport, visa, requirements
3. Field visit to a Travel Agency, Airport etc.

Reference Books
1. Introduction to Travel & Tourism-Michael M. CottmanVan Nostrand Reinhold New York, 1989
5. Dynamics of Modern Tourism -Ratandeep Singh -Kanishka Publishes, Distributors, New Delhi, 1998

BHMCT- 84
Subject - SPECIALIZATION IN FOOD PRODUCTION MANAGEMENT - I
Semester - Seventh
Subject Code - 701-A

Teaching and Examination Scheme

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Rationale:
Personnel deciding to make a career in the food & beverage productions need to acquire finer skills & through understanding of the managerial principles so that the student is professionally developed.

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Revision of Sem I to V

Chapter 1 Charcutiere

1.1 Definition & terms
1.2 Production, classification, processing of
   1.2.1 Sausages
   1.2.1 Forcemeats
   1.2.1 Marinades, cures, brines
1.3 Knowledge of cold meat platter
1.4 Types & uses of chaud froid
1.5 Preparing aspic & gelee
1.6 Ham Bacon & Gammon
   1.6.1 Difference
   1.6.2 Processing
   1.6.3 Uses

Chapter 2 Appetizers (Hot & Cold)

2.1 Classification with examples
2.2 Classical appetizers
2.3 Precautions for preparing, presenting and storing from food spoilage view

BHMCT- 85
Chapter 3  Pates & Galantines 08 05

3.1 Types & making of pate
3.2 Commercial pate & pate maison
3.3 Truffle sources, cultivation uses & types of truffle
3.4 Types & making of galantine
3.5 Ballotines

Chapter 4  Mousse & Mousseline 08 05

4.1 Types of mousse (savoury)
4.2 Preparation of mousse & mousseline
4.3 Difference between mousse & mousseline

Chapter 5  Food Additives 06 10

5.1 Preservatives
  5.1.1 Class I and Class II Preservatives their names & examples
5.2 Colouring agents – natural & synthetic, their names & common usage
5.3 Flavouring agents
5.4 Essences – Natural & synthetic their names & common usage
5.5 Sweetening agents – Natural & synthetic – example and usage
5.6 Humectant – types, examples, usage
5.7 Bleaching agents – composition, examples, usage
5.8 Thickeners – classification, characteristics, example & usage
5.9 Anticaking agents- definition and usage
5.10 Sequestrant- definition and usage
5.11 Nutrient supplements – definition, usage and examples.

Chapter 6  Specialised Kitchen Equipment 06 06

Classification
Modern Development in equipment manufacture
Selection care and maintenance, such as Buffalo Chopper, Bone saw, bread slicing machine, gravity slicer, combi oven, microwave oven, rotary oven, dough sheeter. etc.

Chapter 7  Kitchen Layout & Design 06 06

7.1 Information required.
7.2 Areas of the kitchen with recommended dimension.
7.3 Factors that affect kitchen design.
7.4 Principles of kitchen layout & design.
7.5 Placement of equipment.
7.6 Flow of work.
7.7 Layouts of kitchens, bakery & confectionery in various organizations
7.8 Layout of receiving & storage area.
7.9 Layout of service & wash up.

Total 64 70

Note:   Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics.

Practicals (24 Menus)

International menus – Minimum of 4 international cuisines to be covered, such as – Oriental, Italian, Mexican, Middle eastern, Continental.

Desirable – Students should learn making of pates galantine, terrine, classical salads, savouries,

Students should learn making of pates galantine and terrrine, classical salads, savouries, Sugar Craft, Chocolate Confectionary and Advanced Indian Sweet – meats.

Practical Examination

Practical Examination should be based on any 5 - Course International Menu.

Reference Books:

1.) Professional charcuterie – By John Kinsella and David T, Harvey
2.) The Professional Garde Manager – By David Paul Larousse
3.) The Art of Garde Manager – By Frederic H. Sonneschmidt, John F. Nicolas.
4.) Professional Baking – Wayne Gisslen
5.) The Professional Chefs Knife Kit – (Culinary Institute of America)
6.) The Professional Chef – (Culinary Institute of America)
7.) The Art of Sugar Craft – Sugar paste – By Brenda Purton
8.) The Art of Sugar Craft – Royal Icing – By Brenda Purton
9.) The Art of Sugar Craft – Piping – By Brenda Purton
10.) The Professional Chefs’ – Guide to Kitchen Management – By John Fuller, John Knight, Charles A. Salter
11.) Kitchen Planning & Management – By John Fuller & David Kirk
Subject - SPECIALIZATION IN FOOD & BEVERAGE SERVICES & MANAGEMENT - I

Subject Code - 701 B
Semester - Seventh

Teaching and Examination Scheme:

<table>
<thead>
<tr>
<th>Teaching Scheme / Week</th>
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<tr>
<td>Theory Hrs per</td>
<td>Practical Hrs per</td>
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<td>04</td>
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Rationale:-
This course enables the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operation. It also helps them to acquire finer skills and through understanding of the managerial principals for overall development.

Hrs Mks

Chapter 1  Revision of Semester – I-V  07 10

Chapter 2  Restaurant Planning & Operations  10 10
  2.1. Types of Restaurants
  2.2. Location or site
  2.3. Sources of Finance
  2.4. Design Consideration
  2.5. Furniture
  2.6. Lighting and Décor
  2.7. Equipment required
  2.8. Records maintained
  2.9. Licences required

Chapter 3  Bar Planning  10 10
  3.1. Types of Bar
  3.2. Target clientele
  3.3. Location
  3.4. Atmosphere and Décor
  3.5. Basic elements of Layout and Design consideration
  3.6. Parts of bar
  3.7. Beverage control procedure
  3.8. Records maintained
  3.9. Licences required

Chapter 4  Event Management  10 10
  4.1 Types of functions
4.2 Role of sales and marketing
4.3 Taking bookings
4.4 Planning and organising themes of Indian and International cuisine
4.5 Concept & planning for MICE segments

Chapter 5  Personal Management in F & B Service  10  08

5.1 Developing a good F & B Team (desirable attributes for various levels of hierarchy)
5.2 Allocation of work, Task analysis and Duty Rosters
5.3 Performance Measures
5.4 Customer Relations
5.5 Staff Organizations and Training
5.6 Sales Promotion

Chapter 6  International cuisines  07  12

6.1 French
6.2 American
6.3 Oriental
6.4 Far east
6.5 Mediterranean
6.6 Polynesian
6.7 German
6.8 Spanish
6.9 Mexican, etc
(Brief description of the classical dishes for the purpose of Menu Planning)

Chapter 7  Menu Merchandising  10  10

7.1 Major types of merchandizing e.g. Floor Stands, Posters, Wall displays, tent cards etc.
7.2 Basic menu criteria
7.3 Types of food and beverage menu
7.4 Methods of printing menu
7.5 Suggestive selling and up selling

Total 64 70

Practicals :
1.) Planning a restaurant (Speciality, fast food and coffee shop) with the factors mentioned in the theory).
2.) Planning of bar with the factors mentioned in theory
3.) Preparation of duty roasters in restaurants and function catering
4.) Formal banquets (Seating arrangements and service procedures)
5.) Menu planning – Indian and International with wines

BHMCT- 89
6.) Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summery sheet, Guest comments, Log Book, etc)
7.) List of restaurants equipment manufactures (Assignment)
8.) List of licenses required (Assignment)

Reference Books:

1.) Food and Beverage Service – Dennis Lillicrap and John Cousins
2.) Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
3.) Facility Planning and Design – Edward Kagarian
4.) Bar and Bevarage Book – Costas Katsigris, Mary Proter & Thomas
5.) Theory of Catering – Kinton and Cesarani
Subject - SPECIALISED ACCOMMODATION MANAGEMENT -I
Subject Code - 701 C
Semester - Seventh

Teaching & Examination Scheme:

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<thead>
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<td>Practical Hrs</td>
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Rationale:
The subject ends to establish the importance of accommodation management within the hospitality industry. It equips the student to acquire knowledge & skills with respect to planning & designing aspects.

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Revision of Sem I –V</th>
<th>Hrs</th>
<th>Mks</th>
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<tbody>
<tr>
<td>Chapter 1</td>
<td>Revision of Sem I –V</td>
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<th>Chapter 2</th>
<th>Colour</th>
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<tbody>
<tr>
<td>2.1 Colour Wheel</td>
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<tr>
<td>2.2 Colour Schemes</td>
<td>04</td>
<td>03</td>
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<tr>
<td>2.3 Psychological effects of colour</td>
<td>04</td>
<td>03</td>
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<thead>
<tr>
<th>Chapter 3</th>
<th>Lighting</th>
<th>Hrs</th>
<th>Mks</th>
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<tbody>
<tr>
<td>3.1 Classification / type</td>
<td>04</td>
<td>02</td>
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<tr>
<td>3.2 Lighting for the guest rooms &amp; public areas</td>
<td>04</td>
<td>02</td>
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<thead>
<tr>
<th>Chapter 4</th>
<th>Windows &amp; window treatment</th>
<th>Hrs</th>
<th>Mks</th>
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<tbody>
<tr>
<td>4.1 Different types of windows</td>
<td>05</td>
<td>03</td>
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<tr>
<td>4.2 Curtains &amp; draperies, valances, swag</td>
<td>05</td>
<td>03</td>
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<td>4.3 Window cleaning – Equipment and Agents</td>
<td>05</td>
<td>03</td>
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<tr>
<th>Chapter 5</th>
<th>Soft furnishing &amp; Accessories</th>
<th>Hrs</th>
<th>Mks</th>
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<tbody>
<tr>
<td>5.1 Types, use &amp; care of soft furnishing</td>
<td>04</td>
<td>03</td>
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<td>5.2 Role of accessories</td>
<td>04</td>
<td>03</td>
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<tr>
<th>Chapter 5</th>
<th>Floor, Floor finishes &amp; wall carving</th>
<th>Hrs</th>
<th>Mks</th>
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<tbody>
<tr>
<td>6.1 Classification / types</td>
<td>07</td>
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<td>6.2 Characteristics</td>
<td>07</td>
<td>04</td>
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<tr>
<td>6.3 Selection criteria</td>
<td>07</td>
<td>04</td>
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BHMCT-91
6.3.1 Cleaning Procedures – care & maintenance
6.3.2 Agents used, polishing / buffing
6.3.3 Floor seals
6.3.4 Carpets
6.3.5 Types – selection care & maintenance
6.3.6 Types of wall coverings
6.3.7 Functions of wall coverings

Chapter 7  Textiles  04  04
   7.1 Yarn manufacturing
   7.2 Textural process
   7.3 Characteristics & uses of various fabrics
   7.4 Selection of fabric

Chapter 8  Planning of a Guest Room  06  08
   8.1 Application of Chapter 1-4 in Planning
   8.2 Size of Guest Room as per the classification norms
   8.3 Layout of the guest room to the scale
   8.4 Furniture - size and arrangement
   8.5 Bathroom fixtures & amenities
   8.6 Planning of Services Areas – Linen Room / Laundry

Chapter 9  Planning of a Lobby & Front Desk  06  08
   9.1 Layout of
   9.1.1 Front Desk
   9.1.2 Back Office
   9.1.3 Equipment
   9.2 Lobby – Atrium and other types

Chapter 10  Designing of brochures & Tariff cards  04  06
   (Pertaining to size, colour, content, cost, etc)

Chapter 11  Training  05  06
   11.1 Methods
   11.2 Importance of Training
   11.3 Train the Trainer

Chapter 12  MICE – Meeting Incentive Convention Exposition  05  06
   12.1 Concept
   12.2 Importance
   12.3 Planning for MICE

Chapter 13  Sales & Marketing Department  04  07
   13.1 Organizational Chart
   13.2 Role of Sales & Marketing Department
   13.3 Co-ordination with Front Office
   13.4 Making of Sales and Marketing and Advertising Plan

Total  64  70
Practicals

1. Identification of colour schemes
2. Study the layout and model preparation for –
   a. Single
   b. Double
   c. Handicap room, etc
3. Planning and designing of a Lobby (Assignment)
4. Assignment on floor furnishing, wall coverings, curtains. (Samples to be collected)
5. Designing a Brochure for
   a. A heritage Hotel
   b. Business Hotel
   c. Resort
6. Collect five different examples of Hotel Advertisement – Assignment
7. Comparative study of any two MICE destinations
8. Assignments – Workout a model-marketing plan for a Five Star Hotel.

Reference Books:

1. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
3. Front Office Management & Operations – Linsley Deveauur, Marcel Escoffer
4. Check in – Check out – Gary Vallen, Jerome, Vallen
Subject - Organisational Behaviour
Subject Code - 702
Semester - Seventh

Teaching and Examination Scheme:

<table>
<thead>
<tr>
<th></th>
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Rationale:
The understand the impact that individual, group and structure have on behaviour within organisations for the purpose of applying such knowledge towards improving an organizations effectives.

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>Introduction to Organisational Behaviour</th>
<th>06</th>
<th>06</th>
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</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Definition of OB, relevance and its scope.</td>
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<tr>
<td>1.2</td>
<td>Relationship to other fields.</td>
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<td>1.3</td>
<td>Objectives of OB.</td>
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<td>1.4</td>
<td>Behavioural Approach to Management.</td>
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<thead>
<tr>
<th>Chapter 2</th>
<th>Organizational Design &amp; Culture</th>
<th>06</th>
<th>08</th>
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<tbody>
<tr>
<td>2.1</td>
<td>Modern Organizational Design.</td>
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<td>2.2</td>
<td>Delegation &amp; Decentralization.</td>
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<td>2.3</td>
<td>Organizational Culture – Definition &amp; Characteristics.</td>
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<thead>
<tr>
<th>Chapter 3</th>
<th>Human Behaviour</th>
<th>10</th>
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<tbody>
<tr>
<td>3.1</td>
<td>Nature &amp; Dimensions of Attitude.</td>
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<td>3.3</td>
<td>Personality – Meaning and Personality Traits.</td>
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<tr>
<th>Chapter 4</th>
<th>Motivation</th>
<th>08</th>
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<tbody>
<tr>
<td>9.1</td>
<td>Meaning &amp; Importance.</td>
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<td>9.2</td>
<td>Techniques.</td>
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<td>9.3</td>
<td>Theories of Motivation – Maslow &amp; McGregor.</td>
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<table>
<thead>
<tr>
<th>Chapter 5</th>
<th>Learning</th>
<th>08</th>
<th>08</th>
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</thead>
</table>
5.1 Process of learning.
5.2 Principles of learning.
5.3 Organisations Reward System.
5.4 Behavioural Management

Chapter 6  Conflict Management  08  10

6.1 Traditional Vs Present Views
6.2 Reasons for Conflicts
6.3 Strategies to overcome conflict.

Chapter 7  Stress Management  08  10

7.1 Concepts of Stress
7.2 Sources & Effects of Stress
7.3 Strategies to overcome individual & organizational stress.

Chapter 8  Diversity And Ethics  10  10

8.1 The Nature of Diversity
   8.1.1 Reasons for the Emergence of Diversity
   8.1.2 Specific Characteristics of Diversity

8.2 Managing Diversity
   8.2.1 Developing the multicultural Organization
   8.2.2 Individual Approaches to Managing Diversity
   8.2.3 Organizational Approaches to Managing Diversity

8.3 Ethics & Ethical Behaviour in Organizations.
   8.3.1 The impact of ethics on ”Bottom-Line” Outcomes
   8.3.2 Sexual Harassment
   8.3.3 Pay and promotion Discrimination
   8.3.4 Employee Privacy Issues

Total  64  70

Reference Books

1. Organizational Behaviour - Stephen Robins
2. Organizational Behaviour – Fred Luthans.
5. Organisational Behaviour – Uma Sankaran

BHMCT- 95
Subject - HOTEL RELATED LAWS
Subject Code - 703
Semester - Seventh

Teaching and Examination Scheme:

<table>
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<tr>
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Rationale:
Knowledge of hotel related laws is necessary for all students since they have to work in an environment which deals with many legal aspects. Life in general and business in particular could not continue without law to regulate the conduct of people and to protect their property and rights.

Chapter 1 Indian Contract Act

1.1. Definition of Contract, Proposal, Agreement, Consideration, etc.
1.2. Essentials of Valid contract
1.3. Competent Parties
1.4. Types of Contracts – valid, void and voidable.
1.5. Performance of Contract
1.6. Discharge of Contract
1.7. Remedies for Breach of Contract
1.8. Indemnity and Guarantee

Chapter 2 Consumers Protection Act

2.1. Definitions – Consumer, Complaint, Defect in goods, Deficiency in service, Unfair trade practice, Restricted trade practice
2.3. Other related provisions.

Chapter 3 Sale of Goods Act

3.1 Essentials of valid Sale
3.2 Conditions and Warranties
3.3 Unpaid seller and his rights
3.4 Rights and duties of seller and buyer

Chapter 4 Food Adulteration Act

Hrs Mks

20 12

04 06

04 08

04 08

BHMCT- 96
Principles of food laws regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities etc., and AGMARK

**Chapter 5  Shops and Establishments Act**

Procedure relating to registration of hotel, Lodges, Eating Houses, Restaurants, and other related provisions.

**Chapter 6  Environmental Protection Act – Important provisions**

Under

6.1 The Water (Prevention and Control of Pollution) Act
6.2 The Air (Prevention and Control of Pollution) Act

**Chapter 7  Licenses and Permits**

Licenses and permits for hotels and catering establishments – Procedure for procurement, bye laws of hotels and restaurant under municipal corporation – Renewal Suspension and termination of licenses.

**Chapter 8  Industrial Legislation**

1. Factory Act - Definition of Factory, Worker, Health Safety and Welfare provisions,
2. Industrial Disputes Act – Definition of Industry, Manufacturing process, Industrial Dispute, provisions relating to strike, lock-out, retrenchment, lay-off and Authorities for settlement of Industrial Disputes.
3. Payment of Wages Act - Definition of Wages, Authorized deductions from the wages
4. Workmen’s Compensation Act – Definition of Dependent, Disablement, Occupational disease, liability of the employer to pay compensation and amount of compensation.

Total  64    70

**Reference Books**

The students should refer to the respective Acts.
Subject - HOSPITALITY MARKETING - II
Subject Code - 704
Semester - Seventh

Teaching & Examination Scheme:

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Rationale:
The subject aims to enable the students to, understand the intricacies of managing service business, understand approaches / issues relating to augmented P’s of services (People physical evidence, process) and to appreciate the importance of customer satisfaction & quality service.

Chapter 1 Services Marketing
1.1 Definition
1.2 Difference between goods & services
1.3 Characteristics of services
1.4 Management strategies for service business

Chapter 2 People
2.1 Role of employees in service process
2.2 Recruitment and training
2.3 Motivation & Empowerment
2.4 Internal marketing

Chapter 3 Physical Evidence
3.1 Definition & role
3.2 Elements of physical evidence
3.2.1 Exterior facilities
3.2.2 Interior facilities
3.2.3 Other tangibles

Chapter 4 Process
4.1 Service encounter
4.2 Blue printing
4.3 Operation design for cost efficiency, service quality and customisation position
Chapter 5  Customer satisfaction & Quality

5.1 Customer Value and satisfaction
5.2 Five gap model of service quality
5.3 Benefits of service quality
5.4 Retaining customers, handling customer complaints
5.5 Relationship marketing
5.6 Monitoring and measuring customer satisfaction

Chapter 6  Managing supply, demand and productivity

6.1 Managing supply
   Part-time employees, Overtime, Cross training, Peak time operation procedures, increasing customer participation, shared facility, outsourcing
6.2 Managing Demand
   Shift usage, decrease demand during peak, stimulate demand during slow periods- Tools of managing demand.
6.3 Enhancing productivity
   Improving quality of labour force, Investment in capital equipment, automation of tasks, modify customer – service interaction, separate customer contact & support function, outsourcing, increase self service options.

Chapter 7  Marketing organization

7.1 Forms of Marketing organization
7.2 Set-up and organisation of sales and marketing department
   7.2.1 (Individual property, regional/ national chain/ multinational chain)
7.3 Duties of a Marketing Manager

Total 64 70

Reference Books

1. Marketing for Hospitality& Tourism - Philip Kotler, Bowen and Makens Prentice – Hall Inc.
3. Services Marketing Kenneth Clow, David Kurtz Biz Tantra – New Delhi
4. Operation management and strategies
Rationale:
The course aims to establish the importance of environmental issues and the role of the Hospitality Industry in propagating conservation measures.

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<th>Introduction and development of Environmental Message</th>
<th>04</th>
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<tr>
<td></td>
<td>1.1 Staff – Raise awareness build commitment, provide support, reward efforts, celebrate success</td>
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<td>1.2 Business partners coordination</td>
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<td>1.3 Guests participation</td>
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<td>1.4 Community – sponsorship, urban beautification, alternate energy sources</td>
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<tr>
<td>Chapter 2</td>
<td>Waste Management</td>
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<tr>
<td></td>
<td>2.1 Why manage waste</td>
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<td>2.2 Recycling</td>
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<td>2.3 Non-hazardous energy separation</td>
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<tr>
<td>Chapter 3</td>
<td>Energy and waste conversion</td>
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<tr>
<td></td>
<td>3.1 Introduction</td>
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<td>3.2 Energy efficiency action plan</td>
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<td>3.3 Assessing current performance</td>
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<td>3.4 Energy conservation measures</td>
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<td>3.5 Guidelines for major use areas</td>
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<td>3.6 Making decision about investments</td>
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<td>3.7 Evaluation of new technology</td>
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<tr>
<td>Chapter 4</td>
<td>Water</td>
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<td>4.1 Water and the environment</td>
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<td>4.2 Improving water quality</td>
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<td>4.3 Case studies</td>
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</tbody>
</table>
Chapter 5  Product purchase  
5.1 Principles of responsible purchasing  
5.2 Implementation of Eco friendly purchasing  
5.3 Products: recycled paper, future products  

Chapter 6  Indoors air quality  
6.1 Potential sources of air pollution  
6.2 Improving indoor air quality  
6.3 Costs  

Chapter 7  External air emissions  
7.1 Sources  
7.2 Effects  
7.3 Hotels and air pollution  

Chapter 8  Noise  
8.1 Introduction  
8.2 Problems of noise & program for tackling it  

Chapter 9  Hazardous materials  
9.1 Definition & Sources  
9.2 Hazards & dealing with hazardous materials  

Chapter 10  Ecotels  
10.1 What are ecotels  
10.2 Case studies India, abroad  

Chapter 11  Building of the future  
11.1 Building materials – cement, bricks, wall panels  
11.2 Paints  
11.3 Smart buildings  
11.4 Current technology  

Total 64 70  

Reference Books  
1. Environmental Management for Hotels - Butterworth & Heinemann  
2. Environmental Management for Hotels – David Kirk  

Note: Glossary of Terms  
Students should be familiar with the glossary of terms pertaining to above-mentioned topics  

BHMCT- 101
Subject Title - SPECIALIZATION IN FOOD PRODUCTION MANAGEMENT - II
Semester - Eighth
Course No. - 801 - A

Teaching and Examination Scheme

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<tbody>
<tr>
<td>Theory Hrs per Week</td>
<td>Practical Hrs per Week</td>
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<td>3</td>
<td>8</td>
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</table>

Rationale:
This course enables the student to acquire administrative and managerial skills and to familiarize them with the current trends in the Food Production Operations, like standard operating procedures and software applications while sharpening their culinary skills.

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>Desserts</th>
<th>07</th>
<th>12</th>
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<tbody>
<tr>
<td>1.1</td>
<td>Frozen Desserts</td>
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<td>1.2</td>
<td>Classification</td>
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<td>1.3</td>
<td>Types &amp; methods of preparation care uses.</td>
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<td>1.4</td>
<td>Hot Puddings – Methods of preparation, care, uses</td>
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<td>1.5</td>
<td>Ice-creams, methods, types</td>
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<td>1.6</td>
<td>Indian Specialty Desserts</td>
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<tr>
<th>Chapter 2</th>
<th>Chocolate making</th>
<th>07</th>
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<tr>
<td>2.1</td>
<td>Manufacturing &amp; processing of chocolate</td>
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<td>2.2</td>
<td>Types of chocolate</td>
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<tr>
<td>2.3</td>
<td>Preparations &amp; care in chocolate work</td>
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<tr>
<td>2.4</td>
<td>Fillings &amp; toppings – preparation, method, care in preparation, presentation, and storage.</td>
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<table>
<thead>
<tr>
<th>Chapter 3</th>
<th>Personnel Management in the Kitchen</th>
<th>07</th>
<th>10</th>
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<tbody>
<tr>
<td>3.1</td>
<td>Developing a good food production team (Desirable attributes for staff at various levels of hierarchy)</td>
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<tr>
<td>3.2</td>
<td>Allocation of work</td>
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<td>3.3</td>
<td>Task Analysis</td>
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<td>3.4</td>
<td>Duty roaster</td>
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<td>3.5</td>
<td>Time &amp; motion study in kitchen.</td>
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<td>3.6</td>
<td>Production, planning, scheduling &amp; budgeting.</td>
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<td>Chapter 4</td>
<td>Kitchen Administration</td>
<td>07 10</td>
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<td>4.1</td>
<td>Aims of Control</td>
<td></td>
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<tr>
<td>4.2</td>
<td>Maintaining records / registers / logbook</td>
<td></td>
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<tr>
<td>4.3</td>
<td>Communication with other departments</td>
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<td>4.4</td>
<td>Conduction meetings</td>
<td></td>
<td></td>
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<tr>
<td>4.5</td>
<td>Liasing with customers / guests</td>
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<td>5.1</td>
<td>Buying Knowledge</td>
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<td>5.2</td>
<td>Specification buying</td>
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<td>5.3</td>
<td>Scope of Purchases</td>
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<td>5.4</td>
<td>Production planning &amp; scheduling</td>
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<td>Production quality &amp; quantity control</td>
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<th>Chapter 6</th>
<th>Budgetary Control</th>
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<tr>
<td>6.1</td>
<td>Objectives</td>
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<td>6.2</td>
<td>Types of budgets</td>
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<tr>
<td>6.3</td>
<td>Basic stages in preparation of budgets</td>
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<td>6.4</td>
<td>Pricing consideration</td>
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<td>6.5</td>
<td>Menu engineering</td>
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<tr>
<th>Chapter 7</th>
<th>Product Research &amp; Development</th>
<th>04 06</th>
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</thead>
<tbody>
<tr>
<td>7.1</td>
<td>Testing of new recipes and equipment</td>
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<tr>
<td>7.2</td>
<td>Developing new recipes.</td>
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<tr>
<td>7.3</td>
<td>Food trials</td>
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<tr>
<td>7.4</td>
<td>Organoleptic and sensory evaluation</td>
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</table>

**Total** 48 70

**Note:**
1.) Student should be familiar with the glossary of terms pertaining to above-mentioned topics.
2.) Students should be aware of the standard operating procedures in the Food Production Department.
3.) Relevant software should be made available to the students for practice.
Practicals – 24

a) Students should be familiar with the various software applications in Food Production. (e.g. Purchasing, stores, standardization recipes, Food Cost Reports, etc)- 4 practicals
b) Practice of Basket Exercise should be given to students - 8 Practicals
c) Non edible displays of
   i) Ice carving
   ii) Tallow sculpture
   iii) Fruits & vegetable displays
   iv) Salt dough
   v) Pastillage
d) Students should be given practice of “a la carte” menus – India and Continental practicals

Practical Examination

A surprise basket of raw ingredients should be provided by the Institute to cover a 5-Course menu of any cuisine of their choice. The 5 course would include Appetizer, Soup, Main Course, Salad and Sweet.

Reference Books:

1.) Fruit and Vegetable Carving – By Meera John Jacob
2.) The Art of Grade Manager – By Frederic H. Sonneschmidt & John Nicolas
3.) The Professional Chef – ( The Culinary Institute of America) – Published by Wiley & Sons Inc.
4.) The Professional Grade Manager – By David Paul Larousse
5.) The Art of Sugar Craft – Sugar Paste – By Brenda Purton
6.) The Art of Sugar Craft – Royal Icing – By Brenda Purton
7.) Practical Computing a Guide for Hotel and Catering students – By Jill Smith – Publisher – Heinemann Professional Publishing Ltd.
8.) People and the Hotel and Catering Industry – Cassell
9.) Practical Computing – A guide for Hotel and catering Students – Jill Smith (Heinemann Professional Publishing Ltd)
10.) Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.
Subject - SPECIALIZATION OF FOOD & BEVERAGES SERVICE & MANAGEMENT - II

Subject Code. - 801-B

Semester - Eighth

Teaching and Examination Scheme

<table>
<thead>
<tr>
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<tr>
<td>3</td>
<td>8</td>
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</table>

Rationale:
This course enables the student to gain a better understanding of the role of Food and Beverage Management in the context of overall catering operations. It also familiarizes the student with the current trends in hospitality operations like Standard Operating Procedures and Software Applications.

Chapter 1 Meal Experience
1.1 Introduction
1.2 Eating Out
1.3 Food and Drink
1.4 Variety of service
1.5 Level of Services
1.6 Interior design and atmosphere
1.7 Expectation and identification
1.8 F & B Service employees
1.9 Trends in eating out

Chapter 2 Managing quality in Food & Beverage Operations 07 10
2.1 Definition and importance
2.2 Approaches to quality management
2.3 Managing quality

Chapter 3 Budgetary Control 07 10
3.1 Objectives
3.2 Types of Budgets
3.3 Basic stages in preparation of budgets
3.4 Pricing consideration
3.5 Menu pricing
3.6 Menu engineering

Chapter 4 F & B Management in Fast Food and Popular Catering 08 14
4.1 Introduction
4.2 Basic policies – Financial marketing and Catering

BHMCT- 105
4.3. Organizing and Staffing
4.4. Control and performance measurement

Chapter 5  F & B Management in Hotels & Restaurants  09  14

5.1 Introduction
5.2 Basic Policies – Financial marketing and Catering
5.3 Organizing and Staffing
5.4 Control and performance measurement
5.5 Production planning & scheduling
5.6 Production quality & quantity control

Chapter 6  F & B Management in Industrial Catering  08  12

6.1 Introduction
6.2 Basic policies – Financial marketing and Catering
6.3 Organizing and Staffing
6.4 Control and performance measurement

Practicals:

1.) Arranging a theme Dinner / Food Festival
2.) Practice software applications in F & B
   a. Create KOT’s / BOT’s and open a guest table
   b. Posting items and writing on item / bill
   c. Printing of a bill
   d. Settling bills / Credit cards
   e. Opening and closing a shift and operations afloat
   f. Types of keys / passwords – waiter, supervisor, manager
   g. List of reports generated – Daily Revenue Reports, including APC
      Menu Sales Analysis, Food & Beverage Cost reports, etc.
3.) Checklist for opening a restaurant
4.) Checklist for closing a restaurant
5.) Practice of standard operating procedures in restaurants
6.) Menu planning and service procedures – Indian and International cuisine
    (Specialized service, banquets, gueridons).

Reference Books:

1.) Food & Beverage Service – Dennis Lillicrap and John Cousins
2.) Food & Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
3.) Food & Beverage Control – By Richard Kotas
4.) Food & Beverage Service Management – Brain Varghese
5.) The Restaurant (From Concept to Operation) – Lipinski
6.) Food & Beverage Service Training Manual – Sudhir Andrews
7.) Practical Computing – A guide for Hotel and students – Jill Smith
    (Heinemann Profes. Publishing)
Rationale:
The subject aims to establish the importance of accommodation management within the hospitality industry. It equips the student to acquire knowledge & skills with respect to various management aspects of housekeeping Division.

Chapter 1  Operations Management  06  10

1.1 Effective use of cleaning practices and Front Office Operations – SOP’s at housekeeping and front office department.
1.2 Effective use and control of supplies & equipment.
1.3 Establishing standards, monitoring performance, corrective action in Rooms Division.

Chapter 2  Personnel Management in Accommodations Operations  12  10

2.1 Calculating Staff Requirement, Duty Rotas
2.2 Selection & Requirement of employees – Attributes for staff at various levels of hierarchy
2.3 Time & Motion study, work study & work measurements

Chapter 3  Financial Management & cost control  06  10

3.1 Preparation of Budget
  3.1.1 Revenue Budget for Front Office
  3.1.2 Expense Budget for Housekeeping Department.
3.2 Budgets : Types – fixed, flexible, zero base
3.3 Measures to reduce operating cost & labour cost

Chapter 4  Environmental Practices in Housekeeping  06  10

4.1 Eco friendly cleaning supplies
Chapter 5  Use of computer technology in Rooms Division 04 10
  5.1 MIS – Management Information System
  5.2 Software used in Hotels
  5.3 Reports generated at Front Desk and Housekeeping
     5.3.1 Rooms Status Report
     5.3.2 Sales Mix Report
     5.3.3 Revenue Report
     5.3.4 Guest History

Chapter 6  Yield Management 06 10
  6.1 Concept ARR & Rev PAR
  6.2 Definition & importance of Yield Management
  6.3 Forecasting

Chapter 7  HR Practices in Rooms Division 08 10
  7.1 Motivation
  7.2 Performance Appraisal
  7.3 Promotion & renewal
  7.4 Disciplinary action
  7.5 Dismissal Procedure

Practicals
  1.) Preparing SOP
      a. Guest Arrival
      b. Guest Departure
      c. Handling complaints
      d. Cleaning procedures
  2.) Preparing operating budget for Front Office and Housekeeping departments
  3.) Calculating staff requirement for Front Office and Housekeeping departments
  4.) Preparing Duty Rotas
  5.) Assignment – Compare any two hotels from the standpoint of their attitude to yield management.
  7.) Students should have knowledge of use of software for Hotel Operations

Reference Books:
  2. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
  4. Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer
  5. Check in – Check out – Gary Vallen, Jerome, Vallen
Subject - PROJECT REPORT
Subject Code - 802
Semester - Eighth

Teaching and Examination Scheme:

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<thead>
<tr>
<th>Teaching Scheme / Week</th>
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<td>Practical Hrs</td>
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<tr>
<td>03</td>
<td>7</td>
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</table>

Rationale:
To enable the student to apply the knowledge and skills acquired in the many facets of Hotel Operations, learn to analyse data situations at logical decisions.

The project report should be prepared on the following guidelines.

Content for the Project Work

1. Cover Page
2. Title Page
3. Certificate
4. Acknowledgment
5. Synopsis
6. Index (Table of Contents)
7. Project Content:
   • Page No.
   • Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms)
   • Research Methodology (Methods adopted for collecting Data)
   • Questionaries, Interview, Mails etc.
   • Data Analysis & Data Interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted)
   • Conclusions and Limitations
   • Suggestions / Amendments
8. Annexure
9. Bibliography (List of Reference Books)
10. Questionnaire (Blank Format)

Notes:

1.) The theory hours should be utilised for teaching research methodology and as contact hours with the Guide (Refer point no. 3 below)
2.) The Project Report should be market research and field work oriented and related to the Elective Course (Food Productions / Food & Beverage Service / Accommodation Management)
3.) The Senior Lecturer / Asst Prof./ HOD/ of the concerned Course will be the Guide for the Project Report
4.) The report should consist of a minimum of 50 pages of the Project Content.
5.) The font should be Arial.
6.) The font size should be 16 for Chapters, 14 for Headings and 12 for the content with 1.5 line spacing.
7.) The Synopsis and the Title should be approved by the Project Guide prior to the commencement of the project.
8.) The documentation and presentation should be conducted before the panel of examiners (one external and one internal). Marks would be awarded for Project Report, Presentation & Viva – voce by the panel of examiners.

Subject Title - TOTAL QUALITY MANAGEMENT

BHMCT- 110
Subject Code - 803
Semester - Eighth
Teaching and Examination Scheme

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Rationale:
To understand meaning of Quality Management in Hospitality Industry and learn methods of solving problems and under taking improvements projects by developing culture of team working with the ultimate intention of delighting customer and continually improving the processes in all functions.

<table>
<thead>
<tr>
<th>Hrs</th>
<th>Mks</th>
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<tbody>
<tr>
<td>02</td>
<td>04</td>
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</table>

Chapter 1 Quality in Service Industry

1.1 Definitions
1.2 Concepts and models
1.3 Quality plans

Chapter 2 Core Concepts of TQM

2.4 Internal Customer
2.5 Right First Time
2.6 Customer Focus
2.7 Continuous Improvement

Chapter 3 Thoughts from Quality Gurus

3.7 Deming
3.8 Crosby
3.9 Juran

Chapter 4 Core values of Japanese Management

4.6 Group Orientation
4.7 Perfectionism
4.8 Innovation
4.9 Deligence

Chapter 5 Various International Quality Standards

04 06

BHMCT- 111
Chapter 6 Organizational culture & leadership for TQM

5.7 QMS – ISO 9001:2000
5.8 EMS – ISO 14001:1996
5.9 HACCP

Chapter 7 Problem solving Tools & Technique

7.5 Brain Storming
7.6 Pareto Analysis
7.7 Fishbone Diagram

Chapter 8 Team work for Quality

8.1 Quality Circle
8.2 Flow group Concept

Chapter 9 Kaizen & Continuous Improvement

9.1 “5 S ”
9.2 Philosophy
9.3 Process Mapping & Improvement (5 W & 1 H)

Chapter 10 Measuring & Managing Customer Satisfaction

10.1 Why?
10.2 What? &
10.3 How?

Chapter 11 Green Service Quality

11.1 Challenges
11.2 Opportunities
11.3 Water
11.4 Energy
11.5 Waste Management

Chapter 12 Cost of Quality

12.1 Failure
12.2 Appraisal
12.3 Preventive Cost
Chapter 13  Role of Communication in TQM  
13.1  Language Concept  
13.2  Effective Ways  

Chapter 14  Investors in People  
14.1  Assessment  
14.2  Competence Gap  
14.3  Training  

Chapter 15  Business Process Re-engineering  
15.1  Concept  
15.2  Methedology  

Chapter 16  Measuring & Managing Customer Satisfaction  
16.1  Steps to success  

Total 64 70  

Reference Books:  
1.)  “Managing Quality in Science Sector” – Mike Asher 1996 – Kogan Page Ltd.  
3.)  “Word of Kaizen” - A Total Quality Culture of Survival – Shyam Talawadekar – Published by Quality Management System, Thane  
4.)  “Quality is Free” – and “Quality is still Free” by Philip Crosby  
6.)  “TQM in Action” - John Pike & Richard Barheo – Clrpure & Hall  
8.)  “Quality of Service : by Bo Evandsson, Bertel Thamsson & John Obertveit – McGraw – Hill Book Company  

BHMCT- 113
Rationale:
It is important that students have knowledge of application of management techniques in the field of economics. Moreover they should be able to understand the manager’s role in the decision making process from economic viewpoint.

Chapter 1  Nature & Significance of Managerial Economics  
1.1 Meaning, Features & Significance
1.2 Functions of Managerial Economist

Chapter 2  Basic Terms used in Economics  
2.1 Micro & Macro Economics
2.2 Problem of Scarcity – Lionel Robbins Definition of Economics
2.3 Economic Tasks – Production & Distribution
2.4 Economic Entities – Household & Firm
2.5 Distinction between Plant, Firm & Industry.

Chapter 3  Demand Analysis  
3.1 Meaning, Types & Determinants of Demand
3.2 Meaning & Determinants of Individual & Market Demand
3.3 Demand Function & Demand Schedule
3.4 The Law of Demand

Chapter 4  Theory of Consumer Demand  
4.1 Utility - Meaning & Types
4.2 The Law of Diminishing Marginal Utility
4.3 The Law of Equi-Marginal Utility

Chapter 5  Elasticity of Demand  
5.1 Concepts, Kinds & Types
5.2 Measurement of Price Elasticity Demand

Chapter 6  Production Analysis  
6.1 Concepts & Attributes
6.2 The Law of Variable Proportions
6.3 The Law of Returns to Scale

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<tr>
<th>Chapter 7</th>
<th>Supply Analysis</th>
<th>06 08</th>
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<tbody>
<tr>
<td>7.1</td>
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<td>7.3</td>
<td>Elasticity of Supply- meaning, measurement &amp; factors affecting elasticity of Supply</td>
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<thead>
<tr>
<th>Chapter 8</th>
<th>Types of Market</th>
<th>06 06</th>
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<tbody>
<tr>
<td>8.1</td>
<td>Meaning &amp; Classification of Market Structure</td>
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<tr>
<td>8.2</td>
<td>Types of Market Structures Formed by the Nature of Competition</td>
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</table>

| Total | 48 70 |

Reference Books:

1. Economics for Hotel & Catering Students – By Howard & Hugle
2. Introduction to Economics – Caiseneross
3. Managerial Economics - Jean
Subject - ENTREPRENEURSHIP DEVELOPMENT
Subject Code - 805
Semester - Eighth

Teaching and Examination Scheme:

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Rationale: -
This course enables the student to develop entrepreneurship abilities and understand the culture of entrepreneurship development.

Hrs Mks

Chapter 1 Introduction to Entrepreneurship 02 02
Concept of Entrepreneurship

Chapter 2 Qualities & Attributes required for 08 10
Entrepreneurship

Chapter 3 The Entrepreneurial Process 10 08

Chapter 4 Identifying the Opportunity (SWOT Analysis) 08 10

Chapter 5 Assessing the Market 06 10
5.1 Information gathering techniques
5.2 Principles of market survey
5.3 Analysis of survey data

Chapter 6 Resource Mobilization 04 10

Chapter 7 Budgeting, Accounting & Control 06 10
7.1 Principles of evaluation of quality control

Chapter 8 Preparation of a Project report 04 10

Total 48 70

Note : Glossary of Terms
Students should be familiar with the glossary of terms pertaining to above mentioned topics

Reference Books
1. Entrepreneurship Development - MSBTE.
2. Innovation & Entrepreneurship – Peter Drucker
3. The culture of Entrepreneurship – Berger

BHMCT- 116