

UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN
SCHEME FOR CHOICE BASED CREDIT SYSTEM IN BHMCT
Bachelor of Hotel Management & Catering Technology
First Year (Semester – I)

Sem	Choice	Subject Code	Subject Name	Credit	Total Credit	Total Hrs/Week	Internal Marks	External Marks	Total Marks/Semester
I	DSC-1A Compulsory	BHMT 101	Food Production Foundation –I	4	4	4	50	100	150
	DSC-1A-P Compulsory	BHMP 101	Food Production Foundation –I Practical	2	2	4	25	50	75
	DSC-1B Compulsory	BHMT 102	Food & Beverage Service Foundation -I	4	4	4	50	100	150
	DSC-1B-P Compulsory	BHMP 102	Food & Beverage Service Foundation -I Practical	2	2	4	25	50	75
	DSC-1C Compulsory	BHMT 103	Rooms Division Foundations -I	4	4	4	50	100	150
	DSC-1C-P Compulsory	BHMP 103	Rooms Division Foundations -I Practical	2	2	4	25	50	75
	AEC-1A	BHMT 104	Communicatio n Skills -I	2	2	2	25	50	75
	AEC-1B	BHMT 105	Hygiene & Sanitation	2	2	2	25	50	75
	SE-1A	Elective Group (Theory)-1		2	2	2	25	50	75
		Total Credits in this semester			24	30			900

Elective 1 – Any One

BHMT 111 - Computer Application

BHMT 112 - Basic French

BHMT 113 - Tourism Operations

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First Year (Semester – II)

Sem	Choice	Subject code	Subject name	Credit	Total credit	Total Hrs/Week	Internal marks	External marks	Total marks/semester
II	DSC-2A Compulsory	BHMT 201	Food Production Foundation – II	4	4	4	50	100	150
	DSC-2A-P Compulsory	BHMP 201	Food Production Foundation – II Practical	2	2	4	25	50	75
	DSC-2B Compulsory	BHMT 202	Food & Beverage Service Foundation - II	4	4	4	50	100	150
	DSC-2B-P Compulsory	BHMP 202	Food & Beverage Service Foundation - II Practical	2	2	4	25	50	75
	DSC-2C Compulsory	BHMT 203	Rooms Division Foundations - II	4	4	4	50	100	150
	DSC-2C-P Compulsory	BHMP 203	Rooms Division Foundations – II Practical	2	2	4	25	50	75
	AEC-2A	BHMT 204	Environmenta l Science	2	2	2	25	50	75
	AEC-2B	BHMT 205	Hotel Engineering & Maintenance	2	2	2	25	50	75
	SE-2A	Any One	Elective Group (Theory)-2	2	2	2	25	50	75
	Total Credits in this semester				24	30			900

Elective 2 – Any One

BHMT 221 - Communication Skills - II
 BHMT 222 - Food Science
 BHMT 223 - Basic Accounts

UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN
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Second Year (Semester – III)

Sem	Choice	Subject code	Subject name	Credit	Total credit	Total Hrs/Week	Internal marks	External marks	Total marks/semester
III	DSC-3A Compulsory	BHMT 301	Introduction to Indian Cookery	4	4	4	50	100	150
	DSC-3A-P Compulsory	BHMP 301	Introduction to Indian Cookery Practical	2	2	4	25	50	75
	DSC-3B Compulsory	BHMT 302	Food & Beverage Service Operations -I	4	4	4	50	100	150
	DSC-3B-P Compulsory	BHMP 302	Food & Beverage Service Operations - I Practical	2	2	4	25	50	75
	DSC-3C Compulsory	BHMT 303	Front Office Operations -I	4	4	4	50	100	150
	DSC-3C-P Compulsory	BHMP 303	Front Office Operations -I Practical	2	2	4	25	50	75
	DSC-3C	BHMT 304	Accommodation Operations - I	4	4	4	50	100	150
	DSC-3CP	BHMT 304	Accommodation Operations – I Practical	2	2	4	25	50	75
	AEC – 3A	BHMP 305	Personality Development Skills –I Practical	2	2	4	25	50	75
	SE-3A	Any one	Elective Group (Theory)-3	2	2	2	25	50	75
	Total Credits in this semester				28	38			1050

Elective 3 – Any One

BHMT 331 - Facility Planning
 BHMT 332 - Hotel Accounting
 BHMT 333 - Fundamentals of Management

UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN
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Second Year (Semester – IV)

Sem	Choice	Subject code	Subject Name	Credit	Total credit	Total Hrs/Week	Internal marks	External marks	Total marks/semester
IV	DSC-4A Compulsory	BHMT 401	Introduction to Indian Regional Cuisine	4	4	4	50	100	150
	DSC-4A-P Compulsory	BHMP 401	Introduction to Indian Regional Cuisine Practical	2	2	4	25	50	75
	DSC-4B Compulsory	BHMT 402	Food & Beverage Service Operations -II	4	4	4	50	100	150
	DSC-4B-P Compulsory	BHMP 402	Food & Beverage Service Operations - II Practical	2	2	4	25	50	75
	DSC-4C Compulsory	BHMT 403	Front Office Operations -II	4	4	4	50	100	150
	DSC-4C-P Compulsory	BHMP 403	Front Office Operations -II Practical	2	2	4	25	50	75
	DSC-4C	BHMT 404	Accommodation Operations - II	4	4	4	50	100	150
	DSC-4CP	BHMP 404	Accommodation Operations – II Practical	2	2	4	25	50	75
	AEC – 4A	BHMT 405	Writing Skills in Hospitality	2	2	4	25	50	75
	SE-4A	Any one	Elective Group (Theory)- 4	2	2	2	25	50	75
				Total Credits in this semester		28	38		1050

Elective 4 – Any One

BHMT 441 - F & B Controls
 BHMT 442 - Event Management
 BHMT 443 - Laundry Management

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Third Year (Semester – V)

Semester V: Industry Integrated Practical Module

Sem	Choice	Subject code	Subject name	Credit	Total credit	Total Hrs/ Week	Internal marks	External marks/ subject	Total marks/ semester
V	DSC-5A P	BHMP 501	Food Production Operations - Industry Exposure -1	6	6	12	200	400	600
	DSC-5B P		Food & Beverage Service Operations - Industry Exposure -1	6	6	12			
	DSC-5C P		Room Division Operations Industry Exposure -1	6	6	12			
	DSC-5D P		Other Departments – Industry Exposure-1	2	2	4			
			Total Credits in this semester	20	40				600

UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN
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Third Year (Semester – VI)

Sem	Choice	Subject code	Subject name	Credit	Total credit	Total Hrs/Week	Internal marks	External marks	Total marks/semester
VI	DSC-6A Compulsory	BHMT 601	Introduction to International Cuisine	4	4	4	50	100	150
	DSC-6A-P Compulsory	BHMP 601	Introduction to International Cuisine Practical	2	2	4	25	50	75
	DSC-6B Compulsory	BHMT 602	Food & Beverage Management - I	4	4	4	50	100	150
	DSC-6B-P Compulsory	BHMP 602	Food & Beverage Management - I Practical	2	2	4	25	50	75
	DSC-6C Compulsory	BHMT 203	Rooms Division Management - I	4	4	4	50	100	150
	DSC-6C-P Compulsory	BHMP 603	Rooms Division Management – I Practical	2	2	4	25	50	75
	AEC-6A	BHMT 604	Hotel Information System	2	2	2	25	50	75
	AEC-6B	BHMP 605	Personality Development Skills - II Practical	2	2	2	25	50	75
	AEC-6C	BHMT 606	Entrepreneurship in Small Business	2	2	2	25	50	75
	SE-6A	Any one	Elective Group (Theory)-6	2	2	2	25	50	75
Total Credits in this semester				24	32				900

Elective 6 – Any One

BHMT 661 - Human Resource Management
 BHMT 662 - Hospitality Sales & Marketing
 BHMT 663 - Financial Management

UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN
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Bachelor of Hotel Management & Catering Technology
Fourth Year (Semester – VII)

SSEMESTER-VII										
Sem	Choice	Subject code	Subject name	Credit	Total credit	Hours per week	Total Hrs/ Week	Internal marks	External marks	Total marks/ semester
	DSE-7D-P	BHMP 701	Project Work - I	4	4	4	4	50	100	150
	AEC-7A	BHMT 701	Research Methodology	4	4	4	4	50	100	150
	AEC-7B	BHMT 702	Customer Relationship Management	4	4	4	4	50	100	150
VII	DSE-7A	Any one	BHMT 771	4	4	4	4	50	100	150
	DSE-7B		BHMT 772	4		4				
	DSE-7C		BHMT 773	4		4				
	DSE-7A – P	Any one	BHMP 771	4	4	8	8	50	100	150
	DSE-7B-P		BHMP 772	4		8				
	DSE-7C-P		BHMP 773	4		8				
	AE7B	Any One	BHMT 781	4	4	4	4	50	100	150
	AE-7C		BHMT 782	4		4				
	AE-7E		BHMT 783	4		4				
			Total Credits in this semester 24				28			900

UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN
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Fourth Year (Semester – VIII)

SEMESTER VIII										
Sem	Choice	Subject code	Subject name	Credit	Total credit	Hours per week	Total Hrs/ Week	Internal marks/ subject	External marks/ subject	Total marks/ semester
VIII	DSE-8A P	BHM E801	Food Production Operations - Industry Exposure -2	8	8	40	40	100	200	300
	DSE-8B P		Food & Beverage Service Operations - Industry Exposure -2	8		40				
	DSE-8C P		Rooms Division Operations- Industry Exposure-2	8		40				
	DSE- 8D	BHM E 802	Writing Field Project report on DSE/8A/8B/8C	6	6	6	6	100	200	300
			Total Credits in this semester	14			46			600

Semester – I
BHM -C 101: Food Production Foundation -I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents:

Unit – 1

Professional Kitchen & Cooking: - Introduction, Definition and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

Unit – 2

Kitchen Equipments, Fuels & Safety: Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts

Unit – 3

Ingredients used in cooking: Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen

Unit – 4

Stocks, Sauces, Soups and Salads: Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.

BHM C 101P Food Production Foundation-1Practical:

- Understanding Personal Hygiene & Kitchen Hygiene
- Grooming for Professional Kitchen – Do’s & Don’t’s
- Understanding kitchen Layouts.
- Familiarisation with kitchen equipments and tools
- Fuels –Their usage and precautions
- Kitchen First Aid
- Handling Fire
- Familiarization, identification of commonly used ingredients in kitchen
- Preparation of Stocks, Mother Sauces and at least two derivatives each.
- Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

Suggested Readings:

1. Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
2. Food Production Operations: Parvinder S Bali, Oxford University Press
3. Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
4. Practical Cookery By Kinton & Cessarani
5. Practical Professional Cookery By Kauffman & Cracknell
6. Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
7. The Professional Chef: Le Rol A. Polsom
8. Theory of Catering By Kinton & Cessarani
9. Theory of Cooking By Singh SK & Chomplay.P
10. Theory of Cookery By K Arora, Publisher: Frank Brothers

BHM C102: Food & Beverage Service Foundation -I

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents:

Unit – 1

Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Layouts (Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments and salient features.

Unit – 2

Food Service Equipments, Fuels & Safety: Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.

Unit – 3

Food Service -1: Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.

Unit – 4

Food Service-II : Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services.

BHM C 102P: Food & Beverage Service Foundation –I Practical

- Understanding Personal Hygiene & Food Service Hygiene
- Grooming for Professional Food Service – Do's & Don't's
- Understanding Food Service Outlets.
- Familiarisation with Food Service equipments and tools
- Fuels – Their usage and precautions while dealing with them in F&B Outlets
- Handling Fire and Emergency Procedures
- Familiarization, Identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
- Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)
- Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.

Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management – Brian Varghes
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksa Kivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese

BHM C103: Room Division Foundation -I

Theory: 4 Credits; Total Hours =60
Practical: 2 Credits, Total Hours =60

Course Contents

Unit – 1 Accommodation Sector: - Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt, Dual brands.

Unit – 2 The Guest Accommodation: Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies

Unit – 3 Hotel Front Office : Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra-department coordination. Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.

Unit – 4 Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel

BHM C103P: Room Division Foundation –I Practical

- Understanding Personal Hygiene Grooming Standards
- Understanding Layouts of Front Office and Housekeeping.
- Familiarisation with equipments and tools
- Rooms layout and standard supplies (Amenities)
- Preparing Room Amenity check list
- DO'S and Don'ts for new entrants/employees in the front office
- Hotel terminology

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Suggested Readings:

1. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
2. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
3. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
4. Housekeeping and Front Office – Jones
5. The Professional Housekeeper – Tucker Schneider,; Wiley Publications
6. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
7. Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA

8. Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
9. Front Office Operations – Colin Dix & Chris Baird.
10. Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
11. Managing Front Office Operations By Kasavan & Brooks

BHM AE 104 Communication Skills- 1

Theory: 3 Credits; Total Hours =45

Practical: 1 Credits, Total Hours =30

Course Contents

Unit 1 Language and communication

Need, purpose, nature, models

Process of communication and various factors of communication

Barriers to communication and overcoming these barriers

Unit 2 Non-verbal communication

Non-verbal communication, signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture.

Communication in Hospitality organisation and its effects on performance

Unit 3 Remedial English

Common errors and their correction in English usage with emphasis tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills.

Expressing the same idea/thought unit in different ways

Do's and Don'ts of application writing

Unit 4

Standard phrases – handling enquiries and responding.

Addressing a group.

Qualities of a good speaker.

Basic telephone etiquettes.

Suggested Readings:

1. Business English. Department of English University of Delhi. Pearson.
2. Communication Skills – Sanjay Kumar. Oxford.
3. Business Communication. Basic Concepts and Skills. J. P. Parikh. Orient Black Swan
4. Communicative English – E. Suresh Kumar. Orient Black Swan.
5. Business Communication. Second Edition – Meenakshi Raman. Oxford.
6. Communication Skills and Soft Skills – An integrated Approach. E. Suresh Kumar. Pearson.
7. Highly Recommended Teacher's Book English for hotel and catering industry. Oxford.
8. A course in listening and speaking I & II – V. Saikumar; P. Kiranmai Dutt, Geetha Rajeevan
9. The Nonverbal Advantage – Carol Kinsey Goman
10. Soft Power : An Introduction to Core and Corporate Soft Skills – Edited Anitha Arunsimha
11. Developing Communication skills – Krishna Mohan ; Meera Banerji
12. How to talk to Anyone, Anytime , Anywhere – Larry King

Note: The 4th semester syllabus for (writing skills- BHMT – 405) can thereby emphasis on, skills of written English, various modes of correspondence. Presentation skills and listening skills. Hence giving the learners a holistic approach into communication without repetition. T

BHM AE 104 P Communication Skills- 1Practical

- **Letter Writing**
Writing different applications / letters for leave, fee rebate, extending fee due date, scholarship, etc from Institute, Request letter to open a bank account , bonafide student to make Aadhar Card, police verification, medical fitness certificate, etc.
- **Oral Skills (Listening & Interpreting)**
Group activity of 2 persons (One will speak for 2 minutes & other will listen and jot down the important points . This will be again done by interchanging the roles with a new topic)
- **Interpersonal Skills**
Observing the Dealing of Faculties & Management personnel with Institute Guest Speakers, Hoteliers. Jot down the observations in bullet points
- **Basic dialogues / discussion/ interaction on different topics.**

BHM AE 105 Basic French

Theory: 3 Credits; Total Hours =45

Practical: 1 Credits, Total Hours =30

Unit - 1: Pronunciation - The Alphabet - The Accents; 'Formules de politesse'; The numbers: Cardinal, Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs : etre and avoir

Unit - 2: Self introduction; presenting and introducing other person; Name of vegetables and fruits; Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles

Unit - 3: Name of the Countries and their Nationalities; Conjugation of second group of verbs; Adjectives of place; Preposition of place; Describing a place (your city/ tourist place)

Unit - 4 : Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs : venir, aller; Demonstrative Adjectives, Simple translation

BHM AE 105 P: Basic French Practical

(Oral)

- Counting numbers, Months, days of weeks, seasons, colours
- Basic Introduction
- Understanding questions
- Basic Conversation
- Food & Beverage terms in French

Suggested Readings:

1. Larousse compact Dictionary: French-English/ English-French
2. Conjugaison - Le Robert & Nathan
3. Larousse French Grammar
4. Grammaire Collection "Le Nouvel Entraînez vous" level debutant
5. Parlez à l'hôtel by A. Talukdar
6. Cours de Langue et de Civilisation Françaises- G. Mauger
7. French for Hotel and Tourism Industry by S.Bhattacharya
8. Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

BHM AE 106: Computers Application

Theory: 3 Credits; Total Hours =45

Practical: 1 Credits, Total Hours =30

Unit I: Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer,

Unit II: Introduction to Computers Software: Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS- Word. MS-Excel and MS- Power Point.

Unit III: Internet & Applications: Introduction to Internet: Definition of networks, concepts of webpage, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email.

Unit IV: Social Media Applications and Hospitality: Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications.

Suggested Reading:

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

BHM AE 106 P Computers Applications Practical

- Operating and Connecting the computer with other devices
- Practicing Operating system, MS-OFFICE- MS WORD, MS EXCEL, MS POWERPOINT
- INTERNET USAGE- Using Internet, Creating a mail ID, Using E-Mail
- Basics of practicing the internet safety.

BHM SE 107: Hygiene Sanitation

Theory: 2 Credits; Total Hours =30

Unit1: Introduction to Hygiene & Sanitation

Introduction to Hygiene and Sanitation, Practices of personal hygiene and health habits, Safety at work Place; **Sanitation regulations and standards:** Introduction, Regulatory bodies and regulations, Control of Food Quality

Unit 2: Sanitary Practices

Sanitary procedures, use of cleaners and sanitizers in maintaining safe production and service environments. Cleaning methods, Design of premises and equipment in the kitchen, Cleaning and Disinfection, Manual & Automatic Dish Washing.

Unit 3: Food Handling

Hygienic food handling, High Risk Foods, Preventing Contamination, Temperatures Control, Safe temperatures for cooking, holding, cooling and reheating foods. Disposal of food waste and garbage in production areas, ware-washing areas and external pick-up areas, Describe signs of spoiled, unsafe and unacceptable food. Basic of FSS act. Key components of the HACCP, Principles and ways of applying them to the professional food service kitchen, Application of HACCP

Unit 4. First Aid

Safe and appropriate use of basic first aid techniques for employees and customers.

REFERENCES:

1. Food Hygiene and Sanitation- S.Roday
2. Food Safety by Bhat & Rao
3. Safe Food Handling by Jacob M.
4. FSS Rules
5. HACCP-A practical approach - Sara Mortimore & Carol Wallace Chapman & Hall
6. Food Service Sanitation Manuals applicable in Catering industry in India

BHM SE 108 Tourism Operations

Theory: 2 Credits; Total Hours =30

Unit 1 Concept of Tourism

Origin and objectives of tourism
Elements of tourism; Scope of tourism; Nature of tourism
Travel motivations
Economic benefit of tourism
Socio Economic impact of tourism

Unit 2 Tourism products and resources

Architectural heritage of India
Culture and iconography of India
Classical and folk arts of India
Fairs and festivals of India
Natural and other tourism resources

Unit 3 Tourism planning and development

Steps of tourism planning
Tourism policy of India
Tourism in State and its policy
Participation of public and private sector in planning

Unit 4 Tour Operations

Meaning & Definition
Types of Tour operator: Inbound, Outbound & Domestic.
Tour Packaging – definition, components of a tour package
Types of Package Tour: Independent Tour, Inclusive Tour, Escorted Tour, Business Tour
Guides & escorts – Their role and function Qualities required to be a guide or escort.
Itinerary Planning
Steps to plan a Tour, Planning Itinerary
Transport booking – reservation
Accommodation – Reservation & Food facilities
Local guide / escort
Tour Costing

Suggested reading:

1. Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
2. Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi.
3. International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
4. Hotel Front Office Management, James A. Bardi, Van Nostrand Reinholdn New York.
5. Marketing Management, Philip Kotler, Prentice-Hall of India, New Delhi.
6. Tourism and travel management – Bishwal R. Gosh;
7. Marketing research – G.C. Beri

Semester – II

BHM C 201: Food Production Foundation -II

Theory: 4 Credits; Total Hours =60
Practical: 2 Credits, Total Hours =60

Course Contents

Unit – 1

Methods of Cooking: - Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising, Cooking with Microwave, Ovens, Gas, Induction Plates and other such medium.

Unit – 2

Eggs, Poultry and Meat: Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling.

Unit – 3

Fishes in cooking: Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

Unit – 4

Vegetable, Cuts & Cookery: Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

BHM C 201P: Food Production Foundation – II Practical

- Understanding Methods of Cooking
- Cooking in Professional Kitchen – Do's & Don'ts
- Understanding Eggs and their simple Breakfast Preparations ;Preparation of: Hard & soft boiled eggs, Fried eggs, Poached eggs, Scrambled eggs, Omelet's (Plain, Spanish, Stuffed)
- Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking Vegetables –Their usage and cooking precautions
- Cuts of vegetables
 - Julienne, Jardiniere, Dices, Cubes, Macedoine, Paysanne, Shredding, Mire- poix
- Blanching of Tomatoes and Capsicum.
- Cooking vegetables: Boiling (potatoes, peas), Frying (Aubergine, Potatoes), Steaming (Cabbage), Braising (Potatoes), Braising (Onions, cabbage)
- Simple Vegetable and Meat Cookery
- Identification of types of rice varieties & pulses.
- Simple preparation of Boiled rice (Draining & Absorption) method.
- Fired rice.
- Simple dal preparation
- Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.
- Simple Breakfast Preparations: Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatara, Preparation of Continental Breakfast

Suggested Readings:

1. Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
2. Cooking Essentials for the New Professional Chef
3. Food Production Operations: Parvinder S Bali, Oxford University Press
4. Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
5. Practical Cookery By Kinton & Cessarani
6. Practical Professional Cookery By Kauffman & Cracknell
7. Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
8. Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
9. The Professional Chef: Le Rol A. Polsom
10. Theory of Catering By Kinton & Cessarani
11. Theory of Cooking By Pranshu & Singh S K
12. Theory of Cookery By K Arora, Publisher: Frank Brothers

BHM C202 Food & Beverage Service Foundation -II

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Course Contents

Unit – 1

Non Alcoholic Beverages & Mocktails: Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques

Unit – 2

Coffee Shop & Breakfast Service: Introduction, Coffee Shop, Layout, Structure, Breakfast: Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features.

Unit – 3

Food and Beverage Services in Restaurants: - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organisational Structure, Modern Staffing in various hotels, Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Speciality Restaurants, Celebrity Restaurants.

Unit – 4

Room Service/ In Room Dinning: Introduction, Concept of Room Service/ In Room Dinning, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's.

BHM C 202P Food & Beverage Foundation – II Practical

1. Understanding Non Alcoholic Beverages, Types & Service Techniques
2. Guest Interactions while on Food Service – Do's & Don't's
3. Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails)
4. Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
5. Familiarisation with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
6. Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures
7. Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions

Suggested Reading:

1. Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
2. Food & Beverage Service – Sudhir Andrews, Tata Mc Graw Hill.
3. Food & Beverage Service Lillicrap & Cousins, ELBS
4. Introduction F & B Service- Brown, Heppner & Deegan
5. Modern Restaurant Service- John Fuller, Hutchinson
6. Professional Food & Beverage Service Management – Brian Varghese
7. The Restaurant (From Concept to Operation)

BHM C 203 Room Division Foundation - II

Theory: 4 Credits; Total Hours =60

Practical: 2 Credits, Total Hours =60

Unit – 1 Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

Unit – 2 Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk.

Unit – 3 Basic Front Office Operations: Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling,

Unit – 4 The Guest Room Servicing: Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.

BHM C 203 P Practical

1. Identification and familiarisation with cleaning equipments and agents.
2. Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
3. Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
4. Identification and familiarisation with front desk equipments and Performa's.
5. Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling
6. Skills to handle to telephones at the reception- receive/ record messages.
7. Skills to handle guest departure (fits and groups)
8. Preparation and study of countries, capitals, currencies, airlines and flags chart
9. Role play:
 - a) At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy
 - b) At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.
 - c) Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Suggested Readings:

1. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
2. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
3. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
4. Housekeeping and Front Office – Jones
5. Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
6. Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A. Jones, Wiley Publications
7. Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
8. The Professional Housekeeper – Tucker Schneider,; Wiley Publications
9. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
10. Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
11. Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
12. Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
13. Front Office Operations – Colin Dix & Chris Baird.
14. Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
15. Managing Front Office Operations By Kasvan & Brooks

BHM AE 204: Communication Skill – II

Theory: 3 Credits; Total Hours =45

Practical: 1 Credits, Total Hours =30

UNIT 1 COMMUNICATION

Definition of communication, Types of communication, Process of communication, Channels of communication, Non Verbal Communication

UNIT 2 WRITING SKILLS

Letter writing - formal and informal, Resume writing, Report writing, Note making and note taking, Dialogue writing, Short Story writing

UNIT 3 LISTENING ON THE JOB

Definition, Levels and types of listening, Listening barriers, Guidelines for effective listening, Listening computerization and note taking

UNIT 4 EFFECTIVE SPEAKING AND INTERVIEW SKILLS

Writing a speech, preparing speech note, developing confidence and overcoming fear
Delivering different types of speeches, Restaurant and hotel English, Polite and effective enquiries and responses, Addressing a group, Essential qualities of a good speaker, Defining the purpose of a speech, organizing the ideas and delivering the speech, Interview skills, Presentations skills, planning, preparation, practicing, presentation to different groups

BHM 204P: Communication Skill- II Practical

Writing formal and informal letters, Note Taking,

Writing- emails, Stories, Speech, Resume

Correcting and making sentences

Story Telling

Delivering Speeches

Dialogues

Presentation on different topics

Handling interviews

Mock Interview drills

BHM AE 205: Hospitality French

Theory: 3 Credits; Total Hours:45

Practical: 1 Credits, Total Hours =30

Unit-1: Restaurant Brigade; Hotplate language and terminology; Name of herbs and spices; Plural of Nouns; Possessive adjectives; Conversation basic: Introducing each other, Short Guest Interactions.

Unit-2: Kitchen Brigade; Name of Meat, Poultry and Game; Conjugation of irregular verbs : partir, faire, prendre, sortir, voir, vouloir, pouvoir; The interrogation with <est-ce que, qu'est-ce que et qui est-ce> ; Conversation basic : In the restaurant (how to place/take order, billing etc.)

Unit- 3: Name of French wines, French cheese and seasonings; Reading a wine label ; The recent past tense ; The immediate future tense ; Conversation basic: hotel room reservation (to make/cancel the reservation)

Unit - 4: The French Classical Menu with classic - examples of each course; Hot plate language and terminology; Interrogation; Conversation basic: Making/Cancelling a reservation (in train/on flight)

BHM AE 205P Hospitality French Practical

(Oral)

Role-playing of different situations

Understanding questions

Basic Conversation in Front Desk and Restaurant

Picture composition

Basic Introduction

Food & Beverage terms in French

Kitchen Brigade and terms

Reading French wine and product labels

Suggested Readings:

1. Larousse compact Dictionary: French-English/ English-French
2. Conjugaison - Le Robert & Nathan
3. Larousse French Grammar
4. Grammaire Collection "Le Nouvel Entraînez vous" level debutant
5. Parlez à l'hôtel by A. Talukdar
6. A Votre Service 1
7. French for Hotel and Tourism Industry by S.Bhattacharya
8. Jumelage 1 by Manjiri Khandekar and Roopa Luktuke
9. Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

BHM 206 : Hotel Engineering

Theory: 3 Credits; Total Hours:45

Practical: 1 Credits, Total Hours =30

Unit1- Introduction to Hotel Maintenance

Maintenance and Calibration of equipment – Meaning and importance

Importance of Maintenance department in Hotel Industry

Organization chart of Maintenance department in 3/4/5 star hotels

Duties & responsibilities of Chief Engineer of a hotel

Types of maintenance and their advantages and disadvantages

- Breakdown/ Corrective Maintenance, Preventive Maintenance, Predictive Maintenance

Contract Maintenance- Need, Types: Lump sum, Unit price/ Unit Rate, Cost plus upper limit contract

Maintenance charts for - Swimming Pool: Daily basis and Quarterly basis; Kitchen: Daily basis and Quarterly basis

Replacement of Equipments- Reasons for replacement, Economic replacement of equipments(Graph)

Unit – 2 Refrigeration and Air Conditioning

Definitions: Heat, Temperature, Sensible heat, Latent Heat, Relative Humidity,

Methods of Heat Transfer: Conduction, Convection, Radiation

Refrigeration: Principle, Unit of Refrigeration, Refrigerants: Properties and Types

Domestic Refrigerator- Block Diagram and working, Maintenance, Defrosting: Need, Methods

Walk in Freezer/ Cold Storage- Block diagram, Working, Maintenance

Types of AC- Unitary AC, Window AC and Split AC, Working of types of AC's,

Factors affecting Load on AC, Factors affecting AC Comfort, Maintenance of AC

Unit – 3 Fuels and Electricity

Types of Fuels-Comparison of various Fuels: Solid, Liquid and Gaseous, Fuels used in Hotel Industry

Electricity- Types of Electricity supply: Single and Three Phase

Types of Fuse: Re-wireable, Cartridge, Miniature Circuit Breakers (MCB)

Importance and method of Earthing System

Calculation of Electricity Bill

Unit – 4 Water Systems

Sources of water, Adverse effects of Hard water

Methods of purification& water softening: Ion Exchange, Lime Soda.

Water Distribution System: Up Feed and Down Feed (Hot & Cold)

Traps, Water Closets and Flushing Systems- Types, diagrams, functions.

Various Plumbing Fixtures

Reference Books:

1. Hotel Engineering – Sujit Ghosal – Oxford University Press
2. Hotel Engineering – R.K. Chhatwal
3. Hotel Maintenance - Arora

BHM 206 P: Hotel Engineering Practical

Demonstrations and hands on practice of following:

1. Principle and Maintenance of gas stoves
2. Electrical Accessories: Fuse, Switch, Socket, Plug etc. Checks and repair
3. Wiring Systems in Hotels and basic wiring
4. Lighting Systems and types of lamps and fixing of lamps
5. Signs and Symbols postings
6. Hot and Cold Water Distribution System routine maintenance
7. Plumbing Fixtures – Basic Plumbing and repairs, Different types of taps: Bib tap, Pillar tap, Waste – not tap
9. Refrigerator / Vapour Compression system in hotel
10. Air Conditioner: Window AC and Split AC routine maintenance and checks
11. Safety Systems: Fire Extinguishers, Fire detectors, alarm etc. Basic supervision and checks
12. Using Maintenance Tools: Tester, Screw driver, Wire cutter, Plier, Chisel, Rip saw, Hack saw, Claw hammer

BHM SE 207: Food Science

Theory: 2 Credits; Total Hours:30

UNIT-I Food Science Fundamentals

Definition and scope of food science and It's inter-relationship with food chemistry, food microbiology and food production, Importance with relation to food handling preparation and service. Micro Organisms- Classification. Bacteria-Size, Shape, reproduction, beneficial and harmful effects Yeasts-size, shape, reproduction, beneficial effects.

UNIT-II Food Preservation

Food Preservation Methods and principles of food preservation. Food Poisoning – Staphylococci, botulism & clostridium perfringens, Symptoms , illness & prevention,

UNIT-III Colloids

Colloids- Types and factors affecting colloidal solutions; Emulsions- Types and theory of emulsion, Food emulsions

UNIT-IV Changes taking place during cooking

Carbohydrates –Introduction, Effect of cooking (Gelatinisation and Retrogradation), Factors affecting texture of carbohydrates (Stiffness of CHO gel & Dextrinization, Uses of carbohydrates in food preparations;

Proteins - Basic structure and properties, Type of proteins based on their origin (plant/animal), Effect of heat on proteins (Denaturation, coagulation), Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity), Commercial uses of proteins in different food preparations(like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.)

Fats and Oils – Classification (based on the origin and degree of saturation, Autoxidation (factors and prevention measures), Flavour reversion, Refining, Hydrogenation & winterisation, Effect of heating on fats & oils with respect to smoke point, Commercial uses of fats (with emphasis on shortening value of different fats)

Browning, Types (enzymatic and non-enzymatic), Role in food preparation, Prevention of undesirable browning

REFERENCE BOOKS

1. Food Science & Nutrition – Sunetra Roday
2. Food hygiene and Sanitation - Sunetra Roday
3. Food Science- Potter and Hotchkin

BHM SE 208: Basic Accounts

Theory: 2 Credits; Total Hours:30

UNIT-1 Accounting Theory:

Business Transaction and Basic Terminology, Need To Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles - Concepts and Conventions.

UNIT-2 Account Records

Principles of Double Entry System, Journal & Ledger Entries, Subsidiary Books - Cash, Sales & Purchase books, Bank Reconciliation statement.

UNIT-3 Financial Statements

Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Computerised preparation of Records and Financial Statements.

UNIT-4 Depreciation Reserves and Provisions

Meaning, Basic Methods.

References:

1. Comprehensive Accountancy , S.A. Siddiqui
2. A Complete Course in Accounting Volume - I, N.D. Kapoor
3. Double-Entry Book-Keeping , R.C. Chawla & C. Juneja
4. Introduction to Accountancy, T.S. Grewal