



VEER MADHO SINGH BHANDARI UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN

VEER MADHO SINGH BHANDARI UTTARAKHAND TECHNICAL UNIVERSITY
*(Formerly Uttarakhand Technical University, Dehradun, established by Uttarakhand State Govt.
Wide Act No. 415 of 2005)*
Suddhowala, PO-Chandanwadi, Premnagar, Dehradun, Uttarakhand
(Website: www.uktech.ac.in)



SYLLABUS

For

BHMCT

**(Bachelors of Hotel Management & Catering
Technology)**

4 Year

(For admission in 2022-23 and onwards)



Semester-I												
S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1		First3Weeks Mandatory Induction Program feral BHMCT I Year Students beyond classhours										
2	22BHMT 101	Food production Foundation I	4	0	0	20	10	30	70		100	4
3	22BHMT 102	F&B Service foundation I	4	0	0	20	10	30	70		100	4
4	22BHMT 103	Room division foundation I	4	0	0	20	10	30	70		100	4
5	22BHMT 104	Tourism Operations	2	0	0	20	10	30	70		100	2
6	AEC-B101A/ AEC-B101B	Communication skills/Introduction to bakery	2	0	0	30	20	50	50		100	2
7	VAC-B101A/ VAC B101B	Universal human values I/ Computer Application	2	0	0	30	20	50	50		100	2
8	Minor101*	Basics of Tourism*	3	0	0	30	20	50	50		100	3*
9	22BHMP 101	Food production foundation I	0	0	4	30	20	50		50	100	2
10	22BHMP 102	F&B Service foundation I	0	0	4	30	20	50		50	100	2
11	22BHMP 103	Room division foundation I	0	0	4	30	20	50		50	100	2
12	GP-B01	General Proficiency						50			50	
		Total									950 + 100*	24+3

Abbreviations: L-No. of Lecture hours per week, T-No. of Tutorial hours per week, P-No. of Practical CT-ClassTestMarks,TA-Marks of teacher's assessment including student's class performance and attenPS-Practical Sessional Marks,ESE-End Semester Examination, TE-Theory Examin PE-Practical External Examination Marks



Semester-II												
S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1	22BHMT 201	Food Production Foundation II	4	0	0	20	10	30	70		100	4
2	22BHMT 202	F & B Service foundation-II	4	0	0	20	10	30	70		100	4
3	22BHMT 203	Room division foundation II	4	0	0	20	10	30	70		100	4
4	22BHMT 204	Environmental studies	4	0	0	20	10	30	70		100	4
5	AEC-B201A/ AEC-B201B	Food processing /Foreign language (French)	2	0	0	30	20	50	50		100	2
6	VAC-B201A/ VAC-B201B	Universal human values / HACCP	2	0	0	30	20	50	50		100	2
7	Minor201*	Uttarakhand Tourism*	3	0	0	30	20	50	50		100	3*
8	22BHMP 201	Food Production foundation-II	0	0	4	30	20	50		50	100	2
9	22BHMP 202	F&B Service foundation-II	0	0	4	30	20	50		50	100	2
10	22BHMP 203	Room division foundation-II	0	0	4	30	20	50		50	100	2
11	GP-B02	General Proficiency						50			50	
		Total									950 +100*	26+3*

Abbreviations: L-No. of Lecture hours per week, T-No. of Tutorial hours per week, P-No. of Practical CT-Class Test Marks, TA-Marks of teacher's assessment including student's class performance and attendances, PS-Practical Sessional Marks, ESE-End Semester Examination, TE-Theory Examination, PE-Practical External Examination Marks



Semester-III

S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1	22BHMT 301	Introduction to Indian Cuisine	4	0	0	20	10	30	70		100	4
2	22BHMT 302	Food & Beverage Service operation-I	4	0	0	20	10	30	70		100	4
3	22BHMT 303	Front Office Operation -I	4	0	0	20	10	30	70		100	4
4	22BHMT 304	Accommodation Operation-I	4	0	0	20	10	30	70		100	4
5	AEC-B301A/ AEC-B301B	Facility Planning/Hotel Accounting	2	0	0	30	20	50	50		100	2
6	VAC-B301A/ VAC-B301B	Nutrition & Diet Planning /Personality Development Skills (MOOC)	2	0	0	30	20	50	50		100	2
7	Minor301*	Uttarakhand Cuisine, Culture, Custom & Tradition*	3	0	0	30	20	50	50		100	3*
8	22BHMP 301	Introduction to Indian Cuisine	0	0	4	30	20	50		50	100	2
9	22BHMP 302	Food & Beverage Service operation-I	0	0	4	30	20	50		50	100	2
10	22BHMP 303	Front Office Operation -I	0	0	4	30	20	50		50	100	2
11	22BHMP 304	Accommodation Operation-I	0	0	4	30	20	50		50	100	2
12	GP-B03	General Proficiency						50			50	
		Total									1050 +100*	28+3*

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Semester-IV

S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1	22BHMP 401	Food Production operations-Industrial Exposure-I	12	0	0	30	20	50		100	150	6
2	22BHMP 402	Food & Beverage Service operation Industrial Exposure-I	12	0	0	30	20	50		100	150	6
3	22BHMP 403	Room Division Operation Industrial Exposure-I	12	0	0	30	20	50		100	150	6
4	22BHMP 404	Other Department Industrial Exposure-I	8	0	0	30	20	50		100	150	4
		Total									650	22

Abbreviations: **L**-No. Of Lecture hours per week, **T**-No. Of Tutorial hours per week, **P**-No. of Practical hot-Class Test Marks, **TA**-Marks of teacher's assessment including student's class performance and attend **PS**-Practical Sessional Marks, **ESE**-End Semester Examination, **TE**-Theory Exam in PE-Practical External Examination Marks



Semester-V												
S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1	22BHMT 501	Food Production Operation- II	4	0	0	20	10	30	70		100	4
2	22BHMT 502	Food & Beverage Service operation-II	4	0	0	20	10	30	70		100	4
3	22BHMT 503	Front Office Operation –II	4	0	0	20	10	30	70		100	4
4	22BHMT 504	Accommodation Operation-II	4	0	0	20	10	30	70		100	4
5	AEC - B501A/ AEC-B501B	Event Management/ Writing Skills in Hospitality	2	0	0	30	20	50	50		100	2
6	VAC-B501A /VAC-B501B	Hygiene and Sanitation /Fundamental of management	2	0	0	30	20	50	50		100	2
7	Minor501 *	Uttarakhand Tourism Policy*	3	0	0	30	20	50	50		100	3*
8	22BHMP 501	Food Production Operation -II	0	0	4	30	20	50		50	100	2
9	22BHMP 502	F&B Service Operation-II	0	0	4	30	20	50		50	100	2
10	22BHMP 503	Front Office Operation –II	0	0	4	30	20	50		50	100	2
11	22BHMP 504	Accommodation Operation –II	0	0	4	30	20	50		50	100	2
12	GP-B05	General Proficiency						50			50	
		Total									1050 +100*	28+3*

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Semester-VI												
S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1	22BHMT 601	Introduction To International Cuisine -I	4	0	0	20	10	30	70		100	4
2	22BHMT 602	Food & Beverage Service Management– I	4	0	0	20	10	30	70		100	4
3	22BHMT 603	Room Division Management–I	4	0	0	20	10	30	70		100	4
4	22BHMT 604	Hotel Information System	4	0	0	20	10	30	70		100	4
5	AEC-B601A /AEC-B601B	Home stay and Entrepreneurship in Tourism business /F&B Control	2	0	0	30	20	50	50		100	2
6	VAC-B601A/ VAC - B601 B	Life skills (MOOCwith collaboration)/Hygiene & Sanitation Management	2	0	0	30	20	50	50		100	2
7	Minor601 *	Travel Documentation *	3	0	0	30	20	50	50		100	3*
8	22BHMP 601	Introduction To International Cuisine -I	0	0	4	30	20	50		50	100	2
9	22BHMP 602	Food & Beverage Service Management-I	0	0	4	30	20	50		50	100	2
10	22BHMP 603	Room Division Management-I	0	0	4	30	20	50		50	100	2
11	GP-B06	Genera proficiency						50			50	
		Total									950 +100*	26+3*

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Semester-VII												
S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1	22BHMT 701	Hotel Sales & Marketing Management	3	0	0	30	20	50	50		100	3
2	22BHMT 702	Human Resources Management	3	0	0	30	20	50	50		100	3
3	22BHMT 703	Organizational Behavior	3	0	0	30	20	50	50		100	3
4	22BHMT 704	Professional Business Communication	2	0	0	30	20	50	50		100	2
5	22BHMT 705A	Advance Culinary Management -II	4	0	4	20	10	30	70		100	4
	22BHMT 705B	Food& Beverage Service Management-II										
	22BHMT 705C	Room Division Management- II										
5	AEC-B701A/ AEC - B701B	Retail Management/ Safety Security & Travel Documentation	2	0	0	30	20	50	50		100	2
6	VAC-B701A/ VAC-B701B	Healthy Living & Fitness/Financial Management	2	0	0	30	20	50	50		100	2
7	Minor701*	Transport Management in Tourism *	3	0	0	30	20	50	50		100	3*
8	22BHMP 705 A	Advance Culinary Management-II	0	0	4	30	20	50	50		100	2
9	22BHMP 705B	Food & Beverage Service Management-II										
10	22BHMP 705C	Room Division Management-II										
11	GP-B07	General Proficiency						50			50	
		Total									850 +100*	21+3*

Abbreviations: L-No. Of Lecture hours per week, T-No. Of Tutorial hours per week, P-No. of Practical hCT- Class Test Marks, TA-Marks of teacher's assessment including student's class performance and attenPS- PracticalSessional Marks,ESE-End Semester Examination, TE-TheoryExamin



Semester-VIII												
S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1	22BHMT 801	Writing Effective Literature Review	4	0	0	20	10	30	70		100	4
2	22BHMT 802	Research publication and Ethics	4	0	0	20	10	30	70		100	4
3	22BHMT 803	Research Methodology	4	0	0	20	10	30	70		100	4
4	22BHMT 804	Research / Project Dissertation	0	0	0	0	0	100	300		400	12
5	GP-08	General Proficiency						50			50	
		Total									750	24

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Syllabus
Food Production Foundation-I (22BHMT101)

L: T: P: 4:0:0

Credits-4

Course Objectives:

The objective of this course is that the student would be having a basic idea about the Food Production department of the hotel, students would be able to identify major role played by the Kitchen Department and how it plays a very vital role in customer satisfaction.

Course Outcomes: After completion of the course student will be able to understand:-

- Discuss the concept of professional kitchen & cooking
- Learn about kitchen equipments, fuels & safety methods.
- To Learn about Fuel and safety procedure in kitchen.
- Identify and learn about various ingredients used in cooking
- Will be able to learn about different methods used in cooking.

Unit-I (8 hours)

Professional Kitchen & Cooking- Introduction, Definition and its importance, Personal & Kitchen Hygiene, Uniform, Protective clothing, Hierarchy of Kitchen Department, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen and their attributes, Coordination of kitchen with other departments.

Unit-II (7 hours)

Kitchen Equipments- Kitchen Equipments, Classification, Description and Usage, Upkeep and Storage of Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations and Safety Procedures.

Unit III (7 hours)

Fuels & Safety- Fuel –Types, Usage and Precautions, Fire - Introduction, Types and handling fires and usage of extinguishers, Basic First Aid-Burns, Scalds, Cuts.

Unit IV (8 hours)

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 V (8 hours)

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

Text Books:-

- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vole-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- The Arts & Culinary of Science : Negi Singh. V , Notion express press
- Theory of Catering By Kinton & Cessarani
- Theory of Cooking By Singh S K & Chomplay. P
- Theory of Cookery By K Arora, Publisher: Frank Brothers

Reference Books

- Accompaniments & Garnishes from waiter: Communicate: Fuller J. Barrie & Jenkins
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Practical Professional Cookery By Kauffman & Cracknell
- The Professional Chef: LeRol A. Pilsom



Syllabus
Food & Beverage Service Foundation-I (22BHMT102)

L:T:P::4:0:0

Credits-4

Course Objectives:

This course gives reveals how food & beverage service department works in hotel. The basic ideology how food and beverage is being served in the hospitality industry. It also states the hierarchy chart and job Responsibility of each food and beverage service personnel.

Course Outcomes: After completion of the course student will be able to understand:-

- Discuss the concept & classification of different catering establishments
- Learn about F & b hierarchy, duties & responsibilities, coordination of F&B service department with other departments.
- Identify the different food service equipments & fuels
- To Learn about Fuel and safety in F&B service area.
- Will be able to learn about different methods of services in F&B.

Unit-I (8 hours)

Food and Beverage Services:

Introduction, Concept, and Classification of Catering Establishments, their importance, F&B Service Outlets & Familiarization with their Layouts:- Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff (Cafeteria etc).

Unit-2 (8 hours)

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-3 (8 hours)

Food Service Equipments:

Food Service Equipments: Classification, Description, Usage, Upkeep and Storage. Linen used, Food Service Tools: their Usage, Care & Maintenance, their Inventory, Furniture & fixtures used in a restaurant.

Unit-4 (7 hours)

Fuels & Safety:

Fuel Types, Usage and Precautions while Food Service. Fire Safety & Emergency Procedures—Introduction, Types and handling fires and dealing with emergencies.

Unit-5 (9 hours)

Food Service:

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, Emerging trends in Food Services, Food poisoning (type of food poisoning), Cross-contamination, controlling of Bacterial Growth, Food safety activities, Environment concerns.

Text Books:-

- Food & Beverage Service Dennis R. Lillicrap & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management—Brian Varghese
- Food & Beverage Service Training Manual Sudhir Andrews, Tata McGraw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service—Brown, Heppner & Deegan

Reference Books:-

- Menu planning—Jaksakivela, Hospitality Press
- Modern restaurant service—John Fuller, Hutchinson
- Professional food & beverage service management—Brian Varghese



Syllabus
Room Division Foundation-I (22BHMT103)

L:T:P::4:0:0

Credits-4

Course objectives:

The objective of this course is that the student would have a basic idea about the room division of the hotel; students would be able to identify major role and task performed in room division department.

Course outcomes:

After completion of the course student will be able to understand:-

- Discuss the concept of accommodation sector.
- Learn about guest room and specifications.
- Identify the front office role and functions.
- Will be able to learn about personnel in housekeeping department.
- To learn about housekeeping personnel.

Unit-i

(8 hours)

Accommodation sector:

introduction, concept, and its importance; types & classification of hotels on different basis; star categorization, heritage hotels and others, indian 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

(8 hours)

The guest accommodation:

guestrooms, types, layouts, salient features, description, guestroom 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

(8 hours)

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, organization structure of front office, key responsibilities, job descriptions, attributes of front office personnel, uniform and grooming standards.

Unit-4

(8 hours)

Housekeeping department:

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).

Unit-5

(8 hours)

House keeping personnel:

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, interdepartmental coordination with more emphasis on front office and the maintenance department, hygiene and grooming standards of housekeeping personnel.



Text books:-

- Hotel housekeeping–sudhir Andrews publisher: tatamcgra whill.
- Hotel housekeeping operations & management–raghubalan,oxford universitypress.
- Housekeeping and frontoffice–jones
- Frontoffice operation management-s.kbhatnagar,publisher:frankbrothers
- Frontoffice training manual–sudhirandrews.publisher:tatamcgraw hill
- Front office operations– colindix & chrisbaird.
- Managing front office operations by kasavan & brooks

Referencebooks:-

- Hotel hoste land hospital housekeeping–joancbranson & margaret lennox(elbs).
- The professional housekeeper–tuckerschneider,;wileypublications
- Managing frontoffice operations–kasavana & brooks educational institutionahma
- Frontoffice–operations and management–ahmedismail (thomsondelmar).



Syllabus

Tourism Operations (22BHMT104)

L:T:P::2:0:0

Credits-2

Course Objectives:

The objective of this course is that the student would be to have a basic knowledge of tourism Industry.

Course Outcomes: After completion of the course student will be able to understand:-

- Discuss the concept of Tourism
- Learn about Tourism products and resources.
- Identify and learn about Tourism planning and development
- Will be able to learn about Tour Operations.
- To Learn about Guides & Escorts

Unit-I (8 hours)

Concept of Tourism:

Origin and objectives of tourism, Elements of tourism; Scope of tourism; Nature of tourism, Travel motivations, Economic benefit of tourism.

Unit-2 (8 hours)

Tourism products and resources:

Architectural heritage of India, Classical and folk arts of India, Fairs and festivals of India, Natural and other tourism resources.

Unit-3 (8 hours)

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 (8 hours)

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.

Unit-5 (8 hours)

Guides & Escorts:

Their role and function Qualities required being a guide or escorting, Itinerary Planning, Steps to plan a Tour, Transport booking – reservation, Accommodation – Reservation & Food facilities, Local guide /escort, Tour Costing.

Text Books:-

- Tourism and travel management – Bishwa R. Gosh
- Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt.Ltd., New Delhi.
- International Tourism, A.K. Bhatia, Sterling Publishing Pvt.Ltd., New Delhi

Reference Books:-

- Marketing Management, Philip Kotler, Prentice-Hall of India, New Delhi.
- Marketing research – G.C. Beri
- Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co.(P)Ltd, New Delhi.
- Hotel Front Office Management, James A. Bardi, Van Nostrand Reinhold, New York.



Syllabus

Communication Skills (AEC-B101A)

L:T:P:2:0:0

Credits-2

Course Objectives:

The objective of this course is that the student would be to have a basic knowledge of interpersonal and intrapersonal communication skills.

Course Outcomes: After completion of the course student will be able to understand:-

- Discuss the need and purpose of communication.
- Learn about Non-Verbal Communication.
- Identify and learn about Remedial English.
- Learn about Standard Phrases.
- Learn about Industrial Soft Skills.

Unit-I (8 hours)

Language and Communication: Need, purpose, nature, models, process of communication, various factors of Communication, barriers to communication, and overcoming these barriers.

Unit-2 (8 hours)

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 organization and its effects on performance .

Unit-3 (8 hours)

Remedial English: Steps 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 (8 hours)

Standard phrases: Handling enquiries and responding, addressing a group, Qualities of a good speaker, Basic telephone etiquettes.

Unit-5 (8 hours)

Industrial Soft Skills: Personality Development, Calling skills, Electronic Skills, meeting handling skills, Group presentations, Customer handling,

Text Books:-

- Business English. Department of English University of Delhi. Pearson.
- Communication Skills – Sanjay Kumar. Oxford.
- Business Communication. Basic Concepts and Skills. J.P. Parikh. Orient Black Swan
- Communicative English – E. Suresh Kumar. Orient Black Swan.
- Business Communication. Second Edition – Meena Kshi Raman. Oxford.
- Developing Communication skills – Krishna Mohan; Meera Banerji

Reference Books:-

- Communication Skills and Soft Skills – An integrated Approach. E. Suresh Kumar. Pearson.
- Highly Recommended Teacher's Book English for hotel and catering industry. Oxford.
- A course in listening and speaking I & II – V. Saikumar; P. Kiranmai Dutt, Geetha Rajeevan
- The Nonverbal Advantage – Carol Kinsey Goman
- Soft Power: An Introduction to Core and Corporate Soft Skills – Edited Anitha Arunsimha
- How to talk to Anyone, Anytime, Anywhere – Larry King



Syllabus
Bakery Management (AEC-B 101 B)

L:T:P:2:0:0

Credits-2

Course Objectives:

The objective of this course is that the student would be to have a basic knowledge of Bakery.

Course Outcomes: After completion of the course student will be able to understand:-

- Discuss the Sugar work
- Learn about chocolates.
- Identify and learn about frozen and cold dessert
- Will be able to learn about Basic Bread Preparation.
- To Learn about Basic Pastry Preparation

Unit-I (8 hours)

Sugar Works: Basics of sugar: Introduction and types used in Bakery and confectionary, Sugar Preparation- Stages of sugar cooking, Handling of cooked sugar, turning sugar into toffees, candies, praline, jujubes etc. Preparing decorative pieces.

Unit-2 (8 hours)

Chocolate: History, Sources, Manufacture & Processing of Chocolate, Types of chocolate, Tempering of chocolate, Cocoa butter, white chocolate and its applications, History, Sources, Manufacture & Processing of Chocolate.

Unit-3 (8 hours)

Frozen and Cold Desserts: Preparation of Icecreams and its different, preparations: Parfait, Bombe, Sundae Etc. Preparations of Custards, Puddings, Mousse, and Soufflé's.

Unit-4 (8 hours)

Recapitulation of Basic Bread Preparation: Straight dough method, Salt delayed method, ferment and dough method, No-timemethod, Bread faults and remedies, Yeast Production and types of Yeast-Preparation, Fermentation, Separation and Filtration, concentration and Packaging.

Unit-5 (8 hours)

Recapitulation of Basic Pastry Preparation: Pastry-Introduction, types of dough and its Characteristics. Pastries, Uses, faults and remedies of pastry dough and paste, Types of sponges. Cakes – basic mixture for small cakes faults & remedies. Cookies and Biscuits: Types – Short crust methods, dropping methods and Recipes.

Text Books:-

- Iced desserts-Farrow and Lewis
- Theory of Cookery, K. Arora, Frank Brothers
- Professional Baking-Volume 1 Wayne Gisslen•2004
- Theory of Bakery Parvinder S. Bali

Reference Books:-

- Advanced Bread and Pastry Michel Suas•2012
- Bakery Products: Science and Technology Y.H. Hui, Harold Corke, Ingrid DeLeyn•2008



Syllabus

Universal Human Values (VAC-B101A)

L:T:P::2:0:0

Credits-2

Course Objectives:

This course also discusses their role in their family. It, very briefly, touches issues related to their role in the society and the nature, which needs to be discussed at length in one more semester for which the foundation course named as "H-102"

Course Outcomes:

 After completion of the course student will be able to understand:-

- Development of a holistic perspective based on self-exploration about themselves (human being), family, society and nature/existence.
- Understanding (or developing clarity) of the harmony in the human being, family, society and nature/existence
- Strengthening of self-reflection.
- Development of commitment and courage to act.

Unit-I (8 hours)

Introduction to Value Education: Understanding Value Education, Self-exploration as the Process for Value Education, Continuous Happiness and Prosperity – the Basic Human Aspirations, Right Understanding, Relationship and physical Facilities, Happiness and Prosperity – Current Scenario, Method to Fulfill the Basic Human Aspirations.

Unit-2 (8 hours)

Harmony in the Human Being: Understanding Human being as the Co-existence of self ('I') and the Body, Discriminating between the Needs of the Self ('I') and the Body, The Body as an Instrument of 'I', Understanding Harmony in the self ('I'), Harmony of the self ('I') with the Body, Program to Ensure Sanjyam and Swasthya

Unit-3 (8 hours)

Harmony in the Family and Society: Harmony in the Family – the Basic Unit of Human Interaction, Values in Human – to Human Relationships, 'Trust' - the Foundational Value in Relationships, 'Respect' – as the Right Evaluation, Understanding Harmony in the Society, Vision for the Universal Human Order.

Unit-4 (8 hours)

Harmony in the Nature (Existence): Understanding Harmony in the Nature Interconnectedness, Self-regulation and Mutual Fulfillment among the Four Orders of Nature, Realizing Existence as Co-existence at All Levels, The Holistic Perception of Harmony in Existence.

Unit-5 (8 hours)

Implications of the Holistic Understanding – a Look at Professional Ethics: Natural Acceptance of Human Values, Definitiveness of (Ethical) Human Conduct, A Basis for Humanistic Education, Humanistic Constitution and Universal Human Order, Competence in Professional Ethics, Holistic Technologies, Production Systems and Management Models – Strategies for Transition towards Value-based Life and Profession

Text Books:-

- Jeevan Vidya: Ek Parichaya, A Nagaraj, Jeevan Vidya Prakashan, Amarkantak, 1999.
- Human Values, A.N. Tripathi, New Age Intl. Publishers, New Delhi, 2004.
- The Story of Stuff (Book).

Reference Books:-

- The Story of My Experiments with Truth-by Mohandas Karamchand Gandhi
- Economy of Permanence-J CKumarappa
- Bharat Mein Angreji Raj – Pandit Sunderlal



Syllabus
Computer Applications (VAC-B101B)

L:T:P:2:0:0

Credits-2

Course Objectives: The objective of this course is that the student would be to have a basic knowledge of Computer Applications.

Course Outcomes: After completion of the course student will be able to understand:-

- Learn about Introduction to computers.
- Learn about Computer software.
- Identify and learn about Internet services.
- Will be able to learn about Basic Computer application.
- To Learn about Social Media Applications and Hospitality

Unit-I (8 hours)

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

Unit-2 (8 hours)

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-PowerPoint.

Unit-3 (8 hours)

Internet: Introduction to Internet: Definition of networks, concepts of webpage, website and web searching (browsing).

Unit-4 (8 hours)

Applications: Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email.

Unit-5 (8 hours)

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

Text Books:-

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- Computers in Hotels–Concepts & Applications: Partho P Seal Oxford University Press
- Managing Computers in Hospitality Industry–Michael Kesavana & Cahell.

Reference Books:-

- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Date Communications & Computer Network, Thomson Learning, Bombay



Syllabus

Food Production Foundation-I Practical (22BHMP101)

L:T:P::0:0:4

Credits-2

Course Objectives: The course is aimed at building fundamental kitchen skill covering equipment familiarization, hygiene practices, safety practices and various cooking methods through simple menu preparations.

Course Outcomes: After completion of the course student will be able to understand:-

- Recognize commonly used raw material and understand the proper working of equipments and tools.
- Apply possible hygiene practices in the kitchen, keeping in mind environment and society.
- Associate the practices of safety precautions and first aid as are hospitality standards.
- Demonstrate boiling and poaching of different food items, showing a professional approach.
- Judge the degree of frying, steaming, and roasting as specialization to solve complex situations.

Topics:

(40 hours)

- Understanding Personal Hygiene & Kitchen Hygiene
- Cooking in Professional Kitchen—Do's & Don'ts
- Grooming for Professional Kitchen—Do's & Don'ts
- Familiarization with kitchen equipments and tools
- Fuels—Their usage and precautions
- Kitchen First Aid
- Handling Fire
- Familiarization, identification of commonly used ingredients in kitchen
- Cuts of vegetables—Julienne, Jardinière, 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)
- Understanding cooking methods.



Syllabus
Food&BeverageServiceFoundation-I Practical (22BHMP 102)

L:T:P::0:0:4

Credits-2

Course Objectives: This course reveals how food & beverage is served at various outlets of food and beverage departments in the hospitality industry.

Course Outcomes: After completion of the course, students will be able to:

- Understand the classification of beverages and their importance with the standards of serving the same.
- Prepare various menus for different occasions, keeping in mind the standards of menu making.
- Be aware of various meals to be served in a day and be able to make necessary arrangements for each meal type.
- Understand the process of food and beverage control through various forms and formats used in restaurants.
- Coordinate food & beverage with other departments.

Topics: (40 hours)

- Understanding Personal Hygiene & Food Service Hygiene
- Grooming for Professional Food Service – Do's & Don'ts
- Understanding Food Service Outlets
- Familiarization with Food Service Equipment and Tools
- Fuels – Their Usage and Precautions While Dealing with Them in F&B Outlets
- Handling Fire and Emergency Procedures
- Familiarization and Identification of Crockery, Cutlery, Hollowware, Flatware, and Tableware in F&B Outlets
- Understanding Service Methods, Setting Up of Side Station, Table Layouts, Napkin Folding, and Presenting Menus



Syllabus

Room Division Foundation-I Practical (22BHMP103)

L:T:P::0:0:4

Credits-2

Course Objectives: This course reveals the equipment used in Room Division along with essential supplies and grooming standards required in Room Division.

Course Outcomes: After completion of the course, students will be able to:

- Study the layout of different types of guest rooms.
- Analyze different types of manual and mechanical cleaning equipment.
- Describe the storage and maintenance of different cleaning equipment.
- Understand different front office equipment and furniture.
- Fill different types of front office forms and formats.

Topics: (40 hours)

- Understanding Personal Hygiene and Grooming Standards
- Understanding Layouts of Front Office and Housekeeping
- Familiarization with Equipment and Tools
- Room Layout and Standard Supplies (Amenities)
- Preparing Room Amenity Checklist
- Do's and Don'ts for New Entrants/Employees in the Front Office
- Hotel Terminology



Syllabus
Basics of Tourism (Minor101)

L:T:P::3:0:0

Credits-3

Course Objectives: The objective of this course is that the student will have a basic idea about the Tourism Industry; students will be able to identify the importance and correlation of tourism with the hospitality industry.

Course Outcomes: After completion of the course, students will be able to:

- Discuss the concept of Tourism.
- Learn about the History of Tourism.
- Identify the impact of Tourism.
- Learn about Tourism Organizations.
- Learn about Tourism Terminology.

Topics:

Unit-I (8 hours)

Meaning, definition, characteristics, and types of Tourism, components of Tourism, tourism as an industry.

Unit-2 (8 hours)

History of Tourism through ages, linkages of tourism with other subjects like History, Sociology, Geography, Management, and Economics.

Unit-3 (8 hours)

Economic impacts of tourism, socio-cultural impacts of tourism.

Unit-4 (8 hours)

Tourism Organizations: Origin, Organization, and Function of WTO, IATA as International Organizations while TAAI, IATO, and ITDC as Domestic Organizations.

Unit-5 (8 hours)

Explanation of the terms - Tours, Tourist, Visitor, Traveler, Excursionist, Resource, Attraction, WTO classification of tourists and its significance, problems and prospects of tourism.

Text Books:

- Anand, M.M., Tourism and Hotel Industry in India, Prentice Hall, New Delhi, 1976
- Bhatia, A.K., International Tourism, Sterling Publishers, New Delhi
- Bhatia, A.K., Tourism Development: Principles, Practices, and Philosophies, Sterling Publishers, New Delhi
- Robinson, H.A., Geography of Tourism, McDonald and Evans, London, 1976



Reference Books:

- McIntosh, Robert, W. Goldner, Charles, Tourism: Principles, Practices and Philosophies, John Wiley and Sons Inc., New York, 1990 (9th edition)
- Mill, Robert Christie and Alastair M. Morrison, The Tourism System, Englewood Cliffs, N.J., Prentice Hall, 1985
- Negi, J.M.S., Tourism and Travel: Concepts and Principles, Gitanjali Publishing House, New Delhi, 1990



Syllabus
General Proficiency (GPB01)

Awards of General Proficiency Marks:

Distribution of marks for General proficiency (non-credit) remarks will be based on the cumulative percentage of marks scored by student during each semester through various components as detailed below. Detailed distribution for award of marks in each component and/or their weightage may be as prescribed by the university from time to time.

S. No	Assessment	Weightage of marks
1	Discipline/Behaviour of students inside/outside of institute/university campus (To be awarded by Proctor of institute/Registrar of university)	40%
2	Games/Sports/Cultural/Literary events (To be awarded by respective officer in-charge)	40%
3	Academic & research/Special lecture/Extracurricular events & industrial visits (To be awarded by concerned Head of Department)	20%



Syllabus
Food Production Foundation-II (22BHMT201)

L:T:P::4:0: 0

Credits-4

Course Objectives:

The objective of this course is for students to have a basic idea about the Food Production department of the hotel. Students will be able to identify the major role played by the Kitchen Department and how it plays a very vital role in customer satisfaction.

Course Outcomes:

After completion of the course, students will be able to understand:

- Discuss the concept of stocks, soups, and sauces.
- Learn about eggs and their classification.
- Learn about poultry and game.
- Identify and learn about fishes used in cooking.
- Learn about different salads and sandwiches.

Syllabus:

UNIT-I (8 hours)

Stocks, Sauces & Soups:

- Stocks: Introduction, Classification, Usage, Preparation
- Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, Proprietary sauces, Making of good sauce, Emerging trends
- Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, Trends in soup presentation

UNIT-II (8 hours)

Eggs:

- Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage, and preparation of breakfast dishes with eggs

UNIT-III (8 hours)

Poultry and Meat:

- Introduction, Classification, Selection Criteria, 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-IV (8 hours)

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 seafood



UNIT-V (8 hours)

Salads & Sandwiches:

- Salads: Introduction, Compositions, Types, Dressings, Emerging trends
- Sandwiches: Introduction, Compositions, Types, Dressings, Emerging trends

Text Books:

- Accompaniments & Garnishes from Waiter; Communicate: Fuller J. Barrie & Jenkins
- Theory of Cookery by K. Arora, Publisher: Frank Brothers
- Food Production Operations: Parvinder S. Bali, Oxford University Press
- The Arts & Culinary of Science : Negi Singh.V , Notion express press
- Modern Cookery (Vol-I) by Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery by Kinton & Cessarani
- Practical Professional Cookery by Kauffman & Cracknell

Reference Books:

- Professional Cooking by Wayne Gislen, Publisher: Le Cordon Bleu
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering by Kinton & Cessarani
- Theory of Cooking by Pranshu & Singh S.K.



Syllabus
Food & Beverage Service Foundation-II (22BHMT202)

L:T:P::4:0:0

Credits-4

Course Objectives:

The objective of this course is for students to have an idea about the Food & Beverage department of the hotel. Students will be able to identify the major role played by the department in various operations.

Course Outcomes:

After completion of the course, students will be able to:

- Learn about different non-alcoholic preparations.
- Learn about different types of meals served in the restaurant.
- Learn about the menu and menu planning.
- Learn about in-room dining.
- Learn about different billing methods and order taking.

Syllabus:

UNIT-I (8 hours)

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-II (8 hours)

Types of Meals:

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 serving Breakfast, emerging trends in Breakfast Services, and salient features.
Brunch, Lunch, Hi-Tea, Dinner, Supper, Elevenses, and others.
Table Cheese: Types, storage, and their services.

UNIT-III (8 hours)

Types of Menu:

Introduction, Concept, Types, Salient Features, Menu Designs, French Classical Courses.
Cover and Accompaniments for Dishes.
French and culinary terms.

UNIT-IV (8 hours)

Room Service / In-Room Dining:

Introduction, Concept of Room Service / In-Room Dining, Salient Features.
Understanding Guest Expectations in Room Service, Room Service Equipment, 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 – Haves and Have-nots.

UNIT-V (8 hours)

Order Taking & Billing Methods:



Introduction, Checking system in food operations, Methods of taking food and beverage orders in various outlets.

Computerized order taking.

Text Books:

- Food & Beverage Service – Dennis R. Lillicrap & John A. Cousins. Publisher: ELBS
- Food & Beverage Service – Sudhir Andrews, Tata McGraw Hill
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F&B Service - Brown, Heppner & Deegan

Reference Books:

- Modern Restaurant Service - John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)



Syllabus

Room Division Foundation-II (22BHMT203)

L:T:P::4:0:0

Credits-4

Course Objectives:

The objective of this course is for students to learn about housekeeping procedures in the hotel, cleaning sciences applied in the department, basic front office operations, reservations, and guest room servicing.

Course Outcomes:

After completion of the course, students will be able to:

- Learn about different cleaning agents and their applications.
- Learn about different types of cleaning procedures.
- Learn about front office operations.
- Learn about reservation procedures.
- Learn about guest room servicing.

Syllabus:

UNIT-I (8 hours)

Cleaning Science:

Cleaning Agents: Characteristics of a good cleaning agent, pH scale, types of cleaning agents, 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-II (8 hours)

Housekeeping Procedures:

Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Day's Work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores.

Housekeeping Control Desk: Importance, Role, Coordination, checklist, key control, handling lost and found, forms, and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of the control desk.

UNIT-III (8 hours)

Basic Front Office Operations:

Front desk operations & functions, Equipment 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 Equipment, rooms and plans, Introduction to the guest cycle.

UNIT-IV (8 hours)

Reservation:

Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups, and baggage handling.

UNIT-V (8 hours)

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.

Text Books:

- Hotel, Hostel and Hospital Housekeeping – Joan C. Branson & Margaret Lennox (ELBS).
- Hotel Housekeeping – Sudhir Andrews, Publisher: Tata McGraw Hill.
- Front Office Training Manual – Sudhir Andrews, Publisher: Tata McGraw Hill.
- Front Office – Operations and Management – Ahmed Ismail (Thomson Delmar).
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

Reference Books:

- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Security Operations – Robert McCrie, Publisher: Butterworth–Heinemann
- Managing Computers in the Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operation Management – S.K. Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations – Kasavan & Brooks



Syllabus

Environmental Studies (22BHMT204)

L:T:P::2:0:0

Credits-2

Course Objectives:

The objective of this course is for students to learn about housekeeping procedures in the hotel, cleaning sciences applied in the department, basic front office operations, reservations, and guest room servicing.

Course Outcomes:

After completion of the course, students will be able to understand:

- Introduction to environmental studies.
- Ecosystem.
- Natural Resources.
- Biodiversity and conservation.
- Environmental pollution.

Syllabus:

UNIT-I (8 hours)

Introduction to Environmental Studies:

Multi-disciplinary nature of environmental studies; Scope and importance; concept of sustainability and sustainable development.

UNIT-II (8 hours)

Ecosystem:

What is an ecosystem, Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs, and ecological succession. Case studies of the following ecosystems: Forest ecosystem, Grassland ecosystem, Desert ecosystem, Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries).

UNIT-III (8 hours)

Natural Resources:

Renewable and Non-renewable resources: Land resources and land use change; Land degradation, soil erosion, and desertification. Deforestation: Causes and impacts due to mining, dam building on environment, forests, over water (international & inter-state). Energy resources: Renewable and nonrenewable energy sources, use of alternate energy sources, growing energy needs, case studies.

UNIT-IV (8 hours)

Biodiversity and Conservation:

Levels of biological diversity: genetic, species, and ecosystem diversity; Bio-geographic Zones of India; Biodiversity patterns and global biodiversity hotspots. India as a mega-biodiversity nation; Endangered and endemic species of India. Threats to biodiversity: Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions; conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity. Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic, and informational value.

UNIT-V (8 hours)

Environmental Pollution:

Environmental pollution: types, causes, effects, and controls; Air, water, soil, and noise pollution. Nuclear hazards and human health risks. Solid waste management: control measures of urban and industrial waste. Pollution case studies.



Text Books:

- “Environmental Studies” - Erach Barucha
- “Objective of Environmental Sciences” – B.B. Singh
- “Fundamental Concepts in Environmental Studies” - D.D. Mishra

Reference Books:

- Advances in Environmental Science & Technology - R.K. Trivedi
- Environmental Science - Y.K. Singh
- Environmental Science - G. Tyler Miller



Syllabus
Food Processing (AEC-B201A)

L:T:P:2:0:0

Credits-2

Course Objectives:

The objective of this course is that the student would be able to learn about the basics of Food Processing in the hotel.

Course Outcomes:

After completion of the course, students will be able to understand:

- Learn about Food processing and preservation principles.
- Learn about Food Drying/Dehydration.
- To learn about Packaging.
- To learn about Food Concentration.
- Will be able to learn about Membrane Processing.

Syllabus:

UNIT-I (8 hours)

Food Processing and Preservation Principles:

Method of preservation: Pasteurization (definition, time-temperature combination and equipment), sterilization (definition, time-temperature combination and equipment), blanching (definition, time-temperature combination and equipment, adequacy in blanching), canning (definition, time-temperature combination and equipment).

UNIT-II (8 hours)

Food Drying/Dehydration:

Definition, free and bound moisture, concept of water activity, factors affecting drying, Drying curve (constant rate period and falling rate period), moisture content (wet basis and dry basis), equilibrium moisture content, Drying methods and equipment: sun/solar drying, Cabinet drying, tunnel dryer, spray dryer, freeze dryer, fluidized bed dryer. Nutritional, physico-chemical changes during drying.

UNIT-III (8 hours)

Packaging:

Introduction, Metal Containers, Glass Containers, Rigid Plastic Containers, Reportable Pouches.

UNIT-IV (8 hours)

Food Concentration:

Evaporation - Definition, types of evaporators (single effect, double effect, and multiple effect evaporator); Freeze concentration - General principles and applications, basic elements, ice crystal nucleation, growth and crystallization, separation techniques (filtration and wash column).

UNIT-V (8 hours)

Membrane Processing:

General principles and advantages, dead-end and cross flow. Classification of membrane systems: Reverse Osmosis, Nano Filtration, Ultra Filtration, Micro Filtration, Electrodialysis, and Pervaporation; Membrane technology comparison chart, Membrane application in the food industries; Membrane performance, and limitations of membrane processes.

Text Books:



- Food Processing: Principles and Applications by Ramaswamy H. & Marcotte M. Taylor & Francis.
- Food Science by Norman N Potter and Joseph H. Hotchkiss, CBS Publishers and Distributors.

Reference Books:

- Novel Food Processing Technologies by Barbosa-Canovas, Tapia & Cano CRC Press, 2004.



Syllabus
Foreign language (French)
(AEC-B201B)

L:T:P::2:0:0

Credits-2

Course Objectives:

The objective of this course is for students to learn the basics of the French language, particularly in the context of the hotel industry.

Course Outcomes:

After completion of the course, students will be able to:

- Learn about the basic pronunciation of French.
- Learn about weights and measures in French.
- Learn to give a self-introduction in French.
- Learn the names of countries and their nationalities.
- Learn vocabulary for describing family.

Syllabus:

UNIT-I (8 hours)

Pronunciation:

The Alphabet - the Accents; 'Formules de politesse'; The numbers: Cardinal, Ordinal; Time (24-hour clock).

UNIT-II (8 hours)

Weights & Measures:

The subjective pronouns; Auxiliary verbs: être and avoir.

UNIT-III (8 hours)

Self-Introduction:

Presenting and introducing another person; Names of vegetables and fruits; Conjugation of the first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles.

UNIT-IV (8 hours)

Names of Countries and Their Nationalities:

Conjugation of the second group of verbs; Adjectives of place; Prepositions of place; Describing a place (your city/tourist place).

UNIT-V (8 hours)

Vocabulary Describing Family:

Describe your family; Names of dairy products and cereals; Negation; Conjugation of irregular verbs: venir, aller; Demonstrative adjectives; Simple translation.

Oral:

- Counting numbers, months, days of the week, seasons, colors.
- Basic introduction.
- Understanding questions.
- Basic conversation.
- Food & beverage terms in French.

Text Books:



- Larousse Compact Dictionary: French-English/English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez-vous" level débutant

Reference Books:

- Parlez à l'hôtel by A. Talukdar
- Cours de Langue et de Civilisation Françaises - G. Mauger
- French for Hotel and Tourism Industry by S. Bhattacharya



Syllabus
Universal Human Value-II (VAC-B201A)

L:T:P:2:0:0

Credits-2

Course Objectives:

The objective of this course is for students to learn about the basics of human values, particularly in the context of the hotel industry.

Course Outcomes:

After completion of the course, students will be able to understand:

- Basic human aspirations and their fulfillment through right understanding and resolution.
- The role of self in human existence and its activities.
- The interconnectedness of human beings with nature and existence.
- The principles of human conduct and holistic living.
- The application of these principles in the hotel industry.

Syllabus:

UNIT-I (8 hours)

Introduction:

Basic human aspiration and its fulfillment through an all-encompassing resolution. The basic human aspirations and their fulfillment through right understanding and resolution. Right understanding and resolution as the activities of the self, with the self being central to human existence. All-encompassing resolution for a human being, including details and solutions to problems in light of resolution.

UNIT-II (8 hours)

Right Understanding (Knowing):

The domain of right understanding, starting from understanding the human being (the knower, the experience, and the doer) and extending to understanding nature/existence – its interconnectedness and co-existence. Understanding the role of human beings in existence and human conduct.

UNIT-III (8 hours)

Understanding Human Being:

Comprehensive understanding of the human being as the first step and core theme of this course. The human being as a co-existence of the self and the body. Activities and potentialities of the self. Basis for harmony or contradiction within the self.

UNIT-IV (8 hours)

Understanding Nature and Existence:

A comprehensive understanding of existence, including nature. The need and process of inner evolution through self-exploration, self-awareness, and self-evaluation. Awakening to the activities of the self: realization, understanding, and contemplation. Realization of co-existence, understanding harmony in nature, and contemplation of human participation in this harmony/ order leading to comprehensive knowledge about existence.

UNIT-V (8 hours)

Understanding Human Conduct:

All-encompassing resolution and holistic way of living. Understanding human conduct and the different aspects of all-encompassing resolution (understanding, wisdom, science, etc.). Holistic way of living for human beings with all-encompassing resolution, covering all four dimensions of human



endeavor: realization, thought, behavior, and work (participation in the larger order), leading to harmony at all levels from self to nature and the entire existence.

Text Books:

- Jeevan Vidya: Ek Parichaya by A. Nagaraj, Jeevan Vidya Prakashan, Amarkantak, 1999.
- Human Values by A. N. Tripathi, New Age Intl. Publishers, New Delhi, 2004.
- The Story of Stuff (Book).

Reference Books:

- The Story of My Experiments with Truth by Mohandas Karamchand Gandhi
- Economy of Permanence by J. C. Kumarappa
- Bharat Mein Angreji Raj by Pandit Sunderlal
- Rediscovering India by Dharampal



Syllabus
HACCP (VAC-B201B)

L:T:P::2:0:0

Credits-2

Course Objectives:

The objective of this course is for students to learn about HACCP (Hazard Analysis and Critical Control Points) and its importance, particularly in the hospitality industry.

Course Outcomes:

After completion of the course, students will be able to understand:

- Types of hazards.
- HACCP principles.
- Basics of developing a HACCP plan.
- Common prerequisite programs in HACCP.
- Types of records and benefits of HACCP.

Syllabus:

UNIT-I (8 hours)

Types of Hazards:

Microbiological, chemical, physical, allergens.

UNIT-II (8 hours)

Principles of HACCP:

- Conduct a hazard analysis.
- Determine critical control points.
- Establish critical limits.
- Establish monitoring procedures.
- Establish corrective actions.
- Establish verification procedures.
- Establish record-keeping and documentation procedures.

UNIT-III (8 hours)

Development of HACCP Plan:

- Assemble the HACCP team.
- Describe the food and its distribution.
- Describe its intended use and consumers.
- Develop a flow diagram explaining the process.
- Verify the flow diagram.
- Start analysis.

UNIT-IV (8 hours)

Common Pre-requisite Programs:

- Facilities.
- Supplier control.
- Specifications.
- Production equipment.
- Cleaning and sanitation.



- Personal hygiene.
- Training.
- Chemical control.
- Receiving, storage, shipping.
- Traceability and recall.
- Pest control.
- Quality assurance procedures.
- Standard operating procedures.

UNIT-V (8 hours)

Benefits of HACCP and Types of Records:

- Business money-saving in the long term.
- Increased food safety standards.
- Compliance with the law.
- Increased food quality standards.
- Organized process for safe food production.
- Organized staff, greater teamwork and efficiency.
- Temperature charts/logs.
- Storage logs.
- Cleaning schedules.
- Employee qualifications.

Text Books:

- The HACCP Food Safety: Training Manual by John Wiley & Sons (17 October 2006).
- HACCP: Principles and Applications by Springer (2nd edition, 31 December 1995).
- The art & Science culinary :- Dr Vinod .S.Negi- Notion Express, Press

Reference Books:

- Encyclopedia of Food Safety edited by Yasmine Motarjemi.
- Encyclopedia of Food Microbiology by Carl A. Batt, Pradip Patel, Richard K. Robinson.



Syllabus

Food Production Foundation–II Practical (22BHMP201)

L:T:P::0:0:4

Credits-2

Course Objectives:

The course is aimed at building fundamental kitchen skills, covering equipment familiarization, hygiene practices, safety practices, and various cooking methods through simple menu preparations.

Course Outcomes:

After completion of the course, students will be able to:

- Recognize commonly used raw materials and understand their proper usage.
- Apply best possible hygiene practices in the kitchen, considering the environment and society.
- Learn how to prepare soups, sauces, and stocks.
- Identify poultry cuts and preparations.

Syllabus:

- 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).
- Understanding eggs and their simple breakfast preparations; preparation of hard & soft boiled eggs, fried eggs, poached eggs, scrambled eggs, omelets (plain, Spanish, stuffed).
- Familiarization with poultry, meats, and fishes—simple cuts and cooking.
- Cooking vegetables—their usage and cooking precautions.
- Simple vegetable and meat cookery.
- Identification of types of rice varieties and pulses, simple preparation of boiled rice (draining & absorption method).
- Fried rice, simple daal preparation, wheat products like making chapattis, parathas, phulkas, kulchas, and puris.
- Simple breakfast preparations: preparation of puri/bhaji, aloo parathas, chola bhatura, continental breakfast.
- Preparation of salads and sandwiches.



Syllabus

Food&BeverageFoundation–II Practical(22BHMP202)

L:T:P::0:0:4

Credits-2

Course Objectives:

The course is aimed at building confidence through imparting basic knowledge of non-alcoholic beverages, menu presentation for different breakfasts served in hotels, and mocktail preparations.

Course Outcomes:

After completion of the course, students will be able to:

- Recognize commonly used raw materials and understand the proper working of equipment and tools.
- Learn how to prepare different non-alcoholic beverages.
- Understand different types of breakfasts served in restaurants.
- Learn different types of food services done in restaurants.

Syllabus:

- Understanding non-alcoholic beverages, types, and service techniques.
- Guest interactions while on food service—do's and don'ts.
- Understanding mocktails, their presentation and services (at least ten types of mocktails).
- Breakfast services: types, breakfast layouts, menu knowledge, table services, clearance & acknowledging guests.
- Familiarization with food service in restaurants (receiving guests, table layouts, complimenting them, presentation of bills, dealing with in-house/residential guests), presenting menus, precautions while dealing with guests.
- Services of soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders, and others).



Syllabus

Room Division Foundation–II Practical (22BHMP203)

L:T:P::0:0:4

Credits-2

Course Objectives:

The course is aimed at imparting knowledge to students regarding the working of the housekeeping department through knowledge of chemical agents used in cleaning different surfaces, briefing procedures, and check-in & check-out procedures.

Course Outcomes:

After completion of the course, students will be able to:

- Recognize commonly used agents for cleaning different surfaces.
- Learn check-in and check-out procedures.
- Handle telephones in the department.
- Identify different types of guest supplies and amenities.
- Role-play different guest situations.

Syllabus:

- Identification and familiarization with cleaning equipment and agents.
- Cleaning of different surfaces (e.g., windows, tabletops, picture frames, under beds, carpets, metal surfaces, tiles, marble, and granite tops).
- Understanding basic housekeeping procedures like briefing, debriefing, dealing with lost & found, key control, forms & registers at the control desk of housekeeping.
- Identification and familiarization with front desk equipment and performas.
- Skills to handle front desk operations (e.g., guest reservations, guest arrival (FIT and groups), including baggage handling).
- Skills to handle telephones at the reception (receive/record messages).
- Skills to handle guest departure (FITs and groups).
- Preparation and study of countries, capitals, currencies, airlines, and flags chart.
- Role-play:
 - At the porch: Guest driving in, doorman opening the door and saluting guest; calling bellboy.
 - At the front desk: Guest arriving, greeting & offering welcome drink, and guest interactions.
 - Servicing of guest rooms, placing/replacing guest supplies and soiled linen.



Syllabus
Uttarakhand Tourism (Minor201)

L:T:P::3:0:0

Credits-3

Course Objectives:

The objective of this course is to give students a basic understanding of the tourism industry and help them identify the importance and correlation of tourism with the hospitality industry.

Course Outcomes:

After completion of the course, students will be able to:

- Discuss the concept of the geography of tourism.
- Understand the importance of the geography of tourism.
- Identify Indian geography related to tourism.
- Learn about tourism models.
- Understand the political and physical features of tourism geography.

Syllabus:

UNIT-I (8 hours)

Tourism Product of Uttarakhand:

Mountains, rivers, famous tourist destinations.

UNIT-II (8 hours)

Tourism Product Religious:

Char Dham, temples, gurudwaras, churches, mosques.

UNIT-III (8 hours)

Luxury Hotels in Uttarakhand:

Taj Rishikesh, JW Marriott, Jaypee Hotel, Taj Corbett, Hyatt, Ananda in the Himalayas.

UNIT-IV (8 hours)

Uttarakhand Simply Heaven:

Natural resources, man-made resources, sanctuaries, parks.

UNIT-V (8 hours)

Hospitality & Tourism Organization in Uttarakhand:

GMVN, KMVN, hospitality tourism organizations like IHM, State IHM/Universities, colleges with courses, brief note on notable persons in the field of hospitality & tourism.

Text Books:

- Anand, M.M., *Tourism and Hotel Industry in India*, Prentice Hall, New Delhi, 1976.
- Bhatia, A.K., *International Tourism*, Sterling Publishers, New Delhi.
- Bhatia, A.K., *Tourism Development: Principles, Practices and Philosophies*, Sterling Publishers, New Delhi.
- Robinson, H.A., *Geography of Tourism*, McDonald and Evans, London, 1976.

Reference Books:



- McIntosh, Robert, W., Goldner, Charles, *Tourism: Principles, Practices, and Philosophies*, John Wiley and Sons Inc., New York, 1990 (9th edition).
- Mill, Robert Christie and Alastair M. Morrison, *The Tourism System*, Englewood Cliffs, N.J., Prentice Hall, 1985.
- Negi, J.M.S., *Tourism and Travel: Concepts and Principles*, Gitanjali Publishing House, New Delhi, 1990.



**Syllabus
General Proficiency (GPB02)**

Awards of General Proficiency Marks:

Distribution of marks for General proficiency (non-credit) remarks will be based on the cumulative percent age of marks scored by student during each semester through various components as detailed below. Detailed distribution for award of marks in each component and/or their weightage may be as prescribed by the university from time to time.

S. No	Assessment	Weightage of marks
1	Discipline/Behaviour of students inside/outside of institute/university campus (To be awarded by Proctor of institute/Registrar of university)	40%
2	Games/Sports/Cultural/Literary events (To be awarded by respective officer in-charge)	40%
3	Academic & research/Special lecture/Extracurricular events & industrial visits (To be awarded by concerned Head of Department)	20%



Introduction to Indian Cuisine (22BHMT301)

L:T:P:4:0:0

Credits-4

Course Objectives:

The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Kitchen operations as Prior Learning. The students undertaking this course should be able to understand following:

- Role of Indian spices and condiments,
- Fundamentals of Regional cuisines & Basic Indian gravies
- Tandoor handling and preparations
- Regional popular dishes
- Indian Starters & Sweets
- Recipe conversion, portion control
- Process of Indenting & bulk cooking

Course Outcomes:

The students after having studied the course should be able to perform and acquaint the following:

- Cook dishes using traditional Indian cooking methods,
- Handle Tandoor preparation and cooking,
- Prepare Popular regional dishes
- Preparing Indian Starters and sweets
- Prepare indent and recipe conversion
- Bulk cooking operations.

Syllabus:

UNIT-I

(8hours)

Indian Cuisine: Introduction & Identification of various varieties of rice, cereals and pulses, Blending of spices and concept of masalas, Different masalas used in Indian cookery, Dry & Wet masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masala blend, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names) Introduction, Concept & importance of curries and gravies, Types of Indian Curries and its combination.

UNIT-II

(8hours)

Indian Regional Cooking: Brief study of following regional Cuisines - Northern Indian, Southern Indian, Eastern Indian, Western Indian - Understanding Dietary habits, role of staple food, traditional ingredients cooking methods, popular dishes and tools used. Discuss Regional Breads.

Note: Special emphasis on famous cuisines.

UNIT-III

(8hours)

Tandoor: Understanding concept of Tandoor, Tandoor Seasoning, tools used in tandoor, Marinades used in tandoor cooking, Tandoori Breads and other preparations.

UNIT-IV

(8hours)

Indian Starters and sweets – Introduction, types, recipes and preparation methods (Regionwise).

UNIT-V

(8hours)



Quantity Food Production:

Standard recipe, Portion size, Recipe conversion, principles of indenting, planning bulk menus, Different types of catering, Banquet production planning, Bulk portioning and portion control, holding, storage problems, adjustments, Transporting food, Planning ODC, checklist for ODC, Heat and cold generating equipment, Care and maintenance of these equipments, Modern developments in equipments manufacture.

Suggested Reading:

Text Book

- Art of Indian Cookery, Rocky Mohan, Roli
- Prasad-Cooking with Masters, J. Inder Singh Kalra, Allied
- Tandoor–Chef Ranjit Rai
- Theory of Cookery, Dr. S.K. Singh & Pranshu
- A Taste of India, Madhur Jaffrey, Pavilion
- Flavours & Art of Indian Regional Cuisine- Dr V.S. Negi, Notion Express Press
- Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K. Saxena, Harper Collins
- Zaika, Sonya Atal Sapru, Harper Collins

Reference Books

- Punjabi Cuisine, Premjit Gill
- Hyderabadi Cuisine, Pratibha Karan, Harper Collins
- Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman
- Professional cookery, Bali



Syllabus

Food & Beverage service operation-I (22BHMT302)

L:T:P:4:0:0

Credits-4

Course Objectives:

The teachers delivering lectures and demonstrations in this course should understand that students have a basic knowledge of food and beverage service operations with respect to F&B operations.

Course Outcomes:

Students undertaking this course should be able to understand the following:

- Classification and knowledge of alcoholic beverages.
- Knowledge of wines.
- Knowledge of beer, aperitifs, vermouths, and tobacco.

Unit-I (8 hours)

Introduction to Alcoholic Beverages: Meaning, procedure, classification, properties, and examples.

Unit-2 (8 hours)

Beers: Introduction, history, production, types and brands, Indian and international. Care and storage. Services, bottled, canned, and draft beers. Concept of microbreweries and crafted beers (case studies).

Unit-3 (8 hours)

Introduction to Wines: Introduction, history, and classification. Types and composition of grapes. Vinification (red, white, rosé, and sparkling wine) and factors affecting the quality of wine. Fortified and aromatized wines. Wine faults, service of different wines, wine glassware, storage of wines. Cellar management and wine terminology.

Unit-4 (8 hours)

Aperitifs: Definition and introduction. Detailed study of wine and spirit-based aperitifs.

Unit-5 (8 hours)

Fermented & Brewed Beverages: Sake, cider, perry, alcohol-free wines. Fortified and aromatized wines.

Text Books:

- *Food & Beverage Service* – Dennis R. Lillicrap & John A. Cousins, ELBS.
- *Food & Beverage Service* – R. Singravalam, Oxford.
- *Food & Beverage Service Management* – Brian Varghese.
- *Food & Beverage Service Training Manual* – Sudhir Andrews.

Reference Books:

- *Food & Beverage Service* – Tata McGraw Hill.
- *Introduction to F&B Service* – Brown, Heppner & Deegan.
- *Modern Restaurant Service* – John Fuller, Hutchinson.
- *Professional Food & Beverage Service Management* – Brian Varghese.
- *The Restaurant (From Concept to Operation)*.
- *The Waiter Handbook* – Graham Brown, Global Books & Subscription Services, New Delhi.
- *Wine Encyclopaedia*.



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Syllabus
Front Office Operation-I (22BHMT303)

L:T:P::4:0:0

Credits-4

Course Objectives:

The teachers delivering lectures and demonstrations in this course should understand that students have a basic knowledge of Front Office operations in respect to room selling or service selling.

Course Outcomes:

Students undertaking this course should be able to understand the following:

- The basics of room tariff, the different types of plans, and handling documentation at Front Office.
- The importance of OTA (Online Travel Agencies) in the hotel business.
- Knowledge of the complete guest check-in procedure for different guests.
- The importance and steps involved in the registration process.
- Bell desk and concierge operations.

Unit-I (8 hours)

Room Tariff: Basis of room tariff, tariff fixation/calculating room tariff. Types of room tariff: Rack rate, discounted rates, company volume guaranteed rate. Types of meal plans used in the hotel industry. Forms & formats: Tariff card, brochure.

Unit-2 (8 hours)

Modern Reservation Practices: Digitalization of reservation and cancellation. Modern channels and systems. Package plans of hotel room booking with airlines, cruise liners, railway networks. Last minute booking & last-minute cancellation through OTAs. Redeem reward points (airline tickets, OTA site bookings) on hotel stays.

Unit-3 (8 hours)

Detailed Study of Indian OTAs: MakeMyTrip, Yatra, Goibibo, etc.

Detailed Study of International OTAs: Expedia, Priceline.com, Booking.com, Agoda, etc.

Meta-Search Hotel Websites: Google Hotel Ads, TripAdvisor, Kayak, Trivago, and other app-based platforms.

Unit-4 (8 hours)

Modern Practices for Guest Check-In: Pre-arrival, arrival, and stay. Check-in procedures in different situations like: guest having a confirmed reservation, walk-in guest, group/crew, scanty baggage guest, international travelers. Forms & formats, digital check-in (hotel website, hotel's mobile apps, social media). Introduction to the registration, steps of registration with or without reservation, pre-registration activities, processing VIP, foreigner, and group registrations.

Unit-5 (8 hours)

Concierge Operations: Introduction to the bell desk, equipment used in the bell desk, functions of the bell desk. Luggage handling, paging, change of room, etc. Functions of concierge, forms & formats.

Text Books:

- *Check-In Check-Out: Managing Hotel Operations* – Gary K. Vallen, Pearson Education India.
- *Managing Front Office Operations* – Kasavana & Brooks, 7th Edition & 10th Edition, Educational Institution AHMA.



- *Hotel Front Office Training Manual* – Suvradeep Gauranga Ghosh.
- *Hotel Front Office Management* – James Bardi.

Reference Books:

- *Hotel Front Office: Operations and Management* – Tewari, Jatashankar R., Oxford University Press.
- *Front Office Training Manual* – Sudhir Andrews, Tata McGraw Hill.
- *Front Office Operation Management* – S.K. Bhatnagar, Frank Brothers.
- *Front Office & Administration* – Dennis Foster.
- *Front Office Procedures & Management* – Peter Abbot.



Syllabus
Accommodation Operation-I (22BHMT304)

L:T: P:4:0:0

Credits-4

Course Objectives:

The teachers delivering lectures and demonstrations in this course should understand that students have a basic knowledge of hotel operations in respect to the accommodation operation area.

Course Outcomes:

Students undertaking this course should be able to understand the following:

- Basics of fiber and fabrics.
- Role and layout of a linen room along with its basic functions.
- Layout and importance of the uniform room and the uniform exchange process.
- Different types of laundry and wash cycles.
- Understanding housekeeping systems and procedures.
- Various housekeeping operations in institutions.

Unit-I (8 hours)

Fibers: Types, classification, weft, warp, selvages, types of weaves, quality of textile fibers, characteristics, and uses of fabrics.

Unit-2 (8 hours)

Linen Room and Uniform Management: Activities, layout of uniform and linen room, equipment used, selection criteria for linen purchasing, calculating linen requirements, linen control measures, inventory handling and discard management. Advantages of providing uniforms, types of uniforms, protective clothing purposes and selection, issue and exchange procedures of linen and uniform, activities of the sewing room and equipment used.

Unit-3 (8 hours)

Laundry: On-premises laundry and contract laundry, layout and machinery, laundry aids and their handling, flow process of hotel laundry, steps of wash cycle, dry cleaning, types of stains and stain removal. Valet service.

Unit-4 (8 hours)

System and Procedures of Housekeeping Department: Inventory levels, area inventory list, types of schedules, stock records, issues and controls. SOPs, job allocation and work schedule, calculating staff, preparing duty roster. Teamwork and leadership, training, performance standards and productivity standards, time and motion study.

Unit-5 (8 hours)

Housekeeping in Institutions and Facilities Other Than Hotels: Hospitals, malls, multiplexes, apartments, and airlines.

Text Books:

- *Hotel Housekeeping Training Manual* – Sudhir Andrews
- *Housekeeping Operation & Management* – Malini Singh
- *Hotel Housekeeping Operations & Management* – G. Raghubalan

Reference Books:

- *Hotel Housekeeping Management & Operations* – Sudhir Andrews



Syllabus
Facility Planning (AEC-B301A)

L:T:P:2:0:0

Credits-2

Course Objectives:

The teachers delivering lectures in this course should understand that students have a basic knowledge of facility planning and optimizing the use of resources. The students undertaking this course should be able to understand the following:

- Role of facility planning in hotel operations
- Importance of maintenance
- Layout and planning of parking
- Layout of the commercial kitchen
- Prevention of hazards

Course Outcomes:

The students, after having studied the course, should be able to:

- Prepare a facility plan for the hospitality sector
- Plan effective maintenance of operational areas
- Manage parking areas
- Handle hazards

Syllabus:

UNIT-I (4 hours)

Facility Planning: Definition, planning considerations, carpet area, plinth area

UNIT-II (6 hours)

Hotel Design: Role of designer, design considerations, attractive appearance, efficient plan, good location, suitable material, good workmanship, sound financing, competent management, planning for disabled (guestrooms, washrooms, & other public areas)

UNIT-III (5 hours)

Kitchen Layout & Design: Principles of kitchen layout and design, areas of the various kitchens with recommended dimensions, factors that affect kitchen design, placement of equipment, space allocation, layout of the commercial kitchen (types, drawing a layout of a commercial kitchen)

UNIT-IV (5 hours)

Car Parking: Types of parking (above grade, below grade, on grade, composite), factors of planning, layout, multi-storey parking, underground parking, parking management, calculating the car park area, car parking for physically disabled, accessibility requirements for parking areas, valet parking

UNIT-V (5 hours)

Stores – Layout and Design: Features of stores, site location and store design principles, stores layout and planning (dry, cold, and bar), various store equipment, workflow in stores

Textbooks:

- *Hospitality Facility Management* – David M. Stipanuk
- *How Things Work* – The Universal Encyclopedia of Machines, Vol-1 & 2
- *The Management of Maintenance & Engineering Systems in Hospitality Industry* – Frank D. Boresenik



Reference Books:

- *Building Construction* – Sushil Kumar
- *The Complete Guide to DIY and Home Maintenance* – Mike Lawrence



Syllabus

Hotel Accounting (AEC-B301B)

L:T:P: 2:0:0

Credits-2

Course Objectives:

The teachers delivering lectures and demonstrations in this course should understand that accounting is a very important method to record business transactions and events, not only to record but also as documentary evidence.

Course Outcomes:

The students undertaking this course should be able to understand the following:

- Meaning and role of accounting in hotels
- The accounting process
- Night audit
- Accounting for ledger accounts
- Different types of operational departmental accounting

Unit-I (4 hours)

Introduction: Meaning and concept of accounting, objectives, importance and limitations of accounting, accounting principles and concepts

Unit-2 (4 hours)

The Accounting Process/Cycle: Introduction, double entry system: concept, meaning and features, accounting cycle and rules of debit and credit, journalizing of transactions, ledger accounts, sub-divisions of journals: purchase book, sales book, purchase return/sales return, trial balance: concept, importance and methods of preparation

Unit-3 (4 hours)

Conceptual Foundation of Hotel Industry: Introduction, concept/meaning, nature of the hotel industry, revenue and non-revenue generating departments of hotels, night auditor: role and functions, working procedure

Unit-4 (4 hours)

Accounting for Guest Ledger: Introduction, concept, preparation and accounting treatment of guest ledger and city ledger

Unit-5 (4 hours)

Uniform System of Accounts: Introduction, departmental profit/loss statement, room sales, food and beverage sales, miscellaneous/minor department sales

Textbooks:

- Schmidgall, R. S. & Damitio, J. W. *Hospitality Industry Financial Accounting*. 2nd ed. USA: Educational Institute of American Hotel and Lodging Association
- Cote, R. *Understanding Hospitality Accounting-I*, 4th ed. USA: Educational Institute of American Hotel and Lodging Association

Reference Books:

- Gupta, R.L. & Radhaswamy, M. *Advance Accountancy*. New Delhi: Sultan Chand & Sons
- J.P. Prasanna, K., Daniel L. N., & Pagad, Mruthyunjaya V. *Financial Accounting for Hotels*. New Delhi: Tata McGraw Hill Education Private Limited
- Parajuli, Dilip. *Hotel Accounting and Inventory Management*. Kathmandu: Bhundipuram



Syllabus
Nutrition & Diet Planning /Personality Development
Skills (MOOC)(VAC-B301A/B301B)

Earning Credits through MOOC's

(a) BHMCT students can avail a facility of earning up to a maximum of 8 credits of their degree Requirements through MOOC's.

(b) MOOC courses eligible for this purpose are the courses offered by NPTEL/ SWAYAM only. 4 weeks course will enable students to earn 1 credit, 8 weeks course will enable to earn 2 credits, 12 weeks course will enable to earn 3 credits and 16 weeks course will enable to earn 4 credits.

(c) MOOC courses can be taken in respective area only in lieu of Elective courses such as HSS Electives, Science Electives, Open electives, Departmental Electives. No core, lab or project courses can be dropped in lieu of MOOC.

(d) A student desirous of opting for a MOOC shall submit an application not later than one week prior to the scheduled normal date of semester registration to the concerned Head of the Department (HoD) giving the following details: Subject Title, Agency Offering MOOC, Examination system and Credits of the Subject. Timing and duration of course and its examination, centers of conducting of examination and facilities at the centre of the examination to be opted by the candidate.

(e) On receipt of the application by the HoDs, the HoDs shall constitute a committee of at least 3 members with himself as Chairman and two other members. This committee shall examine the proposal in detail regarding subject contents, examination system, and suitability of the subject and equivalence of subject as per the University norms and give its recommendations for approval or non-approval including any special conditions to be imposed. The final approval of this will be granted by the University on explicit recommendation of Head of Institution.

(f) Fee and other charges, if any, payable to MOOC providing and certification agency shall be borne by concerned student at his/ her own level.



(g) The student shall submit the original certificate issued by MOOC to the concerned HoDs and the HoDs will verify the same. The original will be returned after verification and verification shall be certified by the HoDs on the photo copy which shall be kept in records .The HoDs will submit there commendation report to the university authorities through Head of Institution. (i) An equivalent Grade corresponding to grade/marks awarded by MOOC agency shall be determined by a committee consisted by the University.

This equivalent Grade shall be shown in the mark sheet and accounted in the SGP A and CGPA calculations.

NOTE :-The above structure of courses through MOOC has been discontinued as per the instructions of the Academic Council & furthermore as discussed in the BOS Dated :- 18/07/2024, the syllabus has been designed as per the requirement .



Syllabus
Nutrition & Diet Planning (VAC- B301A)

L:T:P: 2:0:0

Credits-2

Course Objectives: This course aims to provide students with fundamental knowledge of nutrition science. It covers all the aspects of Nutrition along with the classification of nutrients, importance of nutrients in the body along with the concept of RDA. This foundational course is designed to equip students with the necessary knowledge of nutrition which can be further used in the industry as well.

Course Outcomes: After completion of the course student will be able to :

1. Explain the importance of Nutrition and its classification
2. Plan a diet according to the RDA.
3. Find the relationship between nutrition and diseases related to it.
4. Identify methods of assessing nutritional status
5. Analyze the principles of diet planning

UNIT-I

(8hours)

Introduction to Nutrition Science

Definition of nutrition, Overview of macronutrients (carbohydrates, proteins, fats) and micronutrients (vitamins, minerals)- functions, sources and deficiency.

UNIT-2

(8hours)

Nutritional Guidelines and Recommendations

Role of Nutrients in human body, Guidelines for good health, Recommended Dietary Allowances for Indians according to ICMR, Indian Dietetic Association (IDA).

UNIT-3

(8hours)

Nutrition and Health

Relationship between nutrition and chronic diseases (e.g., heart disease, diabetes), Nutrition during different life stages (e.g., pregnancy, aging)

UNIT-4

(8hours)

Nutrition Assessment

Methods of assessing nutritional status (e.g., dietary recall, food frequency questionnaires, biochemical assessments)

UNIT-5

(8hours)

Dietary Planning

Principles of diet planning, Diet Counselling, Special dietary needs (e.g., athletes, vegetarians, individuals)



with specific medical conditions)

Suggested Readings:

1. Bansal R, Food Nutrition and Hygiene, SBPD Publishing House
2. B. Srilakshmi, Nutrition Science, New Age International Limited Publishers
3. Jill Trickett, Food Hygiene for Food Handlers, 1st Edition, , Palgrave Macmillan Publication
4. Joshi S. A, Nutrition and Dietetics, 2nd Edition, Tata Mc Graw-Hill Publishing Company Limited
5. Roday.S, Food science and Nutrition, 3rd ed, Oxford University Press



Syllabus

Personality Development Skills (VAC-B301B)

LTP : 2:0:0

Credits -2

Course Objectives: The course focuses on equipping learners with a comprehensive understanding and practical skills in personality enhancement, social and professional etiquette. It covers key aspects such as understanding personality traits, grooming for the workplace, effective communication through presentations and spontaneous interactions.

Course Outcomes: After completion of the course student will be able to:

- Classify key components of personality.
- Demonstrate appropriate social, professional, and dining etiquette
- Deliver effective presentations and address diverse audience groups.
- Demonstrate Interpersonal communication skills.
- Apply telephone etiquette and manners to create a positive impression.

UNIT-I

(6 hours)

Introduction to Personality & Personality Enrichment

Definition and importance of personality, Importance of Personality in Hospitality Industry
Grooming, Personal hygiene, Body language

UNIT-2

(7 hours)

Etiquettes & Manners

Importance of Etiquettes and manners, Formal, informal, professional; Social & Business Dining Etiquettes, Social & Travel Etiquette

UNIT-3

(8 hours)

Personality Development Strategies

Art of good Conversation, Art of Intelligent Listening, Reading Skills, Communication Skills, Presentation Skills, Public Speaking, Extempore

UNIT-4

(8 hours)

Interpersonal Skills

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc. at work place, the importance and art of 'Small Talk'.

UNIT-5

(7 hours)

Telephone conversation

Thumb rules, voice modulation, tone, do's & don'ts, manners and accent, handling telephonic & video conversation

Suggested Readings:

1. Mitra, B. K. (2011). Personality development and soft skills. Oxford University Press.



2. Onkar, R. M. (2008). Personality Dev.& Career Management. S Chand Publications.
3. Basic Managerial Skills for All. (2011). PHI Learning Pvt. Ltd.
4. Khera, S. (2014). YOU CAN WIN. Macmillan Publishers India Limited.
5. Leigh, A., & Maynard, M. (1999). The Perfect Presentation. Random House Business Books.
6. The Five Dysfunctions of a Team: A Leadership Fable by Patrick Lencioni



Syllabus

Uttarakhand Cuisine, Culture, Custom & Tradition (Minor 301)

L:T:P:3:0:0

Credits-3

Course Objectives:

The teachers delivering lectures and demonstrations in this course should understand that students have a basic knowledge of Uttarakhand cuisine, culture, and customs & traditions.

Course Outcomes:

The students undertaking this course should be able to understand the following:

- Culture & traditions of Uttarakhand
- Knowledge of Uttarakhand cuisine
- Knowledge of traditional foods of the Garhwal & Kumaon regions

Unit-I (5 hours)

Introduction to Uttarakhand: Introduction, geographical conditions (Himalayas, rivers, lakes), flora & fauna, historical influence

Unit-2 (5 hours)

Culture & Traditions of Uttarakhand: Introduction, objectives, art & sculptures, folk dances, fairs and festivals, religious traditions, Char Dham Yatra, Nanda Devi Raj Jat Yatra, Jhandi Mela, Hemkund Yatra

Unit-3 (5 hours)

Uttarakhand Cuisine: Introduction to Uttarakhand cuisine, religious impacts, spices used in Uttarakhand cuisine, Uttarakhand starters and sweets

Unit-4 (5 hours)

Traditional Foods of Kumaon Region: Staple diets, special festival preparations, cooking techniques, starters & sweets, grains and pulses used in cooking and their nutritional benefits

Unit-5 (5 hours)

Traditional Foods of Garhwal Region: Staple diets, special festival preparations, cooking techniques, starters & sweets, grains and pulses used in cooking and their nutritional benefits

Textbooks:

- Khati, B. P. *Uttarakhand Tourism: The Kaizen Way to Sustainability & Progress*
- Upadhyay, Subodh. *Uttarakhand Cuisine: An Essence of Himalaya*
- Dr Negi Singh.V. *The Culture Heritage of Uttarakhand- Notion Express Press*
- Jain, Ashu. *The Heavenly Abode: A Culinary Trail into the Foods of Uttarakhand*

Reference Books:

- Upadhyay, Subodh. *The Food Heritage of Uttarakhand*
- Sharma, Veena. *Vegetarian Cuisine from the Himalayan Foothills*
- *Uttaranchal Yearbook 2022-23*, Winsar Publication



Syllabus

Introduction to Indian Cuisine Practical (22BHMP301)

L:T:P:0:0:4

Credits-2

Course Objectives:

The course is aimed at building fundamental kitchen skill covering Practicing Regional cuisines of India -Northern Indian, Southern Indian, Eastern Indian, Western Indian with proper accompaniments like chutney, breads, rice preparations and sweets, etc.

Course Outcomes:

After completion of the course student will be able to understand:-

- Preparation of dry and wet masala mix, Basic gravies.
- Best possible hygiene practices in the kitchen, keep in mind of Bulk menus
- Elaborate Indian regional menus
- The Identification of Tandoor and preparation done in tandoor.

Syllabus:

- Preparation of Dry and wet Masala mix, Basic gravies.
- Practicing Regional cuisines of India - Northern Indian, Southern Indian, Eastern Indian, Western Indian with proper accompaniments like chutney, breads, rice preparations and sweets, etc.
- Preparing elaborate Indian regional menus.
- Preparing Indian Starters and sweets.
- Practicing Bulk menus.
- Practicing setting up of a Tandoor and the product related to it
 - Tandoori Breads.
 - Tandoori Kababs



Syllabus
Food&Beverageserviceoperation-I Practical(22BHMP302)

L:T:P::0:0:4

Credits-2

Course Objectives:

The students studying this course should have knowledge of the core functioning of food and beverage operations.

Course Outcomes:

The students, after having studied the course, should be able to perform and acquaint themselves with:

- Different wines used and their services
- Reading wine labels
- Service of beers
- Table setups
- Mise-en-place & mise-en-scène
- Table service procedures

Topics (40 hours):

- Taking wine orders
- Reading wine labels
- Service of still wines: Red, white & rosé
- Service of sparkling wines
- Stacking of cellar area
- Service of beer
- Service of aperitifs
- Setting up a table with prepared menu and wines



Syllabus

FrontOfficeOperation-I Practical (22BHMP303)

L:T:P::0:0:4

Credits-2

Course Objectives:

This course reveals the basics of room tariff, the different types of plans, and handling documentation at the front office.

Course Outcomes:

After completion of the course, students will be able to understand:

- Room selling process, making reservations and cancellations
- Complete the registration process
- Handle bell desk and concierge operations
- Handle front office documentation

Topics (40 hours):

- Practicing modern reservation and cancellation processes
- Practicing registration process (non-automated and automated) for FIT, FFIT, DFIT, GFIT, and corporate guests
- Filling density charts from reservations of multiple sources (OTA, guest e-mail, TA, CRS & walk-in) in Excel sheets
- Filling occupancy charts from data provided in Excel sheets
- Practicing telecommunication skills – telephonic situation handling
- Handling bell desk operations
- Handling concierge operations
- Front office communication:
 - Non-verbal communication – preparing telephonic transmittal slips
 - Preparing paging messages
 - Handling guest messages
 - Preparing routine logbooks
 - Writing and recording complaints
 - Practicing filling of forms and formats



Syllabus

Accommodation Operation –I practical (22BHMP304)

L: T: P: 0:0:4

Credits-2

Course Objectives:

This course reveals the basics of understanding housekeeping systems and procedures, linen room functions, and the importance and processes related to the uniform room.

Course Outcomes:

After completion of the course, students will be able to understand:

- Identification of different fabrics
- Handling linen room, uniform importance, and processes
- Well-versed with laundry operations and procedures
- Planning housekeeping inventories
- Practicing SOPs
- Understanding housekeeping operations beyond hotels

Topics (40 hours):

- Collecting samples of fabrics and identifying the weaves
- Linen inventory
- Practicing the entire process of discard management using forms and formats
- Practicing needlework like darning, basting, and hand stitching
- Stain removal of common stains found in room and restaurant linen
- Public area cleaning



Syllabus
General Proficiency (GPB03)

Awards of General Proficiency Marks:

Distribution of marks for General proficiency (non-credit) remarks will be based on the cumulative percentage of marks scored by student during each semester through various components as detailed below. Detailed distribution for award of marks in each component and/or their weightage may be as prescribed by the university from time to time.

S. No	Assessment	Weightage of marks
1	Discipline/Behaviour of students inside/outside of institute/university campus (To be awarded by Proctor of institute/Registrar of university)	40%
2	Games/Sports/Cultural/Literary events (To be awarded by respective officer in-charge)	40%
3	Academic & research/Special lecture/Extracurricular events & industrial visits (To be awarded by concerned Head of Department)	20%



Semester IV **Industry Integrated Practical Module**

Duration of Exposure: 20 weeks

Leave Formalities: As per hotel norms.

Training Schedule:

- Housekeeping: 4-5 weeks
- Front Office: 4-5 weeks
- Food and Beverage Service: 4-5 weeks
- Food Production: 4-5 weeks
- Floating Weeks: Others (in the areas of interest) may be availed

Total Weeks: 22 weeks

The units imparting industrial exposure shall conduct formal induction sessions and emphasize personality skills while acquainting the learners with skills of trade. It may be noted that for this semester, the number of credits assigned is 20. Being practical-oriented, the number of hours input per week is 40 hours per week.

Academic Credits for Training:

- Logbooks and attendance
- Appraisals
- Report and presentation, as applicable
- All trainees must ensure that the logbooks and appraisals are signed by the departmental/sectional heads as soon as training in a particular department or section is completed.
- Trainees are also advised to make a report in all four departments in the III semester upon completion of training in that respective department. A PowerPoint presentation (based on the report) should be made for a duration of 10 minutes.
- Marks will be awarded jointly by a panel of one internal and one external examiner. The presentation should express the student's experiences in the department and what they have learned/observed.

Training Report Submission:

- The typing should be done on one side of the paper.
- The font size should be 12 with Times New Roman font.
- The training report may be typed in 1.5 line spacing.
- The paper size should be A4.
- Two copies meant for the purpose of evaluation may be bound in paper and submitted to the approved authority.

Students have to submit the following upon completion of industrial training to the faculty coordinator at the institute:

1. Logbook
2. Appraisal
3. A copy of the training certificate
4. IT Report in all four departments
5. PowerPoint presentation on a CD, based on the training report
6. Attendance sheet
7. Leave Card



Evaluation of Industrial Exposure:

- The viva will be conducted by an external examiner based on the experiential learning in operational areas of the hotel. The weightage will be 60% for report writing, logbook, and presentation, and 40% for viva voce.

Food Production Operations (Industry Exposure-1) Practical: 6 Credits

What to Observe:

1. Area & layout of the kitchen
2. Study of standard recipes
3. Indenting, receiving & storing
4. Preparing batters, marinades, and seasonings
5. All cuts of meat and butchery items (mutton, poultry, beef, fish, etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations, and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and à la carte orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime/oranges
16. Storage of different mise-en-place (raw, semi-processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast-moving dishes
20. Mise-en-place for: À la carte kitchen & Banquet kitchen
21. Rechauffé/Leftover cooking

Food & Beverage Service Operations (Industry Exposure-1) Practical: 6 Credits

What to Observe:

Banquets:

1. What is banqueting – the need for banquet facilities, scope, purpose, menus, and price structures.
2. Types of banquet layouts
3. Types of banquet equipment, furniture, and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing, i.e., number of service personnel required for various functions
7. Safety practices built into departmental working



8. Cost control by reducing breakage, spoilage, and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chafing dishes used – their different makes and sizes
11. Par stock maintained (glasses, cutlery, crockery, etc.)
12. Storeroom – stacking and functioning

Restaurants:

1. Taking orders, placing orders, service, and clearing
2. Taking handover from the previous shift
3. Laying covers, preparation of mise-en-place, and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes, and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soiled linen exchange
10. Physical inventory monthly of crockery, cutlery, linen, etc.
11. Equipment, furniture, and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery, and timely pickup

Bar:

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



Room Service/In-Room Dining:

1. Identifying room service equipment
2. Importance of menu knowledge for order-taking (RSOT functions/procedures)
3. Food pickup procedure
4. Room service layout knowledge
5. Laying of trays for various orders
6. Pantry elevator operations
7. Clearance procedure in the dishwashing area
8. Room service inventories and store requisitions
9. Floor plan of the guest floors
10. Serving food and beverages in rooms
11. Operating dispense bars



Room Division Operations (Industry Exposure-1)
Practical: 6 Credits

What to Observe:

Room Division:

1. Number of rooms cleaned in a shift
2. Time taken in making the bed
3. Thoroughly observe the cleaning equipment and detergents/any other cleaning supplies used
4. Observe all guest supplies kept in guest rooms and bathrooms. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities (e.g., telephone, channel music, A/C, T.V., etc.)
6. Study the housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency.
7. Observe how woodwork and brasswork are kept spotlessly clean and polished
8. Observe the procedure for handling soiled linen & procurement of fresh linen
9. Observe the procedure for freshening up and turn down service
10. Observe room layout, color themes, and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Window panes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedures and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other services (like shoe shine, etc.)

The Control Desk:

1. Maintenance of logbook
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handling of work during peak hours
6. Observe the formats used by the department and study various records maintained

Public Area:

1. Observe the duty and staff allocation, scheduling of work, and daily briefing
2. What to look for while inspecting and checking the public area
3. Importance of banquets function prospectus
4. Observe tasks carried out by the carpet crew, window cleaners, and polishers
5. Note maintenance order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with the lobby manager, security, and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used and the procedure for its procurement
10. Observe policy and procedures followed for various cleaning



Front Office (Industry Exposure-1)
Practical: 6 Credits

What to Observe:

1. Greeting, meeting, and escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of statuses maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIPs, etc.
5. Identification of kind, mode, and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed, and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts, and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations, and general color schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members, etc.
17. Coordination of reception with lobby, front office cash, information, room service, housekeeping, and telephones
18. Guest registration, types of guest folios, arrival slips, C-forms, and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail and message handling procedures
23. Percentage of no-shows to calculate safe overbooking
24. Group and crew rooming, pre-preparation, and procedures
25. Scanty baggage policy
26. Handling of room changes, rate amendments, date amendments, joiners, one-person departure, allowances, paid-outs, and all formats accompanying them
27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievances, requests, etc.
29. Bell Desk / Concierge Functions: luggage handling during check-in and check-out, left luggage procedures, wake-up call procedures, scanty baggage procedures, handling of group baggage, maintenance of records, errands made, briefings, etc.
30. • Travel Desk: coordination, booking, transfers, etc.



**Other Departments (Industrial Exposure-1)
Practical: 2 Credits**

What to Observe:

Human Resource Practices

1. Organization Mission/Vision/Values
2. The Human Resource Divisions
3. Human Resource Roles
4. HR Challenges
5. Manpower Planning Process
6. Managing Workers
7. Recruitment – Policy & Techniques
8. Group Expectations from New Employees
9. Learning & Development
10. Training Practices & Methods
11. Organizational Culture
12. Managing Employee Performance
13. Employee Motivation
14. Job Satisfaction
15. Organizational Culture
16. Disciplinary Action
17. Innovative Practices in Units/Group.

WHAT TO OBSERVE:

Writing Skills for Hospitality (Writing of Industrial Reports) / Hospitality Operation Software Skills / Trade Presentation Skills

1. Hotel/Business Communications
2. Email & Web Applications
3. Software Operations
4. Professional Presentations
5. Annual Reports
6. Appraisals
7. Interoffice Communications
8. Intraoffice Communications
9. Formal Telephonic Conversations
10. Interacting with Guests/Colleagues/Seniors/Juniors

Further, the students have to observe the routine activities of the following subsidiary departments:

1. Security Department
2. Fire
3. Finance & Account
4. Sales & Marketing etc.



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Syllabus
General Proficiency (GPB04)

Awardsof GeneralProficiency Marks:

Distributionof marksfor General proficiency (non-credit) remarks willbe basedonthe cumulativepercentage of marks scored by student during each semester through various components as detailedbelow. Detailed distribution for award of marks in each component and/or their weightage may be asprescribed bytheuniversityfrom timeto time.

S. No	Assessment	Weightageofmarks
1	Discipline/Behaviour of students inside/outside of institute/university campus(To be awarded by Proctor of institute/Registrar of university)	40%
2	Games/Sports/Cultural/Literary events (To be awarded by respective officer in-charge)	40%
3	Academic & research/Speciallecture/Extracurricular events & industrial visits (To be awarded by concerned Head of Department)	20%



Syllabus

Food Production Operation (22BHMT501)

L:T:P:4:0:0

Credits-4

Course Objectives: The teachers delivering lectures and demonstrations in this course should understand that 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 Food Production operations so that they can be put to use in an efficient and effective way. The students undertaking this course should be able to understand the following:

- Operational aspect of Larder Kitchen and Brigade
- Application in the culinary industry
- Familiarization with Convenience Food and Fast Foods
- Latest Food styling techniques
- Learn different pastries and cakes

Course Outcomes: The students, after having studied the course, should be able to perform and acquaint the following:

- Handle day-to-day operations of larder kitchen
- Charcuterie and its various applications
- Convenience Food & Fast Foods
- Practice the latest food styling techniques
- Prepare different pastries and cakes
- Cold platter and display

Syllabus:

UNIT-I (8 hours)

- Larder: Introduction of Larder. Sections of the Larder, Duties & Responsibilities of Larder Chef, Equipment used in the larder, Layout of larder with equipment and various sections.

UNIT-II (8 hours)

- Charcuterie: Introduction of Charcuterie, Forcemeat - Types of forcemeats, Preparation of forcemeats, Uses of forcemeats, Sausage – Types & Varieties, Casings – Types & Varieties, Fillings – Types & Varieties, Additives & Preservatives, preparation of Galantines, Ballotine, Roulade, Pate, Terrines, Quenelles, Mousse & Mousseline, Choudfroid, Aspic and Jelly, Mousse, Brines, Cures & Marinades, understanding Ham, Bacon & Gammon and its uses.

UNIT-III (8 hours)

- Food Presentation & Styling: Basics of food presentation and styling. Art of garnishing, Plate presentation - Importance of proportion, color, variety, balance, height, layout of the plate. Buffet setups - Innovation and creativity in presentation & styling food, centerpiece, NON-EDIBLE DISPLAYS (Ice carvings, Fruit & vegetable displays, Salt dough, Jelly logo, Thermocol work).

UNIT-IV (8 hours)



- Convenience Food & Fast Foods: Definition, Characteristics, Types – Indian & International, planning fast food menus, Equipment used, Differences, Role of convenience foods in fast food operation, Advantages & Disadvantages of convenience food.

UNIT-V (8 hours)

- Basic Bakery: Principles of baking, uses of different types of oven, various mixes, methods, and temperature variations, Basic Bread Making: Role of Ingredients: Flour, Salt, Sugar, Yeast, Fat, Liquid, Egg, Flavorings, And Bread improvers, Method of bread making: Bread varieties: White Loaf, Multi-Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls, Bread faults and remedies.

Suggested Reading:

Textbooks:

- Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
- Theory of Cookery, Mrs. K. Arora, Frank Brothers
- Garde Manger: The Art and Craft of the Cold Kitchen by Culinary Institute of America
- The Arts & Science Culinary, Dr Vinod Singh. Negi, Notion Express Press.
- The Larder Chef: Food Preparation and Presentation by W.K.H. Bode, M.J. Leto

Reference Books

- Modern Cookery (Vol-I) For Teaching & Trade, Philip E. Thangam, Orient Longman
- Larousse Gastronomique- Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier



Syllabus

Food & Beverage service operation-II (22BHMT502)

L:T:P:4:0:0

Credits-4

Course Objectives: The teachers delivering lectures and demonstrations in this course should impart students with knowledge of alcoholic beverages production, process of making, and service procedures in respect to the F&B Operations.

Course Outcomes: The students undertaking this course should be able to understand the following:

- Classification and knowledge of alcoholic beverages
- Knowledge of wines
- Knowledge of beer, aperitifs, and vermouths
- Supervisory control in F&B operations

Syllabus:

Unit-I (8 hours)

- **Spirits:** Definition, introduction to the distillation process, concept of proof and types: British, American, Gay-Lussac. Introduction, production, and types of spirits: whisky, rum, vodka, gin, tequila, brandy.

Unit-II (8 hours)

- **Bar Operations:** Introduction, definition, classification, types of bar, parts of a bar. Tools and equipment used in bars. License requirements. Staffing, bar planning and designing, planning bar menu. Responsible alcohol service, complaint handling, and importance of customer relations.

Unit-III (8 hours)

- **Cocktails:** Introduction, history, definition, classification. Cocktail making methods. Classical and innovative cocktails with recipes. Costing, standard recipe card, and latest trends in cocktails.

Unit-IV (8 hours)

- **Liqueurs:** Introduction, definition, classification. Production methods and brands.

Unit-V (8 hours)

- **Supervision:** Introduction, importance of supervision, supervisory functions in food service operations, briefing, allocation of tables, duty roster, grievances, handling complaints, and different situations.

Text Books:

- Financial & Cost Control Techniques in Hotel & Catering Industry – Dr. J.M.S. Negi
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control - Lea R. Dopson, Wiley Publishers



- Food & Beverage Management By: Bernard Davis & Stone
- Food & Beverage Service - Dennis R. Lillicrap & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management - Brian Varghese

Reference Books:

- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill
- Hotel & Catering Costing & Budgets, R.D. Boardman, Heinemann
- Introduction to F&B Service - Brown, Heppner & Deegan
- The Bar and Beverage Book, 5th Edition - Costas Katsigris, Chris Thomas, Wiley



Syllabus
Front Office Operation-II (22BHMT503)

L:T:P::4:0:0

Credits-4

Course Objectives:

The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Front Office activities in regards to check in & checkout.

Course Outcomes: The students undertaking this course should be able to understand the following:

- Checkout procedure and activities involved in it
- Relevance of computer application in front office operations
- Control of cash and credit
- Importance and steps involved in night auditing
- Role of property management software
- Current practices involved in front office operations

Syllabus:

Unit-I (8 hours)

- **Checkout Procedure:** Departure activity at various desks during checkout: Bell Desk, at lobby, Reception, Cashier. Different Methods of Settlement: Cash, Credit Card, Cheques, Traveler's cheques, Bill to company, Combined settlement method, Front Office Record. Checkout options: On Desk Check-Out, Express Check-Out, Self-Checkout, Digital Check-Out (Hotel Website, Hotel's Mobile Apps, OTA's, Social Media).

Unit-II (8 hours)

- **Front Office Accounting:** Front Office Accounting cycle, Types of Accounts, Budgeting, Front Office Accounting Cycle, Credit control process in various cases: guest pay by Credit Card, Travel agent voucher, Airlines, Scanty baggage, Credit control during stay, credit facility to companies, check in tour group. Problems that may arise in credit control, Process required in cash Control, Handling Foreign Exchange.

Unit-III (8 hours)

- **Night Auditing:** Importance of Night Auditing, Duties & Responsibility of Night Auditor, Common Revenue Centers of a Hotel, Basic steps involved in preparing Night Audit, Vouchers/Folios/Ledgers/Allowances/Reports.

Unit-IV (8 hours)

- **Computer Application in Front Office:** Importance of Computer in Front Office, Latest software application in Front Office (Reservation, Front Desk, Room, Cashier, Night Audit, setup, Reporting, Back Office Module), Latest PMS systems.

Unit-V (8 hours)

- **Recent Practices in Hospitality Worldwide:** The changing trends of the accommodation industry, New Concepts, the digitalized guest necessities. Basic information about American and European classification system.



Text Books:

- Check-In Check-Out: Managing Hotel Operations – Gary K. Vallen: Pearson Education India
- Managing Front Office Operations – Kasavana & Brooks – 7th Edition & 10th Edition Educational Institution AHMA
- Hotel Front Office Training Manual – Suvradeep Gauranga Ghosh
- Hotel Front Office Management – James Bardi
- Hotel Front Office: Operations and Management - Tewari, Jatashankar R. - Oxford University Press

Reference Books:

- Front Office Training Manual – Sudhir Andrews. Publisher: Tata McGraw Hill.
- Front Office Operation Management - S.K Bhatnagar, Publisher: Frank Brothers
- Front Office Operation & Administration - Dennis Foster
- Front Office Procedures & Management – Peter Abbot



Syllabus

Accommodation Operations –II (22BHMT504)

L:T:P:4:0:0

Credits-4

Course Objectives: The teachers delivering lectures and demonstrations in this course should understand that students have a basic knowledge of hotel operations in respect to the Accommodation Operation area.

Course Outcomes: The students undertaking this course should be able to understand the following:

- Importance of interior decoration, new trends
- Role of color scheme, lighting, and furniture in hotels
- Significance of flower arrangements in hotels and its types
- Care and maintenance of indoor plants
- Different types of floor, wall covering, and windows

Syllabus:

Unit-I (8 hours)

- **Interior Decoration, Furniture, Fittings, Soft Furnishing and Accessories:** Definition, Purpose and importance, Elements of design, Principles of design, Different types of furniture, Fittings, Soft Furnishing and Accessories, Selection procedure, care, use and maintenance.

Unit-II (8 hours)

- **Colors, Light and Lighting System:** Color wheel, Classification of colors, Color schemes, Classification of light, Types of lighting, Importance and applications.

Unit-III (8 hours)

- **Flower Arrangement:** Need and importance, Equipment & Tools required, Care and conditioning of cut flowers, Principles of design, Styles of flower arrangement, Flowers used in hotels for arrangements.

Unit-IV (8 hours)

- **Indoor Plants:** Selection and care of indoor plants, Procedure of layering the pot.

Unit-V (8 hours)

- **Floor Coverings, Wall Coverings and Windows:** Types and characteristics, Selection criteria, Care and maintenance.

Text Books:

- Hotel Housekeeping Training Manual, By Sudhir Andrews
- Housekeeping Operation & Management, By Malini Singh
- Hotel Housekeeping Management & Operations, By Sudhir Andrews
- Hotel Housekeeping Operations & Management, By G. Raghubalan & Smritee Raghubalan



Reference Books:

- The Professional Housekeeper, By Madelim Schneider & Georgia Tucker
- Housekeeping Operations and Management, By Margret Kappa



Syllabus

Event Management (AEC-B501A)

L:T:P:2:0:0

Credits-2

Course Objectives: The course is designed to give knowledge of Event Management. The students will learn to formulate event strategies, and the planning, development, management, and implementation of festivals, entertainment events, corporate events, cultural events, and sports events will be focused upon.

Course Outcomes: The students undertaking this course should be able to understand the following:

- Identify the importance of Event Management
- Classify the types of events
- Significance and role of MICE in generating revenue for the hotel
- Meaning and significance of Event Marketing
- Explain the steps necessary to create a successful event
- Functions organized in banquets and setting up of a banquet function

Syllabus:

Unit-I (4 hours)

- **Introduction to Event & Event Management:** Introduction, Nature & Importance, Types of Events, Unique Features & Similarities, Practices in Event Management, Key Steps to a Successful Event.

Unit-II (4 hours)

- **The Dynamics of Event Management:** Event Planning & Organizing, Problem Solving & Crisis Management, Leadership & Participants Management, Managing People & Time, Site & Infrastructure Management. Handling License and Legislative Permissions.

Unit-III (4 hours)

- **Introduction to MICE:** Planning MICE, Components of Conference Market, Characteristics of Conference & Conventions, MICE as a Supplement to Tourism, Process of Convention Management.

Unit-IV (4 hours)

- **Event Marketing:** Customer Care, Marketing Tools & Equipment, Promotion, Media Relations & Publicity, Event Coordination, Visual & Electronic Communication, Event Presentation & Evaluation.

Unit-V (4 hours)

- **Banquets:** Introduction, Organization Chart of Banquet Department, Duties and Responsibilities of Banquet Staff, Types - Formal & Informal Banquets, Reception, Cocktail Parties (Standing & Sit Down), Conventions, Seminars, Exhibitions, Fashion Shows, FP, Contract of Agreement, Banquet Menus.



Text Books:

- Avrich Barry (1994), Event and Entertainment Marketing, Vikas, Delhi.
- Bhatia A.K. (2001), Event Management, Sterling Publishers, New Delhi.
- David C. Watt (1998), Event Management in Leisure and Tourism, Pearson, UK

Reference Books:

- Joe Goldblatt (1997), Special Events - Best Practices in Modern Event Management, John Wiley and Sons, New York.
- Panwar J.S. (1998), Marketing in the New Era, Sage, New Delhi.



Syllabus

Writing Skills in Hospitality (AECB501B)

L:T:P:4:0:0

Credits-4

Course Objectives: The teachers delivering lectures in this course should understand that students have a basic knowledge of English communication.

Course Outcomes: The students undertaking this course should be able to understand the following:

- Different types of academic writings
- Office management
- Writing for routine business communication processes
- Organizational correspondence
- Knowledge of professional writings

Syllabus:

Unit-I (8 hours)

- **Academic Writing:** Academic writing, its nature, scope, and function, Types of academic writing, their nature, scope, and methodology involved. Descriptive writing, analytical writing, persuasive writing, critical writing.

Unit-II (8 hours)

- **Office Management:** Drafting effective letters, letter formats, indents and style, written communication formal versus informal correspondence.

Unit-III (8 hours)

- **Correspondence:** Types of correspondence, role and function of correspondence, developing writing skills: paragraph writing, biography writing (writing biography of famous hoteliers).

Unit-IV (8 hours)

- **Organizational Correspondence:** Upward, downward, lateral communication, their purpose and functions for enhanced correspondence. Written communication: writing memos, circulars, notices, advertisements, press notes, and appraisals. Communication with the outside world: business letters of different types, email writing and manners.

Unit-V (8 hours)

- **Professional Writing:** Writing summary, précis, synopsis writing, writing reports (general reports on events and happenings and dissertation reports) and proposals, blog writing, and web content writing (techniques involved in writing reviews of articles and products).

Text Books:

- Raman, Meenakshi & Sangeeta Sharma. *Technical Communication: Principles and Practice*. Second Edition. New Delhi: Oxford University Press, 2011.
- *Organizational Theory and Behavior* by BS Moshal (2012), ISBN 978-93-8116-260-6: Anne Books Pvt. Ltd, New Delhi



- *Understanding Organizational Behavior* by Udai Pareek (2010), ISBN-10-0-19-569086-9: Oxford University Press, New Delhi.
- *Methods of Communication* by Dr. Ankit K. Dixit (2010), ISBN 81-6204-062-0: Aman Publications, New Delhi.

Reference Books:

- *Written Communications* by Dr. Shailendra K. Singh (2010), ISBN 978-81-8204-059-1, Aman Publications, New Delhi.
- *Business Communication: Building Critical Skills* by Kitty O. Locker, Stephen Kyo Kaczmarek, Hardcover: 637 pages, Publisher: Irwin/McGraw-Hill
- *Excellence in Business Communication* (6th Edition) by John Thill, Courtland L. Bovee, Paperback: 656 pages, Publisher: Prentice Hall



Syllabus
Hygiene and Sanitation / Fundamental of
management (MOOC)(VAC-B501A/B501B)

Earning Credits through MOOC's

- (a) BHMCT students can avail a facility of earning up to a maximum of 8 credits of their degree Requirements through MOOC's.
- (b) MOOC courses eligible for this purpose are the courses offered by NPTEL/ SWAYAM only. 4 weeks course will enable students to earn 1 credit, 8 weeks course will enable to earn 2 credits, 12 weeks course will enable to earn 3 credits and 16 weeks course will enable to earn 4 credits.
- (c) MOOC courses can be taken in respective area only in lieu of Elective courses such as HSS Electives, Science Electives, Open electives, Departmental Electives. No core, lab or project courses can be dropped in lieu of MOOC.
- (d) A student desirous of opting for a MOOC shall submit an application not later than one week prior to the scheduled normal date of semester registration to the concerned Head of the Department (HoD) giving the following details: Subject Title, Agency Offering MOOC, Examination system and Credits of the Subject. Timing and duration of course and its examination, centers of conducting of examination and facilities at the centre of the examination to be opted by the candidate.
- (e) On receipt of the application by the HoDs, the HoDs shall constitute a committee of at least 3 members with himself as Chairman and two other members. This committee shall examine the proposal in detail regarding subject contents, examination system, suitability of the subject and equivalence of subject as per the University norms and give its recommendations for approval or non-approval including any special conditions to be imposed. The final approval of this will be granted by the University on explicit commendation of Head of Institution.



(f) Fee and other charges, if any, payable to MOOC providing and certification agency shall be borne by concerned student at his/ her own level.

(g) The student shall submit the original certificate issued by MOOC to the concerned HoDs and the HoDs will verify the same. The original will be returned after verification and verification shall be certified by the HoDs on the photocopy which shall be kept in records. The HoDs will submit the recommendation report to the university authorities through Head of Institution. (i) An equivalent Grade corresponding to grade/marks awarded by MOOC agency shall be determined by a committee consisted by the University. This equivalent Grade shall be shown in the mark sheet and accounted in the SGPA and CGPA calculations.

NOTE :-The above structure of courses through MOOC has been discontinued as per the instructions of the Academic Council & furthermore as discussed in the BOS Dated :- 18/07/2024, the syllabus has been designed as per the requirement .



Syllabus

Hygiene and Sanitation (VAC- B501A)

L:T:P – 2:0:0

Credits -2

Course Objectives: The objective of this course is that the student should understand the significance of hygiene and sanitation in preventing communicable diseases and promoting overall health.

Course Outcomes: After completion of the course student will be able to understand:-

1. Explain the importance of hygiene and sanitation.
2. List down any 10 personal hygiene practices followed daily.
3. Describe the importance of waste management
4. State the importance of food hygiene and the effects of food borne illness.
5. State the 7 principles of HACCP along with their hazards.

UNIT-I

(8hours)

Introduction to Hygiene and Sanitation

Definition of hygiene and sanitation, Importance of hygiene and sanitation for public health

UNIT-2

(8hours)

Personal Hygiene

Hand hygiene and its role in disease prevention, Oral hygiene and dental care, Body hygiene practices (bathing, skincare, etc.)

UNIT-3

(8hours)

Environmental Sanitation

Waste management and disposal, Cleaning and disinfection principles, Water sanitation and hygiene (WASH) practices

UNIT-4

(8hours)

Food Hygiene and Safety

Principles of food hygiene and safety, Food borne illnesses and their prevention, Food handling and storage practices

UNIT-5

(8hours)

Hygiene Standards

HACCP-(Introduction, History), Types of hazards, Principles of HACCP, Importance of HACCP.



Suggested Readings:

1. Bansal R, Food Nutrition and Hygiene, SBPD Publishing House
2. Roday.S, Food Hygiene and Sanitation, 2nd edition, , Mc Graw Hill India Publication.
3. Gorge. M. Price Hygiene and Sanitation, 1st edition, , Forgotten Books.
4. Jill Trickett ,Food Hygiene for Food Handlers, 1st Edition, , Palgrave Macmillan Publication
5. Kumar.A, Fundamentals of Food Hygiene, Safety and Quality, Dream tech Press
6. Singh.K, Hygiene and Sanitation Management in Hospitality Industry,Naman Publisher & Distributors



SYLLABUS

Fundamental of Management (VAC- B501B)

L:T:O- 2:0:0

(Credits-2)

Course Objectives: This course helps the student to understand the principles of management & planning process. Students perusing this course will have learning of the importance of organizing, directing and controlling that will develop managerial traits to organize workload within the organization.

Course Outcomes: After completion of the course student will be able to understand: -

- Describe the concept of Management and its functions.
- Define the suitability of different approaches as per the organizational scenario.
- Elaborate the importance of planning & Controlling as a Decision-making tool of management.
- Differentiate among various Leadership styles.
- Analyze the various theories of motivation and key communication skills for managers.

UNIT-I

(8hours)

Introduction to Management

Definition and evolution of management, Role of managers and their responsibilities, Management functions: Planning, organizing, Directing, Staffing and controlling

UNIT-2

(8hours)

Management Theories and Approaches

Classical, behavioral, and Modern management theories, Systems theory and contingency approaches, Application of management theories in contemporary organizations.

UNIT-3

(8hours)

Planning and Decision-Making

Planning, Importance and process of planning, Types of planning, Controlling and need for controlling, Relationship between planning and controlling, Decision-making process: rational and intuitive decision-making.

UNIT-4

(8hours)

Organizing and Leadership

Concept, nature, significance of organizing, Types of organization, Delegation and Authority, Centralization and Decentralization, Leadership styles: authoritarian, democratic, laissez-faire, Trait theory, behavioral theory, and situational leadership.

UNIT-5

(8hours)

Motivation and Communication Skills for Managers

Motivation theories: Maslow's hierarchy, Herzberg's two-factor theory, X & Y theory, Importance of effective communication in management, Types of communication: verbal, non-verbal, written, Barriers to effective communication and how to overcome them



References:

- Principles of Management by PC Tripathi& PN Reddy
- Principles of Management by BS Moshal
- Fundamentals of Management, Stephen P. Robbins, Pearson Education, 2009.
- Essentials of Management, Koontz Kleihrich, Tata McGraw Hill.



Syllabus
Uttarakhand Tourism Policy (Minor501)

L:T:P:3:0:0

Credits-3

Course Objectives:

This course aims to give the insights in tourism planning of Uttarakhand. It also gives a detail picture on various types of planning, and various planning considerations in regards to Uttarakhand State.

Course Outcomes: The students undertaking this course should be able to understand following:

- Nature of planning, planning & policy
- Economic Considerations in Planning, Tourism & Economy.
- Global, National, Regional, Local level, in detail Regional Tourism Concepts
- Five year plans and tourism in Uttarakhand

Unit-I (5 hours)

Planning: Nature of planning, planning & policy, importance of planning, planning process, Types of planning, Micro level planning, Macro level planning, strategic and tactical planning, Tourism Planning Scale.

Unit-2 (5 hours)

Planning in Tourism: Economic Considerations in Planning, Tourism & Economy, planning to enhance the economic benefits, strengthening cross sectoral linkage, ownership of tourism facilities, local employment, local management of resources, expansion of tourism facilities.

Unit-3 (5 hours)

Environmental considerations in Planning: Impact on Environment, impact mitigation measures, environmental planning process, **Socio Cultural Considerations:** Preservation of Culture, sites, conservation of music and dances and music, development of cultural centres

Unit-4 (5 hours)

Levels of Planning: Global, National, Regional, Local level, in detail Regional Tourism Concepts, planning process, Destination Planning concepts, issues, destination one planning model, WTO guide for planners.

Unit-5 (5 hours)

Role of Uttarakhand Govt. in Promotion of Tourism: Five year plans and tourism in Uttarakhand, Uttarakhand Tourism Policy, and Public Private Sector in Tourism, Case study of PPP projects.

Text Books:-

- Clare A Gunn: Tourism Planning
- Peter Mason: Tourism Impacts & Management
- Edward & Innskeep: Tourism Planning
- Wall, G. & Mathieson A.: Tourism Change, Impacts & Opportunities
- Ranjit Taneja: Tourism Planning

Reference Books:-

- Romilla Chawla: Tourism Research, Planning & Development
- Lew A., Hal C.M. & Williams A.: A Companion to Tourism
- Charles R. Goeldner & J. R. Brent Ritchie: TOURISM: Principles, Practices, Philosophies
- Lesley Pender and Richard Sharpley: The Management of Tourism



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Syllabus

Food Production Operation –II (22BHMP501)

L:T:P:0:0:4

Credits-2

Course Objectives:

The course is aimed at building fundamental kitchen skill covering Practicing Preparation of Galantines, Ballontine, Roulade, Pate, terrines, Quenelles, Mousse & Mousseline, Choudfroid, Aspic and Jelly, Mousse,

Course Outcomes: After completion of the course, students will be able to understand:

- Different sandwiches, pancakes, burgers, pizza, and foot-long.
- Hygiene practices in the kitchen.
- Preparing dishes from convenience food.
- Presentation techniques.
- Basic bread making.

Syllabus:

- Preparation of galantines, ballotine, roulade, pate, terrines, quenelles, mousse & mousseline, chaudfroid, aspic, and jelly, mousse.
- Practicing plate presentations and decoration for the planned 5-6 menus.
- Preparing cold platters and preparing charcuterie items.
- Preparing different sandwiches, pancakes, burgers, pizza, foot-long, etc.
- Preparing dishes with convenience food.
- Preparation of different breads.



Syllabus
Food & Beverage service operation-II (22BHMP502)

L:T:P: 0:0:4

Credits-2

Course Objectives: The students studying this course should have knowledge of food & beverage operations.

Course Outcomes: The students, after having studied the course, should be able to perform and acquaint the following:

- Different spirits used & services
- Service of liqueurs
- Service of beers
- Bar setups
- Cocktail preparations
- Preparing bar menus

Topics: (40 hours)

- Service of Spirits I – Tequila, White Rum, Vodka, and Gin
- Service of Spirits II – Whisky, Brandy, Dark Rum
- Service of Liqueurs
- Planning checklist of various tools and equipment used in bar
- Bar setup and operations
- Taking bar inventory
- Cocktail preparation and service
- Practicing service of cigar & cigarette
- Preparing bar menus



Syllabus

Front Office Operation-II (22BHMP503)

L:T:P::0:0:4

Credits-2

Course Objectives: The students undergoing this course should have knowledge of Front Office operations and different packages.

Course Outcomes: The students, after having studied the course, should be able to perform and acquaint the following:

- Procedure required in guest checkout
- Night audit process
- Using property management systems
- Revenue control

Topics: (40 hours)

- Role play on checkout process for: FIT, GIT (group leader), handling cash/credit card, foreign currency
- Practicing & updating room status with individual check-in, check-out, overstay, understay
- Practice front office operations on PMS
- Forecasting reports for room availability with individual check-in, check-out, overstay, understay, group checkout
- Preparation of night audit reports
- Check & use of Meta Search Hotel Website: Google Hotel Ads, Trip Advisor, Kayak, and Trivago for hotels in Uttarakhand and write about 5 hotels opted by you as a guest with reasons



Syllabus

Accommodation Operation-II (22BHMP504)

L:T:P::0:0:4

Credits-2

Course Objectives: The students studying this course should have a clear-cut knowledge of the core functioning of the housekeeping department.

Course Outcomes: The students, after having studied the course, should be able to perform and acquaint the following:

- Layout of a guest room
- Plan interior decoration and refurbishing
- Practicing various flower arrangements
- Different flooring and walls
- Practice decoration for different events and themes

Topics: (40 hours)

- Preparing layout of a guest room indicating furniture, fixtures, fittings, lighting, and color scheme
- Preparing 3D model of guest rooms using interior decoration techniques
- Practicing various flower arrangements
- Cleaning of different flooring and walls
- Decoration according to the different events and themes



Syllabus
General Proficiency (GPB05)

Awards of General Proficiency Marks:

Distribution of marks for General proficiency (non-credit) remarks will be based on the cumulative percent age of marks scored by student during each semester through various components as detailed below. Detailed distribution for award of marks in each component and/or their weightage may be as prescribed by the university from time to time.

S. No	Assessment	Weightage of marks
1	Discipline/Behaviour of students inside/outside of institute/university campus (To be awarded by Proctor of institute/Registrar of university)	40%
2	Games/Sports/Cultural/Literary events (To be awarded by respective officer in-charge)	40%
3	Academic & research/Special lecture/Extracurricular events & industrial visits (To be awarded by concerned Head of Department)	20%



Syllabus

Introduction to International Cuisine (22BHMT601)

L:T:P:4:0:0

Credits-4

Course Objectives: To impart in-depth fundamental knowledge and induce professional competence in the students about international cuisine, catering systems, and bakery.

Course Outcomes: After studying the course, the students should possess both theoretical and practical knowledge of the cuisines of different countries along with their classical preparations.

Syllabus:

UNIT-I (8 hours)

Oriental Cuisine - Chinese, Japanese, Thai, Indonesian, and Malaysian: Introduction, historical background, geographical concern, ingredients used, regional cooking style, methods of cooking, utensils used, famous dishes, and staple food.

UNIT-II (8 hours)

European and Western Cuisine - English, French, German, Italian, Lebanese, Mediterranean (Spanish and Greek), Mexican: Introduction, historical background, geographical concern, regional cooking style, methods of cooking, equipment & utensils used, famous dishes, and staple food.

UNIT-III (8 hours)

Specialized Catering System: Central Production System - Cook chill system, cook freeze system process, sous-vide system (purpose, process, equipment, and containers). Batch Cooking: Purpose, process, equipment, and containers. Hospital Catering; Invalid Cookery - Low calorie cooking, low carbohydrate and low cholesterol cooking, diet cooking.

UNIT-IV (8 hours)

International Bakery and Custards: Basic custards, creams and puddings, soufflés and mousses, different dessert sauces, meringues.

UNIT-V (8 hours)

Patisserie: Pastry - Short Crust, Laminated, Choux, Hot Water, Rough Puff, Cakes and its types, Yeast raised cakes, Cookies (different types), Fruit desserts & still frozen desserts - Ice cream, bombes, sorbets, sugar preparations, icings, chocolates, candies, etc. Chocolate - Types and uses, basic chocolate prep, role of chocolate in food presentation.

Text Books:

- *International Cuisine* – Jeremy Macveigh
- *The Professional Chef* Ninth Edition – John Wiley & Sons
- *The Complete Book of Pasta* – Jeni Wright

Reference Books:

- *International Cuisine and Food Production Management* – Parvinder Singh Bali
- *The Arts & Culinary of Science* – Negi Singh V., Notion Express Press
- *Food Production Operation and Management Vol-1* – Dr. Gulshan Soni
- *Ingredients* – Loukiewerle, Jill Cox



Syllabus

22BHMT602: Food & Beverage Management-I

L:T:P:4:0:0

Credits-4

Course Objectives:

The teachers delivering lectures and demonstrations in this course should understand that students have a basic knowledge of Food and Beverage Service activities.

Course Outcomes:

The students, after having studied the course, should be able to acquaint themselves with the following:

- Gueridon Service
- F&B Cost Control
- Bar Operations

Unit-1 (8 hours)

Gueridon Service: Introduction, types of trolleys, equipment, maintenance of equipment, food preparation techniques, flambéing, carving, salad making, advantages and limitations of Gueridon service.

Unit-2 (8 hours)

Banquets: Introduction, organization chart of the banquet department, duties and responsibilities of banquet staff, types - formal & informal banquets, reception, cocktail parties (standing & sit down), conventions, seminars, exhibitions, fashion shows, trade fairs, wedding booking procedures, FP, contract of agreement, banquet menus.

Unit-3 (8 hours)

Buffet Service: Introduction, classification of buffet - sit down, finger, fork, free flow, types of buffet setups, equipment required, checklist, staffing, sequence of food placement in buffet, buffet display, buffet menu planning & recent trends.

Unit-4 (8 hours)

Bar Management: Introduction, purchasing, storing, receiving, issuing; controlling, marketing beverages, responsible product use, employee management, art of mixology.

Unit-5 (8 hours)

Food & Beverage Cost Control: Introduction, advantages of cost control, volume forecasting, yield management, purchase specification, standard recipe, portion control, standard cost.

Text Books:

- *Beverage Management* – Michael Coltman
- *Bar & Beverage Book* – Costas Katsigris, Mary Porter, Thomas
- *Food & Beverage Service* – Dennis R. Lillicrap & John A. Cousins
- *Food & Beverage Service Management* – R. Singaravelavan, Oxford Pub.
- *Food & Beverage Control* – Richard Kotas and Bernard Davis
- *Food & Beverage Cost Control* – Lea R. Dopson, Wiley Publishers



Reference Books:

- *Front Office Training Manual* – Sudhir Andrews, Tata McGraw-Hill
- *Menu Planning* – Jaksa Kivela, Hospitality Press
- *Professional Food & Beverage Service Management* – Brian Varghese
- *The Bar and Beverage Book* 5th Edition – Costas Katsigris, Chris Thomas, Wiley Publications
- *Food & Beverage Service* – Lillicrap & Cousins



Syllabus

Room Division Management– I (22BHMT603)

L:T:P:4:0:0

Credits-4

Course Objectives:

To inculcate supervisory and planning skills in the students, along with knowledge of property management software.

Course Outcomes:

The students, after having studied the course, should be able to acquaint themselves with the following:

- Safety & security of guests
- Departmental budgeting
- Contract services and new trends involved in it
- Front Office as a major revenue-producing department in the hotel (Upgrading, Downgrading, etc.)
- How to handle a complaint in the hotel as a Front Office employee

Unit-I (8 hours)

First Aid, Safety & Security:

First Aid: Concept, importance, and emergency procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration, etc.). Safety awareness and accident prevention, handling fire emergencies & other emergency situations. Special provisions for differently-abled guests, added features, and modifications in guest rooms & public areas: Washrooms, restaurants, main entrance, etc. Safety, security & comfort of typical market segments, i.e., airline crew guestrooms, single lady guests, children.

Unit-2 (8 hours)

Budgeting:

Definition, types, budget cycle, making room division budget, factors affecting budget planning, budgetary control, advantages & disadvantages of budgeting.

Unit-3 (8 hours)

Contract Services and New Trends:

Contract services, types of contract services, guidelines for hiring contract services, advantages & disadvantages of contract services, energy and water conservation in room division, new trends in front office and housekeeping.

Unit-4 (8 hours)

Front Office Salesmanship & Guest Complaint Handling:

What is a complaint? Why do guests complain? Examples & case studies, how to handle complaints, benefits derived from complaint handling. Effect of complaints on brand image and revenue, analysis of complaints, methods of resolving them, follow-up systems, role of emotions in complaint handling.

Unit-5 (8 hours)

Complaint Handling:

Role of communication skills, developing salesmanship, up-selling techniques, role of reservation department in sales, selling for a full house in lean business seasons.



Text Books:

- *Hotel Host and Hospital Housekeeping* – Joan C. Branson & Margaret Lennox (ELBS)
- *Hotel Housekeeping* – Sudhir Andrews, Tata McGraw-Hill
- *Hotel Housekeeping Operations & Management* – Raghubalan, Oxford University Press
- *Housekeeping and Front Office* – Jones
- *Managing Housekeeping Operations* – Margaret Kappa & Aleta Nitschke
- *Professional Management of Housekeeping Operations (II Edn.)* – Robert J. Martin & Thomas J. A. Jones, Wiley Publications
- *Security Operations* – Robert McCrie, Butterworth–Heinemann

Reference Books:

- *The Professional Housekeeper* – Tucker Schneider, Wiley Publications
- *Front Office Training Manual* – Sudhir Andrews, Tata McGraw-Hill
- *Managing Front Office Operations* – Kasavana & Brooks, Educational Institution AHMA
- *Front Office – Operations and Management* – Ahmed Ismail (Thomson Delmar)
- *Managing Computers in Hospitality Industry* – Michael Kesavana & Cahell
- *Front Office Operations* – Colin Dix & Chris Baird
- *Front Office Operation Management* – S.K. Bhatnagar, Frank Brothers
- *Managing Front Office Operations* – Kasavana & Brooks



Syllabus

Hotel Information System (22BMHT604)

L:T:P::4:0:0

Credits-4

Course Objectives:

To inculcate knowledge about information technology and the role of computers in office automation.

Course Outcomes:

The students, after having studied the course, should be able to acquaint themselves with the following:

- HIS and MIS
- CRS and GDS
- PMS modules, PMS features, and its importance in hotel operations
- Importance and concept of OTA in generating revenue for hotels

Unit-1 (8 hours)

Hotel Information System:

Meaning, objectives; HIS terminologies; Software modules: Reservation, Guest Accounting; Point of Sale (POS), Cash Accounting System (CAS), and General Management.

Unit-2 (8 hours)

Management Information System (MIS):

MIS - Meaning & concepts, MIS design & functions, MIS performance evaluation, role of computers in MIS.

Unit-3 (8 hours)

Computer-Based Reservation System:

Global Distribution System, Central Reservation Systems (CRS), Reservation through the internet, new developments in reservation through the internet.

Unit-4 (8 hours)

Room Management Applications:

Room Management Module: Room Status, Housekeeping Functions, In-House Guest Information Functions. Introduction to information system activities - Word Processing, Electronic Spreadsheets, Interactive Video, Electronic Communications System. Simultaneous usage of multiple devices in guest rooms, Data Storage & Security, Hotel Apps on Smartphones.

Unit-5 (8 hours)

Role of OTA:

Social Media, Disruptors, Meta search hotel websites, Search Engines (Google+, Bing, Yahoo, etc.) in hotel reservations. Impact of TripAdvisor on the Indian hotel industry.

Text Books:

- Michael L. Kasavana, *Hotel Information System*
- Maeve Cummings, Stephen Haag, *Management Information Systems for the Information Age/Edition 9*
- D.P. Goyal, *Management Information Systems: Managerial Perspectives*
- Indrajit Chatterjee, *Management Information Systems*
- Ashok Arora, *Management Information Systems*



Reference Books:

- Michael L. Kasavana, *Hotel Information System*
- Maeve Cummings, Stephen Haag, *Management Information Systems for the Information Age/Edition 9*
- D.P. Goyal, *Management Information Systems: Managerial Perspectives*
- Indrajit Chatterjee, *Management Information Systems*
- Ashok Arora, *Management Information Systems*



Syllabus

Homestay and Entrepreneurship in Tourism Business (AEC- B601A)

L:T:P:2:0:0

Credits-2

Course Objectives:

To impart the in-depth fundamental knowledge and induce professional competence in students about Homestay and Entrepreneurship in the Tourism Business.

Course Outcomes: After studying the course, students should be able to acquaint themselves with the following:

- Concept of Homestay Business
- Entrepreneurship in tourism business
- Rules and Legislation

Unit-I (4 hours)

Homestay Business:

Introduction to the concept of Homestays. Market Your Homestay. Promoting the Home stay. How to Develop Packages: Health and Hygiene Safety Practices. Environmental Friendly Practices.

Unit-2 (4 hours)

Entrepreneurship:

Meaning and importance, evolution of the term 'Entrepreneurship', factors influencing entrepreneurship - Psychological factors, Social factors, Economic factors, Environmental factors. Attributes required for entrepreneurship, characteristics of an entrepreneur, types of entrepreneurs, barriers to entrepreneurship, case studies of successful entrepreneurs.

Unit-3 (4 hours)

Entrepreneurial Process:

Developing the concept and plan, understanding the project, writing the plan, license procurement and registration process, buying an existing business. Investment process, budgeting process, market survey, resource mobilization, preparing DPR (Detailed Project Report).

Unit-4 (4 hours)

Organisation Assistance:

Assistance to an entrepreneur, new ventures, industrial park (meaning, features, & examples), special economic zone (meaning, features & examples), financial assistance by different agencies, environmental clearance, National Small Industries Corporation (NSIC), financial assistance to MSME, Small Industries Development Bank of India (SIDBI).

Unit-5 (4 hours)

Rules and Legislation:

Applicability of legislation, Industries Development (Regulations) Act, 1951, Factories Act, 1948, The Industrial Employment (Standing Orders) Act, 1946, Environment (Protection) Act, 1986, The Sale of Goods Act, 1950, Forms of Business, Partnership Act. (Characteristics of all the Acts need to be discussed).

Text Books:

- *Entrepreneurship* - Abha Mathur, 2017 edition
- *The Manual for Indian Startups* - Vijay Kumar Iyaturi, ISBN: 9780143428527



- *A Complete Guide to Homestays* - Puneetinder Kaur Sindhu

Reference Books:

- *Dreamchasers* - Shobha Warriar



Syllabus
F&B Control (AEC-B601B)

L:T:P:2:0:0

Credits-2

Course Objectives:

The students studying this course should have basic knowledge of Food & Beverage Controls and procedures.

Course Outcomes:

After studying the course, students should be able to acquaint themselves with the following:

- Objectives of F&B Controls
- Purchase cycle
- Inventory Controls
- F&B production & sales control
- The different frauds involved in F&B operations

Unit-I (4 hours)

F&B Controls:

Introduction, Objectives of F&B Controls. Problems in F&B Controls, Methodology in F&B Controls.

Unit-2 (4 hours)

The Control Cycle:

Purchasing - Types, Purchase Order (P.O), Invoice, Supplier Purchase Summary (SPS). Receiving - Types, Equipment, Credit Memo, Documentation by supplier, Frauds. Storing - Procedures, Formats, Stock levels, Bin Card, Meat Tag. Issuing - Procedures and formats, Transfer Notes, Requisition/Indent Sheet.

Unit-3 (4 hours)

Inventory Control:

Objectives, Types of Inventory - Perpetual and Physical, Different methods, levels, and techniques. Inventory cost control - ABC classification system, Mini-Max method.

Unit-4 (4 hours)

Food & Beverage Production & Sales Control:

Objectives, Sales control, Steps and procedures. Standard yield, Standard Recipe, Standard Portion. Frauds and pilferages at different levels and control measures.

Unit-5 (4 hours)

Cost Dynamics:

Elements of cost, Classification of cost groups, Cost Formulae, Cost/Volume/Profit Relationship (Break-Even Analysis), Pricing.

Text Books:

- *Food & Beverage Management* by Bernard Davis & Sally Stone; Butterworth-Heinemann Ltd., UK



- *Food & Beverage Control* by Richard Kotas & Bernard Davis; International Textbook Company Ltd., Glasgow
- *Food & Beverage Control* by Jai Prakash Kant

Reference Books:

- *Food & Beverage Service* by R. Singaravelavan
- *Food & Beverage Operation – Cost Control & Systems Management* by Charles Levinson, Prentice Hall
- *Food & Beverage Management* by Partho M. Seal



Syllabus
Life skills/ Hygiene & Sanitation Management (MOOC)(VAC-B601A/B601B)

Earning Credits through MOOC's

BHMCT students can avail a facility of earning up to a maximum of 8 credits of their degree

Requirements through MOOC's.

- a. MOOC courses eligible for this purpose are the courses offered by NPTEL/ SWAYAM only. 4 weeks course will enable students to earn 1 credit, 8 weeks course will enable to earn 2 credits, 12 weeks course will enable to earn 3 credits and 16 weeks course will enable to earn 4 credits.
- b. MOOC courses can be taken in respective area only in lieu of Elective courses such as HSS Electives, Science Electives, Open electives, Departmental Electives. No core, lab or project courses can be dropped in lieu of MOOC.
- c. A student desirous of opting for a MOOC shall submit an application not later than one week prior to the scheduled normal date of semester registration to the concerned Head of the Department (HoD) giving the following details: Subject Title, Agency Offering MOOC, Examination system and Credits of the Subject. Timing and duration of course and its examination, centers of conducting of examination and facilities at the centre of the examination to be opted by the candidate.
- d. On receipt of the application by the HoDs, the HoDs shall constitute a committee of at least 3 members with himself as Chairman and two other members. This committee shall examine the proposal in detail regarding subject contents, examination system, suitability of the subject and equivalence of subject as per the University norms and give its recommendations for approval or non-approval including any special conditions to be imposed. The final approval of this will be granted by the University on explicit commendation of Head of Institution.



- e. Fee and other charges, if any, payable to MOOC providing and certification agency shall be borne by concerned student at his/ her own level.
- f. The student shall submit the original certificate issued by MOOC to the concerned HoDs and the HoDs will verify the same. The original will be returned after verification and verification shall be certified by the HoDs on the photocopy which shall be kept in records. The HoDs will submit the recommendation report to the university authorities through Head of Institution. (i) An equivalent Grade corresponding to grade/marks awarded by MOOC agency shall be determined by a committee consisted by the University. This equivalent Grade shall be shown in the mark sheet and accounted in the SGPA and CGPA calculations.

NOTE :-

The above structure of courses through MOOC has been discontinued as per the instructions of the Academic Council & furthermore as discussed in the BOS Dated :- 18/07/2024, the syllabus has been designed as per the requirement .



Syllabus

Life skills (VAC- B601A)

L:T:P- 2:0:0

Credits -2

Course Objectives: The objective of this course is that the student should develop successful life in relation to family, community and work place, individuals need an array of life skills. The course will give space to cultivate the art of developing life skills in relations to personal, familial and social life.

Course Outcomes: After completion of the course student will be able to:

1. Elaborate the importance of life skills and how it can be used in their day to day life at individual, family and community level
2. Apply communication skills in their day to day life for a better interpersonal relationship.
3. List down the qualities of a critical thinker.
4. Describe the steps of decision making with possible solutions
5. Identify sources of stress and how to cope with them

UNIT-I

(8hours)

Introduction to Life Skills

Life Skills: Understanding Life Skills and Life Skills Education, Conceptual Basis of Life Skills: Definition, Need and significance, Evolution and Development of the Concept of Life Skill Education, Role in Life Skills Education

UNIT-2

(10 hours)

Interpersonal Relationship and Effective Communication

Interpersonal relationship skills: Steps to improve interpersonal skills; Learning the value relationships with friends and family; Forming support seeking and building relationships; Importance of friendships and negotiating

Communication: Basic verbal and nonverbal communication skills; Using assertiveness for communication; Effective use of body language; Accessing and analysing information. How to improve communications in daily life to improve interpersonal relationships. Effective Listening, Negotiation Techniques & Process, Barriers of Communication, Presentation Skills

UNIT-3

(7hours)

Critical Thinking and Creative Thinking

Critical thinking: Qualities of a critical thinker; Making objective judgements about choices and risks; Resisting media influence on attitudes; Handling criticism. Analytical thinking, Strategies to enhance critical thinking Creative thinking: Developing capacities to think in creative ways; Generating new ideas; Networking. Out-of-the box thinking, stages of creative thinking, factors hindering creative thinking

UNIT-4

(7hours)

Decision-Making and Problem Solving

Decision making: Learning basic steps for decision making; Making apt decision in a difficult situations; Importance of decision making in life. Problem solving: Basic steps for problem solving; generating solutions to difficult problems or dilemmas; Conflict resolution and ways to resolve conflicts.

UNIT-5

(8hours)



Coping with Stress and Coping with Emotions

Coping with stress: Identifying sources of stress; Methods for coping in stressful situations; Coping in situations of adversity, Strategies to Manage Stress. Coping with emotions: Learning to express emotions; Recognition of the expression of different emotions; Understanding how emotions affect the way we behave; Coping with emotional distress.

Suggested Readings:

Bradberry, T., & Greaves, J. (2009). Emotional intelligence 2.0. TalentSmart

Doe, J. (2023). Mastering Life Skills: Essential Strategies for Personal and Professional Success. Academic Press.

Darkar Framework for Action, Education for All: Meeting our Collective Commitments, (April 2000), Dakar, Senegal.

Hilgard, E, Atkinson R C & Atkinson R L (1976), Introduction to Psychology (6th Ed), IBH Publishing Co., Pvt Ltd. New Delhi.

Nair, Radhakrishnan (2010). Life Skills Assessment Scale. Tamilnadu: School of Life Skills Education and Social Harmony- RGNIYD

Rao P.L. (2008) Enriching Human Capital Through Training and Development, Excel Books, Delhi.

Stella Cottrell, (2008), The Study Skills Handbook, Palgrave Macmillan Ltd. (3rd Ed), New York

Tolle, E. (1999). The power of now: A guide to spiritual enlightenment. New World Library.

UNESCO and Indian National Commission for Co-operation with UNESCO(2001): Life Skills in Non-formal Education: A Review

Wallace R. Masters, (2001) Personal Development for Life and Work: UK, South Western

YUVA School Life Skills Programme: Handbook for Teachers, Vol. I – IV, (2008), Department of Education and State Council of Educational Research and Training, Delhi



Syllabus

Hygiene & Sanitation Management (VAC- B601B)

L:T:P-2:0:0

Credits -2

Course Objectives: The objective of this course is that the student should be able to enhance overall health outcomes by reducing the incidence of waterborne, foodborne, and vector-borne diseases.

Course Outcomes: After completion of the course student will be able to understand:-

1. List down the principles of Hygiene and Sanitation.
2. Explain water waste management
3. State hygiene standards and regulations
4. Identify risk assessment
5. Promote community hygiene

UNIT-I

(8hours)

Introduction to Hygiene and Sanitation Management

Overview of hygiene and sanitation principles, Importance of hygiene in disease prevention

UNIT-2

(8hours)

Sanitation Infrastructure and Technologies

Water supply and treatment systems, Wastewater management and sewage treatment, Solid waste management and recycling

UNIT-3

(8hours)

Hygiene Standards and Regulations

Local and international hygiene standards, Regulations for food safety and water quality, Compliance and enforcement measures

UNIT-4

(8hours)

Risk Assessment and Management

Identifying hygiene-related risks, Developing risk management strategies, Case studies in risk assessment

UNIT-5

(8hours)

Community Hygiene Promotion

Designing hygiene education programs, Behavioral change theories and approaches. Implementing community-based interventions

Suggested Readings:

1. Bansal R, Food Nutrition and Hygiene, SBPD Publishing House
2. Roday.S, Food Hygiene and Sanitation, 2nd edition, , Mc Graw Hill India Publication.
3. Gorge. M. Price Hygiene and Sanitation, 1st edition, , Forgotten Books.
4. Jill Trickett ,Food Hygiene for Food Handlers, 1st Edition, , Palgrave Macmillan Publication
5. Kumar.A, Fundamentals of Food Hygiene, Safety and Quality, Dream tech Press
6. Singh.K, Hygiene and Sanitation Management in Hospitality Industry, Naman Publisher & Distributors.



Syllabus

Travel Documentation (Minor 601)

L:T:P::3:0:0

Credits-3

Course Objectives:

This course aims to give insights into tourism planning in Uttarakhand. It also provides a detailed picture of various types of planning and considerations regarding Uttarakhand State.

Course Outcomes:

Students undertaking this course should be able to understand the following:

- Nature of planning, planning & policy
- Economic considerations in planning, tourism & economy
- Global, national, regional, and local-level tourism concepts
- Five-year plans and tourism in Uttarakhand

Unit-I (5 hours)

Travel Documentation:

Introduction to travel documentation. Documentation required while leaving and entering India. Passport types and procedures to obtain an Indian passport. Currency regulations and the concept of Basic Travel Quota (BTQ). Customs regulations, health certificates, insurance, and immigration.

Unit-2 (5 hours)

Understanding VISA and Permits:

Understanding the concept of VISA and its types. Categories in which India grants visas to foreign tourists. Visa requirements and procedures to obtain a tourist visa for Singapore, UK, USA, and Australia. Restrictions and special area permits for foreign tourists in India and their procedures. Visa on Arrival Scheme of the Government of India.

Unit-3 (5 hours)

Safety, Security, and Hotels:

Understanding safety and security. Differentiation between safety and security. Best practices in Indian hotels. The case of Taj & Oberoi in Mumbai. Security departments in hotels. Guidelines for security in hotels. Dealing with emergencies - fire, death, crisis management, disaster management.

Unit-4 (5 hours)

Safety, Security, and Tourist Destinations:

Understanding destination images from a tourist perspective. The role of media in influencing consumer perceptions of travel safety. Understanding tourist security, its importance, and its impact on the tourism industry. The role of media in influencing tourist perceptions. Consumer awareness of travel advisories and their influence on behaviour. Common problems and challenges with hotel and tourism destination security. Security issues at airports, railway stations, and for single women travellers in India.

Unit-5 (5 hours)

Tourist Police & Its Role:

Role of the Ministry of the Government of India. UNWTO guidelines/advisories on safety and security. International issues on tourist security. The role of insurance in the travel industry.



Text Books:

- Clare A. Gunn: *Tourism Planning*
- Peter Mason: *Tourism Impacts & Management*
- Edward & Innskeep: *Tourism Planning*
- Wall, G. & Mathieson, A.: *Tourism Change, Impacts & Opportunities*
- Ranjit Taneja: *Tourism Planning*

Reference Books:

- Romilla Chawla: *Tourism Research, Planning & Development*
- Lew, A., Hal, C. M. & Williams, A.: *A Companion to Tourism*
- Charles R. Goeldner & J. R. Brent Ritchie: *TOURISM: Principles, Practices, Philosophies*
- Lesley Pender and Richard Sharpley: *The Management of Tourism*



Syllabus

Introduction to International Cuisine -I (22BHMP601)

L:T:P:0:0:4

Credits-2

Course Objectives:

The course aims to familiarize students with commodities, herbs, and spices and their usage in international cuisine through the preparation of simple dishes that demonstrate their application.

Course Outcomes:

After completion of the course, students will be able to:

- Prepare four to five-course menus of different foreign cuisines.
- Apply the best possible hygiene practices in the kitchen, keeping in mind international menus.
- Learn to prepare cakes, custards, puddings, and pre-plated desserts using basic bakery preparations.
- Understand presentation techniques.

Syllabus:

- Two practicals of four to five-course menus of the following cuisines:
 1. Oriental Cuisine
 2. Lebanese
 3. Spanish
 4. Mexican
 5. French Cuisine
 6. Italian Cuisine
 7. Middle Eastern
- Familiarization with commodities, herbs, and spices, and their usage in international cuisine through the preparation of simple dishes indicating their application.
- Regional sauces and their uses in cookery.
- Preparation of cakes, custards, puddings, and pre-plated desserts using basic bakery preparations.



Syllabus
Food & Beverage Management -I 22 BHMP602

L:T:P::0:0:4

Credits-2

Course Objectives:

The students studying this course should have knowledge of the functioning of food & beverage operations.

Course Outcomes:

After having studied the course, students should be able to:

- Perform trolley service.
- Understand banquet booking procedures.
- Set up different buffet arrangements.
- Set up and manage bar operations.
- Handle various situations in the bar.

Topics: (40 hours)

- Trolley service, practicing flambé and carving.
- Buffet setups.
- Practicing banquet booking procedures – taking the enquiry and confirming the booking.
- Filling out function prospectus/BEO.
- Organizing different formal and informal banquet functions.
- Organizing different conference setups.
- Organizing theme parties and food festivals.
- Bar setups and services.
- Service of wines and bar menus.
- Reading wine labels.
- Cocktail parties.
- Role plays and situation handling in the bar.



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Syllabus

Room Division Management - I (22BHMP603)

L:T:P::0:0:4

Credits-2

Course Objectives:

The students studying this course should have clear-cut knowledge of the core functioning and dealing with emergency situations of the Room Division department.

Course Outcomes:

After having studied the course, students should be able to:

- Practice SOP and skill-oriented tasks.
- Handle emergency situations.
- Practice fire drills.

Topics: (40 hours)

- Standard operating procedures.
- Skill-oriented tasks (e.g., cleaning and polishing glass, brass, etc.).
- First aid and first aid kit.
- Dealing with emergency situations.
- Fire drill (demo).
- Role plays.
- Case studies.



Syllabus
General Proficiency (GPB06)

Awardsof GeneralProficiency Marks:

Distribution of marks for Generalproficiency (non-credit) remarks willbe based on the cumulative percentage of marks scored by student during each semester through various components as detailedbelow. Detailed distribution for award of marks in each component and/or their weightage may be as prescribed by the university from timeto time.

S. No	Assessment	Weight age of marks
1	Discipline/Behaviour of students inside/outside of institute/university campus (To be awarded by Proctor of institute/Registrar of university)	40%
2	Games/Sports/Cultural/Literary events (To be awarded by respective officer in-charge)	40%
3	Academic & research/Special lecture/Extracurricular events& industrial visits (To be awarded by concerned Head of Department)	20%



Syllabus
Hotel Sales & Marketing Management (22BHMT 701)

L: T: P: 2:0:0

Credits-2

Course Objectives: To impart in depth knowledge of Accommodation operation and Management.

Course Outcomes: After completion of the course student will be able to understand: -

- Discuss about Hospitality Marketing.
- Learn about marketing Environment.
- Identify about product pricing.
- To learn about marketing Communication.
- Will be able to learn digital marketing.

UNIT-I (4hours)

Marketing Introduction: Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept in Hospitality Industry; Service Characteristic of Hospitality and Tourism Business, Marketing Challenges in Service Businesses, Customer Involvement in Hotel Services.

UNIT-II (4 hours)

Marketing Environment: Characteristics, Micro and Macro Environment, SWOT Analysis of Indian Hotel Industry, Factors Affecting Guests Behaviour, The Buyer (Guest) Decision Process, Buyer (Guest) Decision process for new products.

UNIT-III (4 hours)

Product Pricing and Service Strategy Hotel Marketing Strategies - Segmentation, Targeting, Differentiation and Positioning (STP); Service Marketing Mix; Product- Concept and Meaning; Product Decisions – Product Mix, Product Life Cycle, and New Product Development ; Approaches to Hospitality Service Pricing , New product pricing strategies; Customer Relationship Management : Benefits and its strategies used by Hotels

UNIT-IV (4 hours)

Marketing Communication The Hospitality Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Hospitality Marketing Communication, Advertising, Sales Promotion, Public Relations, The Public Relation, Personnel Selling, Direct Marketing. Trends and application of marketing in different areas – Rural Marketing, Green Marketing, Cyber Marketing. Ethics in Marketing and Consumerism.

UNIT-V (4 hours)

Digital Marketing Introduction of the Digital Marketing; Digital Marketing Channels, Digital vs. Real Marketing, Creating initial Digital Marketing Plan; Target Group Analysis; Content management; Optimization of Web Sites; CRM platform; Google Analytics; Social Media Marketing: Introduction; Social Media, different Social media platforms; Face book marketing; social media marketing techniques; blogging.

Text Book

Kotler Philip and Keller; Marketing Management; PHI, New Delhi Kotler, Philip, Kevin Keller, A. Koshy and M. Jha, Marketing Management in South Asian Perspective , Pearson Education, New Delhi

Reference Books

Kerin, Hartley, Berkowitz and Rudelius, Marketing, TMH, New Delhi
Etzel, Michael J, Marketing: Concepts and Cases, TMH, New Delhi



Syllabus

Human Resource Management (22BHMT 702)

L: T: P:: 2:0:0

Credits-2

Course Objectives:

The objective of this module is to introduce the procedures and practices being applied for the manpower training and placement, besides understanding the relation between employee and organization.

Course Outcomes:

- Discuss about HRM.
- Learn about recruitment, learning and development.
- Identify about Employee Motivation, Compensation & Benefit Management.
- To learn about Performance appraisal.
- Will be able to learn Job Satisfaction, Organizational Culture, and Disciplinary Action

Syllabus:

UNIT-I (4hours)

Introduction to Human Resource Management: Introduction, Definition & Concept, Growth Drivers in India, Importance of HRM, Hospitality Industry Characteristics, Human Resource Roles, HR Challenges. Manpower Planning, Process, Managing Workers,

UNIT-II (4 hours)

Recruitments, Learning & Development: Recruitments, Introduction, Concept, Sources, What to look for in prospective candidates, Recruitments Policy and Techniques. Learning & Development, Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, Organisational Culture & Training.

UNIT-III (4 hours)

Performance Appraisal: Performance Appraisal - Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, The 360 Degree Feedback System, Managing Employee Performance

UNIT-IV (4 hours)

Employee Motivation, Compensation & Benefit Management: Employee Motivation, Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinners Reinforcement Theory), Motivating Employees & Measurement. Compensation & Benefits: Policy, Components, Determinants, Theories, Employee Compensation Practices in India

UNIT-V (4 hours)

Job Satisfaction, Organisational Culture, Disciplinary Action: Introduction, Theories of Motivation, Correlates of Job Satisfaction, Importance of Job Satisfaction, Measuring Job Satisfaction. Organisational Culture: Introduction, Observational Aspects, Functions, Cultural Models, Positive or Negative Organisational Cultures, Managing and Changing Organisational Cultures. Disciplinary Action: Introduction, Principles of Natural Justice, Counselling, Disciplinary Guidelines, Disciplinary Process, Charge Sheet

Text Book

Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, Nirmal Singh
Principal and Techniques of Personnel Management Human Resource Management – Dr. JagmohanNegi

Reference Books

Human Resource Development Practice in Travel and Tourism – S.C. Bagri
Human Resource Management in Hospitality – Malay Biswas



Syllabus
Organizational Behavior (22BHMT703)

L:T:P::2:0:0

Credits-2

Course Objectives:

The teachers delivering lectures in this course should understand that students have a basic knowledge about having the right personality for any job and need for motivation. The students undertaking this course should be able to understand following:

1. Importance of organizational culture.
2. Importance of Human Behaviour in the Hotel industry
3. Obtaining basic knowledge of work area ethics and stress.

Course Outcomes: The student after studying the course should reflect back and use following:

1. Behavioral approaches during handling human resource
2. Resolving conflicts & handling stress.
3. Develop ethical work behaviour.

Unit-I(8 hours)

Introduction to Organisational Behaviour

Definition of OB, relevance and its scope, Relationship to other fields. Objectives of OB, Behavioural Approach to Management.

Unit-II(7 hours)

Organizational Design & Culture

Modern Organizational Design, Delegation & Decentralization. Organizational Culture – Definition & Characteristics, Organizational Climate – Definition & Characteristics.

Unit III(7hours)

Human Behaviour

Nature & Dimensions of Attitude, Nature & Importance of Perception – Social Perception, Personality – Meaning and Personality Traits & theories Group – Nature, Types, Group Dynamics, stages of group formation and Group Decision Making.

Unit IV(8hours)

Motivation

Meaning & Importance, Techniques, Theories of Motivation – Maslow &McGregors.

UnitV(8 hours)

Conflict Management

Traditional Vs Present Views, Reasons for Conflicts, Conflict management & Strategies to overcome conflict

Reference Books: Organizational Behaviour - Stephen Robins; Organizational Behaviour – Fred Luthans; Management of Organizational Behaviour – Paul Hersey & Kenneth H, Blanchard.



Syllabus
Professional Business Communication (22BHMT704)

L:T:P::2:0:0

Credits-2

Course Objectives:

The objective of this course is to provide students with a basic knowledge of interpersonal and intrapersonal communication skills.

Course Outcomes:

After completion of the course, students will be able to:

- Discuss the need and purpose of communication.
- Learn about oral and written communication.
- Identify and learn about remedial English.
- Learn about standard phrases.
- Understand industrial soft skills.

UNIT-1: Oral Communication

- Meaning and significance in business organizations.
- Principles of successful oral communication.
- Barriers to communication.
- Conversation control.
- Reflection and empathy.
- Modes of oral communication.
- Listening as a communication skill.
- Non-verbal communication.

UNIT-2: Written Communication

- Purpose of writing, clarity in writing, principles of effective writing.
- Approaching the Writing Process Systematically: The 3x3 writing process for business communication - prewriting > writing > revising > specific writing features > coherence.
- Electronic writing process.

UNIT-3: Business Letters and Reports

- Introduction to business letters, types of business letters, writing routine and persuasive letters, positive and negative messages.
- Writing Reports: Purpose, kinds and objectives of reports, organization and preparing reports, short and long reports.
- Writing Proposals: Structure and preparation.
- Writing Memos: Purpose, structure and preparation.

UNIT-4: Presentation Skills

- Introduction and purpose of presentations.
- Elements of presentation.
- Designing and delivering business presentations.
- Advanced visual support for managers.



- Negotiation Skills: Nature and need for negotiation, factors affecting negotiation, stages of the negotiation process, negotiation strategies.

UNIT-5: Employment Communication

- Introduction, composing job applications, group discussions, interview skills, impact of technological advancement on business communication.
- Technology-Enabled Communication: Communication networks, intranet, internet, emails, teleconferencing, videoconferencing.
- Meetings: Planning meetings, objectives, participants, timing, venue of meetings, meeting documentation - notice, agenda, resolution, and minutes.
- Seminars, workshops, conferences, and conventions.
- Media Management: The press release, press conference, media interviews.

Text Book:

- Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, Nirmal Singh.
- Principal and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan Negi.

Reference Books:

- Human Resource Development Practice in Travel and Tourism – S.C. Bagri.



Syllabus

Advance Culinary Management - II (22BHMT705A)

L:T:P:: 4:0:0

Credits-4

Course Objectives:

To impart in-depth knowledge of kitchen management, menu planning, different types of catering systems, and the latest control management systems.

Course Outcomes:

After completion of the course, students will be able to:

- Discuss the review of basic food production.
- Learn about kitchen management.
- Identify and learn about kitchen layout and design.
- Learn about menu planning.
- Understand quality control and product development.

Syllabus:

UNIT-I (8 hours)

Reviewing Food Production Basics: Reviewing cooking methods in reference to soups and sauces. Basics of cuts: fish, meat, and poultry and their usage in different cooking processes/methods. Concept of heat transfer and its effect on food texture. Role of dry and wet masalas in Indian cooking, various traditional styles/methods of Indian cooking. Different Indian curries.

UNIT-II (8 hours)

Kitchen Management: Objectives and principles of kitchen management. Inventory and store management. Indenting, purchasing & receiving. Yield management.

UNIT-III (8 hours)

Kitchen Layout and Design: Principles of kitchen layout & design. Placement of equipment. Layouts of kitchens: Multi-cuisine restaurant kitchen, specialty restaurant kitchen, bakery & confectionery in various organizations, garde-manger. Layout of receiving & storage area, layout of service & wash-up. Kitchen stewarding.

UNIT-IV (8 hours)

Menu Planning: Types of menus. Menu management system. Principles of menu planning. Factors affecting menu planning. Menu planning for invalids, diet menus, children's menus, transport/on-board menus, canteens and cafeteria menus. Menu engineering, menu cycle, menu evaluation, menu costing and pricing. Computer-based menu management system.

UNIT-V (8 hours)

Quality Control and Product Development: HACCP principles and process. Kitchen audit planning. Testing new equipment. Developing new recipes. Food trials. Organoleptic & sensory evaluation. New concepts: Molecular gastronomy and organic foods.



Text Books:

- *Professional Charcuterie* – By John Kinsella and David T. Harvey
- *The Professional Garde Manager* – By David Paul Larousse
- *The Professional Chefs' Guide to Kitchen Management* – By John Fuller, John Knight, Charles A. Salter
- *The Arts & Culinary of Science* : Negi Singh.V , Notion express press
- *Kitchen Planning & Management* – By John Fuller & David Kirk

Reference Books:

- *Practical Professional Cookery* By Kauffman & Cracknell
- *Professional Cooking* by Wayne Gislen, Publisher Le Cordon Bleu



Syllabus

Food & Beverage Service ManagementII (22BHMT705B)

L:T:P:: 4:0:0

Credits-4

Course Objectives:

To induce supervisory and managerial skills about the operations of different kinds of F & B outlets, events/ODC/functions, etc.

Course Outcomes:

After completion of the course, students will be able to:

- Understand the restaurant planning process.
- Learn about restaurant operations.
- Understand menu and menu planning.
- Gain knowledge about event management.
- Understand budgetary control.

Syllabus:

UNIT-I (8 hours)

Restaurant Planning: Types of restaurants. Factors to be considered while planning a restaurant (location, competition, customer profile, legal obligations, obtaining operational capital, source of finance, style or concept, staffing, capabilities).

UNIT-II (8 hours)

Restaurant Operations: Restaurant physical layout, cuisine and menu offering, selection of equipment, design. Furniture, lighting, equipment and licenses required, etc. Ancillary areas: Still room, pantry, kitchen stewarding, hot plate, linen room, and store.

UNIT-III (8 hours)

Event Management: Types of functions. Role of sales and marketing. Taking bookings. Planning and organizing themes of Indian and international cuisine. Concept and planning for MICE segments.

UNIT-IV (8 hours)

Menu Management: Introduction. Types of F&B menus. E-Menu, QR code. Planning, menu engineering, menu merchandising (e.g., floor stands, posters, wall displays, place mats, tent cards, etc.). Sales promotion, public relations, advertising. Suggestive selling and upselling techniques. Quality aspects of restaurants and catering outlets.

UNIT-V (8 hours)

Budgetary Control: Introduction. Objectives. Types of budget – master, capital, and operating. Steps of preparing a departmental budget. Budgetary control procedure and importance.

Text Books:



- *Food and Beverage Service* – Dennis Lillicrap and John Cousins
- *Food and Beverage Management* – Bernard Davis, Andrew Lockwood, and Sally Stone
- *Facility Planning and Design* – Edward Kagarian
- *Theory of Bakery* – Parvinder S. Bali

Reference Books:

- *Bar and Beverage Book* – Costas Katsigris, Mary Porter & Thomas
- *Theory of Catering* – Kinton and Cesarani



Syllabus

Room Division ManagementII (22BHMT705C)

L:T:P:: 4:0:0

Credits-4

Course Objectives:

To induce supervisory and managerial skills about the operations of room division and revenue management.

Course Outcomes:

After completion of the course, students will be able to:

- Learn about planning, organizing, and evaluating room division.
- Learn about standard operating manuals.
- Learn to generate yield and revenue through various techniques.
- Learn about emerging concepts in the hospitality business.
- Learn room selling techniques and how to maximize room sales using these techniques.

Syllabus:

UNIT-I (8 hours)

Planning, Organizing & Evaluating Room Division: Forecasting techniques, forecasting room availability, forecast formula, forecast types, forms and formats, factors for evaluating room division operations, area inventory list, frequency schedules, performance and productivity standards, time and motion study.

UNIT-II (8 hours)

Standard Operating Manuals: Job procedures, job allocation and work schedules, staff strengths & planning duty rosters, concept of ergonomics, devising training programs, designing training modules, refresher training, induction training, remedial training, time and motion study.

UNIT-III (8 hours)

Yield/Revenue Management: Setting room rates with different formulas, rates and their types, concept and importance, applicability to room division, capacity management, discount allocation, duration control, elements of revenue management, measurement yield, potential high and low demand tactics, yield management software, yield management team, formulas and numerical.

UNIT-IV (8 hours)

Emerging Concepts in Hospitality: New concept hotels (time share, ecotels, capsules, boutique hotels, yotels, etc.), modern hotel design and its advantages, environment-friendly housekeeping practices, case studies.

UNIT-V (8 hours)

Room Selling Techniques: Sales techniques – personal selling, creative selling, USP identification, telemarketing – tools & techniques. Offering alternatives and suggestive selling, internal/in-house sales promotion, direct sales/through intermediaries. Tailor-made packages, plans according to seasons. Online selling: Meta search engines, hotel apps & websites, social media, OTAs, TAs,



airline networks, cruise-liners, railway networks, CRS, non-affiliate networks & GDS. Strategy formulation for various channels.

Text Books:

- *Hotel Hostel and Hospital Housekeeping* – Joan C. Branson & Margaret Lennox (ELBS)
- *Hotel Housekeeping* – Sudhir Andrews (Publisher: Tata McGraw Hill)
- *The Professional Housekeeper* – Tucker Schneider (Wiley Publications)
- *Front Office Training Manual* – Sudhir Andrews (Publisher: Tata McGraw Hill)

Reference Books:

- *Hotel Housekeeping Operations & Management* – Raghubalan (Oxford University Press)
- *Housekeeping and Front Office* – Jones
- *Managing Housekeeping Operations* – Margaret Kappa & Aleta Nitschke
- *Managing Computers in Hospitality Industry* – Michael Kesavana & Cahell



Syllabus
Retail Management (AEC-B701A)

L:T:P: 2:0:0

Credits-2

Course Objectives:

To induce supervisory and managerial skills about Retail Management.

Course Outcomes:

After completion of the course, students will be able to:

- Learn about the definition and scope of retail.
- Learn about purchase management.
- Learn retail marketing and promotion.
- Learn about information systems in retailing.
- Understand ethical and legal issues in retailing.

Syllabus:

UNIT-I (4 hours)

Introduction to Retailing: Definition and scope, evolution of retailing, types of retail, trends in the retailing industry, benefits of retailing, retailing environment.

UNIT-II (4 hours)

Retail Purchasing and Pricing: Purchase management – merchandise purchasing, open to buy, open to buy planning, analyzing merchandise performance. Pricing strategies – everyday pricing, competitive-based pricing, price skimming, market-oriented pricing, marginal cost pricing. Retail price strategies – mark-up pricing, vendor pricing, competitive pricing, psychological pricing.

UNIT-III (4 hours)

Retail Marketing and Promotion: Nature and scope – relationship marketing, market strategies, retail research. Understanding the retail customer – retail market, population analysis, demographic analysis, consumer behavior. Retail promotion mix – retail promotion program, retail advertising media, promotional budget. Customer services – customer services, service quality gaps, service recovery.

UNIT-IV (4 hours)

Information System in Retailing: Acquiring and using information strategies, technology in retail, information sources, retail information system.

UNIT-V (4 hours)

Ethical and Legal Issues in Retailing: Dealing with ethical issues, social responsibility, environmental orientation, waste reduction at retail stores.

Text Books:

- *Retail Management* – Gibson & Vedamani (Jayco Books)
- *Retail Management* – Bajaj, Tuli, & Srivastava (Oxford University Press)



- *Retail Management* – Berman Barry & Evance J.R. (Prentice Hall India)
- *Modern Retail Management – Principles and Techniques* – Jain J.N. & Singh P.P. (Regal Publications)
- *Fundamentals of Retailing* – Madan K.V.S. (McGraw-Hill)

Reference Books:

- *Retailing Management - Text and Cases* – Swapna Pradhan (Tata McGraw-Hill)
- *Customer Relationship Management 2009* – Peelen Ed (Pearson Education)
- *Retail Management* – Gilbert D (Pearson Education)
- *Retailing* – George H, Lucas Jr., Robert P. Bush, Larry G. Gresham



Syllabus

Safety Security & Travel Documentation (AEC-B701B)

L:T:P:: 2:0:0

Credits-2

Course Objectives:

To increase the understanding about different forms, formats and documents required for travelers to India and abroad.

Course Outcomes:

After completion of the course student will be able to understand:-

- Learn about Safety Security and Hotels.
- Learn about Safety Security and Tourist Destinations.
- Learn to Tourist Police & Its Role
- To learn about Travel Documentation.
- Understanding VISA and Permits.

Syllabus:

UNIT-I (4hours)
Safety Security and Hotels: Understanding Safety & Security, Differentiation between safety and security, Best Practices in Indian Hotels, The Case of Taj & Oberoi at Mumbai, Security Departments in Hotels, Guidelines for Security in Hotels, Dealing with Emergencies - Fire, Death, Crisis Management, Disaster Management.

UNIT-II (4hours)
Safety Security and Tourist Destinations: Understanding the destination images from tourist perspective, the role of the media in influencing consumer perceptions of travel safety Understanding Tourist Security, its importance and impact of tourism industry. Role of Media in influencing tourist perceptions, consumer awareness of travel advisories and their influence on behaviour. Common problems & Challenges with hotel & tourism destinations security. Security issues at airports, railway stations, single woman travellers in India.

UNIT-III (4 hours)
Tourist Police & Its Role: Role of Ministry of Govt of India, UNWTO Guidelines/ Advises on Safety and Security, International Issues on Tourist Security, the role of insurance in the travel industry.

UNIT-IV (4 hours)
Travel Documentation: Introduction to Travel Documentation, Documentation required while leaving and entering into India. Passport its types and procedures to obtain an Indian passport, Currency Regulations and concept of Basic Travel Quota (BTQ), Custom Regulations, Health Certificates, Insurance and Immigration.

UNIT-V (4 hours)
Understanding VISA and Permits: Understanding the concept of VISA its types, categories in which India give Visa to foreign tourists. Visa Requirements and procedure to obtain tourist visa for Singapore, UK, USA and Australia. Restricted and Special area permits for foreign tourists in India and their procedures to obtain. VISA on Arrival Scheme of Govt of India



Text Book

- Tourism Security: Strategies for Effective Managing Travel Risk and Safety By Peter Tarlow
- -Safety and Security in Tourism Relationships, Management and Marketing By C. Michael
- Hall, Dallen J. Timothy and David Timothy Duval.

Reference Books

- -Tourism, Security and Safety (The Management of Hospitality and Tourism Enterprises)-
- Yoel Mansfeld & Abraham Pizam



Syllabus

Healthy Living & Fitness (VAC-B701A)

L:T:P:: 2:0:0

Credits-2

Course Objectives:

This course gives the idea of important organs of the human body. It covers the concept of a balanced diet.

Course Outcomes:

After completion of the course, students will be able to:

- Study the human body and its physiology.
- Analyze a balanced diet and the harmful effects of junk food.
- Identify and explain different types of addiction and ways to overcome them.
- Examine the benefits of yoga and exercise along with stress management.
- Describe commonly encountered diseases and first aid for emergency situations.

Syllabus:

UNIT-I (4 hours)

Human Body: Awareness of important body organs, their location, and broad function.

UNIT-II (4 hours)

Diet and Health: Importance of breakfast, fruits, and whole grains. Knowledge about constituents of diet (protein, fats, carbohydrates, vitamins, and minerals), and the importance of fiber.

UNIT-III (4 hours)

Lifestyle Diseases: Harmful effects of junk/processed foods. Dangers of obesity. Diseases resulting from lifestyle, e.g., diabetes, heart diseases, etc.

UNIT-IV (4 hours)

Exercise & Addictions: Benefits of yoga and exercise. Chewing, drinking, and smoking.

UNIT-V (4 hours)

Importance of Mental Health: Stress management, anxiety, and depression. Awareness of commonly encountered diseases and ailments.

Text Books:

- Corbin, Charles B., Beetal, C.A. (2004). *Concepts of Fitness and Welfare*. Boston: McGraw Hill.
- Puri, K., Chandra, S.S. (2005). *Health and Physical Education*. New Delhi: Surjeet Publications.
- *Principles of Physical Education*. Philadelphia: W.B. Saunders.



Reference Books:

- B.C. Rai. *Health Education and Hygiene*. Published by Prakashan Kendra, Lucknow.
- Norman Bezzant. *Help! First Aid for Everyday Emergencies*. Jaico Publishing House, Bombay, Delhi.
- Les Snowdan, Maggie Humphrey. *Fitness Walking*. Maggie Humphrey Orient Paper Books, 2002, New Delhi.



Syllabus

Financial Management (VAC-B701B)

L:T:P:: 2:0:0

Credits-2

Course Objectives:

To familiarize the students with the financial management system, sources of finance, and working capital management.

Course Outcomes:

After having studied the course, students should be able to acquaint themselves with the following:

- Financial Management System
- Working Capital Management
- Financial Ratios

Syllabus:

UNIT-I (4 hours)

Evolution, Scope, and Functions of Finance: Introduction; Scope of Finance; Financial Management System; Finance Functions; Role of a Finance Manager; Sources of Finance; Introduction to Short-term Finance and Long-term Funds.

UNIT-II (4 hours)

Objectives of a Firm: Introduction; Profit Maximization; Wealth Maximization.

UNIT-III (4 hours)

Ratio Analysis: Meaning and objectives; Classification; Profitability Ratios; Financial Ratios; Turnover Ratios.

UNIT-IV (4 hours)

Working Capital Management: Introduction; Concepts of Working Capital; Operating Cycle Method.

UNIT-V (4 hours)

Funds Flow Statement and Cash Flow Statement: Meaning, Uses, and Preparation.

Text Books:

- *Hotel Finance* – Iyengar, Oxford University Press
- *Financial Analysis* – S.N. Maheshwari & Sharad K. Maheshwari
- *Financial Management* – J.M. Pandey
- *Analysis of Financial Statements* – T.S. Grewal

Reference Books:

- *Financial & Cost Control Techniques in Hotel & Catering Industry* – Dr. Jagmohan Negi
- *Introduction to Financial Management* – I.M. Pandey
- *Financial Management* – Mittal and Aggarwal



Syllabus

Transport Management in Tourism (Minor701)

L:T:P: 3:0:0

Credits-3

Course Objectives:

This course aims to provide specialized knowledge on transportation systems.

Course Outcomes:

After having studied the course, students should be able to acquaint themselves with the following:

- Financial Management System
- Working Capital Management
- Financial Ratios

Syllabus:

UNIT-I (4 hours)

Transportation as Dynamic & Visual Manifestation of Tourism: History of different modes of transportation. Growth of civilization and role of transport. Development & present status of means of transportation in different parts of India & the world: a comparative study.

UNIT-II (4 hours)

Airlines & Tourism: History of airlines in India; role and contribution of Air India, Indian Airlines, private airlines, and helicopter services. Infrastructural basis of airlines in India. Role of airlines in tourism promotion; recent policies regarding airlines; problems of the airline business.

UNIT-III (4 hours)

Surface Transport & Tourism: Importance of surface transportation. Infrastructural basis for surface transport in tourism promotion. Coaches' car rental system in India. Taxes & subsidies on tourist coaches & cars. Problems faced by the surface transport sector.

UNIT-IV (4 hours)

Railways & Tourism: History & present status of Indian Railways. Zonal distribution, network & infrastructural basis of Indian Railways. Role of Indian Railways in tourism promotion. Special trains & packages for tourists. Government policies regarding railways. Problems faced by Indian Railways.

UNIT-V (4 hours)

Water Transport: History & present status of water transport in seawater & inland waters. Water transport system in India – historical aspects, cruise ships, ferries, hovercraft, river and canal boats, fly cruise, future prospects.

Text Books:

- *Transport & Tourism* – Stephan Page
- *IATA Materials on Tourist Transport*
- *Basics of Tourism* – Kamra



Reference Books:

- *Transport and Tourism* – Singh R.
- *Tourism Transport & Travel Management* – Nayak G



Syllabus
Advance Culinary Management – II (22BHMP705A)

L:T:P: 0:0:4

Credits-2

Course Objectives:

This course reveals how to manage kitchen operations.

Course Outcomes:

After completion of the course, students will be able to understand:

- The classification of a 5-course menu.
- How to prepare low-calorie food.
- The process of indenting for menus.
- Food holding techniques.

Syllabus (40 hours):

- Students should learn to plan, make, and cost 5-course menus independently.
- Low-calorie cooking techniques.
- Preparing standard recipes for dishes listed in menus, food cost calculations, and yield management of the menus.
- Indenting for menus.
- Preparing purchase orders and storing of items.
- Practicing food holding techniques and plate presentations.
- Developing and practicing different menus for trade tests with a focus on menu development.



Syllabus
Food & Beverage Service Management II (22BHMP705B)

L:T:P: 0:0:4

Credits-2

Course Objectives:

This course reveals the planning and operation of managing F&B service outlets.

Course Outcomes:

After completion of the course, students will be able to understand:

- The layout of a restaurant.
- Different types of restaurant outlets.
- Maintenance of different seating arrangements.
- Different forms and formats of F&B service operations.

Syllabus (40 hours):

- Planning a restaurant (Specialty, fast food, and coffee shop) with the factors mentioned in the theory.
- Planning a bar with the factors mentioned in the theory.
- Preparation of duty rosters in restaurants and function catering.
- Formal banquets (Seating arrangements and service procedures).
- Menu planning – Indian and International with wines.
- Formats of records maintained in restaurants and bars (booking, diary, KOT, sales summary sheet, guest comments, log book, etc.).
- List of restaurant equipment manufacturers (Assignment).
- List of licenses required (Assignment).



Syllabus
Room Division Management – II (22BHMP705C)

L: T: P: 0:0:4

Credits-2

Course Objectives:

This course reveals the equipment used in room division along with essential supplies and grooming standards required in the room division unit.

Course Outcomes:

After completion of the course, students will be able to understand:

- Discuss the different software used in room division operations.
- Learn about different report generation.
- Identify situation handling.
- Learn about AIL (Area Inventory List).

Syllabus: (40 hours)

- Software: Mock training
- Practicing ergonomics to increase efficiency
- Reports generation
- Audits
- Situation handling
- Devising/designing training modules
- Express check-in, ECO
- Event designing
- Periodical cleaning and supervision
- Planning manpower of the hotel
- Area Inventory List



**Syllabus
General Proficiency (GPB08)**

Awards of General Proficiency Marks:

Distribution of marks for General proficiency (non-credit) remarks will be based on the cumulative percentage of marks scored by student during each semester through various components as detailed below. Detailed distribution for award of marks in each component and/or their weightage may be as prescribed by the university from time to time.

S. No	Assessment	Weightage of marks
1	Discipline/Behaviour of students inside/outside of institute/university campus (To be awarded by Proctor of institute/Registrar of university)	40%
2	Games/Sports/Cultural/Literary events (To be awarded by respective officer in-charge)	40%
3	Academic & research/Special lecture/Extracurricular events & industrial visits (To be awarded by concerned Head of Department)	20%



Syllabus

Writing Effective Literature Review (22BHMT801)

L:T:P:: 4:0:0

Credits-4

Course Objectives:

This course guides students through the entire process of preparing a literature review, selecting and analyzing existing literature, and structuring and writing a quality literature review. Most importantly, the course develops skills in using evidence to create and present an engaging and critical argument.

Course Outcomes:

After completion of the course, students will be able to understand:

- Evaluate the purpose of a literature review
- Develop and clarify their thinking, embed their ideas, and articulate their thoughts clearly
- Identify the key preparation steps of a literature review and use each step to effectively articulate their research question and literature review plan
- Identify the key considerations when evaluating journals, selecting the most appropriate journal for their literature review
- Build a strong and convincing argument using suitable literature and data to develop and present their argument in their literature review
- Write and structure a strong literature review, avoiding common pitfalls when writing
- Recognize what each section of the literature review requires and formulate their own with the help of examples and guidelines

Syllabus:

UNIT-I (8 hours)

Purpose of a literature review: Why literature reviews matter, the complexity of literature reviews, persuading the reader, identifying and justifying your argument

UNIT-II (8 hours)

Process, language, and structures: The process from start to finish, finalizing your research question and approach, looking at your assessment criteria, reading strategies

UNIT-III (8 hours)

Selecting and analyzing the right literature: Identifying sources, which journals to use, navigating an article, reading an article in depth

UNIT-IV (8 hours)

Argument throughout the literature review: Engaging in an academic argument, using evidence to form your argument, looking at existing arguments, developing a counter argument

UNIT-V (8 hours)

Structuring a literature review: The overall structure, the introduction, the main body, the conclusion, plagiarism

Text Book

- Kumar, Ranjit. *Research Methodology: A Step-by-Step Guide for Beginners*. Sage Publications, 2014.
- Kothari, C.R. *Research Methodology*. New Age International, 2011.



- Shajahan, S. *Research Methods for Management*, 2004.
- Mustafa, A. *Research Methodology*, 2010.

Reference Books

- Thanulingom, N. *Research Methodology*. Himalaya Publishing
- C. Rajendar Kumar. *Research Methodology*. APH Publishing



Syllabus

Research publication and Ethics (22BHMT802)

L:T:P:: 4:0:0

Credits-4

Course Objectives:

To understand the philosophy of science and ethics, research integrity and publication ethics. To identify research misconduct and predatory publications.

Course Outcomes:

After completion of the course, students will be able to understand:

- Discuss the concept of philosophy and ethics.
- Learn about ethics with respect to science and research.
- Identify and learn about publication ethics.
- Understand open access publishing.
- Learn about publication misconduct.

Syllabus:

UNIT-I (8 hours)

Philosophy and ethics

Introduction to philosophy: definition, nature and scope, concept, branches

Ethics: definition, moral philosophy, nature of moral judgments and reactions

UNIT-II (8 hours)

Scientific conduct

Ethics with respect to science and research

Intellectual honesty and research integrity

Scientific misconducts: Falsification, Fabrication, and Plagiarism (FFP)

Redundant Publications: duplicate and overlapping publications, salami slicing

Selective reporting and misrepresentation of data

UNIT-III (8 hours)

Publication ethics

Publication ethics: definition, introduction and importance

Best practices/standards setting initiatives and guidelines: COPE, WAME, etc.

Conflicts of interest

Publication misconduct: definition, concept, problems that lead to unethical behavior and vice versa, types

Violation of publication ethics, authorship and contributorship

Identification of publication misconduct, complaints and appeals

Predatory publishers and journals

UNIT-IV (8 hours)

Open access publishing

Open access publications and initiatives

SHERPA/RoMEO online resource to check publisher copyright & self-archiving policies

Software tool to identify predatory publications developed by SPPU



Journal finger / journal suggestion tools viz. JANE, Elsevier Journal Finder, Springer, Journal Suggester, etc.

UNIT-V (8 hours)

Publication misconduct

Group Discussion:

- a) Subject-specific ethical issues, FFP, authorship
- b) Conflicts of interest
- c) Complaints and appeals: examples and fraud from India and abroad

Software tools: Use of plagiarism software like Turnitin, Urkund, and other open source software tools

Text Book

- Steneck, Nicholas H. *Introduction to the Responsible Conduct of Research*. Office of Research Integrity, 2007. Available at: <https://ori.hhs.gov/sites/default/files/rcrintro.pdf>
- Oliver, Paul. *The Student's Guide to Research Ethics*. Open University Press, 2003.
- Shamoo, Adil E., and Resnik, David B. *Responsible Conduct of Research*. Oxford University Press, 2003.
- Muralidhar, Kambadur, Ghosh, Amit, and Singhvi, Ashok Kumar, eds. *Ethics in Science Education, Research and Governance*. Indian National Science Academy, 2019. ISBN: 978-81-939482-1-7.

Reference Books

- Anderson, B.H., Dursaton, and Poole, M. *Thesis and Assignment Writing*. Wiley Eastern, 1997.
- Gustavii, Bjorn. *How to Write and Illustrate Scientific Papers*. Cambridge University Press.
- Bordens, K.S., and Abbott, B.B. *Research Design and Methods*. McGraw Hill, 2008.
- Graziano, A.M., and Raulin, M.L. *Research Methods – A Process of Inquiry*. Sixth Edition, Pearson, 2007.



Syllabus

Research Methodology (22BHMT 803)

L:T:P: 4:0:0

Credits-4

Course Objectives:

To raise the interest among students for research by giving them knowledge of using different tools of research and their applicability in the hospitality industry.

Course Outcomes:

After completion of the course, students will be able to understand:

- Discuss the Introduction to Research.
- Learn about Research Design and Hypothesis formulation.
- Understand sampling techniques.
- Explore Types, Sources, and methods used to collect data.
- Learn Analysis and interpretation of data.
- Develop skills in writing reports.

Syllabus:

UNIT-I (8 hours)

Introduction to Research Methodology
Meaning, definition, characteristics, and types of research
Methodology of research
Research process (statement of research problem)
Problems encountered by researchers in India

UNIT-II (8 hours)

Research Design
Meaning, characteristics of research design
Steps in research design
Concept of hypothesis
Types of hypothesis
Formulation of hypothesis

UNIT-III (8 hours)

Sampling Design and Data Collection
Meaning of sampling
Sample size, sample unit
Types of sample design
Data collection: Meaning, types of data
Methods of collecting primary data: observation, interview, and questionnaire
Sources of secondary data
(Research Approaches and Research Instruments)

UNIT-IV (8 hours)

Processing and Analysis of Data
Editing, coding, classification, and tabulation of data
Graphical presentation of data
Interpretation of data
Methods of data analysis



UNIT-V (8 hours)

Report Writing

Meaning, types, and steps involved in writing a report

Layout of the research report

Mechanics of writing a research report

Text Book

- Kothari, C.R. *Research Methodology*
- Aggarwal, O.P. *Statistics for Manager*
- Paynper, James, and Willy, John. *How to Research & Write Thesis in Hospitality Tourism*
- Boyd, Harper W. *Marketing Research*

Reference Books

- Thanulingom, N. *Research Methodology*, Himalaya Publishing
- Rajendar Kumar, C. *Research Methodology*, APH Publishing



Syllabus
Research / Project Dissertation (22BHMT 804)

L:T:P: 4:0:0

Credits-12

The size of the **Research Project Report / Dissertation** report depends on the nature of the theme of the project. However, it is desirable that the project report should be around 100 pages typed in double space. Report should be in A4 size papers and in a bound form. The language to be followed for the Project/ Dissertation work should be in English. The report should be in the following format.

Title

The first page of the report should indicate the title of the project, name of the candidate, address, enrolment number and year.

Certificate

Acknowledgement

Table of Contents

Introduction

This section will introduce the problem. It should be able to give an idea to the reader what the topic is all about, how did the topic emerge, and what made the researcher take up the topic. The introduction must contain the rationale and purpose of the research.

Review of the literature

Review of literature is a collective body of works done by earlier researchers and published in the form of books, journals, articles. It helps in generating ideas and developing significant questions for the research work.

Significance of the Study

The rationale for carrying out the particular project is explained here.

Objectives/ Hypothesis:

This will basically consist of the main objectives or purpose of the research. A hypothesis is also provided which is a tentative statement about the cause and effect relationship between the independent and dependent variables.

Methodology

Methodology includes Sample, Tests/Tools, Statistical Analysis. The size and nature of the sample will depend on the topic selected. Tests/ tools are to be selected based on the objectives of the research. The data collected with the help of the tests/ tools is then analyzed by using appropriate statistical techniques.

Result and Discussion

The findings of the research after the statistical analysis of data are reported in tabular and graphical form. This is then discussed in the light of the existing research studies. The implication of the findings is also discussed.



Conclusion

Under this heading, the learner has to conclude the findings of research. **Delimitations** Constraints and limitations of the research are mentioned here.

Suggestions for further work

Based on the research findings, the learner can give suggestions for further research in the particular area.

References (APA style) References have to be written in APA format. These should be alphabetically listed.

Appendix

This will contain the tests/ tools used for the purpose of the research.



VEER MADHO SINGH BHANDAR UTTARAKHAND TECHNICAL UNIVERSITY,



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