

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

**Approved in 13th Meeting of Executive Council held
on 27th March 2023 subsequent to the 14th Meeting
of Academic Council held on 20th March 2023**

(For admission in 2022-23 and onwards)



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SYLLABUS

For

BHMCT

(Bachelors In Hotel Management & Catering Technology)

4 Year

Effective from – Session 2022-23



1. Admission:

- 1.1. Admission to Bachelor of Hotel Management and Catering Technology (BHMCT) first year in first semester will be made as per the rules prescribed by the Academic Council of the VMSB Uttarakhand Technical University, Dehradun.
- 1.2. Admission on migration of a candidate from any other University to this University is not permitted.

2. Eligibility for Admissions:

2.1. Admission to BHMCT First Year:

- As per AICTE norms approved by academic council of the university
- A candidate shall be eligible for admission to BHMCT programme if he/she has passed the 10+2 examination in any stream from a board recognized or established by Central/State Government through legislation shall eligible to apply.
- Further the candidate should have obtained at least 45% marks (40% in case of candidate belonging to SC/ST category) in the qualifying examination.

3 Direct admission on vacant seats at institution/college level:

- 3.1 The eligibility criteria for direct admission on seats remaining vacant in first year after entrance examination / counseling shall be such as may be notified from time to time by the University.
- 3.2 The Academic Council of University shall have power to amend or repeal the eligibility criteria laid down.

4 BHMCT Programme:

There are two regular semesters in a year. The semester that usually begins in July (July to November/December) is known as the Odd Semester and the semester that usually begins in December/January (December/January to May) is known as the Even Semester. Academic session may be scheduled in the winter/summer vacations as well. This program aims to provide professional and managerial expertise in hotel management. This course will also focus on Revenue Management and Sales & Marketing. Students will receive extensive exposure to hotel operations through practice to acquire knowledge and attitude to work in hospitality organizations.

This programme will also provide a pathway to a career in hospitality related research, teaching, and consultancy. This programme is well -suited for all hotel management professionals, as well as other



graduates who wish to upgrade their qualifications in order to gain a competitive advantage in their careers. To give a boost for the career advancement one needs higher levels of managerial skills and knowledge which would be met by giving a UG level program which has a curriculum focused on the development of conceptual skills of the students.

The term “Hospitality” is now more holistic and encircled much more than four primary functional areas of a hotel. However, many institutions are offering hospitality based programmes in India but still focusing on hotels only. Hospitality encompasses diverse type of establishment such as Hotels, Hospitals, Restaurants, Airlines, Convention Centres, Events Destinations and related services.

This programme is designed for those hotel management graduates or graduates in any stream or any veteran of hospitality seek to leverage his skills and knowledge to achieve the next level of competency. This programme is designed keeping in mind the profile of a graduate who wants to advance in his career and gain the necessary conceptual skills required in the middle and middle management level.

This could be an ideal course for the people seeking to obtain specialized knowledge to venture into their own business. Four year Bachelor of Hotel management and Catering Technology program is based on the philosophy of bringing together the arts and sciences of hospitality. This will allow the aspirants to learn managerial, analytical and decision-making skills required in hospitality business in different level of hierarchy.

4.1 Curriculum Structure:

The University follows a specialized credit/grade based semester system. This programme will have a specific curriculum for all semesters (Semester 1 to Semester 8) with a syllabi consisting of Theory, Practical, Project work, etc. as given below and shall be in accordance with the prescribed syllabus. The subjects shall be covered through lectures, Tutorials, laboratory classes, seminar, specialized industrial training/internship/ specialized on job training and practical training, projects, tour etc. as prescribed by university.

Under Graduate Core courses include subjects from:

- (i) Food production
- (ii) Food & beverage service
- (iii) Accommodation operations
- (iv) Front office



Under Graduate Program Electives includes subjects from:

- (i) Professional Electives
- (ii) Open Electives
- (iii) Ability enhancement Course
- (iv) Value added Courses
- (v) Non credit course

Teaching Methodology

Under the aegis of All India council for Technical Education & University, identification & development of critical managerial qualities of the students are a primary focus of the faculty members. Innovative teaching methods are adopted in order to clarify concepts and theories. Conventional classroom lectures with case studies, assignments, group projects, seminars, debates, elocution, role playing and psychoanalysis help in further developments of the students. Field work and guest lectures are arranged to give practical exposure. The idea behind the whole academic exercise is not only to make students exam oriented but business inclined. The ability to ask questions & challenge the established norms can only come through such an endeavor.

4.2 Audit Courses:

The status and marks allotted for the audit courses are tabulated as below.

S. No	Audit course status	Marks obtained
1.	Audit Pass (AP)	40% and above
2.	Audit fail (AF)	Below 40 %, candidate has to repeat the course

All students admitted to the first year of the BHMCT programme are required to take a diagnostic test in English. Based on their performance in this test, they may be advised to undertake certain additional non-credit course(s) in English Language and Foreign languages. Further, for running BHMCT in collaboration and twinning programme with Indian and Foreign University/Institutions in the field of Technical Education, Hospitality, Research and Training, the Academic Council of the University will be prescribing the norms in accordance with AICTE/UGC/State Government/University norms as applicable.



4.3 Curriculum

- 4.3.1** The 4 (four) year curriculum is divided into 8 semesters. It shall include lectures, tutorials, practicals, seminars, projects etc. in addition to specialized On Job training/internship, educational tour etc. as defined in the scheme and instructions issued by the University from time to time.
- 4.3.2** The curriculum will also include such other curricular, co-curricular and extracurricular activities as may be prescribed by the University from time to time.

5. Duration of Course:

- 5.1 Total duration of the BHMCT course shall be of 04 years, each year comprising of two semesters. Each semester shall normally have teaching for the 90 working days or as prescribed by AICTE/UGC/University from time to time it shall be the responsibility of institute / college to ascertain the minimum number of working day for teaching.
- 5.2 The maximum time allowed for a candidate for completing the BHMCT course shall be 10 (Ten) years, After every course rider of two year course should be provided to the student to enter the new course for the failing which he/she shall not be allowed to continue for his/her BHMCT degree.
- 5.3 The student may complete the programme at a slower pace by taking more time but not more than prescribed maximum duration as per the provision of Clause 5.2
- 5.4 The student can complete credit requirements prescribed for BHMCT degree in expedient mode by taking the maximum number of permissible credits in respective semesters, however the final examination of the specialized on job training in 8th semester will be held along with the end semester examination of the 8th semester i.e. end of final year i.e. fourth year.
- 5.5 Exit Option with Certificate in Hotel Management (With the completion of courses equal to a minimum of 52 Credits) after two semesters.
- 5.6 Exit Option with Diploma in Hotel Management after 4 semester (With the completion of courses equal to a minimum of 100 Credits)
- 5.7 Students opting for an award of 4 year Bachelor in Hotel Management & Catering Technology Degree must continue with theory and practical classes in the 7th & 8th Semester and undergo their specialized training of 45 days in fourth year in each semester (with successful completion of course equal to 188 credits)



6 Change of college

In a normal course a candidate can complete one course such as for example one year certificate in hotel Management from one college there shall be no changes in the college before. However upon the successful competition and clearing all dues a student can take admission in lateral entry in other within same college or other university as per the provision laid down.

7. Attendance:

- 7.1 Every student is required to attend all the lectures, tutorials, practical's and other prescribed curricular and co-curricular activities. The attendance can be condoned up to 25% on medical grounds or for other genuine reasons beyond the control of students i.e. 75% attendance is required.
- 7.2 Relaxation of attendance up-to 15 % for a student can be given by the head of the institution/ college provided that he/ she has been absent with prior permission of the Head of the Institution/College for the reasons acceptable to him i.e. attendance cannot go below 60% in any case.
- 7.3 No student will be allowed to appear in the end semester examination if he/she does not satisfy the overall average attendance requirements of Clause No. 7.1 and 7.2. And such candidate(s) shall be treated as having failed and will be further governed by clause no. 5.1 & 5.2.
- 7.4 The attendance shall be counted from the date of admission in the college or start of academic session whichever is later.
- 7.5 Marks for the attendance should be given on the basis given below:

75-80%	5 Marks
80-85%	10 Marks
85-90%	15 Marks
90% and above	20 Marks



8. Examination:

- 8.1** The performance of a student in a semester shall be evaluated through continuous class assessment and end semester examination. The continuous assessment shall be based on class tests, assignments/tutorials, quizzes/viva-voce, projects, presentations, attendance, etc. The marks for continuous assessment (Sessional marks) shall be awarded at the end of the semester by the subject teacher and forwarded to University through Head of Department/Head of Institution. The end semester examination shall comprise of written examination, practical and viva-voce.
- 8.2** The distribution of marks for Sessional, end semester theory papers, practical and other examinations, seminar, project, industrial training/internship and general proficiency shall be as prescribed.
- 8.3** The marks obtained in a subject shall consist of marks allotted in end semester theory paper, practical examination & Sessional work. The grade will be awarded based on marks obtained. The “F” grade denotes the failure in passing respective subjects and student has to make another attempt to pass the subject as per the provisions of this Ordinance Clause 14.
- 8.4** The minimum pass marks in each subject having Sessional marks component shall be 40% (including Sessional marks) with a minimum of 30% marks in the end semester examination of respective subject. If there is no provision of Sessional marks in any subject, the minimum pass marks in that subject shall be 40% in the end semester examination.
- 8.5** There shall be no pass marks in General Proficiency (GP). However the remark corresponding to marks obtained in General Proficiency shall be reflected in the result as non -credit course.

9. Unfair means:

Cases of unfair means shall be dealt as per the rules of the University and the Government Public Examination (Prevention of Unfair means) Act if any in force.

10. Award of Sessional Marks:

Sessional marks for theory subjects, practical and project shall be awarded as will be prescribed and at present the break-up of Sessional marks shall be as follows:

(a) Theory Subjects

- (i)** Class tests (CT) which will comprise of **60%**
Two mid-term tests of equal weightage



(ii) Teacher Assessment:

Tutorial/Assignment/Quizzes	20%
Attendance	20%

(b) Practical:

(i) Two mid-term viva-voce/tests of equal weightage	50%
(ii) Teacher Assessment of Lab Record	25%
(iii) Attendance	25%

- (c) Make-up test may be held only for those students who could not appear in anyone of mid-term class tests due to genuine reasons for which the prior permission from the Head of Institution/Head of Department in University campus was taken. Make up test shall ordinarily be held about two weeks before the semester examination.

The syllabus for the make-up test shall be the whole syllabus covered by the subject teacher up to that time.

11. 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%



12. Award of Seminar, Project, specialized On Job Training/ Internship, educational tour grades at Institution/ Head of Department in University campus level:

12.1 The marks of Seminar specialized on job Training/Internship, Educational tour grades shall be awarded on the following basis:

- | | | |
|------|-----------------|-----|
| (i) | Write-up/Report | 50% |
| (ii) | Presentation | 50% |

12.2 The grades in Seminar, specialized on job Training /Internship and educational tour shall be awarded by a committee consisting of following members:

- (i) Head of the Department or his/her nominee - Chairperson
- (ii) Concerned Officer In-charge/designated Faculty member - Member
- (iii) Senior Faculty Member of the department nominated by the Head of Department – Member

In Semester VII the student shall work under the supervision of the Faculty and carry out a Field Work and submit a structured report in a hard copy & one soft copy. The student is required to conduct research on a topic related to one (or more) of contemporary issues in Hotel Management & Catering Technology.

The topic is chosen in consultation with the faculty. The student will prepare and present a detailed research proposal prior to starting the work. A Field Work outlining the entire problem, including a survey of literature and the various results obtained along with their solutions is expected to be produced.

The student must submit the completed project and make an oral presentation of the same. Through the Field Work, the student is expected to furnish evidence of competence in understanding varied aspects of the theme/topic selected and a deep understanding of the specialty area. The completion of the project shall be certified by the Faculty Guide & approved by the Director of the Institute.

Based on the actual training, the student shall write a training report under the guidance of TPO and submit a copy of the same to the institute.

The report should be well documented and supported by –

- Certificate
- Acknowledgement
- Index
- Introduction
- Organization profile
- Outline of the task undertaken in a specific department
- Relevant charts, tables, formats, diagrams etc.
- Contribution to the host organization etc.
- Conclusion



13. Grace Marks:

A candidate maybe awarded grace marks up to a maximum of total 10 marks, in maximum four subjects but not more than five marks in any subject including theory papers, practical, project, seminar, industrial training/internship and/or aggregate marks in each academic year provided he/she can be declared to be promoted by the award of these marks.

14. Structure of Grading of Academic Performance:

The following shall be the structure of grading for academic performance of the students:

14.1 Award of Grades:

Students obtaining grades O to P shall be declared pass. Students failing in subject will be awarded F grade.

The grades shall be decided on the aggregate of evaluation of all the components like: -

- (i) Three written tests: CT -1, CT -2 and End Semester Examination
- (ii) Assignments Quizzes, homework, tutorials and regularity in attendance etc.
- (iii) Practical (If part of the course).
- (iv) Practical and Project shall be evaluated & graded as per guideline.

Structure of Grades and Grade Points:

Grades	Grade Point (GP)	% of Total Marks obtained in the course
O - Outstanding	10	90% and above
A ⁺ - Excellent	9	85% and above but less than 90%
A - Very Good	8	80% and above but less than 85%
B ⁺ - Good	7	70% and above but less than 80%
B – Above Average	6	60% and above but less than 70%
C – Average	5	50% and above but less than 60%
P – Pass	4	40% and above but less than 50%
F – Fail	0	Less than 40%

14.2 Evaluation of Performance:

The performance of a student will be evaluated in terms of two indices, viz., the Semester Grade Point Average (SGPA) which is the Grade point Average for a semester and Cumulative Grade Point Average (CGPA) which is the Grade Point Average for all the completed semesters at any point in time. The SGPA is calculated on the basis of grades obtained in all courses, except audit/non-credit courses, registered in the semester.

$$SGPA = \frac{\sum_{i=1}^s C_i G_i}{\sum_{i=1}^s C_i}$$



Where C_i = Credits of the registered subject

G_i = Grade point awarded to the student in the registered subject

s = Total number of registered subjects in the semester, except non-credit courses. Here the failed courses are also accounted.

The overall Grade of a student in the program of study up to the end of a particular semester shall be called Cumulative Grade Point Average (CGPA). CGPA shall be calculated on the basis of all grades, except audit courses, obtained in all completed semesters as follows:

$$CGPA = \frac{\sum_{i=1}^n C_i G_i}{\sum_{i=1}^n C_i}$$

Where C_i = Credits of the registered subject

G_i = Grade point awarded to the student in the registered subject

n = Total number of registered subjects, except audit/non-credit Courses. Here the failed courses are also accounted.

15. Definition of Credit:

1 Hr. Lecture (L) per week	1 Credit
1 Hr. Tutorial (T) per week	1 Credit
2 Hours Practical (P) per week	1 Credit

16. Earned Credits (EC):

The credits assigned to a course in which a student has obtained “P” (minimum passing grade) or a higher grade will be counted as credits earned by him/her.

17. 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 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 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.

18. Promotion:

A student has to earn a minimum of 40 % of the total numbers of credits in a semester to be eligible to register for the new subjects offered in the next semester. But in odd semesters if this requirement is not met, the student is to be forewarned and allowed to continue to the next even semester. However at the end of even semesters this requirement will be strictly implemented as detailed in “Eligibility criteria for registering for higher semesters”. Students who do not meet this requirement detailed in Table 1 are not permitted to register for new subjects in the higher semesters. They have to either register for appearing in examination of the failed subjects in normal semesters in which they are offered subject(s) or use the



Summer Semester facility subject to the limitations imposed by the ordinances.

Summer Semester facility will be offered to the students for completing failed subjects in summer vacations by studying and appearing in examinations. The Summer Semester facility will be offered to those who do not satisfy promotion requirements norm after the 2nd as well as the 4th semesters and 6th semester.

Table 1: Eligibility Criteria for Registering for Higher Semesters

Semester	Allotted Credits	Cumulative Credits	Minimum cumulative credits required to register for courses in higher semesters
First	24	24	Not insisted
Second	26	50	20
Third	28	78	Not insisted
Fourth	20	98	40
Fifth	28	126	Not insisted
Sixth	26	152	60
Seventh	26	178	Not insisted
Eighth	10	188	

Faculty advisors (Head of Department to designate a Faculty advisor for maximum of 20 students) shall monitor advice and support the students for this. Institute shall make necessary arrangement to inform the students about the minimum cumulative credits requirement to register for higher semesters as in Table 1.

19. Carryover System:

19.1 A candidate who satisfies the requirements of clause 18 will be required to appear in those theory/practical/other subjects in whom he/she failed i.e. secured “F” grade. A candidate has option to pass the failed subjects in summer semester and/or regular semester. It will be open to candidate to either enroll for summer semester by paying applicable fees as decided by University, attend classes and appear in examination at the end of summer semester which will be held in vacations or only appear in failed subject examination in regular semester(s) without attending the classes by merely filling the examination form and paying fee as applicable to appear only in failed subject examinations.

19.2 The highest marks secured in any subjects in various attempts (end semester and carryover examination either in Summer Semester or Regular semester examinations) shall be considered.



20. Ex-Studentship

- 20.1** A candidate opting for ex - studentship shall be required to appear in all the theory & practical subjects in the end semester examinations of both semesters of the same academic year. However, the marks pertaining to Sessional, Industrial Training/Internship, Seminar and General Proficiency shall remain the same as those secured earlier.
- 20.2** A candidate opting for ex-studentship shall be required to apply to the college by paying only examination fee as per schedule notified by the University.

21. Re-admission:

A candidate may be allowed for re-admission provided he/she satisfies one of the following conditions within the permissible maximum duration of the programme:

- 21.1** A candidate is declared fail due to non fulfillment of required credits for promotion to higher semester after even semester (s) as applicable.
- 21.2** A candidate did not appear in a semester examination/or he/she was not granted permission to appear in the examination. Candidate has been detained by the institute and subsequently has been permitted to take re-admission.
- 21.3** A candidate as an ex-student passed the examination of the academic year or qualified for carry over system.
- 21.4** A candidate promoted with carry over subjects (i.e. those in which he/she secured “F” grade) and he/she opted for readmission.

22. Results:

- 22.1** A candidate is declared fail due to non fulfillment of required credits for promotion to higher semester after even semester(s) as applicable. The result of a candidate shall be declared on the basis of performance of both semesters of the same academic year. However, a final year student, who is not permitted in any one of the final year semester examinations due to shortage of attendance, will be permitted in Summer Semester or in that particular semester of the next academic session to study as a regular student and appear at respective end semester examination(s) within the permissible maximum duration of the programme.
- 22.2** A student will be eligible for BHMCT degree after completion of minimum 188 credits with P or higher grades and passing in all Audit/Non-credit courses.
- 22.3** A student completing minimum of 52 credits with P or higher grades and passing in Audit/Non-credit courses as applicable in 1st & 2nd semesters and willing to leave the programme will be allowed to leave and a Certificate in Hotel Management will be granted to him/her by the University.



- 22.4 A student completing minimum of 100 credits with P or higher grades and passing in Audit/Non-credit courses as applicable in 1st, 2nd, 3rd, 4th semesters and willing to leave the programme will be allowed to leave and a Diploma in Hotel Management will be granted to him/her by the University.
- 22.5 Students who have 4 year degree in BHMCT without any F grade at any stage in four year duration will be eligible to complete MHM in one more year of study as per the conditions prescribed by the University from time to time subject to completion of 208 credits (188 minimum credit requirements + 20 credits additional by opting for more than prescribed credit subjects during regular/summer semesters in 4 year duration) securing CGPA of 8 or more and availability of seats for which University will make separate notification.

23. Award of Rank and Medals:

- 23.1** On the basis of final year result, the top ten candidates in BHMCT shall be awarded rank according to their merit provided they pass all the examinations in first attempt without grace marks.
- 23.2** The topper of BHMCT programme will be awarded by Vice Chancellor's Gold Medal subject to passing all the examinations in first attempt without grace marks.

24. Cancellation of admission

The admission of a student at any stage of study shall be cancelled if:

- (i) He/ She is not found qualified as per AICTE/State Government norms/ Guidelines or the eligibility criteria prescribed by the University.

Or

- (ii) He/ She is found unable to complete the course within the stipulated time as prescribed in Clause 5.2.

Or

- (iii) He/ She is found involved in creating indiscipline in the Institution/ College or in the University.

Or

- (iv) The University can cancel the admission of any student who fails to submit the prescribed documents by the specified date or to meet other stipulated requirement(s). The University may also cancel the admission at any later stage if it is found that the student had supplied false information or suppressed relevant information while seeking admission.



- (v) The University reserves the authority to withdraw the degree conferred to a candidate on account of any discrepancy in the candidature observed at later stage.

26. General Rules:

26.1 Academic Calendar

The exact dates of all important events, such as registration/enrolment, induction, late registration/enrolment, commencement of classes, adding and dropping of courses, submission of documents, examinations, date of showing evaluated answer books, submission of grades, vacation, mid-semester break, etc., during the Academic Session shall be specified in the Academic Calendar of the University.

26.2 Registration/Enrolment

All students are required to register in each semester for the subjects to be pursued by them, as per their programme, on the dates specified in the Academic Calendar of the University. A student must ensure that he/she has completed the pre-requisites, if any, for each subject to be registered. Also, the student/Institute must ensure that there is no conflict in the timetable of the subjects that he/she has registered.

For students in the BHMCT programme, the course structure is flexible. Since the programmes follow a credit based system, the students are allowed to register as per their choice. A template for each programme has been recommended to help the students to select courses in each semester. The templates have been designed to ensure that if a student follows them, there will be no scheduling conflicts.

The sole responsibility for registration rests with the student and the institution of study concerned.

26.3 Registration/Enrolment Procedure

A list of subjects to be offered during the semester will be available on the University website and is also made available to the Institute/Department which shall provide the necessary information on the curriculum, subjects offered, rules and procedures, and any other relevant information during registration in each semester. The registration procedure consists of two parts to be completed as per schedule given by the University academic Calendar:



Part 1: filling of the registration form mentioning the subjects to be credited in the next semester.

Part 2: payment of fees and clearance of outstanding dues (if any).

26.4 Late Registration/Enrolment

If for any compelling reason (like illness) a student is unable to register on the day of registration, he/she can register on the late registration day specified in academic calendar on payment of the late registration fee. However, if a student seeks prior permission to register late on valid grounds with recommendation of Director/Principal of college to the University, the University may allow and exempt him/her from payment of late registration fee.

26.5 Adding and Dropping of Courses

A student may add or drop course(s) till the last date(s) specified in the Academic Calendar with the permission of the College/University authorities. For this, he/she must fill the appropriate form, get the endorsement of the HOD and submit the form to the Head of Institution for approval of the University and also online in case of such options being made available by the University. A student may also drop course(s) up to the time of filling examination form whose exact date is specified in Academic Calendar with the following conditions.

1. Dropping of course(s) should not result in a net registration less than the specified minimum number of credits.
2. The request to drop course(s) must be endorsed by the HOD and Head of Institution for the approval of University in hard copy / online if such facility is made available by the University. The dropped subject will not be shown in the grade sheet and transcript of the student.

26.6 Academic Load

Each subject carries a weightage in terms of credits depending upon the number of contact hours (lectures, tutorials, laboratory hours). A student is allowed to register up to minimum allotted credit limit or 20 percent more credits than the normal load prescribed in the scheme of examination for respective semester.



26.7 Summer Semester Registrations

Students register for these failed subjects at the beginning of the Summer Semester which will be of 30-40 contact hours for each subject on the advice of HOD by paying the extra fees as prescribed by the University. No student is allowed to register for more than 20 credits during the Summer Semester. Adding of subjects is not permitted in the Summer Semester. However, a student may drop a subject up to two weeks prior to the last day of classes.

26.8 Termination of Programme

If a student fails to report and register by the last date of registration without any bonafide reason, his/her programme may be terminated by University.

26.9 Showing the Answer Scripts:

The answer scripts of all examinations i.e. Class Tests will be shown to student in classroom and the End Semester Examination answer scripts may be shown to the students as per policy prescribed by University from time to time.

Examination Fee for Back Paper per subject will be as decided by the University from time to time will be charged from the students.

26.10 Course Committees and Class Committee:

The Course committee and Class committee are to be put in place for proper monitoring of course progress. Head of Department will be reviewing the activities of 'Course Committee' and 'Class Committee' and ensure the necessary actions to ascertain good quality of Teaching-Learning-Evaluation processes.

26.10.1 Course Committee

There will be a separate 'Course Committee' for each of BHMCT programme. The Course Committee will be constituted by the Head of Department concerned. The Chairman of the Course Committee shall be Head of Department concerned. Members:-

- i) Head of Department
- ii) All teachers of respective Department.
- iii) Four student representatives of respective course, one from each year nominated by the Head of Department concerned.



26.10.2 Class Committee

BHMCT will have class committees for every semester constituted by the respective Heads of Departments. The Chairman of the committee shall be a faculty member of the department, usually senior most among teachers teaching in the respective semester with Members as detailed below.

1. All faculty members teaching subjects in that semester.
2. Two student representatives of respective class nominated by the Head of the Department.

The Course Committees and Class Committees shall meet at least thrice in a semester i.e the first at the beginning of the semester, the second and third after the first and second class tests respectively. Both committees should monitor the conduction of courses, declaration and adherence to the course plan, time schedule, and completion of the syllabus, standards of class tests, evaluation process and difficulties faced by the students and take suitable remedial actions at the appropriate time for slow learners and offer further opportunities to advanced learners. At the end of the semester, the committees should meet without student representatives to review the conduction of courses and propose corrections for future improvement.

27. The Academic Council shall have the power to relax any provision provided in the ordinance in any specific matter/situation subject to the approval of Executive Council of the University & such decision(s) shall be reported to the Chancellor of the University.

28. Prerequisite of BHMCT For Admission in MHMCT

The eighth semester of BHMCT is devoted for specialized on job Training which will be of 60 working days having 08 credits and remaining 30 day would be given for the prerequisite of 20 credits which is optional for the students who wants to opt for the lateral entry in the Masters in Hotel Management.

In Semester VIII the student shall work under the supervision of the Faculty and carry out a prerequisite. At the end of semester the examination will be held as prescribed by the University.



COURSE MODULE				TEACHING PERIODS			WEIGHTAGE: EVALUATION		
COURSE			Credit	L	T	P	SE	ESE	Total
Code	Title	Component							
22BHMP 801A	Food Production	SIE	6	-	-	12	15	100	125
22BHMP 801B	F & B Service								
22BHMP 801C	Front Office								
22BHMP801D	Accommodation								
22BHMP 802	Industrial Training Report/Log Book /Viva-Voce	SIE	2	2			15	100	125
22BHMT 801	Food Production Management	PRQ	4	4	-	-	30	70	100
22BHMT 802	F & B Service Management	PRQ	4	4	-	-	30	70	100
22BHMT 803	Front office Management	PRQ	4	4	-	-	30	70	100
22BHMT 804	Accommodation Management	PRQ	4	4	-	-	30	50	100
22BHMT 805	Hotel Sales & Marketing Management	PRQ	2	2	-	-	30	50	100
22BHMT 806	Human Resource Management	PRQ	2	2	-	-	30	50	100
	Total		28						850

29. Minor Degree in Travel and Tourism.

The minor degree in travel and tourism is optional for the students of BHMCT, to get the minor degree in travel and tourism students may opt for eighteen (18) course credit the course of minor degree are given below which student may opt in 1st, 2nd, 3rd, 5th 6th and 7th semester respectively, each course will have 3 credit each.



COURSE MODULE				TEACHING PERIODS			WEIGHTAGE : EVALUATION		
COURSE			Credit	L	T	P	SE	ESE	Total
Code	Title	Component							
Minor101	Basics of Tourism	Minor	3	3	-	-	30	70	100
Minor201	Uttarakhand Tourism		3	3	-	-	30	70	100
Minor301	Uttarakhand Cuisine, Culture, Custom & Tradition		3	3	-	-	30	70	100
Minor501	Uttarakhand Tourism Policy		3	3	-	-	30	70	100
Minor601	Travel Documentation		3	3	-	-	30	70	100
Minor701	Transport Management in Tourism		3	3	-	-	30	70	100
	Total		18						600

Abbreviation:

CWA – Class work Allotted, SE – Sessional Exam., ESE – End Semester Examination., and DSC – Discipline Core. AEC- Ability Enhancement Course, VAC- Value Added Course, SEC- Skill Enhancement Course, PRQ- Prerequisite

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Semester-I												
S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1		First 3 Weeks Mandatory Induction Program for all BHMCT I Year Students beyond class hours										
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 1/ 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*

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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 II/ 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*

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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
	22BHMP 304	Accommodation Operation -I	0	0	4	30	20	50		50	100	2
11	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

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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	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	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	Accommodation Operation –II	0	0	4	30	20	50		50	100	2
11	GP-B05	General Proficiency						50			50	
		Total									950 +100*	26+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	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	Homestay and Entrepreneurship in Tourism business / F&B Control	2	0	0	30	20	50	50		100	2
6	VAC-B601A / VAC - B601B	Life skills (MOOC with 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	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	General 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	Writing Effective Literature Review	4	0	0	20	10	30	70		100	4
2	22BHMT 702	Research Methodology	4	0	0	20	10	30	70		100	4
3	22BHMT 703	Seminar (Research Work)	4	0	0	20	10	30	70		100	4
4	22BHMT 704	Research publication and Ethics	4	0	0	20	10	30	70		100	4
5	22BHMT 705 A	Advance Culinary Management	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	Culinary Management	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*	26+3*

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



Semester-VIII												
S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1	22BHMP 801A	Food Production										
2	22BHMP 801B	F & B Service										
3	22BHMP 801C	Front Office			12	15	10	25		10 0	125	6
4	22BHMP 801D	Accommodation										
5	22BHMP 802	Industrial Training Report/Log Book /Viva-Voce			4	15	10	25		10 0	125	2
6	22BHMT 801	Food Production operation and Management	4	0	4	20	10	30	70		100	4
7	22BHMT 802	F & B Service operation and Management	4	0	4	20	10	30	70		100	4
10	22BHMT 803	Front office operation and Management	4	0	4	20	10	30	70		100	4
11	22BHMT 804	Accommodation operation and Management	4	0	4	20	10	30	70		100	4
12	22BHMT 805	Hotel Sales & Marketing Management	2	0	0	30	20	50	50		100	2
13	22BHMT 806	Human Resource Management	2	0	0	30	20	50	50		100	2
14	GP-07	General Proficiency						50			50	
		Total									900	28

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

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



Prerequisite of BHMCT for Admission in MHMCT

The eighth semester of BHMCT is devoted for specialized on job Training which will be of 45 working days having 08 credits and remaining 45 day would be given for the prerequisite of 20 credits which is optional for the students who wants to opt for the lateral entry in the Masters in Hotel Management. In Semester VIII the student shall work under the supervision of the Faculty and carry out a prerequisite. At the end of semester the examination will be held as prescribed by the University.



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 (7hours)

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 (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Theory of Catering By Kinton & Cessarani
- Theory of Cooking By Singh SK & 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: Le Rol A. Polsom



Syllabus

Food & Beverage Service Foundation-I (22BHMT102)

Credits-4

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

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. Cousines. 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-Jaksa Kivela, 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 be having 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: Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies.

Unit- 3 (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: Tata McGraw Hill.
- Hotel Housekeeping Operations & Management–Raghubalan, Oxford University Press.
- Housekeeping and Front Office–Jones
- Front Office Operation Management-S.K Bhatnagar, Publisher: Frank Brothers
- Front Office Training manual–Sudhir Andrews. Publisher: Tata McGraw Hill
- Front Office Operations– Colin Dix & Chris Baird.
- Managing Front Office Operations By Kasavan & Brooks

Reference Books:-

- Hotel Hostel and Hospital Housekeeping–Joan C Branson & Margaret Lennox (ELBS).
- The Professional Housekeeper–Tucker Schneider,; Wiley Publications
- Managing Front Office Operations–Kasavana & Brooks Educational Institution AHMA
- Front Office–Operations and management–Ahmed Ismail (Thomson Delmar).



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 –Bishwal 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 Nostr and Reinholdn New York.



Syllabus
Communication Skills (AEC-B 101A)

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
- Will be able to learn about Standard Phrase.
- To 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 –Meenakshi 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 101B)

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 Ice creams 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-time method, 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 – basics 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 De Leyn • 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 Sanyam 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 C Kumarappa
- 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-Power Point.

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, WorldWideWeb, Web Browser, URL, Search Engines, Email.

Unit- 5 (8 hours)

Social Media Applications and Hospitality: Introduction to Social Media, Its Role in Hospitality Promotion, Face book – 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, Data Communications & Computer Network, Thomson Learning, Bombay



Syllabus

Food Production Foundation- I Practical (22BHMP 101)

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 best possible hygiene practices in the kitchen, keeping in mind environment and society.
- Associate the practices of safety precautions and first aid as best hospitality standards.
- Demonstrate boiling and poaching of different food items, showing best 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 & Beverage Service Foundation- I Practical (22BHMP 102)

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

Credits-2

Course Objectives: This course gives 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 student will be able to understand :-

- Understand the classification Beverage and there importance with the standards of serving the same.
- Be able to prepare various menu's for different occasions keeping in mind the standards of menu making
- Be aware of various meals to be served in a day and will be able to make necessary arrangements for each meal types
- Be able to understand the process of food and beverage control through various forms and formats used in restaurants
- Coordination of Food & Beverage With Other Department

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 equipments and tools
- Fuels–Their usage and precautions while dealing with them in F&B Outlets
- Handling Fire and Emergency Procedures
- Familiarization, Identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
- Understanding Service Methods, Setting up of Side Station, Table Layouts ,Napkin Folding and Presenting Menus



Syllabus

Room Division Foundation- I Practical (22BHMP 103)

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

Credits-2

Course Objectives: This course gives reveals the equipments used in Room Division along with essential supplies and grooming standard required in Room division.

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

- To study the layout of different type of guest room.
- To analyze different types of manual and mechanical cleaning equipments.
- To describe storage and maintenance of different cleaning equipment.
- Understanding different front office equipment and furniture.
- Filling different types of front office forms and formats.

Topics:

(40 hours)

- Understanding Personal Hygiene Grooming Standards
- Understanding Layouts of Front Office and Housekeeping.
- Familiarization with equipments and tools
- Rooms 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 (Minor 101)

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

Credits-3

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

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

- Discuss the concept of Tourism.
- Learn about History of Tourism.
- Identify the impact of Tourism.
- Will be able to learn about Tourism Organization.
- To 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)

Internet: Economic impacts of tourism, Socio and Cultural Impact 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)

Explaining of the terms- Tours, Tourist, and Visitor, traveller, Excursionist, Resource, Attraction, W.T.O. classification of Tourists and its significance. Problem 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

Food Production Foundation-II (22BHMT201)

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 stock, soup and sauces.
- Learn about eggs and its classification
- To Learn about Poultry and game.
- Identify and learn fishes used in cooking
- Will be able to learn about different Salad and sandwiches.

Syllabus:

UNIT-I

(8hours)

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

UNIT-II

(8 hours)

Eggs: 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 Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling.

UNIT-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)

Salad & Sandwiches: Salads: Introduction, compositions, types, dressings, emerging trends. Sandwiches: Introduction, compositions, types, dressings, emerging trends.



Text Book

- 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
- 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 SK



Syllabus

Food & Beverage Service Foundation -II (22BHMT202)

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

Credits-4

Course Objectives:

The objective of this course is that the student would be having a idea about the Food & beverage department of the hotel, students would be able to identify major role played by the Department in various operations

Course Outcomes:

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

- Learn about different non alcoholic preparations.
- Learn about different types of meals served in the restaurant
- To learn about the menu and menu planning.
- To learn about in room dining
- Will be able to learn about different billing methods & order taking

Syllabus:

UNIT-I

(8hours)

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

UNIT-V

(8 hours)

Order Taking & Billing methods: Introduction, Checking system in food operations, Methods of taking food and beverages orders in various outlets. Computerized order taking.



Text Book

- Food & Beverage Service–Dennis R.Lillicrap. & John A. Cousines .Publisher: ELBS
- Food & Beverage Service–Sudhir Andrews, Tata Mc Graw 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 that the student would be able to learn about housekeeping procedures in the hotel, cleaning sciences applied in the department, basic front office operations, reservations & guest room servicing

Course Outcomes:

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

- Learn about different Cleaning agent and its application.
- Learn about different types of Cleaning Procedure.
- To Learn about Front office operation.
- To learn about Reservation procedure.
- Will be able to learn about guest room servicing.

Syllabus:

UNIT-I

(8hours)

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

UNIT-II

(8 hours)

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

UNIT-III

(8 hours)

Basic Front Office Operations: Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, , 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 Book

- 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 MacGrawHill
- 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 By Robert Mc Crie, Publishe: Butterworth–Heinemann
- Managing Computers in Hospitality Industry– Michael Kesavana & Cahell.
- Front Office Operation Management-S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks



Syllabus
Environmental Studies (22BHMT204)

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 housekeeping procedures in the hotel, cleaning sciences applied in the department, basic front office operations, reservations & guest room servicing

Course Outcomes:

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

- Learn about Introduction to environmental studies.
- Learn about Ecosystem.
- To Learn about Natural Resources.
- To learn about Biodiversity and conservation.
- Will be able to learn about environmental pollution.

Syllabus:

UNIT-I

(8hours)

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 eco-system, 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, cases 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 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 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 Book

- “Environmental Studies”-Erach Barucha
- “Objective of Environmental Sciences”–BB Singh
- “Fundamental Concepts in Environmental Studies”-Mishra DD

Reference Books

- Advances in Environmental Science & Technology-RK Trivedi
- Environmental Science- YK 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 basics of Food Processing in the hotel.

Course Outcomes:

After completion of the course student 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

(8hours)

Food processing and preservation principles, method of preservation:

Pasteurization (definition, time-temperature combination and equipments) sterilization (definition, time-temperature combination and equipments), blanching (definition, time-temperature combination and equipments, adequacy in blanching), canning (definition, time-temperature combination and equipments

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 equipments: 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 evaporator (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 system: Reverse Osmosis, Nano Filtration, Ultra Filtration, Micro Filtration, Electrodialysis and Pervaporation; Membrane technology comparison chart, Membrane application in the food industries; Membrane performance, and Limitation of membrane processes.



Text Book

- 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 that the student would be able to learn about basics of French language particularly in the aspect of hotel industry.

Course Outcomes:

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

- Learn about basic Pronunciation of French.
- Learn about Weight and measures in French
- Learn to give self introduction in French.
- To learn about Name of the Countries and their Nationalities.
- Will be able to learn about Vocabulary describing family.

Syllabus:

UNIT-I

(8hours)

Pronunciation–

The Alphabet- the Accents; ‘Formules de politesse’; The numbers: Cardinal, Ordinal; Time (only 24 hr clock);

UNIT-II

(8 hours)

Weights & Measures;

The subjective pronouns; Auxiliary verbs: etre and avoir

UNIT-III

(8 hours)

Self introduction;

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

UNIT-IV

(8 hours)

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

UNIT-V

(8 hours)

Vocabulary describing family;

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

Oral

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



Text Book

- Larousse compact Dictionary: French-English/English-French
- Conjugai son- Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant

Reference Books

- Parlez à l'hotel 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 that the student would be able to learn about basics of Human Values particularly in the aspect of hotel industry.

Course Outcomes:

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

- Learn about basic Pronunciation of French.
- Learn about Weight and measures in French
- Learn to give self introduction in French.
- To learn about Name of the Countries and their Nationalities.
- Will be able to learn about Vocabulary describing family.

Syllabus:

UNIT-I

(8hours)

Introduction-

Basic Human Aspiration, its fulfillment through 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, Self being central to Human Existence; All-encompassing Resolution for a Human Being, its details and solution of problems in the light of Resolution.

UNIT-II

(8 hours)

Right Understanding (Knowing)-

Knower, Known & the Process The domain of right understanding starting from understanding the human being (the knower, the experience and the doer) and extending up to understanding nature/existence – its interconnectedness and co-existence; and finally understanding the role of human being in existence (human conduct).

UNIT-III

(8 hours)

Understanding Human Being

Understanding the human being comprehensively as the first step and the core theme of this course; human being as co-existence of the self and the body; the activities and potentialities of the self; Basis for harmony/contradiction in the self

UNIT-IV

(8 hours)

Understanding Nature and Existence

A comprehensive understanding (knowledge) about the existence, Nature being included; the need and process of inner evolution (through self-exploration, self awareness and self-evaluation), particularly awakening to activities of the Self: Realization, Understanding and Contemplation in the Self (Realization of Co-Existence, Understanding of Harmony in Nature and Contemplation of Participation of Human in this harmony/ order leading to comprehensive knowledge about the existence).

UNIT-V

(8 hours)

Understanding Human Conduct

All-encompassing Resolution & Holistic Way of Living Understanding Human Conduct, different aspects of All-encompassing Resolution (understanding, wisdom, science etc.), Holistic way of living for Human Being with All encompassing Resolution covering all four dimensions of human endeavor viz., realization, thought, behavior and work (participation in the larger order) leading to harmony at all levels from Self to Nature and entire Existence.



Text Book

- 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 C Kumarappa
- Bharat Mein Angreji Raj – 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 that the student would be able to learn about HACCP and its importance particularly in hospitality Industry.

Course Outcomes:

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

- Learn about types of hazard.
- Learn about HACCP principles
- Learn basics development plan for HACCP.
- To learn about common prerequisite programme in HACCP.
- Will be able to learn about types of record and benefit of HACCP.

Syllabus:

UNIT-I

(8hours)

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 action, 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 procedure, 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 Book

- The HACCP Food Safety: Training Manual John Wiley & Sons (17 October 2006)
- HACCP: Principles and Applications Springer; 1992nd edition (31 December 1995)

Reference Books

- Encyclopedia of Food Safety by Yasmine Motarjemi (Editor-In-Chief)
- 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 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 usage.
- Apply best possible hygiene practices in the kitchen, keeping in mind environment and society.
- Learn how to prepare soup, sauces & stocks
- Will be able to learn about the identification of poultry(cuts& 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, Omelet's (Plain, Spanish, Stuffed)
- Familiarization with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking Vegetables – Their usage and cooking precautions
- Simple Vegetable and Meat Cookery
- Identification of types of rice varieties & pulses, Simple preparation of Boiled rice (Draining & Absorption) method.
- Fried rice, Simple daal preparation, Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris. Simple Breakfast Preparations: Preparation of Puri/ Bhaji, Allo Parathas, Chola Bhatura, Preparation of Continental Breakfast
- Preparation of Salads & Sandwiches



Syllabus

Food & Beverage Foundation–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 presenting different breakfast served in the hotel, mocktail 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.
- Learn how to prepare different non alcoholic beverages
- Different types of breakfast served in the restaurant
- Learn different types of food services done in the restaurant.

Syllabus:

- Understanding Non Alcoholic Beverages, Types & Service Techniques
- Guest Interactions while on Food Service–Do's & 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 to impart knowledge to the students regarding the working of housekeeping department through giving knowledge of chemical agents used in cleaning of different surfaces briefing procedures check in & checkout procedures

Course Outcomes:

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

- Recognize commonly used agents for cleaning different surfaces
- Learn checkin and checkout procedures
- Learn telephone handlings in the department.
- Identify different types of guest supplies and amenities
- Role plays of different guest situations

Syllabus:

- Identification and familiarization with cleaning equipments and agents.
- Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
- Develop an understanding about basic Housekeeping procedures like Briefing, DeBriefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
- Identification and familiarization with front desk equipments and Performa's.
- Skill to handle front desk operations i.e. guest reservations, guest arrival (FIT and groups) including baggage handling
- Skills to handle to 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 bell boy
 - At the Front Desk : Guest arriving; greeting & offering welcome drink and guest interactions.
 - Servicing of guestrooms, 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 that the student would be having an basic idea about the Tourism Industry, students would be able to identify the importance and correlation of tourism with hospitality industry.

Course Outcomes:

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

- Discuss the concept of Geography of Tourism.
- Learn about Importance of Geography of Tourism.
- Identify the Indian Geography of Tourism.
- Will be able to learn about Tourism Model.
- To learn about Political and Physical Feature of Tourism Geography.

Syllabus:

UNIT-I

(8hours)

Tourism Product Of Uttarakhand:

Mountains, Rivers, Famous Tourist Destinations

UNIT-II

(8 hours)

Tourism Product Religious:

Char Dham, Temples, Gurudwaras, Church, Mosque.

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 Organisation in Uttarakhand

GMVN KMVN, Hospitality Tourism Organisations like IHM, State IHM/ Universities, Colleges with Courses
Brief Note work of Notable Person in Field of Hospitality & Tourism



Text Book

- 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, Me Donald 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



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 (Region wise).

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, Pavillion
- Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, HarperCollins
- Zaika, Sonya Atal Sapru, Harper Collins

Reference Books

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



Food & Beverage service operation-I (22BHMT302)

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 Food & Beverage service operations in respect to the F & B Operations.

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

- Classification and Knowledge of Alcoholic beverage.
- 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 draught beers. Concept of Micro breweries and crafted beers, (Case Studies)

Unit- 3 (8 hours)

Introduction to wines: Introduction, History and classification. Types and composition of grape. Vinification (red, white, rose 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. Publisher: ELBS
Food & Beverage Service – R. Singaravelam, Oxford
Food & Beverage Service Management- Brian Varghese
Food & Beverage Service Training Manual – Sudhir Andrews,

Reference Books:-

Tata Mc Graw Hill. Food & Beverage Service Lillicrap & Cousins,
Introduction 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 By Graham Brown, Publisher: Global Books & Subscription Services New Delhi
Wine Encyclopaedia



Syllabus
Front Office Operation -I (22BHMT303)

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 operations in respect to the Room selling or Service selling.

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

- The basics of Room Tariff, the different types of plans and handling documentation at Front Office
- To have a brief idea about the importance of OTA in Hotel Business,
- Knowledge of complete guest check in procedure for different guests
- The importance and steps involved in registration process.
- Bell desk & 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 Plan used in the hotel industry, Forms & Format/ Tariff Card/Brochure.

Unit- 2 (8 hours)

Modern Reservation practices Digitalization of Reservation & Cancellation: Modern Channels and systems, Package Plans of Hotel Room Booking with Airlines / Cruise liners / Railway- Networks. Last Minute Booking & Last-Minute Cancellation through OTA's. Redeem Reward Points (Airline Ticket, OTA site Booking) on Hotel stay.

Unit- 3 (8 hours)

Detailed study of Indian OTA: -Make MyTrip, Yatra, Goibibo, etc.

Detailed study of International OTA: - Expedia, Priceline.com, Booking.com, Agoda, etc. Meta Search Hotel Website: - Google Hotel Ads, TripAdvisor, Kayak, Trivago and other App based.

Unit- 4 (8 hours)

Modern Practices for Guest Check In: - Pre- Arrival, Arrival and Stay.

Check in Procedure in different situations like: - guest having 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, Foreigners & group registration

Unit- 5 (8 hours)

Concierge Operations: - Introduction of Bell desk, Equipment's used in Bell desk, Functions of 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. Publisher: Tata Mac Graw Hill
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Front Operation & 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 demonstration 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 following:

- Basics of fiber and fabrics
- Role layout of a of linen room along with its basic functions
- Layout, Importance of Uniform room and Uniform exchange process.
- Different types of Laundry and wash cycle.
- Understanding Housekeeping systems and procedures
- Various Housekeeping in Institutions.

Unit- I (8 hours)

Fibres – Types, Classification, Weft, warp, salvages, 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, linen room, equipments used, Selection criteria for linen purchasing, Calculating linen requirement, Linen control measures, inventory handling and Discard management, Advantages of providing uniform, Types of uniform, Protective clothing purpose and selection, Issue and exchange procedure of linen & uniform, Activities of sewing room and equipment used.

Unit- 3 (8 hours)

Laundry: -On Premises Laundry and Contract laundry, Layout and machineries, Laundry aids and their handling, Flow process of hotel laundry, Steps of Wash cycle, Dry cleaning and, Types of stain and stain removal. Valet Service.

Unit- 4 (8 hours)

System and Procedures of Housekeeping Department: -Inventory level, Area inventory list, Types of schedule, stock records, Issues and controls. SOP's, Job allocation and work schedule, Calculating staff, Preparing Duty roster. Team work and leadership, Training, Performance standard and productivity standard, Time and motion study.

Unit- 5 (8 hours)

Housekeeping in Institution and Facilities Other Than Hotels: -Hospitals, Malls, Multiplex, Apartments and Airlines.

Text Books:-

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

Reference Books:-

- Hotel Housekeeping Management & Operations, By- 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 use of resources. The students undertaking this course should be able to understand 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 perform and acquaint the following:

- Prepare Facility plan for Hospitality sector.
- Plan effective maintenance of operational areas
- Management of parking area.
- Handle Hazards.

Syllabus:

UNIT-I

(4hours)

Facility Planning - Facility planning definition, planning consideration, carpet area, plinth area.

UNIT-II

(6 hours)

Hotel Design: Role of designer, Design Consideration, Attractive Appearance, Efficient Plan, Good Location, Suitable material, Good workmanship, Sound financing, Competent Management, planning for disabled (guest rooms, wash rooms & other public areas)

UNIT-III

(5 hours)

Kitchen lay out & design: Principles of kitchen layout and design, Areas of the various kitchens with recommended dimension, 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, Under Ground Parking etc, 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 store, site location and store design principles, Stores layout and planning (dry, cold and bar), various store equipment, Work flow in stores.



Text Book

- Hospitality Facility management – David M. Stipanuk
- How things work – The universal Encyclopedia of Machines, Vol-1 &2
- The Management of maintenance & Engineering system in Hospitality Industry – Frank D. Boresenik

Reference Books

- Building construction – Sushil Kumar
- The Complete Guide to DIY and home maintenance – Mike Lawrence



Hotel Accounting (AEC- B301B)

L: T: P: 2:0:0

Credits-2

Course Objectives:

The teachers delivering lectures and demonstration in this course should understand that accounting is a very important method to record the 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 following:

- Meaning and role of accounting in hotels.
- The Accounting Process
- Night audit
- Accounting for ledger account.
- Different types operational departmental accounting.

Unit- I

(4 hours)

Introduction: Introduction, Meaning and concept of Accounting, Objectives, Importance and Limitations of Accounting, Accounting Principles and concept.

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 Transaction, 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 hotel industry, Revenue and non-revenue generating departments of hotel, 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,

Text Books:-

- Schmidgall, R. S. & Damitio, J. W. **Hospitality Industry Financial Accounting**. 2nd ed. USA: 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, 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 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.



Syllabus

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

L: T: P: 3:0:0

Credits-3

Course Objectives:

The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Uttarakhand Cuisine, Culture, and Custom & Tradition

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

- Culture & Traditions of Uttarakhand.
- Knowledge of Uttarakhand cuisine.
- Knowledge of Traditional foods of Garhwal & Kumaon region

Unit- I

(5 hours)

Unit 1: 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, chardham yatra, nanda devi rajjat yatra, jhanda mela, hemkund Yatra.

Unit- 3

(5 hours)

Uttarakhand cuisine: Introduction to Uttarakhand cuisine, religious impacts, spices used in Uttarakhand cuisines 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.

Text Books:-

- Uttarakhand tourism the kaizen way to sustainability & progress by BPS khati
- Uttarakhand cuisine an essence of Himalaya by subodh upadhyay
- The Heavenly Abode: A Culinary Trail into the Foods of Uttarakhand by Ashu jain

Reference Books:-

- The food heritage of Uttarakhand by Subodh upadhyay
- Vegetarian cuisine from the Himalayan Foothills by Veena Sharma
- Uttaranchal year Book 2022-23 Winsar Publication



Syllabus

Introduction to Indian Cuisine Practical (22BHMP 301)

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, keeping 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 products related to it
 - Tandoori Breads.
 - Tandoori Kababs



Syllabus

Food & Beverage service operation-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 & beverage operations

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

- Different wine used & services
- Reading wine labels
- Service of beers
- Table setups
- Mise-en place & Mise- en Scene
- Table service procedures

Topics:

(40 hours)

- Taking wine order.
- Reading wine label.
- Service of Still wines: Red, white & rose.
- Service of Sparkling wines.
- Stacking of cellar area.
- Service of beer.
- Service of aperitifs.
- Set up a table with Prepared Menu with wines



Syllabus

Front Office Operation -I Practical (22BHMP 303)

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

Credits-2

Course Objectives: This course gives reveals the basics of Room Tariff, the different types of plans and handling documentation at Front Office.

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

- Should know room selling process, make 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 process
- Practicing Registration process (non – automated and automated) for FIT, FFIT, DFIT, GFIT and Corporate Guests.
- Filling Density chart from Reservations of multiple sources (OTA, Guest E-Mail, TA, and C.R.S & Walk-in) -in Excel sheets.
- Filling Occupancy chart from data provided -in Excel sheets.
- Practicing Telecommunication skills – telephonic situation handling.
- Handling Bell desk Operations.
- Handling Concierge operations.
- Front Office Communication–
- Nonverbal – 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 (22BHMP 304)

L: T: P: 0:0:4

Credits-2

Course Objectives: This course gives reveals the basics Understanding Housekeeping systems and procedures linen room, the basic functions Uniform room and process.

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

- Shall identify different fabrics,
- Handling linen room, Uniform importance and process,
- Well verse with the laundry operations and procedure,
- Planning Housekeeping inventories
- Practicing SOPs
- Knowing housekeeping operations other than hotels.

Topics:

(40 hours)

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



Syllabus
General Proficiency (GP B03)

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 emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Academic Credits for training shall be based on following:

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

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

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

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

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



Evaluation of Industrial exposure:

- a. The viva will be conducted by an external examiner on the basis of the experimental learning in operation areas of the hotel. The 60% weight age will be given to report writing, log book & presentation and 40% weight age viva voce.

SEMESTER-IV

Food Production Operations (Industry Exposure-1)

Practical: 6 Credits

WHAT TO OBSERVE

Food Production

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations 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 a la cart 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: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

Food & Beverage Service Operations (Industry Exposure-1)

Practical: 6 Credits

WHAT TO OBSERVE

Food & Beverage Service

BANQUETS

1. What is banqueting – the need to have 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 dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning



RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover form 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 soil 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 the timely pickup

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to 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 kitchen for warm snacks
19. using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/INROOM DINNING

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 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 bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. 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, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen 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. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure 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 service (like shoe shine etc.)

The Control Desk

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by 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 Public Area
3. Importance of Banquets function prospectus
4. Observes 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 Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

Front Office

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's 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 colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination 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 & message handling procedures
23. Percentage of no-shows to calculate safe over booking
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 grievance, requests etc
29. Bell Desk / Concierge Functions: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. Travel Desk: coordination, booking, transfers etc.

Other Departments (Industrial Exposure-1)

Practical: 2 Credits

WHAT TO OBSERVE

Human Resource Practices

1. Organisation Mission/ Vision/ Values
2. The Human Resource Divisions
3. Human Resource Roles,
4. HR Challenges
5. Manpower Planning Process,
6. Managing Workers
7. Recruitments – 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. Inter Office Communications
8. Intra Office Communications
9. Formal Telephonic Conversations
10. Interacting with Guest/Colleague/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.



Syllabus
General Proficiency (GP B04)

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 Operation (22BHMT 501)

L: T: P: 4:0:0

Credits-4

Course Objectives:

The teachers delivering lectures and demonstration 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 & effective way. The students undertaking this course should be able to understand following:

- Operational aspect of Larder Kitchen and Brigade
- Application in 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 operation of larder kitchen.
- Charcuterie and its various application
- Convenience Food & Fast Foods
- Practice latest food styling techniques
- Prepare different pastries and cakes.
- Cold platter and display

Syllabus:

UNIT-I

(8hours)

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

(8hours)

Charcuterie: Introduction of Charcuterie, Force meat- 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, Choud froid, Aspic and Jelly, Mousse, Brines, Cures & Marinades, understanding Ham, Bacon & Gammon and its uses.

UNIT-III

(8hours)

Food Presentation & Styling: Basics of food presentation and styling. Art of garnishing, Plate presentation - Importance of proportion, colour, variety, balance, height, layout of the plate. Buffet set ups - Innovation and creativity in presentation & styling food, center piece, NON EDIBLE DISPLAYS (Ice carvings, Fruit & vegetable Displays, Salt dough, Jelly Logo, Thermocol work).



UNIT-IV

(8hours)

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

(8hours)

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, Flavours, 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:

Text Book

- 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 larder chef: food preparation and presentation By W K H Bode, M. J. Leto, W.K.H. Bode

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 demonstration in this course should impart students with knowledge of alcoholic beverages production and 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 following:

- Classification and Knowledge of Alcoholic beverage.
- Knowledge of Wines.
- Knowledge of Beer, Aperitifs, Vermouths
- Supervisory control in F & b operations

Unit- I (8 hours)

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

Unit- 2 (8 hours)

Bar Operations: Introduction, Definition, Classification, Types of Bar, Parts of bar. Tools and equipments used in bar. License requirements. Staffing, bar planning and designing, planning bar menu. Responsible alcohol Service, Complaint Handling and importance of customer relations.

Unit- 3 (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- 4 (8 hours)

Liqueurs: Introduction, Definition, Classification. Production methods and brands

Unit- 5 (8 hours)

Supervision: Introduction, importance of supervision, supervisory functions in food service operations, briefing, allocation of tables, duty roaster, grievances, handling complaints & 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 Vargese

Reference Books:-

- Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
- Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
- Introduction 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 & check out.

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

- Check out Procedure and activities involved in it
- Relevance of Computer application in Front Office operations
- Control of Cash & Credit
- Importance and steps involved in Night Auditing
- Role of Property management software
- Current practices involved in Front Office operations

Unit- I

(8 hours)

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

Unit- 2

(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 may arise in credit control, Process required in cash Control, Handling Foreign Exchange

Unit- 3

(8 hours)

Night Auditing: - Importance of Night Auditing, Duties & Responsibility of Night Auditor, Common Revenue Centre's of a Hotel, Basis steps involved in preparing Night Audit, Vouchers/Folios/Ledgers/Allowances/Reports.

Unit- 4

(8 hours)

Computer application in Front Office Applications: - Importance of Computer in Front Office, Latest software application in Front Office (Reservation, Front Desk, Room, Cashier, Night Audit, set up, Reporting, Back office Module), Latest PMS systems.

Unit- 5

(8 hours)

Recent Practices in Hospitality worldwide- The Changing trends of 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 Mac GrawHill.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Front 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 demonstration 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 following:

- Importance of interior decoration, new trends
- Role of colour scheme, lighting, Furniture in hotels.
- Significance of Flower arrangements in the hotels and its types
- Care and maintenance of Indoor plants
- Different types of floor, wall covering and windows.

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- 2

(8 hours)

Colours, Light and Lighting System - Colour wheel, Classification of colours, Colour schemes, Classification of light, Types of lighting, Importance and applications.

Unit- 3

(8 hours)

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

Unit- 4

(8 hours)

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

Unit- 5

(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, 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 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

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- 2 **(4 hours)**

The Dynamics of Event Management - Event Planning & Organizing, Problem Solving & Crises Management, Leadership & Participants Management, Managing People & Time, Site & Infrastructure Management. Handling License and legislative permissions.

Unit- 3 **(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- 4 **(4 hours)**

Event Marketing - Customer Care, Marketing Tools & Equipments, Promotion, Media Relations & Publicity, Event Co-ordination, Visual & Electronic Communication, Event Presentation & Evaluation

Unit- 5 **(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 Gold Blatt (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 (AEC B501B)

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 English communication.

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

- Different types of Academic writings
- Office management
- Writing for routine Business communication process.
- Organizational Correspondence
- Knowledge of professional writings

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- 2 (8 hours)

Office Management: Drafting effective letters, letter formats indents and style, Written Communication formal versus informal correspondence.

Unit- 3 (8 hours)

Correspondence: Types of correspondence, Role and function of correspondence, developing writing skills: paragraph writing, biography writing (writing biography of famous hoteliers)

Unit- 4 (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 outside world: Business letters of different types, email writing and manners.

Unit- 5 (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, products)



Text Books:-

- Raman, Meenakshi & Sangeeta Sharma. Technical **Communication**: Principles and Practice. Second Edition. New Delhi: Oxford University Press, 2011.
- Organizational Theory and behavior: BS Moshal (2012): ISBN 978-93-8116-260-6: Anne Books Pvt. Ltd, New Delhi
- Understanding Organizational Behavior: Udai Pareek (2010): ISBN-10-0-19-569086-9: Oxford University Press, New Delhi.
- Methods Of Communication: Dr Ankit K Dixit (2010) ISBN 81-6204-062-0: Aman Publications, New Delhi.

Reference Books:-

- Written Communications: 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 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 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.



Syllabus

Uttarakhand Tourism Policy (Minor 501)

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 tourist 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 zone 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



Syllabus

Food Production Operation Practical (22BHMP 501)

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, Choud froid, Aspic and Jelly, Mousse,

Course Outcomes:

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

- Different sandwiches, Pancakes, Burgers, Pizza, and Foot-long.
- Hygiene practices in the kitchen.
- Preparing dishes from convenience food.
- The presentation techniques.
- Basic Bread Making.

Syllabus:

- Preparation of Galantines, Ballontine, Roulade, Pate, terrines, Quenelles, Mousse & Mousseline, Choud froid, Aspic and Jelly, Mousse,
- Practicing Plate Presentations and Decoration for the planned 5-6 menus
- Preparing Cold Platters and preparing charcutiere 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 Practical (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 equipments 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 Practical (22BHMP 503)

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 Check out process for: FIT, GIT (group leader), handling cash/ credit card, foreign currency.
- Practicing & updating Room Status with Individual Check-in, Check-Out, Overstay, under stay.
- Practice front office operations on PMS.
- Forecasting reports for Room Availability with Individual Check-in, Check-Out, Overstay, under stay, 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 Practical (22BHMP 504)

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

Credits-2

Course Objectives: The Students studying this course should have clear cut knowledge of the core functioning of 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 event and themes

Topics:

(40 hours)

- Preparing layout of a guest room indicating furniture, fixtures, fittings, lighting and colour 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 event and themes



Syllabus
General Proficiency (GP B05)

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

Introduction to International Cuisine (22BHMT 601)

L: T: P: 4:0:0

Credits-4

Course Objectives:

To impart the in-depth fundamental knowledge and induce little professional competence in the students about International cuisine, Catering systems & Bakery.

Course Outcomes:

After studying the course the students should possess with the theoretical & practical knowledge of the cuisines of different countries along with their classical preparations.

Syllabus:

UNIT-I

(8hours)

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

(8hours)

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, Equipments & Utensils used, famous dishes and Staple food.

UNIT-III

(8hours)

Specialized Catering System: Central Production System-Cook chill system, Cook Freeze System process, Sous-vide system (Purpose, process, equipments and containers) Batch Cooking; purpose, process, equipments and containers. Hospital Catering; Invalid Cookery- Low calorie cooking, Low carbohydrate and low cholesterol cooking, Diet cooking,

UNIT-IV

(8hours)

International Bakery and Custards: Basic custards, creams and puddings, Soufflés and mousses, Different dessert sauces, meringues.

UNIT-V

(8hours)

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 Book

- 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
- Food production Operation and management vol-1 – Dr. Gulshan Soni.
- Ingredients - Loukie werle, Jill cox



Syllabus

BHMT 602: Food & Beverage Management-I

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 Food and Beverage Service activities.

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

- Gueridon Service
- F & B Cost control
- Bar operations

Unit-1

(8 hours)

Gueridon Service: Introduction, Types of trolley, Equipments, Maintenance of equipment, Food preparation techniques, Flambéing, Carving, salad making, Advantages and limitation of Gueridon service.

Unit- 2

(8 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, 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, Equipments 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, Products Responsibly, 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. Publisher:
- Food & Beverage Service Management, R. Singaravelavan, Oxford Pub.
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.

Reference Books:-

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac GrawHill.
- Menu Planning- Jaks 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 the supervisory and planning skills in the students along with the knowledge of property management software.

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

- Safety & security of guest.
- 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 being 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 able guest, -added features and modifications in guest room & Public Areas: Wash-rooms, restaurants, main entrance etc. Safety, security & Comfort of typical Market segment i.e. Airlines crew guest rooms, 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 study, 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 Communications skills, developing salesmanship, up selling Techniques, Role of reservation department in sales, selling for a full house in lean business seasons.



Text Books:-

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: 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 By Robert McCrie, Publisher: Butterworth – Heinemann

Reference Books:-

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



Syllabus
Hotel Information System (22BMHT 604)

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

Credits-4

Course Objectives:

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

Course Outcomes: The students after having studied the course should be able to acquaint 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 generation revenue for the 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 Reservation through the internet.

Unit- 4 (8 hours)

Room Management Applications: Room Management Module: Room Status, Housekeeping Functions, In House Guest Information Functions. Introduction Information system activities -Word Processing, Electronic Spread sheets, Interactive Video, Electronic Communications System. Simultaneous usage of multiple devices in Guest Room, Data Storage & Security, Hotel Apps on Smartphone.

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 Trip-advisor on 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”
- Chatterjee, Indrajit “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”
- Chatterjee, Indrajit “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 little professional competence in the students about Homestay and Entrepreneurship in Tourism Business.

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

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

Unit- I

(4 hours)

Homestay Business: Introduction about the concept of Home Stays. Market Your Home stay. 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 term 'Entrepreneurship', Factors influencing entrepreneurship- Psychological factors, Social factors, Economic factor, Environmental factors. Attributes required for entrepreneurship, Characteristics of an entrepreneur, Types of entrepreneur, 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.

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.

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 Starts up- Vijay Kumar Iyaturi, ISBN: 9780143428527
- A Complete Guide to Homestays by Puneetinder Kaur Sindhu

Reference Books:-

- Dream chasers- 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 procedure.

Course Outcomes: The students after having studied the course should be able to acquaint 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&BC. Problems in F&BC, Methodology in F&BC,

Unit- 2 **(4 hours)**

The Control Cycle - Purchasing- Types, P.O, Invoice, SPS., Receiving – Types, Equipments, Credit Memo, Document by supplier, Frauds, Storing – Procedures, formats, Stock levels, Bin Card, Meat Tag, Issuing- Procedure and formats, Transfer Notes, Requisition / indent sheet.

Unit- 3 **(4 hours)**

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

Unit- 4 **(4 hours)**

Food & Beverage Production & Sales Control – Objective, Sales control, steps and procedures. Standard yield, Standard Recipe, Standard Portion, Frauds & pilferages at different level and control measures

Unit- 5 **(4 hours)**

Cost Dynamics: Elements of cost, Classification of cost group, 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 Text book Company Ltd, Glassgow
- Food & beverage Control by Jai Prakash Kant

Reference Books:-

- Food & beverage service by R singarvelavan
- 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

- (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 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 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.



Syllabus
Travel Documentation (Minor 601)

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)

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- 2 (5 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. Restricts and Special area permits for foreign tourists in India and their procedures to obtain. VISA on Arrival Scheme of Govt of India.

Unit- 3 (5 hours)

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- 4 (5 hours)

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- 5 (5 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.



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 Practical (22BHMP 601)

L: T: P: 0:0:4

Credits-2

Course Objectives:

The course is aimed in Familiarization with, commodities, herbs and spices and there usage in International cuisine with the help of simple dishes preparation indicating their usage.

Course Outcomes:

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

- Prepare four to five course menus of different foreign cuisines.
- Apply best possible hygiene practices in the kitchen, keeping in mind of International menus
- Will able to learn preparing Cakes, Custards, Puddings and Pre-plated desserts using basic bakery preparations.
- Will be able to learn about the presentation techniques.

Syllabus:

- Two Practical's of four to five course menu of 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 there usage in International cuisine with the help of simple dishes preparation indicating their usage.
- Regional sauces and their usages in cookery.
- Preparation of Cakes, Custards, Puddings and Pre-plated desserts using basic bakery preparations.



Syllabus
BHMP 602 Food & Beverage Management - I

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

Credits-2

Course Objectives: The Students studying this course should have knowledge of functioning of Food & beverage operations

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

- Trolley service
- Banquet booking procedure
- Different buffet setups
- Bar set ups
- Situation handling in Bar

Topics:

(40 hours)

- Trolley service, practicing Flambé and Carving.
- Buffet Set ups
- Practicing banquet booking procedure – taking the enquiry & confirming the booking
- Filling Function Prospectus/BEO
- Organizing different formal & informal banquet functions.
- Organizing different conference set ups
- Organizing theme parties & food festivals
- Bar Setups & services
- Service of Wines & Bar Menus
- Reading Wine Labels,
- Cocktail parties
- Role Plays & Situation handling in Bar



Syllabus

Room Division Management- I Practical (22BHMP 603)

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 situation of Room Division department.

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

- Practice SOP, Skill oriented task.
- Handle emergency situation.
- Practice Fire Drill.

Topics:

(40 hours)

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



Syllabus
General Proficiency (GP B06)

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 (22BHMT 701)

Credits-4

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

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 student 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

(8hours)

Purpose of a literature review: Why literature reviews matter, the complexity of literature reviews, persuade the reader Identify and justify your argument

UNIT-II

(8 hours)

Process, language and structures: The process from start to finish, Finalize your research question and approach, Look at your assessment criteria, Reading strategies

UNIT-III

(8 hours)

Selecting and analyzing the right literature: Identifying sources, which journals should I use? Navigating an article, Reading an article in depth

UNIT-IV

(8 hours)

Argument throughout literature review: Engaging in an academic argument, Using evidence to form your argument, Looking at the existing arguments, Developing a counter argument

UNIT-V

(8 hours)

Structure 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 Publication, 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 Methodology (22BHMT 702)

L: T: P: 4:0:0

Credits-4

Course Objectives:

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

Course Outcomes:

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

- Discuss the Introduction to Research.
- Learn about Research Design, Hypothesis formulation
- To learn about sampling techniques
- Types, Sources and methods used to collect data.
- To learn Analysis and interpretation of data.
- Will be able to learn writing report.

Syllabus:

UNIT-I

(8hours)

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 report, layout of the research report, mechanics of writing a research report



Text Book

- Research Methodology by C P Khotari
- Statistics For Manager by O P Aggarawal
- How To Research & Write Thesis in Hospitality Tourism by James Paynper& John Willy
- Marketing Research by Harper W Boyd

Reference Books

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



Syllabus

Seminar (Research Work) (22BHMT703)

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

Credits-4

Course Objectives:

The objective of this course is aimed at sharpening the research skills, develop a practical Understanding of the Hospitality system, attain some field experience etc

Course Outcomes:

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

- Discusses about the allotted subject keeping in mind the further study
- Demonstrate the ability to describe in detail about the hospitality related issues.
- Understand the research skills to solve complex situations.
- Identify the problems and the solution of the given situations to meet out hospitality standards.

Justify the need of the subject study on which he or she is preparing project.

Syllabus:

Project Work – I Practical

Keeping in view the diverse nature of hospitality industry and long term implications of the same in the economy, society, culture and environment, it is required for hospitality graduates to have a basic project acumen which can sharpen not only the research skills but assist in developing a practical understanding of hospitality process. The project is intended to serve the student to develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry.

Emphasis should be placed on project for selected professional elective subject area. Some sample themes could be:

- Survey of customer behaviour
- Comparative survey of operations
- Survey of energy conservations
- Impacts of various systems on operations
- Impact of Guest/ Staff behaviour on operations
- Segmentation analysis of guest.
- Comparative analysis of strategies
- Profiling study of customer
- Comparative Study of cost control
- Comparative study of safety and security
- Case studies of hotels / restaurants/ hospitality operation
- Socio / economic / environmental impact studies

The above themes are suggestive, whereas candidates are free to select the topic of their choice with consultation of the guide and must seek formal approval.

Types of Project

The project may be one of the following types:

- Comprehensive case study of work process
- Inter-Organizational study
- Any other study related to Hospitality segment
- Case study of hospitality segment

Project Supervision



Each project shall be guided by a supervisor duly appointed by the Head of the department.

Project Proposal (Synopsis): Project proposal/Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and purpose of the proposed project to be undertaken, brief of research problem, limitations and chapter plan.

Project Documentation

As approved by the guide.

Project Submission

Final draft of the project should be submitted in the department duly certified by the concerned guide.

Project Presentation & Evaluation

Via/Voce by University appointed external examiner & Guide together.



Syllabus

Research publication and Ethics (22BHMT 704)

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 student 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.
- Will be able to learn about open access publishing.
- To learn about publication misconduct.

Syllabus:

UNIT-I

(8hours)

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 contributor ship - Identification of publication misconduct, complaints and appeals - Predatory publisher 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

- Nicholas H. Steneck. Introduction to the Responsible Conduct of Research. Office of Research Integrity. 2007. Available at: <https://ori.hhs.gov/sites/default/files/rcrintro.pdf>
- The Student's Guide to Research Ethics By Paul Oliver Open University Press, 2003
- Responsible Conduct of Research By Adil E. Shamoo; David B. Resnik Oxford University Press, 2003
- Ethics in Science Education, Research and Governance Edited by Kambadur Muralidhar, Amit Ghosh Ashok Kumar Singhvi. 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.
- Bjorn Gustavii: How to write and illustrate scientific papers? Cambridge University Press.
- Bordens K.S. and Abbott, B.b.: Research Design and Methods, McGraw Hill, 2008. 8. Graziano, A., M., and Raulin, M., L.: Research Methods – A Process of Inquiry, Sixth Edition, Pearson, 2007



Syllabus

Advance Culinary Management (22BHMT 705 A)

Credits-4

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

Course Objectives:

To impart in depth knowledge of Kitchen management, Menu Planning, Different types of catering systems, and latest control management systems.

Course Outcomes:

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

- Discuss the review of basic food production
- Learn about Kitchen Management.
- Identify and learn about Kitchen layout and design.
- Will be able to learn about Menu Planning.
- To learn about quality control and product development.

Syllabus:

UNIT-I

(8hours)

Reviewing Food Production Basics: Reviewing Cooking methods in reference to cooking of Soups, Sauce. Basics of Cuts: Fish, Meat and Poultry and their usage in different cooking process/methods. Concept of heat transfer and its effect in 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: Objective 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 kitchen: 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 Menu, Menu Management system, Principles of Menu Planning. Factors affecting menu planning, Menu planning for Invalids, Diet Menu, children's menu, Transport/On-board Menu, 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 Concept:-Molecular Gastronomy and Organic Foods.



Text Book

- 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
- 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 Management II (22BHMT 705 B)

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

Credits-4

Course Objectives:

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

Course Outcomes:

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

- Restaurant Planning process
- About Restaurant operations
- Menu and menu planning
- Will be able to learn about Event Management.
- About Budgetary control.

Syllabus:

UNIT-I

(8hours)

Restaurant Planning: Types of Restaurants, Factors to be considered while plan a Restaurant(Location, Competition, Customer profile, Legal Obligations, obtaining operational capital, Source of Finance, style or concept, Staffing, Capabilities

UNIT-II

(8hours)

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 & planning for MICE segments.

UNIT-IV

(8 hours)

Menu Management: Introduction, Type of F&B Menu, E-Menu, QR Code, Planning, Menu Engineering, Menu Merchandising; types of merchandizing (e.g. Floor Stands, Posters, Wall displays, Place Mat, tent cards etc.), Sales promotion, Public relations, Advertising, Suggestive Selling and Up Selling techniques, Quality aspects of restaurants and catering outlets.

UNIT-V

(8 hours)

Budgetary Control: Introduction, Objectives, Types of Budget – Master, Capital & Operating; Steps of preparing a departmental budget, budgetary control Procedure & Importance.



Text Book

- 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 Proter & Thomas
- Theory of Catering – Kinton and Cesarani



Syllabus

Room Division Management II (22BHMT 705 C)

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 student will be able to understand :-

- Learn about Planning organizing and evaluating room division.
- Learn about standard operating manual
- Learn to generate yield and revenue through various techniques.
- To learn about emerging concepts in hospitality business.
- Will be able to learn room selling techniques and how to maximize room sales using these techniques.

Syllabus:

UNIT-I

(8hours)

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

(8hours)

Standard Operating manuals –

Job procedures, Job allocation and work schedules, staff strengths & Planning duty rosters, concept of Ergonomics, devising training programmes, Devising/ designing training module, 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 its types, Concept and importance, Applicability to rooms 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 Hotel (Time Share, Ecotels, Capsules, Boutique Hotels, Yotels etc.), Modern Hotel Design and its advantages, Environment friendly House Keeping practices, Case studies.

UNIT-V

(8 hours)

Rooms 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 Package, Plans according to seasons. Online Selling: - Meta Search Engine, Hotel Apps & website, Social Media, OTA's, TA's, Airlines Network, Cruise-Liners, Railway Networks, CRS, Non-Affiliate Networks & GDS. Strategy formulation for various.



Text Book

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw 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 the Retail Management.

Course Outcomes:

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

- Learn about Definition and scope of retail.
- Learn about Purchase management.
- Learn to Retail marketing and promotion.
- To learn about Information system in retailing.
- Will be able to learn Ethical and legal issues in Retailing.

Syllabus:

UNIT-I

(4hours)

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

UNIT-II

(4hours)

Retail purchasing and pricing: Purchase management:- Merchandise purchasing, open to buy, open to buy planning, analyzing the merchandise performance, Pricing strategies:-every day 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 programme, retail advertising media, promotional budget. Customer services: - customer services, services 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 Book

- Gibson & Vedamani “Retail Management” Jayco Books
- Bajaj , Tuli,&Srivastava “Retail Management” OxfordUniversity Press
- Berman Barry &Evance J.R “Retail Management” Prentice Hall India
- Jain J.N.& Singh P.P “ Modern Retail Management – Principal And Techniques ” Regal Publications
- Madan K.V.S “ Fundamental S Of Retailing” Mcgraw-Hill

Reference Books

- Swapna Pradhan “Retailing Management- Text And Cases” Tata Mcgraw-Hill
- Peelen Ed “ Customer Relationship management 2009” Pearson Education
- Gilbert D “Retail Management” Pearson Education
- George H, Lucas Jr., Robert P. Bush, Larry G Greshan- Retailing



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 travellers 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. Restricts 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 a human body. It covers the concept of balanced diet.

Course Outcomes:

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

- To study human body and its physiology.
- Analyses of balanced diet and harmful effect of junk food.
- To find and explain different type of addiction and ways to overcome them.
- To examine the benefits of yoga and exercise along with stress management.
- To describe the commonly encountered diseases and first aid for emergency situation.

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, whole grain

Knowledge about constituent of diet (Protein, fats, carbohydrates, vitamin and mineral) importance of fiber

UNIT-III

(4 hours)

Lifestyle diseases:

Harmful effect of junk/processed foods

Dangers of obesity

Disease ensuing because of lifestyle e.g diabetes heart diseases etc.

UNIT-IV

(4 hours)

Exercise & Addictions

Benefits of yoga and exercise

- ☐ Chewing
- ☐ Drinking
- ☐ Smoking

UNIT-V

(4 hours)

Importance of mental health

- ☐ Stress management
- ☐ Anxiety and depression
- ☐ Awareness of commonly encountered diseases ailments.



Text Book

- Corbin. Charles 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: Com. 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 Snowden., Maggie Humphrey's 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 financial management system, sources of finance and working capital mgmt.

Course Outcomes:

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

- Financial Mgmt. System
- Working Capital management
- Financial ratio

Syllabus:

UNIT-I

(4hours)

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

- Hotel Finance –Iyengar, Oxford University Press
- Financial Analysis, S.N. Maheshwari & Sharad K. Maheshwari
- Financial Management, J.M. Pandey
- Analysis of Financial Statement, TS. 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 (Minor 701)

L: T: P: 3:0:0

Credits-3

Course Objectives:

This course aims to provide specialised knowledge on transportation systems.

Course Outcomes:

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

- Financial Mgmt. System
- Working Capital management
- Financial ratio

Syllabus:

UNIT-I

(4hours)

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 & 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 & helicopter services. Infrastructural basis of airlines in India. Role of airlines in tourism promotion: recent policies regarding airlines, problems of airlines 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 surface transport sector

UNIT-IV

(4 hours)

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

UNIT-V

(4 hours)

Water transport: History & present status of water transport in seawater & inland waters. Water Transport system in India-Historical pats, Cruise ships, Ferries, Hovercraft, River and canal boats, Fly cruise, Future prospects

Text Book

- Stephan Page: Transport & Tourism
- IATA Materials on tourist transport
- Kamra: Basics of Tourism

Reference Books

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



Syllabus

Advance Culinary Management Practical (22BHMP 705A)

L: T: P: 0:0:4

Credits-2

Course Objectives:

This course gives reveals how to manage the kitchen operation.

Course Outcomes:

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

- Understand the classification 5 course menu.
- Be able to prepare low calorie food
- Be aware of Indenting for menus
- Be able to understand the Food Holding techniques

Syllabus:

(40 hours)

- Students should learn to plan, make and cost 5 course menus independently.
- Low calorie cooking.
- 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
- Practicing different menus for trade test with focus on menu development.



Syllabus

Food & Beverage Service Management II Practical (22BHMP 705B)

L: T: P: 0:0:4

Credits-2

Course Objectives:

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

Course Outcomes:

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

- The layout of Restaurant.
- Different types of restaurant outlets.
- To describe maintenance of different seating arrangement.
- Understanding different Forms and formats of F&B service operation

Syllabus:

(40 hours)

- Planning a restaurant (Specialty, fast food and coffee shop) with the factors mentioned in the theory.
- Planning of bar with the factors mentioned in theory
- Preparation of duty roasters 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 summery sheet, Guest comments, Log Book, etc)
- List of restaurants equipment manufacturers (Assignment)
- List of licenses required (Assignment)



Syllabus

Room Division Management II Practical (22BHMP 705C)

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

Credits-2

Course Objectives:

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

Course Outcomes:

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

- Discuss the different software used in room division operation
- Learn about Different report generation.
- Identify the situation handling.
- Will be able to learn AIL.

Syllabus:

(40 hours)

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



Syllabus
General Proficiency (GP B07)

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 Specialized Training Report & Viva-Voce

The objective of Specialized training is to facilitate learners with skills & practices of trade (in the chosen professional elective such as Advance Culinary Skills, F&B Services, Front office & Accommodation Opt.) so as to supplement their theory and practical inputs and enable them ready for the industry.

Duration of Exposure: *20 weeks + 04 weeks = 24 weeks.* The duration of Specialized Training proposed in Master of Hotel Management (BHM) 8th semester will be of (20 + 04 weeks = 24 weeks). Further it has been specified that the students will undergo 20 weeks training in a specialized department chosen and rest 04 weeks training in floating/ancillary departments like; HR, sales & Marketing, Security; Fire; Store; maintenance etc.

Training Schedule:

The VIII Semester shall be supplemented by a specialized training in a professional elective. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 06. Being practical oriented the number of hours input per week comes as 12 hours per week.

Leave Formalities:

1 weekly off, festivals and national holidays given by the hotel, 10 days medical leave supported by a medical certificate. Leave taken must be made up as per hotel policy issued through competent authority. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of minimum 144 working days (24 weeks x 06 days = 144 days). The training in VIII semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.

The learners are suggested to make the following observations in the departments of Industry:

WHAT TO OBSERVE

Points that will be Common for all students of IV semester in each discipline

1. Standard operation/ Operating Procedure
2. Who is who- Key people in the Core Group?
3. Hierarchy Chart
4. Key Personnel
5. Job Description
6. Employee Recruitment/Retaining/Welfare Policies (Break-Timings) Duty hours, Weekly off
7. Working Condition
8. Situation handling procedures
9. Certifications from various Institutions like Licensing/ NOC etc.
10. Operation Timings
11. Duty Roaster
12. Communication Channels
13. Uniform codes



- 14. Forms & Formats
- 15. Record Keeping & Systems

Advance Culinary Skills

WHAT TO OBSERVE

- 1. Experts for cuisine
- 2. Availability of Raw Material
 - A. Bases of Cuisines
 - B. Base of species
 - C. Base of popular
 - D. Base of Food/Dishes
 - E. Seasonal Dishes
- 3. Availability of Equipments
- 4. Understand the Language/Mark
- 5. Operating hours
- 6. Standard Recipes
- 7. Availability of Manpower
- 8. Setting up of Menu
- 9. Local ethics/ Religious Requirement
- 10. Promotion of Cuisine
- 11. Waste Management
- 12. Storage/ Preparation Technologies, Various Spices

Bakery Management:

- 1. Area/Layout
- 2. Equipments required
- 3. Various preparation/Menu
- 4. Operation hours
- 5. Standard Recipe
- 6. Issuing/Receiving Procurements
- 7. Standard Receiving/sale procedure
- 8. Waste Management

Advance Food & Beverage Service Operations & Management

WHAT TO OBSERVE

- 1. Technology used by Management
- 2. Management Techniques
- 3. Inventory/Issuing/Receiving System
- 4. Billing/ Ordering Procedure
- 5. Types of Meal & Timing
- 6. Responsibility of staff
- 7. Procurements Techniques
- 8. Cover/ Person that are accommodated during meal hours
- 9. Structure of Institution
- 10. Cleaning / Maintenance procedure
- 11. Timing of operation
- 12. Standard Service Timing
- 13. Waste Management



14. Type of Equipment used/Specification
15. Inventory system / Procedure
16. Reservation Procedure
17. Specialty of Outlet

Advance Front Office Operation & Management

WHAT TO OBSERVE

1. Total No's of Rooms/Area provided for accommodation
 - a. Star Category
2. Reservation Procedure
3. Operation Timing
4. Cleaning Schedule (Daily/weekly/Spring)
5. Services/facilities provided by Management
6. Staff Structure/Shift Timing
7. Co-ordination between the staff/dept.
8. Discount
9. Billing procedure
10. Staff structure
11. Various formats used by departments
12. Facilities/ amenities provided in Room
13. Total No. of Rooms and facilities
14. Tariff structure/Rack Rates/Discounts
15. Reservation Types/Mode
16. Reservation Procedure
17. Reservation Sources
18. Reception/Receiving Procedure
19. Co-ordination/ intra department relationship
20. Various check-in procedure
21. Standard phrase of Common
22. Policies/Procedure for
 - a. No show
 - b. Scanty Baggage c) Single lady
 - c. VIP
 - d. Groups/ lay over
23. Various Reports
24. Coordination with House-Keeping / F&B/ Production Team/Dept.
25. Billing/Financial policies
26. Foreign guest handling
27. Various sub-units/departments
28. Emergency handling procedure
29. Guest/Staff Communication Channels
30. Local information/
31. Post. Departure formalities



Advance Accommodation Operation & Management

WHAT TO OBSERVE

Linen & Uniform

1. Learn to identify the linen / uniform by category/size even when in fold
2. Study the Pest Control procedure followed & learns how the linen/uniform is preserved against mildew
3. Observe system & quantum of Linen Exchange with Laundry, Room, and Restaurants
4. Note the discard procedure & observe the percentage of discard
5. Observe procedure for exchange of uniforms and linen
6. Note procedure followed for uniform/linen exchange after closing hours
7. Note arrangement of linen/uniforms systematically in shelves/hangers.
8. Understand the need & use of par stocks maintained
9. Study total number and variety of items

Rooms

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom and bathroom. 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 guests 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, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & procurement of fresh linen
9. Observe the procedure for Freshen 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. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleanliness in the corridors and other Public areas on the floors
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 Log Book
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 Public Area
3. Importance of Banquets function prospectus
4. Observes 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 Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement



10. Observe Policy and procedures followed for various cleaning

Specialized Training Report on BHMT-801A/B/C/D & 802

Academic Credits for Training report shall be based on following:

- Log books and attendance, Appraisals, report and presentation.
- All candidates must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed.
- They are also advised to make a training report in accordance to their curricula for IV Semester.
- A PowerPoint presentation (based on the report) should be made. It should be made for duration of 10 minutes.
- Marks will be awarded on this jointly by a panel of one internal and one external examiner.
- The presentation should express the student's experiences in the department and what has he learned/ observed.

The field project report will be submitted in the form specified as under:

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

Students have to submit the following on completion of specialized training to the faculty coordinator at the institute:

1. Logbook.;
2. Appraisal;
3. A copy of the offer letter and Specialized Training Certificate.
4. Specialized training report in view of requirements of VIII semester.
5. Power Point presentation on a CD, based on the report.
6. Attendance Record.
7. The specialized training report is intended to serve the students to develop ability to apply multidisciplinary concepts, tools and techniques to deal with the specialization chosen by them. Each student is required to prepare a report based on their elective exposure in the industry.

Evaluation of Specialized Training:

- a. A viva-voce will be conducted by an external examiner on the basis of the learning in operation areas of the hotel. The 60% weightage will be given to specialized training report, log book & presentation and 40% weightage viva voce.



Syllabus

Food Production operation and Management (22BHMT 801)

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 latest control management systems.

Course Outcomes:

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

- Discuss the Kitchen Management.
- Learn Stock, Soup and sauces.
- Identify the basic meat cuts.
- To learn art of bread making.
- Will be able to art of making chocolates.

Syllabus:

UNIT-I

(8hours)

Kitchen Management

Objectives, Food preparation area, Kitchen Planning & layout, Kitchen Organization, , Selection of supplier, Purchasing, market study, Receiving food, Inventory management, Store management, Indenting Distribution of food and holding food, Cost control, Quality control, Portion control, Budgetary control, HACCP. Kitchen records & formats, tags, color coding.

UNIT-II

(8 hours)

Stocks, Soups and Sauces

Introduction, classification, important considerations and recipes.

UNIT-III

(8 hours)

Fish, Poultry, lamb/Mutton, Pork

Introduction, cuts, selection criteria, classic preparations.

UNIT-IV

(8 hours)

Bread Making: Ingredients, Basic principles, Faults, Breads of countries- France, Germany, and Italy.

UNIT-V

(8 hours)

Sugar: Introduction, Types, Cooking of Sugar, and Basic Principles involved, Sugar products,

Chocolate Confectionary: Introduction, History, Types, Basic Principles involved & chocolate products.

Text Book

- Theory of Cookery by Krishna Arora
- Modern Cookery (Vol. I) by Philip E. Thangam
- Larousse Gastronomique by Paul Hamlyn
- The Book of Ingredients by Jane Grigson

Reference Books

- The professional Chef by Le Rol A. Polsom
- Professional Cooking by Wayne Gisslen
- The complete guide to the art of modern cookery by Escoffier



Syllabus

F & B Service operation and Management (22BHMT 802)

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

Credits-4

Course Objectives:

To impart in depth knowledge of F & B Service operation and Management.

Course Outcomes:

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

- About the breakfast.
- Banquet management & its process.
- About bar & bar management.
- Control process in Food & beverage.
- formulae & reports used in F & b department related to sales, cost and profit.

Syllabus:

UNIT-I

(8hours)

Breakfast

Introduction, Types, Layout, Cover, Accompaniments and Services; Latest trends in breakfast.

UNIT-II

(8 hours)

Banquet Management

Introduction, Types, Organizational structure & Layout. Banquet Sales; Banquet Booking Procedure. Staff and space required for different kinds of banquet functions. Banquet menu. Banquet forms and formats. Buffet: Introduction, types, equipments and buffet presentation techniques. Current trends in Banquet and Buffet operations.

UNIT-III

(8 hours)

Bar Management

Types of Bar, Design of Bar, Major Bar Equipments, Bar Accessories, Consumable Supplies, Bar Operation procedure, Glassware – commonly used, Storage & Handling of Glassware, Cocktails and Mocktail, Emerging trends in Bar Operations.

UNIT-IV

(8 hours)

Beverage control: Introduction, Procedure, techniques and importance of beverage control, Purchasing, receiving, Storing and Issuing. BOT & Inventory control.

UNIT-V

(8 hours)

Cost, Sales and Profit Cost: Definition, classification, factors affecting food cost. Sales: POS (point of sale), types of sales, different sales report, sales mix/ market mix, APC (average per cover), APC calculation. Profit: Definition, Gross profit, EBDIT (earnings before depreciation, interests & Taxes) and AWP (Average wholesale Price).



Text Book

- Food & Beverage Service - Dennis R. Lillicrap & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management, R. Singaravelavan, Oxford Pub.
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS

Reference Books

- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese



Syllabus

Front office operation and Management (22BHMT 803)

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

Credits-4

Course Objectives:

To impart in depth knowledge of Front office operation and Management.

Course Outcomes:

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

- Discuss about guest accounting.
- Learn auditing.
- Identify cash and credit control.
- To learn about yield management.
- Will be able to learn innovation in front office.

Syllabus:

UNIT-I

(8hours)

Guest

Accounting

Types of Accounts maintained at the front office, Front office cashiering, Guest check out procedures, Preparation of bills- manual, mechanical & fully automated system, Express check out (ECO), Presentation & settlement – Cash & credit note, handling foreign exchange.

UNIT-II

(8 hours)

Night Auditing:

Concept of Night Auditing, Purpose of night audit function, Night auditor's Job, Night audit process/ procedures, preparing the night auditor reports

UNIT-III

(8 hours)

Control of cash & credit: Concept of cash & credit control, Objectives of credit control measures, Credit control before arrival, during stay & after departure.

UNIT-IV

(8 hours)

Yield management

Concept of yield management, Measuring yield, Objectives & benefits of yield management, Tools & strategies of yield management.

UNIT-V

(8 hours)

Technology Innovation in Front office

Property management Systems, Significance of Information Technology in Front office, In room technologies, Mobile-enabled front desk, Self check in/check out terminals, electronic check in, other latest technological innovations.



Text Book

- Professional Front Office, Sue Baker, Pearson publications
- Hotel Front Office, Tewari, Oxford Publications
- Front office : procedures, social skills, yield and management, Abbott, Peter and Lewry, Sue, New Delhi: Butterworth- Heinemann.
- Bhatnagar S, K., Front Office Management, Frank Brothers & Co.

Reference Books

- Bardi James, Front Office Operations
- Front office, Elsevier publications
- Principles of hotel front office operations, Baker Sue, Huyton Jeremy, Bradley Pam, London and New York: Continuum, 2000.



Syllabus

Accommodation operation and Management (22BHMT 804)

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

Credits-4

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 Ecotel.
- Learn Routine system.
- Identify safety & security procedure.
- To learn about record keeping.
- Will be able to learn housekeeping personnel.

Syllabus:

UNIT-I

(8hours)

Environment Friendly Housekeeping

Ecotels: Introduction, Meaning, importance & their certification. Energy conservation, Water conservation, conservation of Manpower. Waste Management- Solid & Liquid. Sewage treatment, Pollution related to hotel industry. Eco- friendly practices adopted by hotels. LEED system. Green Housekeeping. Housekeeper's role in Environmental Management.

UNIT-II

(8 hours)

Routine systems:

Reporting, Staff placement, Room Occupancy Report, Guest Room Inspection, Checklists, Floor Register, Work Orders, Log Sheet, Lost and Found Register and Enquiry File.

UNIT-III

(8 hours)

Safety and Security

Potential hazards in Housekeeping; Crime prevention; Dealing with emergencies; Ergonomics in Hotel Housekeeping. First Aid: Principles & importance of first aid, First aid for common situations (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration).

UNIT-IV

(8 hours)

Records of Housekeeping Department: Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning, Call Register, VIP Lists, Guest room layout, types of Keys, Key Card, Key Control.

UNIT-V

(8 hours)

Managing Housekeeping Personnel: Determining staff strength, recruitment and selection of the staff, training of the employees, planning duty roster, performance appraisals, employee welfare and discipline, teamwork & leadership.



Text Book

- Case studies in Ecotels.
- Preparation & Familiarization of Forms & Formats
- Preparing Guestroom and Public area Checklists,

Reference Books

- First Aid Familiarization of basic medicines and bandaging, Covering cuts and wounds.
- Preparing Duty Roasters.
- Calculation of Staff strength and Time & Motion Study.



Syllabus

Hotel Sales & Marketing Management (22BHMT 805)

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.

Syllabus:

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)

Integrated 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; Facebook 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 806)

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:

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

- 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. Jagmohan Negi

Reference Books

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



Syllabus
General Proficiency (GP 08)

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%