



### **Session-2021-22**

## **SCHOOL OF HOTEL MANAGEMENT B.Sc. in Hospitality & Hotel Administration**

### **Program Outcome:**

- [PO1] Hotel and Hospitality Knowledge : Apply the knowledge of hotel, hospitality and tourism, and an core area specialization to find the solution of different hotel problems.
- [PO2] Problem analysis: Identify, formulate, research literature, and analyze complex hospitality problems reaching conclusion using principle of management.
- [PO3] Conduct investigations of complex problems: Use research-based knowledge & research methods including different design of experiments, analysis and interpretation of data available for find the best result of solution.
- [PO4] Modern Tool Usage : Create, select, and apply for appropriate techniques, resources available with and latest management and tools available with us.
- [PO5] Design/development of solutions: Design solutions for hospitality problems and design different process for specific needs with appropriate consideration for the public health and safety, and the cultural, societal.
- [PO6] Hospitality and Society : Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal, and cultural issues and the consequent responsibilities relevant to the professional engineering practice.
- [PO7] Environment and Sustainability: Understand the impact of the hotel, hospitality and tourism in societal and environmental contexts, and demonstrate the knowledge of need for sustainable development.

- [PO8] Ethics : Apply ethical principles and commit to professional ethics and responsibilities and norms of the engineering practice.
- [PO9] Individual and Team Work : Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.
- [PO10] Communication: Communicate effectively on hospitality activities with the professional community and with society at large. Some of them are, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.
- [PO11] Project Management and Finance : Demonstrate knowledge and understanding of the hospitality and management principles and apply these to one's own work, as a member and leader in a team, to manage projects and in multidisciplinary environments.
- [PO12] Lifelong learning : Recognize the need for, and have the preparation and ability to engage in independent and lifelong learning in the broadest context of technological change.

#### **PROGRAM SPECIFIC OUTCOMES OF B.SC H&HA**

This Three-year Undergraduate programme is divided into VI semesters with theory, practical components and Internship. Students undergoing this programme would be equipped with sufficient knowledge in the field of hospitality science. This programmes envisages the students to be well prepared for the job market with sufficient knowledge in the core areas. This Three-year Undergraduate programme is been divided into VI semesters with theory, practical components and Internship. Students undergoing this programme would be equipped with sufficient knowledge in the following areas

PSO1. Gain Knowledge of the different cuisines of the world.

PSO2. Learn to be professional in their outlook appearance.

PSO3. Learn time management and stress management.

PSO4. Learn to communicate with the people.

PSO5. Learn how to manage the hotels in times of crisis and disaster.

PSO6. Provides Employability skills in the hospitality industry and various related sectors.

PSO7. Understand detail about all the department of the hotel.

PSO8. Understanding the functions of non-core departments like accounts, human resource, marketing, etc.

### Course Outcomes:

<b>COURSE CODE</b>	<b>COURSE NAME</b>	<b>Course Outcome</b>
HM-101	FOUNDATION IN FOOD PRODUCTION	CO.1 Determine the different positions and function of kitchen production.
		CO.2 Identify and properly operate equipment & common culinary hand tools.
		CO.3 Productively apply appropriate cooking skills Identify various cooking techniques
		CO.4 Comply with and practice safe work habits, identify safety hazards, employ preventative safety measures.
		CO.5 Maintain positive relations with others cooperate through teamwork and group participation.
		CO.6 Exhibit appropriate work habits and attitudes; demonstrate willingness to compromise.
		CO.7 Identify behaviors for establishing successful working relationships
		CO.8 Demonstrate a positive attitude, conversation skills, & personal hygiene Prepare, clarify and utilize basic stocks, sauces, soups & thickeners.
HM-103	FOUNDATION IN FOOD & BEVERAGE SERVICE	CO1 Students will be aware about different catering establishment their menus, their nutrition, their themes, type of services offered.
		CO.2 Students will be having knowledge about the operations in depth in accordance to different areas their service, their operations, specialty etc.
		CO.3 Students will be having good knowledge of equipments their usages, precautions, storing, cleaning, upkeep which will be good for smooth operations.
		CO.4 Students will understand roles & responsibility of different team members their attributes, their work style, specification.
		CO.5 Students will be capable enough to work as per the demand of service as per type of function or event.
		CO.6 Student will understand different control procedures their importance for a business.
HM-105	FOUNDATION IN ACCOMMODATION OPERATION	CO.1. Students will understand the guest room & guest room cleaning.
		CO.2. Students will learn the guest room procedure.
		CO.3. Students will understand the bathroom supply.

		CO.4. Students will understand the file & formats used in housekeeping department.
		CO.5. Students will understand the type's keys.
		CO.6. Students will learn the key management.
		CO.7. By this integrated function of pets can understand
		CO.8. To understand about the layout of housekeeping department
HM-107	FOUNDATION IN FRONT OFFICE OPERATION	CO. 1. Students will learn accommodation industry.
		CO.2. Students will learn the f&b Services and support services
		CO.3. Students will understand the types of rooms & hotels
		CO.4. It will provide the essential knowledge of front office.
HM-111	NUTRITION, HYGIENE & SANITATION	CO.1. Understand the importance of nutritional value of food.
		CO. 2. Understand the meaning and importance of balance diet.
		CO.3. Understood the various storage techniques of food
		CO.4 Understood the various methods of food handling.
		CO.5 Understood the importance of hygiene in the Kitchen and garbage disposal technique.
HM-151	LAB-FOUNDATION IN FOOD PRODUCTION	CO1. To able handling of kitchen equipments.
		CO2. To able processing and proper use of vegetables and fruits.
		CO3. To able prepared the breads in bakery sections.
		CO4. To able handling of bakery equipments.
		CO5. To able preparation of stock and sauces with menu example.
HM-153	LAB-FOUNDATION IN FOOD & BEVERAGE SERVICE	CO1. To able handling of food and beverage service equipment.
		CO2. To able processing and proper use of side board and arrangement.
		CO3. To able to know the role of briefing & debriefing.
		CO4. To able handling of basic technical skills regarding forks, spoon, tale cloth and many more used in food and beverage service
		CO5. To able layout of cover on table.
HM-155	LAB-FOUNDATION IN ACCOMMODATION OPERATION	CO1. To able handling of housekeeping equipment's.
		CO2. To able bed making process in proper manner.
		CO3. To able to know the amenities and supplies
		CO4. To able turndown service in proper manner.
		CO5. To able public area cleaning in a proper manner.
HM-157	LAB-FOUNDATION IN FRONT OFFICE OPERATION	CO1. To know the different types of room in a hotel
		CO2. To know how to do welcome and taking reservation.
		CO3. To know arrival activities , luggage handling of fits

		and groups and use of errand card.
		CO4. To know the procedure of handling of left luggage.
		CO5. To know pick up techniques from different points like airport, station of bus and train.
HS111	ETHICS AND HUMAN VALUES	CO1.They will understand meaning, nature and scope of ethics and values
		CO2. They will learn about human rights.
		CO3.They will learn individual and society.
		CO4. They will understand the basic of Indian ethics
		CO5.They will learn the basics of professional ethics.
HM-102	FUNDAMENTAL OF FOOD PRODUCTION	CO1. Determine the different positions and function of kitchen production.
		CO2. Identify and properly operate equipment & common culinary hand tools.
		CO3. Productively apply appropriate cooking skills
		CO4. Identify various cooking techniques.
		CO5. Comply with and practice safe work habits, identify safety hazards, employ preventative safety measures.
		CO6. Maintain positive relations with others, cooperate through teamwork and group participation.
		CO7. Exhibit appropriate work habits and attitudes; demonstrate a willingness to compromise.
		CO8. Identify behaviors for establishing successful working relationships
		CO9. Demonstrate a positive attitude, conversation skills, & personal hygiene
		CO10. Prepare, clarify and utilize basic stocks, sauces, soups & thickeners.
		CO11. Identify & properly select grains, cereals, pastas & rice then cook dishes utilizing these.
		CO12. Utilize portion control, work flow, plating and garnishing principals.
HM-104	FUNDAMENTAL OF FOOD & BEVERAGE SERVICE	CO1. Illustrate the different types of Food & Beverage organizational charts and
		CO2. discuss the role of the various Food& Beverage positions.
		CO3. Explain and demonstrate positive personal and professional attributes in relation F&B Service.
		CO4. Identify the various F&B Service equipment and tools and demonstrate the proper handling of each.
		CO5. Recall and correctly employ commonly used F&B terminologies and how to use in the industry
		CO6. Analyze menus and consider their impact on food and beverage provided to

HM-106	FUNDAMENTAL OF ACCOMMODATION OPERATION	CO1. Students will understand the guest room & guest room cleaning.
		CO2. Students will learn the guest room procedure.
		CO3. Students will understand the bathroom supply.
		CO4. Students will understand the file & formats used in housekeeping department.
		CO5. Students will understand the type's keys.
		CO6. Students will learn the key management.
		CO7. By this integrated function of pets can understand
HM-108	FUNDAMENTAL OF FRONT OFFICE OPERATION	CO.1. It will increase knowledge of sales & Marketing and different channels of
		CO.2. distribution.
		CO.3. Students will understand better how to work effectively with co ordination with
		CO.4. different departments.
		CO.5. Understanding about reservation, process, cancellation, amendment, modes,
		CO.6. source, and problems will increase.
		CO.7. It will increase different types of registration process.
		CO.8. Student will understand how to use safe deposit box & how to handle different keys.
		CO.9. Student will understand different emergency procedure need to be followed during different emergencies.
		CO.10. Students will understand impact of national and international events on tourism & hospitality industry.
		CO.11. It will increase make understand about guest relation, complaint handling in Front office.
HM-112	FOOD SAFETY & QUALITY	CO.1. Understand the importance of food safety and hygiene techniques.
		CO.2. Understand the meaning and importance of food Law's.
		CO.3. Understood the various additives and their importance in kitchen
		CO.4. Understood the various food borne disease.
		CO.5. Understood the importance & BENEFICIAL ROLE OF MICRO-ORGANISMS.
		CO.6. Understood the Common adulterants in food and Method of their detection (basic principle)
HM-152	LAB – FUNDAMENTAL OF FOOD PRODUCTION	CO.1. To able handling the techniques of preparation of chicken stock, fish stock, lam stock- white and brown.
		CO.2. To able the different egg preparation of breakfast menu dishes.
		CO.3. To able the menu dishes of five course
		CO.4. To able the preparation of chicken and fish dishes with menu example and application of right cooking techniques

		. CO.5. To able the different types of pastry with dessert menu examples.
HM-154	LAB – FUNDAMENTAL OF FOOD & BEVERAGE SERVICE	CO.1. To able the reservation and receiving guest in restaurant. CO.2. To able different egg preparation of breakfast menu dishes. CO.3. To able the menu dishes of five course CO.4. To able the preparation of chicken and fish dishes with menu example and application of right cooking techniques CO.5. To able the different types of pastry with dessert menu examples.
HM-156	LAB – FUNDAMENTAL OF ACCOMMODATION OPERATION	CO.1. To able the cleaning of different surface and material. CO.2. To able the arrangement of maid cart trolley and significance of maid cart. CO.3. To able process of bath room cleaning and guest room CO.4. To know how to handle handling of emergencies situation like sickness, fire and alarm CO.5. To fill the different types of housekeeping forms and formats and information driven.
HM-158	LAB – FUNDAMENTAL OF FRONT OFFICE OPERATION	CO.1. To able the telephone handling and credit card handling techniques. CO2. To able the role and procedure of handling the safety lockers in guest room. CO3. To able different activities of check-inn procedure of guest. CO4. To able the different activities of check out procedure. CO5. To able the different types of housekeeping forms and formats and information derived.
HM 160	LAB .- COMPUTER AND IT	CO1. To understand the basic of computer. CO2. To understand the words and rafting covering letters, business letter, CV, PPT CO3. To understand excel in dept. CO4. To understand the advance function of excel sheet. CO5. To understand the presentation and analysis of data interpretation and information drive
SC-102	ENVIRONMENTAL STUDIES	CO.1 Critically evaluate information on human/environmental systems; CO.2 Integrate human ecology and science of environmental problems; CO.3 Articulate issues of social construction of science CO.4 Evaluate information on political economy of environmental issues; CO.5 Demonstrate knowledge of complex theories of environmental problems;

HM201	FOOD PRODUCTION QUANTITY	CO1. Students will understand the Basic Indian Masala.
		CO2. Students will understand the volume feeding.
		CO3. Students will learn the regional food of India.
		CO4. Students will learn the different types of gravies.
		CO5. Students will understand the banquet menu planning.
HM203	FOOD & BEVERAGE BANQUET SERVICE	CO 1 Students will understand wine and their classification.
		CO2 Understanding about production process of wine.
		CO3. Student will understand beer production process.
		CO.4. Student will understand different type of beer with suitable example.
		CO.5. It will increase make understand about sake, cider and Perry.
HM205	ACCOMMODATION OPERATION-I	CO.1. Students will understand the cleaning procedure
		CO.2. Students will understand the concept & importance of safety
		CO.3. Students will understand the concept of safeguarding assets
		CO.4. Students will understand the floor types & care
		CO.5. Students will understand the classification & selection of the carpets
HM207	FRONT OFFICE OPERATION –I	CO.1. Students will learn the types & modes of reservation.
		CO.2 Students will understand the reservation process.
		CO.3. Students will understand the up-selling process.
		CO.4. Students will understand the types of traveler.
		CO.5. Students will learn the front office calculations.
		CO.6. Students will learn the revenue calculations.
		CO.7. Students will learn the accounting function of front office.
HM209	MANAGEMENT TECHNIQUES -I	CO.1. understood the historical backdrop and fundamentals of Management thoughts vital for understanding the conceptual frame work of Management as a discipline.
		CO.2. Discuss the various concepts of planning, Decision making and controlling to help solving managerial problems
		CO.3. Understanding concepts of Ethics, Delegation, Coordination and Team work.
		CO.4. Study and understand management concepts and styles in Global context.
		CO.5. Develop understanding about emerging concepts in management thought and philosophy
HM211	ACCOUNTING AND ECONOMICS OF HOTE	CO.1 Students will demonstrate the ability to communicate clearly and concisely with internal and external customers, establish and maintain relationships, and facilitate constructive interactions with individuals and groups
		CO.2 Students will demonstrate an understanding of how to inspire individual and organizational excellence, create a shared



		vision and successfully manage change to attain the organization's strategic ends and successful performance.
		CO.3 Students will be able to comprehend the alignment of personal and organizational conduct with ethical and professional standards within healthcare, including a responsibility to the patient and community, a service orientation, and a commitment to lifelong learning and improvement.
		CO.4 Students will demonstrate knowledge of the healthcare environment, including healthcare systems and the environment in which healthcare managers and providers function.
		CO.5 Students will be able to apply business principles, including systems thinking, to the healthcare environment.
HM-251	LAB –FOOD PRODUCTION QUINTITY	CO.1. Able to prepare different states f North Indian cuisine dishes
		CO.2. Able to prepare the different states f South Indian cuisine dishes
		CO.3. Able to prepare the different states f Western Indian cuisine dishes
		CO.4. Abe to prepared the different states f eastern Indian cuisine dishes
		CO.5. Able to prepare different kababs of Indian cuisine
HM-253	LAB FOOD AND BEVRAGE BANQUET SERRVICE	CO.1. Able to serve different types of beer service in restaurant & bar.
		CO.2. Able to serve the different service of Wines red wine and white wine
		CO.3. Able to serve the different service of wine- fortified wine and sparkling wine
		CO.4. Able to serve the mise en place of dispense bars types.
		CO.5. Able to serve different types of Other wine- cider, sake, and others.
		CO.5. Able to serve different types of Other wine- cider, sake, and others.
HM-255	LAB – ACCOMMODATION OPERATION-I	CO.1. Able to use the room attendant trolley in housekeeping department.
		CO.2. Able to do the different types of cleaning – Daily & Weekly of guest room.
		CO.3. Table to do the spring cleaning
		CO.4. Able to do the inspection of guest room after housekeeping service.
		CO.5. Able to do the practice of first Aids, Rollers & Triangular Bandges
HM-257	LAB- FRONT OFFICE OPERATION –I	CO.1. Able to do handling billing handover procedure and third party billing
		CO.2. Able to follow the process of issuing duplicate key and room change procedure.
		CO.3. Able to apply techniques of handling overbooking and PMS software.

		CO.4. Able to handling arrivals, departure, wedding and conferences.
		CO.5. Able to use of computer in front office department and wakeup call procedure.
HM-223	DIGITAL MARKETING-I	CO.1. Students will understand role of tourism industry
		CO.2. Students will understand importance of travel agency and modes of transport
		CO.3. Students will understand function of tourism department
		CO.4. Student will know foreign exchange
HM202		CO.1. This course will induce all the skills related to professional cooking also knowledge to maintain the quality of food in terms of flavor, texture, color etc
		CO.2. This course impart the skills and complete knowledge of personal hygiene, workplace sanitation and food hygiene
		CO.3. This course impart the skills to plan all kind of Menu, Recipe Methods And Photography of Foods.
		CO.4. This course to the will impart the skills of stock storage in fridge according to the principles of FIFO
		CO.5. This course imparts the knowledge and skills to keep record for reference.
		CO.6. This course will impart the skills required for resolving defects related to food preparations and servings.
		CO.7. This course imparts all the techniques and procedures required for standard buffet set up
	ADVANCE FOOD PRODUCTION	CO.8. This course will produce skills and comprehensive knowledge required to manage special and specific events.
HM204	FOOD AND BEVERAGE THEMATIC SERVICE	CO.1. It will make students understand about the sprits served in hotel industry
		CO.2. Students will understand bar layout and bar operation.
		CO.3. Students will understand preparation of cocktail and mock tail.
		CO.4. It will help the student to achieve knowledge about tobacco
HM206	ACCOMMODATION OPERATION-II	CO.1. Students will learn classification & types of fabrics
		CO.2. Students will learn uniform/ linen/ tailor room layout.
		CO.3. Students will learn the functioning of linen room.
		CO.4. Students will learn the issuing procedure.
		CO.5. It will give a vast knowledge of internal function of housekeeping
HM208	TOTAL QUALITY MANAGEMENT	CO.1. Students will understand role of food and beverage control department.
		CO.2. Students will understand importance of food and beverage control
		CO.3. Students will understand methodology use in food and beverage control.
		CO.4. Student will know different types cost and their analyses.

		CO.5. Students will understand different type of budget and budgetary control
HM210	MANAGEMENT TECHNIQUES -II	CO.1. To provide an understanding of basic management concepts, principles, and practices.
		CO.2. To develop strategic planning and decision-making strategies in an organization.
		CO.3. To summarize the concept and complete the process of organizing.
		CO.4. To develop an understanding of staffing, leadership, and motivation in an organization.
		CO.5. To predict the dynamics of controlling and its emerging issues in management.
HM212	MANAGEMENT CONCEPT AND ORGANIZATION BEHAVIOR	CO.1. Critically analyse, evaluate and apply organisationalbehaviour theories, practices and issues to formulate appropriate strategies and solutions in diverse business contexts
		CO.2. Integrate relevant theories, evidence from research and business data to analyse the impact of organisationalbehaviour issues on strategic business decision making and organisational effectiveness
		CO.3. Effectively communicate concepts and arguments in a logical and coherent manner and work collaboratively with others in analysing problems and identifying solutions in the workplace
HM252	LAB. –ADV. FOOD PRODUCTION	CO.1. Able to Prepare three course menu of French, Italian, Spain, Portugal, Germany.
		CO.2. Able to prepare three course menu of Middle eastern, Mexican, Arabic, Chinese
		CO.3. Able to prepare of cakes and Gateaux.
		CO.4. Able to prepare and handling different types of Icing and preparation.
		CO.5. Able to do vegetable and fruit carving.
HM254	LAB F&B THEMATIC SERVICE	CO.1. Able to serve Sprits
		CO.2. Able to Gin.
		CO.3. Able to serve Cocktail & Mock tail.
		CO.4. Able to do service in Dispense Bar.
		CO.5. Able to serve Tobacco & Cigar
HM256	LAB– ACCOMMODATION OPERATION-II	CO.1. Able to do activities in linen room and procedure of exchange
		CO.2. Able to do advance cleaning of Public Area Articles .
		CO.3. Able to do exchange procedure of Room and restaurant linen.
		CO.4. Able to calculate par stock.
		CO.5. Practicing bed Making procedure
HM258	LAB – FRONT OFFICE OPERATION -II	CO.1. Able to do activities involve in doctors on call, & lost & Found Protocole.
		CO.2. Able to handle of threats call of bomb, fire handling situation

		CO.3. Able to do activities involve in room blocking and medical emergency situation.
		CO.4. Able to handle complaints of guest.
		CO.5. Able to handle drunken guest and theft Situation.
HM-301	FOOD PRODUCTION REGIONAL	CO.1. Able prepared the European cuisine for some of the menu dishes.
		CO.2. Able to use the techniques of the standardization of the recipe card and application of this technique.
		CO.3. Able to prepared the some meat preparation with menu dishes
		CO.4. Able to apply rchuffle and invalid for cuisine dishes and unhealthy people.
		CO.5. Able to used the confidence food and prepared the non edible display in and from kitchen operation
HM-303	ADVANCE FOOD AND BEVERAGE SERVICE	CO.1. Students will understand Factors affecting operation of restaurant
		CO.2. Students will understand the different catering establishment .
		CO.3. It will be helpful to know the banquet operations
		CO.4. Students will understand the importance gueridoen service (flambé service).
		CO.5. Student will know the identify and service of cheese
HM-305	ADVANCE HOUSEKEEPING	CO.1. . Students will understand the cleaning procedure
		CO.2. Students will understand the concept & importance of safety
		CO.3. Students will understand the concept of safeguarding assets
		CO.4. Students will understand the floor types & care
		CO.5. Students will understand the classification & selection of the carpets
HM-307	ADV. FRONT OFFICE OPERATION	CO.1. Students will understand role of basics in Front office and importance and work process of different application in front office.
		CO.2. Students will understand importance & procedure for credit Control.
		CO.3. Students will understand role of security and different security procedure to follow which are very important for hotel operations.
		CO.4. Student will know different types of key and their use & their upkeep which is important part of security.
		CO.5. Students will understand process, functions types of night audit their importances which help to become a good manager.
		CO.6. Student will understand handling of different complaints & situation which will help to become a good manager.
		CO.7. Students will be stronger in their operation as accounting terms and procedure also a part of Front office for better performance.

HM-309	EVENT MANAGEMENT	CO.1. To interpret the fundamental principles of essential hospitality and tourism business functions,
		CO.2. To demonstrate professional behavior and competencies in customer service,
		CO.3. To develop a range of leadership skills and abilities such as motivating others, leading changes, and resolving conflict,
		CO.4. To communicate effectively in oral and written communication,
		CO.5. To analyze and solve problems, using appropriate tools and technology,
		CO.6. To recognize the challenges and opportunities of working effectively with people in a diverse environment.
		CO.7. To acquire an understanding of the role and purpose(s) of special events in the organizations.
		CO.8. To acquire an understanding of the techniques and strategies required to plan successful special events.
		CO.9. To acquire the knowledge and competencies required to promote, implement and conduct special events.
HM-311	FINANCIAL MANAGEMEN	CO.1 Demonstrate ethical appreciation in dealings and relationships with clients and third parties
		CO.2 Discuss, explain and apply ethical principles, standards of practice and rules of conduct for the practice of financial planning, relevant to the jurisdiction
		CO.3 Demonstrate communications skills
		CO.4 Demonstrate presentation skills
		CO.5 Consider and discuss the impact of compliance issues on the practice of financial planning
HM-313	TOTAL QUALITY CONTROLS	CO.1. Students would be able to understand F&B Control steps at every stage.
		CO.2. Students would be able to become F&B Controllers.
		CO.3. Students would be able to calculate actual food costs.
		CO.4. Students would be able to even detect Frauds in F&B Operations.
HM-353	LAB. –ADVANCE FOOD& BEVERAGE	CO.1. Able to do planning & Operation in different food outlet.
		CO.2. Able to serve Hard and Blue cheese
		CO.3. Able to do arrangement of theme Parties
		CO.4. Able to do activities involve in function catering - Banquets
		CO.5. Able to do service at Gueridon trolley.
HM-355	LAB – ADVANCE ACCOMMODATION OPERATION	CO.1. Able to run and handle laundry equipment.
		CO.2. Able to upkeep of different metal articles.
		CO.3. Able to do different cleaning- spring, deep, and periodic.
		CO.4. Able to apply basic principle of f interior design.
		CO.5. Able to apply element of design.
HM-357	LAB -ADVANCE. FRONT OFFICE	CO.1. Able to handling post extra charges in billing from housekeeping department.

	OPERATION	CO.2. Able to handleof cashier activities.
		CO.3. Able to handle key activities in housekeeping department.
		CO.4. Able to practices of guest experience index, customer care portal.
		CO.5. Able to handle online portal, forecasting and Its Techniques.
VI SEM	INDUSTRIAL TRAINING	CO.1. To strengthen theoretical inputs through exposure in Star Hotels.
		CO.2. To develop understanding of industry concept and encourage independence of thought for handling the range of Hospitality situations.
		CO.3. To master social and leadership skills.



## **SYLLABUS OF**

**[B.SC. H. &H.A.]**

**BACHELOR'S OF SCIENCE HOSPITALITY & HOTEL  
ADMINISTRATION**

**GYAN VIHAR SCHOOL OF  
HOTEL MANAGEMENT**

**EDITION – 2021-22**

**Bachelor's Of Science Hospitality & Hotel Administration (B.SC. H.&H.A.)- 3 years full  
Time Degree**

**Objective:**

Bachelor's Of Science Hospitality & Hotel Administration is an undergraduate course.

**Main Features:**

The students are exposed to core domains of Hotel Operations such as Food Production, House Keeping Operations, and Food & Beverage Services & Front Office Operations. Apart from working in such domains, the course study offers adequate entrepreneurship skills in the candidate to start up their own ventures. The courses are “live practical” dominated and hence develop Real Life skills in candidates.

This course prepares students in taking up Operational assignments in 5 Star Hotels and International Restaurants around the world.

#### **Employment Opportunities:**

Tremendous Employment opportunity exists in India and Abroad in Hotel Sector and as such we have more than 100% placement record. Students get jobs in all 5 star Hotels of International and National Repute, All major International Restaurant chains, Industrial catering units, Hospitals, Indian Railway Indian Army as well as all major Airlines and Cruise Ships. The course is Global in nature and has Global acceptance. Some of our Graduates are already working on International assignments.

#### **Credit distribution –**

- A) University core –(7+9+3+3+3+3+)= 31**
- B) Program core – (17+18+21+21+22+25)=124**
- C) Program Elective – (02+02) = 4**
- D) University Elective – (5+2+2+3)=12**

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**Total 171**



**Teaching and Examination Scheme for Bachelor Of Science Hospitality & Hotel Administration (B.SC. H.&H.A.)  
(Regular)**

**(3 Year Program)Edition 2021-22**

**I-YEAR**

**SEMESTER: AUTUMN**

S. No.	Course Code	Course Name	Credits	Contact Hrs/Wk.			Exam Hrs.	Weight age (in %)	
				L	T/S	P		CE	ESE
		<b>Program Core</b>							
1	HM 101	Foundation course of Food production	2	2	-	-	3	40	60
2	HM 103	Foundation course of F&B service	2	2	-	-	3	40	60
3	HM 105	Foundation course of accommodation Operation	2	2	-	-	3	40	60
4	HM 107	Foundation course of front office operation	2	2	-	-	3	40	60
5	HM 111	Nutrition, Hygiene & Sanitation	2	2	-	-	3	40	60
6	HM 151	LAB- Foundation course of Food production	2	-	-	6	4	60	40
7	HM 153	LAB- Foundation course of F&B service	2	-	-	3	4	60	40
8	HM 155	LAB- Foundation course of accommodation Operation	1	-	-	2	4	60	40
9	HM 157	LAB- Foundation course of front office operation	2	-	-	3	4	60	40
		<b>University core</b>							
10	EN 103	English language –I	2	2			3	40	60
11	PC 101	Proficiency in Co-Curricular Activities– I	2	-	-	-	-	100	-
12	HS-101	Ethics and human values	1	1			3	40	60
13	FD101	Foundation course	2	2		0	3	40	60
<b>Open elective course ((OFFERD BY OTHER SCHOOL))</b>									
14	DM-001	Disaster management	2	2				40	60
15	CP-105	Elementary of computer	2	2				40	60
16	CP-163	LAB- computer	1			1		60	40
<b>Total credit</b>			<b>24</b>						
<b>COURSE OFFERD BY OTHER SCHOOL (UNDER CBCS SCHEME)</b>									
17	BM-105	ORGANIZATION BEHAVIOUR	2	2	-	--	3	40	60
18	BM-109	PRINCIPLE OF MANAGEMENT	2	2	-	--	3	40	60

**I-YEAR  
SPRING**

**SEMESTER:**

S. No.	Course Code	Course Name	Credits	Contact Hrs/Wk.			Exam Hrs.	Weight age (in %)	
				L	T/S	P		CE	ESE
		<b>Program Core</b>							
1	HM 102	Fundamental Of Food Production	2	2	-	-	3	40	60
2	HM 104	Fundamental Of F&B service	2	2	-	-	3	40	60
3	HM 106	Fundamental Of accommodation Operation	2	2	-	-	3	40	60
4	HM 108	Fundamental Of Front office operation	2	2	-	-	3	40	60
5	HM 112	Food Safety & Quality	2	2	-	-	3	40	60
6	HM 152	LAB- Fundamental Of Food Production	2	-	-	6	4	60	40
7	HM 154	LAB- Fundamental Of F&B service	2	-	-	3	4	60	40
8	HM 156	LAB- Fundamental Of accommodation Operation	1	-	-	2	4	60	40
9	HM 158	LAB- Fundamental Of Front office operation	2	-	-	3	4	60	40
10	HM 160	LAB – computer and IT	1			1	3	60	40
		<b>University core</b>							

11	EM102	Employability Skills-I	1	-	-	1	-	60	40
12	ES 101	Environmental Studies	2	2	-	-	3	40	60
13	EN104	English language –II	2	2			3	40	60
14	PC 102	Proficiency in Co-Curricular Activities– II	2	-	-	-	-	100	-
15	FD-102	Foundation course	2	2			3	40	60
University Open elective (offered by other department)									
16	SB002	Swatch bharat abhiyan	2	2			3	40	60
<b>Total credit</b>			<b>27</b>						
<b>COURSE OFFERD BY OTHER SCHOOL (UNDER CBCS SCHEME)</b>									
17	BM-102	FUNDAMENTAL OF MARKETING MANAGEMENT	2	2	-	-	3	40	60
18	BM-106	FUNDAMENTAL OF FINANCIAL MANAGEMENT	2	2	-	-	3	40	60

L\* = Lecture      T\*=Tutorial      P\* = Practical

### GYAN VIHAR SCHOOL OF HOTEL MGT.

Teaching and Examination Scheme for Bachelor Of Science Hospitality & Hotel Administration (B.SC. H.&H.A.)  
(Regular)

(3 Year Program)Edition 2021-22

**II-YEAR**  
**AUTUMN**

**SEMESTER :**

S. No.	Course Code	Course Name	Credits	Contact Hrs/Wk.			Exam Hrs.	Weight age (in %)	
				L	T/S	P		CE	ESE
		<b>Program Core</b>							
1	HM 201	Food production Quantity	2	2	-	-	3	40	60
2	HM 203	Food and Beverage Banquet Service	2	2	-	-	3	40	60
3	HM 205	Accommodation Operations – I	2	2	-	-	3	40	60
4	HM 207	Front Office operation –I	2	2	-	-	3	40	60
5	HM 209	Management Technique-I	2	2	-	-	3	40	60
6	HM 211	Accounting and economics of hotel	2	2	-	-	3	40	60
7	HM 251	LAB- Food production Quantity	2	-	-	3	3	60	40
8	HM 253	LAB- Food and Beverage Banquet Service	2	-	-	3	3	60	40
9	HM 255	LAB-Accommodation Operations – I	1	-	-	2	3	60	40
10	HM 257	LAB- Front Office operation –I	2	-	-	3	3	60	40
11	HM-223	Digital marketing-I	2	2	-	-	3	40	60
		<b>Program elective group A</b>							
12	HM-219	French language-I	2	2			3	40	60
		<b>Program elective Group B</b>							
12	HM-227	German language-I	2	2			3	40	60
		<b>University core</b>							
13	EM 201	Employability Skills-II	1	-	-	2	3	60	40
14	PC 201	Proficiency in Co-Curricular Activities– III	2	-	-	-	-	100	-
		<b>University elective</b> (offered by other school)							
15		Consumer affairs	2	2		-	3	40	60
<b>Total credit</b>			<b>26</b>						
<b>COURSE OFFERD BY OTHER SCHOOL (UNDER CBCS SCHEME)</b>									
16	BM-201	PRODUCTION AND OPERATION MANAGEMENT	2	2		-	3	40	60
17	BM-205	BUSINESS STRATEGIES	2	2		-	3	40	60

**II-YEAR**  
**SPRING**

**SEMESTER:**

S. No.	Course Code	Course Name	Credits	Contact Hrs/Wk.			Exam Hrs.	Weight age (in %)	
				L	T/S	P		CE	ESE



No.	Code			Hrs/Wk.			Hrs.	(in %)	
				L	T/S	P		CE	ESE
		<b>A. Practical Industrial Training</b>							
1	HM-362	Industrial training on food production	5					100	
2	HM-364	Industrial training on Food and beverage service	5					100	
3	HM-366	Industrial training on housekeeping	5					100	
4	HM-368	Industrial training on Front office operations	5					100	
5	HM-370	Industrial training on log book	5					100	
		<b>Total credit</b>	<b>25</b>						

22<sup>nd</sup> December to 21 June

**GYAN VIHAR SCHOOL OF HOTEL MGT.  
LIST OF COURSES OFFERED**

Course Code	Course Name	Credits	Contact Hrs/Wk.			Exam Hrs.	Weight age (in %)	
			L	T/S	P		CE	ESE
	PROGRAMME CORE							
HM 101	Foundation course of Food production	2	2	-	-	3	40	60
HM 103	Foundation course of F&B service	2	2	1	-	3	40	60
HM 105	Foundation course of accommodation Operation	2	2	-	-	3	40	60
HM 107	Foundation course of front office operation	2	2	-	-	3	40	60
HM 111	Nutrition, Hygiene & Sanitation	2	2	-	-	3	40	60
HM 151	LAB - Foundation course of Food production	2	-	-	6	4	60	40
HM 153	LAB- Foundation course of F&B service	2	-	-	3	4	60	40
HM 155	LAB- Foundation course of accommodation Operation	1	-	-	2	4	60	40
HM 157	LAB- Foundation course of front office operation	2	-	-	3	4	60	40
HM 102	Fundamental Of Food Production	2	2	-	-	3	40	60
HM 104	Fundamental Of F&B service	2	2	-	-	3	40	60
HM 106	Fundamental Of accommodation Operation	2	2	-	-	3	40	60
HM 108	Fundamental Of Front office operation	2	2	-	-	3	40	60
HM 112	Food Safety & Quality	2	2	-	-	3	40	60
HM 152	LAB- Fundamental Of Food Production	2	-	-	6	4	60	40
HM 154	LAB- Fundamental Of F&B service	2	-	-	3	4	60	40
HM 156	LAB- Fundamental Of accommodation Operation	1	-	-	2	4	60	40
HM 158	LAB- Fundamental Of Front office operation	2	-	-	3	4	60	40
HM 160	LAB - computer and IT	1			1	3	60	40
HM 201	Food production Quantity	2	2	-	-	3	40	60
HM 203	Food and Beverage Banquet Service	2	2	-	-	3	40	60
HM 205	Accommodation Operations – I	2	2	-	-	3	40	60
HM 207	Front Office operation -I	2	2	-	-	3	40	60
HM 209	Management Technique-I	2	2	-	-	3	40	60
HM 211	Accounting and economics of hotel	2	2	-	-	3	40	60
HM 251	LAB- Food production Quantity	2	-	-	3	3	60	40
HM 253	LAB- Food and Beverage Banquet Service	2	-	-	3	3	60	40
HM 255	LAB-Accommodation Operations – I	1	-	-	2	3	60	40
HM 257	LAB- Front Office operation -I	2	-	-	3	3	60	40
HM-223	Digital marketing-I	2	2	-	-	3	40	60
HM 202	Advance Food production	2	2	-	-	3	40	60
HM 204	Food & Beverage Thematic Service	2	2	-	-	3	40	60
HM 206	Accommodation Operations – II	2	2	-	-	3	40	60
HM 214	Total quality management	2	2	-	-	3	40	60
HM 208	Front office operations-II	2	2	-	-	3	40	60
HM 210	Management Technique – II	2	2	-	-	3	40	60
HM 212	Management Concept & Organizational Behaviour	2	2	-	-	3	40	60
HM 252	LAB- Advance Food production	2	-	-	4	4	60	40
HM 254	LAB-Food & Beverage Thematic Service	2	-	-	3	4	60	40
HM 256	LAB-Accommodation Operations – II	1	-	-	2	4	60	40
HM 258	LAB – Front office operations-II	2	-	-	3	4	60	40
HM 301	Food production regional	2	2	-	-	3	40	60
HM 303	Advance Food & Beverage Service	2	2	-	-	3	40	60
HM 305	Advance housekeeping	2	2	-	-	3	40	60

HM 307	Advance Front Office Operation.	2	2	-	-	3	40	60
HM 309	Event Management	2	2	-	-	3	40	60
HM 311	Financial Management	2	2	-	-	3	40	60
HM 315	Total quality control	2	2	-	-	3	40	60
HM 351	LAB - Food production regional	3	-	-	6	4	60	40
HM 353	LAB- Advance Food & Beverage Service	2	-	-	3	4	60	40
HM 355	LAB- advance housekeeping	1	-	-	2	4	60	40
HM 357	LAB – Advance Front Office Operation	2	-	-	3	4	60	40
HM-362	Industrial training on food production	4					100	
HM-364	Industrial training on Food and beverage service	4					100	
HM-366	Industrial training on housekeeping	4					100	
HM-368	Industrial training on Front office operations	4					100	
HM-370	Industrial training on log book	4					100	
	<b>PROGRAM ELECTIVE</b>							
HM-219	French language-I	2	2			3	40	60
HM-227	German language-I	2	2			3	40	60
HM-222	French language -II	2	2			3	40	60
HM-226	German language-II	2	2			3	40	60
	<b>University core</b>							
EN 103	English language –I	2	2			3	40	60
PC 101	Proficiency in Co-Curricular Activities– I	2	-	-	-	-	100	-
HS-101	<b>Ethics and human values</b>	<b>1</b>	<b>1</b>			<b>3</b>	<b>40</b>	<b>60</b>
FD101	<b>Foundation course</b>	<b>2</b>	<b>2</b>		<b>0</b>	<b>3</b>	<b>40</b>	<b>60</b>
EM102	Employability Skills-I	1	-	2	-	-	60	40
ES 101	Environmental Studies	2	2	-	-	3	40	60
EN104	English language –II	2	2			3	40	60
PC 102	Proficiency in Co-Curricular Activities– II	2	-	-	-	-	100	-
FD-102	Foundation course	2	2			3	40	60
EM 201	Employability Skills-II	1	-	-	2	3	60	40
PC 201	Proficiency in Co-Curricular Activities– III	2	-	-	-	-	100	-
EM 202	Employability Skills-III	1	-	-	2	3	60	40
PC 202	Proficiency in Co-Curricular Activities– IV	2	-	-	-	-	100	-
EM 301	Employability Skills-V	1	-	-	2	3	60	40
PC 301	Proficiency in Co-Curricular Activities – V	2	-	-	-	-	100	-
	<b>UNIVERSITY ELECTIVE (OFFERED BY OTHER SCHOOL)</b>							
CP-105	<b>Elementary of computer</b>	<b>2</b>	<b>2</b>				<b>40</b>	<b>60</b>
CP-163	<b>LAB- computer</b>	<b>1</b>			<b>1</b>		<b>60</b>	<b>40</b>
UEOS-001	Disaster management	2	2			3	40	60
UEOS-002	Swatch bhara abhiyan	2	2			3	40	60
UEOS-003	Consumer affairs	2	2			3	40	60
UEOS-004	Innovation and entrepreneurship	3	3			3	40	60

Course Title – Foundation in Food Production	Course Code – HM 101
Semester – I	Core/elective : core
Teaching scheme in hrs.(L:T:P:) 3:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 40 marks	SEE- 60 MARKS
Programs – Common for BHMCT/BSC H&HA	

Pre requisites

Basic knowledge / 12th pass in any stream

## COURSE OUTLINE

This course is structured to teach the fundamental and basic concepts of culinary techniques and cookery to include the Brigade system, cooking techniques, heat transfer, sanitation, safety, equipment usage and maintenance, menu knowledge and professionalism.

## COURSE OBJECTIVES

Upon successful completion of the course, the student will be able to demonstrate the following,

Knowledge based

- 1) Show proficiency in dry, moist, and combination heat cooking methods.
- 2) Implement professional standards in food preparation.
- 3) General (Basic) culinary product knowledge

Skill based

- 1) Demonstrate skill in knife, tool and equipment handling.
- 2) Operate equipment safely and correctly
- 3) Apply principles of food handling and preparation
- 4) Production of food products
- 5) Setup, breakdown and prepare menu items in a commercial kitchen.

## Foundation in food production

Unit	Course Contents	Hours
I	<b>Intro. to Cookery: -</b> <ul style="list-style-type: none"><li>❖ Importance of Cookery in Human Life</li><li>❖ Introduction to commercial kitchen &amp; Different catering establishment.</li><li>❖ Qualities of Kitchen staff in commercial kitchen.</li><li>❖ Personal hygiene, Uniforms,</li><li>❖ Role of Kitchen Equipments with Classification</li><li>❖ Safety Procedure in handling equipment.</li></ul>	5
II	<b>Hierarchy and department Staffing: -</b> <ul style="list-style-type: none"><li>❖ Classical Brigade, Modern Staffing in various category hotels</li><li>❖ Role of Executive Chef, Duties &amp; Responsibility of various chefs</li><li>❖ French Section chefs</li><li>❖ Co-operation with other departments.</li></ul>	5
III	<b>Aims and Objectives of Cooking &amp; Method of Cooking: -</b> <ul style="list-style-type: none"><li>❖ Various Textures, Consistencies</li><li>❖ Action of heat on foods-Color Pigments, Flour, Meats</li><li>❖ Basic Principles of F.P.</li><li>❖ Method of Cooking-Boiling,roasting,Poaching,braising,grilling,baking,broiling, Stewing, Sautéing, Blanching, Steaming, Micro-Wave Braising, Grilling</li></ul>	5
IV	<b>Basic Preparation &amp; Method of Cooking: -</b> <ul style="list-style-type: none"><li>❖ Knife handling, Technique used in preparation</li><li>❖ Classification of Vegetables, Vegetables Cuts, Mire Poix, Bouquet garni</li><li>❖ Classification of fruits &amp; their uses</li></ul>	5

	❖ Stocks- Definition, Types, Care & Precaution ❖ Classification, Principles, Equipment Required	
V	Introduction to bakery & Confectionary Bakery and Confectionary Dishes understanding with basic preparation Equipments and Utensils used in bakery Classification of Equipments Handling of Equipment Culinary term used in bakery	5
	<b>Total</b>	<b>25</b>

### **Course Learning Outcomes**

After completion of this course, the student will:

1. Determine the different positions and function of kitchen production.
2. To impart different types of kitchen establishment in catering establishment.
3. To discuss about different qualities for kitchen staff.
4. Identify and properly operate equipment & common culinary hand tools.
5. Productively apply appropriate cooking skills
6. Identify various cooking techniques.
7. Comply with and practice safe work habits, identify safety hazards, employ preventative safety measures.
8. Maintain positive relations with others cooperate through teamwork and group participation.
9. Exhibit appropriate work habits and attitudes; demonstrate willingness to compromise.
10. Identify behaviors for establishing successful working relationships
11. Demonstrate a positive attitude, conversation skills, & personal hygiene
12. Prepare, clarify and utilize basic stocks, sauces, soups & thickeners.
13. Identify & properly select grains, cereals, pastas & rice then cook dishes utilizing these.
14. Utilize portion control, work flow, plating and garnishing principals.

### **References:**

1. Professional Chef – Le Rol A Poson
2. A Taste Of India – Jaffery Madhur
3. Food Commodities – Benard Davis
4. Cookery an Intro.– Ceserani & Kinton
5. Modern Cookrey – Philip E Thangan
6. Professional Baking – Wayne Glasslen
7. Professional Naking – Crrisslen Wayhe
8. Theory of Cookrey – Krishna Arora

Course Title: FOUNDATION COURSE OF F&B SERVICE	Course Code: HM 103
Semester: Ist	Core/Elective: Core
Teaching Scheme in hrs (L:T:P): 2:1:0	Credits: 2 Credits
Types of Course: Lecture+ Assignment	Total Contact Hours: 25 Hours
Continuous Internal Evaluation: 40 Marks	SEE:60 Marks
Program me: Common for BHMCT/BSC H&HA	

**Pre –requisites:**Basic Knowledge / 12<sup>th</sup> pass in any stream**Course Objective:**

1. To understand different types of catering establishments.
2. To understand different types of Food & Beverage Service areas in hotels.
3. To understand different types of equipments their usages, care etc.
4. To understand organization chart their duties responsibilities, attributes etc.
5. To understand different types of services personal, automats.
6. To understand KOT, BOT their control system and importance.

**Course Content** FOUNDATION COURSE OF F&B SERVICE

Unit	Course Contents	Marks	Hours
I	<b>The F&amp;B Ser. Industry</b> <ul style="list-style-type: none"> <li>❖ Introduction to the Hotel Industry and Growth of the hotel Industry in India</li> <li>❖ Role of Catering establishment in the travel/tourism industry</li> <li>❖ Types of F&amp;B operations</li> <li>❖ Classification of Commercial, Residential/Non-residential</li> <li>❖ Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc</li> <li>❖ Structure of the catering industry - a brief description of each</li> </ul>	20	5
II	<b>F&amp;B areas in hotel: -</b> <ul style="list-style-type: none"> <li>❖ Introduction to different outlet of Food &amp; Beverage service.</li> <li>❖ Different minor equipment used in outlet with basic cover essentials</li> <li>❖ Fast Food (Quick Service Restaurants)</li> <li>❖ Vending Machines</li> <li>❖ ANCILLIARY DEPARTMENTS A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding</li> </ul>	20	5
III	<b>F&amp;B Equipment's: -</b> <ul style="list-style-type: none"> <li>❖ Usage and types of equipment's criteria for selection</li> <li>❖ Requirements and quantity of furniture</li> <li>❖ Linen, China ware (types)</li> <li>❖ Silverware &amp; Glassware Disposables</li> <li>❖ Other equipment's</li> <li>❖ Care &amp; Maintenance</li> </ul>	20	5
IV	<b>F&amp;B Ser. Personnel: -</b> <ul style="list-style-type: none"> <li>❖ F&amp;B Ser. Organization,</li> <li>❖ Job Description &amp; Specification of F &amp; B Ser.</li> <li>❖ Staff attitude &amp; Attributes of F&amp;B Personnel,</li> <li>❖ Competences Basic etiquettes for catering staff Interdepartmental relationship.</li> <li>❖ Principal staff of various types of F&amp;B operations</li> <li>❖ French terms related to F&amp;B staff</li> </ul>	20	5
V	<b>F&amp;B Ser.: -</b> <ul style="list-style-type: none"> <li>❖ Silver service</li> <li>❖ Pre-plated service</li> <li>❖ Cafeteria service</li> <li>❖ Room service</li> <li>❖ Buffet service</li> <li>❖ Gueridon service</li> <li>❖ Lounge service</li> </ul>	20	5



	<b>Total</b>	<b>100</b>	<b>25</b>
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**Reference Books:-**

F & B Ser. Training manual – Sudhir Andrews

F&B Ser. – Lillicrap & Cousins

F & B Ser. – Vijay Dhawan

Intro.to F & B Ser. – Brown, Heeper, Beegan

**Course Outcome:**

1. Students will be aware about different catering establishment their menus, their nutrition, their themes, type of services offered.
2. To understand about different Food & Beverage Outlet.
3. To know the essential of cover in specialty restaurant
4. Students will be having knowledge about the operations in depth in accordance to different areas their service, their operations, specialty etc.
5. Students will be having good knowledge of equipments their usages, precautions, storing, cleaning, upkeep which will be good for smooth operations.
6. Students will understand roles & responsibility of different team members their attributes, their work style, specification.
7. Students will be capable enough to work as per the demand of service as per type of function or event.
8. Student will understand different control procedures their importance for a business.

Course Title –Foundation course in Housekeeping	Course Code – HM105
Semester –I	Core/elective : core
Teaching scheme in hrs(L:T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 40 marks	SEE- 60 MARKS
Programmes – common for BHMCT/BSC H&HA	

**Pre requisites**

Basic knowledge / 12<sup>th</sup> pass in any stream

**Course objectives**

1. To understand the Hospitality industry.
2. Highlight the modern trends of the hotel industry.
3. To understand the difference between service & facility
4. Classification of the Hotels.
5. To understand the room cleaning procedure.
6. To learn about the Housekeeping department .

Course Content:-

**HM 105 FOUNDATION COURSE OF ACCOMMODATION OPERATIONS C (L, T, P) = 2 (2, 0, 0)**

Unit	Course Contents	Hours
I	<b>Introduction.to house-keeping department: -</b> <ul style="list-style-type: none"> <li>❖ Introduction</li> <li>❖ Meaning and Importance</li> <li>❖ Type of establishment</li> <li>❖ Organizational structure</li> <li>❖ Co-ordination of housekeeping with other department</li> <li>❖ Qualities and responsibilities and house keeping personnel, Personality traits</li> </ul>	5
II	<b>Organization of House-keeping department: -</b> <ul style="list-style-type: none"> <li>❖ Hierarchical Structure</li> <li>❖ Job Specification</li> <li>❖ Job Responsibility of Employees</li> <li>❖ Layout of house-keeping department</li> <li>❖ Briefing, Debriefing</li> </ul>	5
III	<b>Cleaning and maintenance of equipment: -</b> <ul style="list-style-type: none"> <li>❖ Cleaning equipment(Manual and electronic)</li> <li>❖ Selection Procedure</li> <li>❖ Use mechanism care and maintenance</li> <li>❖ Cleaning agents(Rooms , Laundry , Public Area)</li> <li>❖ Selection</li> <li>❖ Use, care and storage</li> </ul>	5
IV	<b>Introduction of Housekeeping Operation</b> <ul style="list-style-type: none"> <li>❖ Types Of Cleaning</li> <li>❖ Interior Decoration</li> <li>❖ Keys- types and key control</li> <li>❖ Handling Control Desk</li> <li>❖ Lost and Found Handling</li> </ul>	5
V	<b>Composition, care and cleaning of different surface: -</b> <ul style="list-style-type: none"> <li>❖ Metal</li> <li>❖ Glass</li> <li>❖ Leather</li> <li>❖ Plastic</li> <li>❖ Wood</li> <li>❖ Painted surface</li> </ul>	5
	<b>Total</b>	<b>25</b>

#### REFERENCES :-

**Hotel Accommodation Management (Routledge Hospitality Essentials Series)” by Roy C Wood**

**Catering: Housekeeping and Front Office” by Ursula Jones**

**“Organizing from the Inside Out, second edition: The Foolproof System For Organizing Your Home, Your Office and Your Life” by Julie Morgenstern**

**Francis Brennan’s Book of Household Management: How to Create a Happy Home” by Francis Brennan**

#### COURSE OUTCOMES-

- 1. Students will understand the guest room & guest room cleaning.**
- 2. Students will learn the guest room procedure.**
- 3. Students will understand the bathroom supply.**
- 4. Students will understand the file & formats used in housekeeping department.**
- 5. Students will understand the type’s keys.**

6. Students will learn the key management.
7. By this integrated function of pets can understand
8. To understand about the layout of housekeeping department

Course Title – Foundation course in front office operations	Course Code – HM107
Semester –I	Core/elective : core
Teaching scheme in hrs(L:T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 30 marks	SEE- 60 MARKS
Programmes – common for BHMCT/BSC H&HA	

#### Pre requisites

Basic knowledge / 12<sup>th</sup> pass in any stream

#### Course objectives

1. To understand the Hospitality industry.
2. Highlight the modern trends of the hotel industry.
3. To understand the difference between service & facility
4. Classification of the Hotels.
5. To understand the room tariff.
6. To learn the room plans.
7. To learn the front office terminology.
8. To understand the front office management.

Course Content:-

#### HM 107 ROOM DIVISION MANAGEMENT

C (L, T, P) = 2 (2, 0, 0)

Unit	Course Contents	Marks	Hours
I	<b>Intro.to the Hospitality Industry:-</b> <ul style="list-style-type: none"> <li>❖ Meaning &amp; Definition</li> <li>❖ Historical Background</li> <li>❖ Intro.of Hotel Industry</li> <li>❖ Over-view of accommodation Industry in perspective of Travel &amp; Tourism Industry</li> <li>❖ Modern-trends that accelerate the growth hotel industry</li> </ul>	20	5
II	<b>Hospitality Product &amp; Ser.: -</b> <ul style="list-style-type: none"> <li>❖ Hospitality Accommodation</li> <li>❖ F&amp;B Facility</li> <li>❖ Ancillary Services</li> <li>❖ Support Services</li> </ul>	20	5
III	<b>Hotel Classification &amp; Rooms</b>		5

	<ul style="list-style-type: none"> <li>❖ Single</li> <li>❖ Double</li> <li>❖ Studio</li> <li>❖ Suite</li> <li>❖ Cabana</li> <li>❖ Lanai etc.</li> <li>❖ <b>Classification of hotels on basis of size</b></li> <li><b>Classification of hotels on basis of management</b></li> <li><b>Classification on basis of Service</b></li> <li><b>Classification on basis of Location</b></li> </ul>	20	
IV	<b>Basis of Room Tariff &amp; Various types of plans.</b> <ul style="list-style-type: none"> <li>❖ Classifying function areas</li> <li>❖ F.O. Org.</li> <li>❖ Job Description of F.O. Staff</li> <li>❖ Attribute of F.O. Staff</li> </ul>	20	5
V	<b>F.O. Operation &amp; Terminology: -</b> <ul style="list-style-type: none"> <li>❖ Guest Cycle</li> <li>❖ Reservation</li> <li>❖ Registration</li> <li>❖ Log book</li> <li>❖ Walk-in</li> <li>❖ No-Show</li> <li>❖ Occupancy</li> <li>❖ Check in – Check out</li> </ul>	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

#### Reference Books:-

Principle of Hotel F.O. Operation By: Sue Baker

Managing F.O. Operation By: Michael L. Kasvana, Published by Education Institute AHXNA

F.O. Procedures, Social Skills & Mgt. By: Peter Abort

F O Training Manual By Sudhir Andrews

#### Course Outcomes:-

1. Students will learn accommodation industry.
2. Students will learn the f&b Services and support services
3. Students will understand the types of rooms & hotels
4. It will provide the essential knowledge of front office.

<b>Course Title –NUTRITION, HYGIENE &amp; SANITATION</b>	<b>Course Code – HM 111</b>
<b>Semester –1<sup>st</sup></b>	<b>Core/elective : core</b>
<b>Teaching scheme in hrs(L:T:P:) 2:0:0</b>	<b>Credits: 2 credits</b>
<b>Type of course:- lecture+ assignment</b>	<b>Total contact hours – 25</b>
<b>Continuous Internal Evaluation : 40 marks</b>	<b>SEE- 60 MARKS</b>
<b>Programmes – common for BHMCT/BSC H&amp;HA</b>	

Basic knowledge / 12<sup>th</sup> pass in any stream

#### Course objectives

1. **Knowledge of fundamental nutrition value of food.**
2. **Food sanitation habits in students.**
3. **How to handle cooked and raw food.**
4. **How to store the food**
5. **Safety in kitchen**
6. **Do and not to do in kitchen**
7. **Planning balanced diet**
8. **Learn about Hygiene in the kitchen Dishwashing and Garbage Disposal**

9. Learn about Keeping plant and equipment clear cleaning methods
10. Basic knowledge about Energy and its unit and its importance.

### Course content

Unit	Course Contents	Hours
I	<b>Nutrition</b> <b>1. Fundamentals. of Nutrition: -</b> <ul style="list-style-type: none"> <li>❖ Introduction .to nutrition</li> <li>❖ Nutrition and class of nutrients</li> <li>❖ Calories</li> <li>❖ Digestion</li> <li>❖ Absorption and metabolism</li> <li>❖ Recommended dietary allowances</li> <li>❖ Food and function of food.</li> </ul> <b>2. Minerals:</b> <ul style="list-style-type: none"> <li>❖ Classification</li> <li>❖ Function sources from CA, Fe, Na, I, Fl.</li> </ul>	5
II	<b>1. Carbohydrates: -</b> <ul style="list-style-type: none"> <li>❖ Composition classification</li> <li>❖ Function, sources, requirement, excess and deficiency</li> </ul> <b>1. Fats: -</b> <ul style="list-style-type: none"> <li>❖ Composition</li> <li>❖ Classification</li> <li>❖ Function, sources</li> <li>❖ Effect of heating hydrogenation.</li> </ul> <b>3. Vitamin: (A,B,C,D,&amp;K)</b> <ul style="list-style-type: none"> <li>❖ Classification</li> <li>❖ Function sources</li> <li>❖ Deficiency Requirement</li> </ul>	6
III	<b>1. Protein: -</b> <ul style="list-style-type: none"> <li>❖ Composition</li> <li>❖ Classification function</li> <li>❖ Sources</li> </ul> <b>2. Energy: -</b> <ul style="list-style-type: none"> <li>❖ Calorie deficiency</li> <li>❖ BMR</li> <li>❖ SDA</li> </ul> <b>3. Dietetics:</b> <ul style="list-style-type: none"> <li>❖ Planning balanced diet</li> <li>❖ Special diet (children, adult, old adolescence)</li> <li>❖ Overweight</li> <li>❖ Low calorie diet</li> <li>❖ Fiber restricted diet and high fiber diet</li> <li>❖ Factors influencing food intake and food habits.</li> </ul>	6
IV	<b>Hygiene and Sanitation and Hygiene in storage of raw &amp; cooked foods :</b> <b>Personal Hygiene:</b> <ul style="list-style-type: none"> <li>❖ Standard of personal hygiene, general health and reporting of illness</li> <li>❖ Protective clothing</li> <li>❖ Importance</li> </ul> <b>Hygiene in storage of raw &amp; cooked foods:</b> <ul style="list-style-type: none"> <li>❖ Food storage conditions use of refrigeration work in coolers</li> <li>❖ Reach in refrigerators</li> <li>❖ Thawing of frozen food</li> <li>❖ Rules for handling frozen meat and poultry</li> <li>❖ Equipment and temperature used for holding of cooked foods</li> <li>❖ Importance of Stock Rotation FIFO/LIFO</li> </ul>	5
V	<b>Hygiene in the kitchen Dishwashing and Garbage Disposal</b> Keeping plant and equipment clear cleaning methods <ul style="list-style-type: none"> <li>❖ Cleaning of kitchen equipment and kitchen</li> <li>❖ Pot washing</li> <li>❖ Manual dishwashing</li> <li>❖ Mechanical dishwashing</li> <li>❖ Classification of garbage</li> </ul>	3

	❖ Storage of garbage ❖ Disposal of garbage ❖ Waste disposal units	
	<b>Reference Books:-</b> <b>Nutrition, Hygiene (Sanitation) S. Srilaxmi</b> <b>Sanitation for good Ser. Workers by Richardson &amp; Nicodenis</b> <b>Nutritive Value of Indian Food – ICMR New Delhi</b>	

**Course outcomes:-**

1. Understand the importance of nutritional value of food.
2. Understand the meaning and importance of balance diet.
3. Understood the various storage techniques of food
4. Understood the various methods of food handling.
5. Understood the importance of hygiene in the Kitchen and garbage disposal technique.

**HM 151 LAB-Foundation in Food Production C (L, T, P) = 3 (0, 0, 6)**

**Course Objective:**

To understand different types of equipment & Utensils of the kitchen

To understand different types of Vegetables & Fruits with process of

To understand & preparation of breads and breakfast rolls.

To understand handling of bakery equipment.

To understand and preparation of stocks & sauce with menu example dishes

Unit	Contents of the Subject	Hours
I	INTRODUCTION TO THE TRAINING KITCHEN & KITCHEN EQUIPMENT KITCHEN ETIQUETTES ROLL OF HYGIENE PRACTICE IN THE KITCHEN INTRDUCTION AND IDENTIFICATION OF RAW MATERIAL ACCIDENT PREVENTION  2. OEUF DUR MAYONNAISE MINESTRONE OEUF POCHE FLORENTINE OEUF FARCIS (DEVEILED EGG) OMELET, FRIED EGG SCRAMBLED EGG, EGG BHURJI/EGG AKURI EGG BENEDICT  3. VEG MANCHOW SOUP CHINESE FRIED RICE HAKKA NOODLES VEG MANCURIAN	14 hrs
II	1. CREAM OF CELERY & SPINACH SOUP ALOO BHAJI POORI PINDI CHANA ONION PULAO PHIRNI 2. BEETROOT SALAD VEG CONSOMME CRISPY DEEP FRIED TOFU SPANISH OMELET POMME AU FOUR PULSE SOUP WITH CROUTONS STUFFED PARANTHAS EGG CURRY LEMON RICE KALAKAND	14 hrs
III	1. BROWN ONION SOUP TOMATO & CUCUMBER SALAD ALOO GOBHI YELLOW DAL TADKA JEERA PULAO TAWA ROTI BESAN KA HALWA 2. CAESER SALAD SCOTCH BROTH VEG CUTLETS POMMES FRITES OIGNON FRANCAIS PETIT POIS AU BEURRE CARROT VICHE ASSORTED BREAD ROLLS COLESLAW SALAD MUSHROOM VELOUTE PEAS A LA FRANCAISE RISOTTO WITH PARMESA DUCHESSE POTATOES	14 hrs
IV	1. CREAM OF TOMATO CAULIFLOWER AU GRATIN BRAISED RICE WITH	14 hrs

	MUSHROOM POMMES CROQUETTES GLAZED SWEET POTATO 2. VEGETABLE PUREE SOUP DAL MAKHANI LACHHA PARANTHA NAVRATAN PULAO SUJI HALWA RASAM MASALA DOSA, VEG. UTTAPAM IDLI SAMBER DAHI WADA	
<b>V</b>	1. GREEN SALAD AMRITSARI CHHOLE RAJMA RASMISA VEG PULAO TANDOORI ROTI PAYASSAM KHEER 2. PALAK MAKKAJ KA SHORBA CHHOLE BHATURA DUM BIRYANI VEGETABLE RAITA RICE KHEER TOMATO DHANIA SHORBA PALAK PANEER MUSHROOM MASALA STEAMED RICE STUFFED KULCHA SHAHI GULAB JAMUN	12 hrs
	<b>Total</b>	<b>68</b>

**Course outcome:**

1. To able handling of kitchen equipments.
2. To able processing and proper use of vegetables and fruits.
3. To able prepared the breads in bakery sections.
4. To able handling of bakery equipments.
5. To able preparation of stock and sauces with menu example.

**HM 153 LAB-foundation course in F&B service (L, T, P) = 2 (0, 0, 3)**

**Course Objective:**

- To understand different types of equipment used in Food & Beverage service.
- To understand different cleaning procedure of different metal's cutlery & crockery.
- To understand arrangement of side boards.
- To understand briefing and debriefing significance and points prior the operation.
- To understand and preparation of stocks & sauce with menu example dishes.

Unit	Course Contents	Hours
<b>I</b>	Identification of different cutlery and crockery with menu example and laying of cover as per dishes along with significance during meal.	6
<b>II</b>	Knowledge of sideboards	6
<b>III</b>	Basic etiquettes (Briefing & De-briefing)	6
<b>IV</b>	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware	6
<b>V</b>	Cover laying for B/F, Lunch and Diner	6

	<b>Total</b>	<b>30</b>
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**Course outcome:**

1. To able handling of food and beverage service equipment.
2. To able processing and proper use of side board and arrangement.
3. To able to know the role of briefing & debriefing.
4. To able handling of basic technical skills regarding forks, spoon, tale cloth and many more used in food and beverage service
5. To able layout of cover on table.

**Reference Books:-**

F & B Ser. Training manual – Sudhir Andrews  
 F&B Ser. – Lillicrap& Cousins  
 F & B Ser. – Vijay Dhawan  
 Intro.to F & B Ser. – Brown, Heeper, Beegan

**HM 155**

**LAB- Foundation in Housekeeping C (L, T, P) = 1 (0, 0, 2)**

**Course Objective:**

- To understand different types of equipment used in Housekeeping.
- To understand Bed making process of guest room.
- To understand arrangement amenities and supplies.
- To understand process of turndown service.
- To understand cleaning of public area.
- **HM 155 PRA. – FOUNDATION COURSE OF ACCOMMODATION OPERATIONS C (L, T, P) = 1 (0, 0, 2)**

Unit	Course Contents	Hours
<b>I</b>	Discussed about different types of guest room.	5
<b>II</b>	Guest room Amenities and different cleaning procedure in depth.	5
<b>III</b>	Cleaning Agent Familiarization according to classification• Function•	5
<b>IV</b>	Content of a guest room – amenities and supplies , Maid's trolley Contents• Trolley setup•	5
<b>V</b>	Cleaning of public area – Corridor, Restaurant , Kitchen , Banquet , Lobby	5
	<b>Total</b>	<b>25</b>

**Course outcome:**

1. To able handling of housekeeping equipment's.
2. To able bed making process in proper manner.
3. To able to know the amenities and supplies
4. To able turndown service in proper manner.
5. To able public area cleaning in a proper manner.

**Reference Books:-**

Hotel Housekeeping – Sudhir Andrews, Tata Mc Graw Hill  
 The Professional Housekeeper Tucker – Schneider, VNR  
 Professional Mgt. of Housekeeping Operations – Martin Jones, Wiley  
 Housekeeping Mgt. for Hotels – Rosemary Hurst, Heineman



3) **HM 157 LAB –FOUNDATION COURSE IN FRONT OFFICE OPERATION C (L, T, P) = 2 (0, 0,**

**Course Objective:**

- To understand different types of room in accommodation operation units and establishment.
- To understand welcome & reservation taking procedure.
- To understand arrival , luggage handling and errand card concept
- To understand left luggage procedure and pick up arrangement process.
- To understand cleaning of public area.

Unit	Course Contents	Hours
<b>I</b>	Room Orientation & Hotel orientation	6
<b>II</b>	Taking reservation and welcoming of guest with bell boy –luggage handling	6
<b>III</b>	Arrival Experience, Luggage Handling Fit & Groups, Errand Card	6
<b>IV</b>	Left Luggage Procedure, Getting Ready Car for Pick up	6
<b>V</b>	<b>Travel Desk Airport, Bus Stand &amp; Train Pick up Service</b>	6
	<b>Total</b>	<b>30</b>

**Course outcome:**

1. To know the different types of room in a hotel
2. To know how to do welcome and taking reservation.
3. To know the luggage handling procedure of guest.
4. To know arrival activities , luggage handling of fits and groups and use of errand card.
5. To know the procedure of handling of left luggage.
6. To know pick up techniques from different points like airport, station of bus and train.

**Reference Books:-**

Principle of Hotel F.O. Operation By: Sue Baker

Managing F.O. Operation By: Michael L. Kasvana, Published by Education Institute AHXNA

F.O. Procedures, Social Skills & Mgt. By: Peter Abort

F O Training Manual By Sudhir Andrews

**EN – 103 English Language 1st(L,T,P) = 2(2,0,0)**

UNIT	Course Contents	Total Contact Hours = 25
<b>I</b>	Grammar  Sentences, Prepositions, Subject-verb agreement, Correct Usage- Tenses, Active & Passive, Modals, Direct and indirect Speech, Idioms, Determiners	<b>5</b>

<b>II</b>	Vocabulary Building  Introduction, Synonyms, Antonyms, Homophones, Homonyms, Words Often Confused, One Word Substitution, Affixes, Select Vocabulary of about 300-500 new words	5
<b>III</b>	Verbal Communication  Definition, Working with customers, developing professional telephone skills & improving informal communication	5
<b>IV</b>	Professional Writing  Writing Official/ Business/ Formal letters; Writing Application and CV; Writing for Official Meetings  Report Writing- Size of the Report, Kinds of Reports, How to write Reports, Format for reporting  Technical Proposals: Parts, Types, Writing of Proposal, Significance.	5

## Ethics and Values

Course Title: <b>Ethics</b>	Course Code :
Semester : <b>I</b>	Core / Elective : <b>Core</b>
Teaching Scheme in Hrs (L:T:P) : <b>2:0:0</b>	Credits : <b>2 Credits</b>
Type of course : <b>Lecture + Assignments</b>	Total Contact Hours : <b>25</b>
Continuous Internal Evaluation : <b>40 Marks</b>	SEE : <b>60 Marks</b>
Programmes: <b>Common to all (Name of Program)</b>	

### Pre-requisite

- a. **Prerequisites:** Students should pass their 12<sup>th</sup> exam
- b. **Learning Objectives :** learn about the ethical values
- c. **Salient Features :** make the student aware about the ethical values
- d. **Utility:** students will have knowledge about the basic concepts of laws

### Course Objective

- 1) To understand meaning, nature and scope of ethics and values
- 2) To learn about human rights.
- 3) To learn individual and society.
- 4) To understand the basic of Indian ethics
- 5) To learn the basics of professional ethics.

Unit	Course Contents	Total Contact Hours - 25
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<b>I</b>	<b>Introduction:</b> Definition of Ethics and Values, Character and Conduct , Nature and Scope of Ethics ,Uses of Ethics	5
<b>II</b>	<b>Human Rights:</b> Rules and Regulations, Rights and Duties, Integrity and Conscience, Civil rights, Human rights. Fundamentals rights.	5
<b>III</b>	<b>Individual and Society:</b> Theories of Society, Social Relationships and Society, Individuals behavior in diverse group and social groups, Environmental ethics and nature.	5
<b>IV</b>	<b>Indian Ethics:</b> Lesson from Mahatma Gandhi , Society and Trusteeship, Indian constitution, Directive Principles of State	5
<b>V</b>	<b>Professional Ethics:</b> Human Goals , Ethics in Public Administration, , Ethics and Civil Servants , Ethical Values and Management	5

#### Course Outcome

- 1) They will understand meaning, nature and scope of ethics and values
- 2) They will learn about human rights.
- 3) They will learn individual and society.
- 4) They will understand the basic of Indian ethics
- 5) They will learn the basics of professional ethics.

#### **Foundation course**

#### **Indian Economy1st Semester**

#### **COURSE CONTENTS**

<b>S.No.</b>	<b>Topic</b>	<b>Details</b>	<b>Contact Hrs</b>
	<b>Group A</b>		
1	Planned economy and five year plans	a) State and Planning: Planning commission and the idea behind five year plans	1
2	Reforms post Independence	a) Land reforms, Industrialisation and Growth of Country, Emergence of Middle class	1
	<b>Group B</b>		
3	Economy post Nehruvian Era	a) Land reforms, Green Revolution, emergence of Naxalism	1
4	Economy from 90 onwards	a) Agrarian crisis since the 1990s and its impact on farmers b) SEZs, Mixed economy, privatisation.	1

#### **Suggested Readings**

1. Indian Economy: Ramesh Singh
2. Politics of Economic Growth in India, 1980-2005: Part I: The 1980s, Author(s): Atul KohliSource: Economic and Political Weekly, Vol. 41, No. 13 (Apr. 1-7, 2006), pp. 1251-1259
3. Politics of Economic Growth in India, 1980-2005: Part II: The 1990s and Beyond, Author(s): Atul Kohli Source: Economic and Political Weekly, Vol. 41, No. 14 (Apr. 8-14, 2006), pp. 1361-1370

**COURSE CONTENTS**

S.No.	Topic	Details	Contact Hrs
	<b>Group A</b>		
1	Basics of philosophies (Marxism, Feminism, and Liberalism)	<ul style="list-style-type: none"> <li>- Marxism and its key tenets.</li> <li>- Feminism and its debates</li> <li>- Liberalism and Neo Liberalism</li> </ul>	1
2	World Wars and Cold War	<ul style="list-style-type: none"> <li>-World War I</li> <li>-World War II</li> <li>-Cold War</li> </ul>	2
	<b>Group B</b>		
3	Rise of India and China	<ul style="list-style-type: none"> <li>-Diplomatic relations b/w India and China</li> <li>-Diplomatic relations of India and China with US, Russia, European countries- Germany and UK, Japan,</li> </ul>	1
4	Important Organisations of world	<ul style="list-style-type: none"> <li>-United nations and its agencies</li> <li>-WTO and World Bank</li> <li>-Regional Organisations: SAARC, EU, BRICS, ASEAN</li> </ul>	1

**Suggested Readings**

1. Dunne, T. (2005) 'Liberalism' in Baylis, J. and Smith, S. (eds.) (2008) The Globalization of World Politics. An Introduction to International Relations. 4th edn. Oxford: Oxford University Press
2. Halliday, F. (1994) Rethinking International Relations. London: Macmillan, pp. 147-166
3. Hobsbawm, E. (1995) Age of Extreme: The Short Twentieth Century, 1914—1991
4. International History, 1945-1990' in Baylis, J. and Smith, S. (eds.) (2008) The Globalization of World Politics. An Introduction to International Relations. 4<sup>th</sup> edn.
5. Therborn, G. (2006) 'Poles and Triangles: US Power and Triangles of Americas, Asia and Europe' in Hadiz, V.R. (ed.) Empire and Neo Liberalism in Asia. London
6. Narlikar, A. (2005) The World Trade Organisation: A Very Short Introduction. Oxford:Oxford University Press
7. Baxter, C. (ed.) (1986) The Government and Politics of South Asia. London: OxfordUniversity Press.
8. Cropsey, J. (1987) 'Karl Marx', in Strauss, L and Cropsey, J. (eds.) History of Political Philosophy. 2nd Edition. Chicago: Chicago University Press, pp. 802-828.
9. Singh, S. (2003) *China-South Asia: Issues, Equations and Policies*. New Delhi: LancersBooks, pp. 123-170.
10. Abhayankar, R.M. (2007) Indian Foreign Policy. New Delhi: Foreign Service Institute, Chapter 20.
11. Research and Information Systems (2002) India-ASEAN Partnership in an Era of Globalisation: Reflections by Eminent Persons. pp. 105-110.
12. Graere, F. and Mattoo, A. (eds.) (2001) India and ASEAN: The Politics of India's look East policy. New Delhi: Manohar Publishers, pp 91-114.

13. Murthy, P. Murthy, P. (2000) Managing Suspicion: Understanding India's Relations with Bangladesh, Nepal, Bhutan and Sri Lanka. New Delhi: Knowledge World, pp. 96-138.
14. Sharma, S. (2001) India and SAARC. New Delhi: Gyan.

**Sociology 1<sup>st</sup> Semester**

### **COURSE CONTENTS**

S.No.	Topic	Details	Contact Hrs
<b>Group A</b>			
1	Demographic structure and Indian Society	b) Social Institutions-Continuity and change c) Pattern of Social Inequality and Exclusion d) Challenges of Cultural Diversity	1
2	Structural change	b) Structural Change c) Cultural Change	1
<b>Group B</b>			
3	Market	b) Globalization and Social Change c) Market as a Social Institution d) Mass Media and Communications	1
4	Change and Development	c) Change and Development in Rural Society d) Change and Development in Industrial Society	1

### **Suggested Readings**

1. Sociology: Principles of sociology with an introduction to Social thoughts by Rao C.N. Shankar
2. Social Change in Modern India by M.N. Srinivas
3. Social Change and Development in India by NCERT

<b>CP 105</b>	<b>Course Name: Elementary Computers</b> (Common for Diploma, B.Sc., B.A, B.Com, BBA, B.Ed, BHMCT/TT I Year )
Version	1.0
Prerequisite	Nil
Objectives:	This course aims to: <ul style="list-style-type: none"> <li>- give a general understanding of how a computer works</li> <li>- Aware about operating system, various Computer Languages and number system</li> <li>- Give a general understanding of Internet, information technology, e-commerce and Networks</li> </ul>
Expected outcome	The students will able to <ul style="list-style-type: none"> <li>- Understand what is computer and how is it works.</li> <li>- Understand what number system, operating system, computer language is.</li> <li>- Understanding the Role of Information Technology</li> </ul>

<b>UNIT-I</b>	<b>8 hours</b>
<b>Introduction</b> Types of computers and generations .Basic architecture of computers and its building blocks .Input-Output devices, Memories, <b>Overview, definition and function of operating system</b> , need of operating System,	
<b>UNIT-II</b>	<b>8 hours</b>
<b>Classification of Computer Languages</b> Machine, assembly and high level languages .Brief idea of operating system, Assembler, compiler and interpreter <b>Number Systems</b> :Binary, octal, decimal and hexadecimal representation of numbers. Integers and floating point numbers. Representation of characters	
<b>UNIT -III</b>	<b>6 hours</b>
<b>An overview of information technology</b> , difference between data and information, quality, of information, Information system. <b>Introduction to internet:</b> www, web browser, search engine, email, open source software's, Search Engine optimization	
<b>UNIT-IV</b>	<b>7 hours</b>
<b>Introduction to e-commerce</b> and its advantage, Types of E-Commerce, B2B, B2M, M2B, M2M, Electronic payment system, E-governance, Introduction to Information Security, cryptography, digital signature and smart card technology,	
<b>UNIT-V</b>	<b>7 hours</b>
<b>Introduction to LAN, WAN, MAN:</b> Transmission media <b>Data transmission type:</b> Introduction to OSI reference model, Analog and digital signals,, Network topologies, client-server architecture, ISDN, Broad Band	
Text Book	Computer Fundamentals: Architecture and Organization, by B Ram, New Age International Publisher
Reference Books	<b>Recommended Books:</b> <ol style="list-style-type: none"> <li>1. <u>Computer Fundamentals: Architecture and Organization</u>, by B Ram, New Age International Publisher</li> <li>2. <u>Information Technology and the Networked Economy</u>, Second Edition <b>By</b>McKeown, Patrick G.</li> <li>3. Internet &amp; Intranet Engineering, Tata McGraw Hill company.</li> <li>4. Information Technology by AjitPoonia.</li> <li>5. Information Technology by D.P. Sharma</li> </ol>

Mode of Evaluation: (Percent Weightage)	Internal Evaluation: 40 Marks <ol style="list-style-type: none"> <li>1. Mid Term(10) – 1.30 hour Written Exam</li> <li>2. Graded Assignment (10) – Online</li> <li>3. Weekly Test(10) – Online Objective Exam</li> </ol> External Evaluation: 60 Marks <ul style="list-style-type: none"> <li>- 3 hour written exam</li> </ul>
Recommended by BOS on :	11/ 05/ 2021-22
Approved by Academic Council on :	

<b>Course Title- Fundamental of Food Production</b>	<b>Course Code – HM 102</b>
<b>Semester –II</b>	<b>Core/elective : core</b>
<b>Teaching scheme in hrs.(L:T:P:) 2:0:0</b>	<b>Credits: 2 credits</b>
<b>Type of course:- lecture+ assignment</b>	<b>Total contact hours – 25</b>
<b>Continuous Internal Evaluation : 40 marks</b>	<b>SEE- 60 MARKS</b>
<b>Programs – common for BHMCT/BSCH&amp;HA</b>	

#### **Pre requisites**

Basic knowledge / 12<sup>th</sup> pass in any stream

#### **COURSE OUTLINE**

This course is structured to teach the fundamental and basic concepts of culinary techniques and cookery to include the Brigade system, cooking techniques, heat transfer, sanitation, safety, equipment usage and maintenance, menu knowledge and professionalism.

#### **COURSE OBJECTIVES**

Upon successful completion of the course, the student will be able to demonstrate the following,

##### **Knowledge based**

- 1) Show proficiency in dry, moist, and combination heat cooking methods.
- 2) Implement professional standards in food preparation.
- 3) General (Basic) culinary product knowledge

##### **Skill based**

- 1) Demonstrate skill in knife, tool and equipment handling.

- 2) Operate equipment safely and correctly
- 3) Apply principles of food handling and preparation
- 4) Production of food products
- 5) Setup, breakdown and prepare menu items in a commercial kitchen.

## **Course content**

Unit	Course Contents	Hours
I	<b>Different Section of Kitchen</b> <ul style="list-style-type: none"> <li>❖ Coordination of Kitchen section for effective working .</li> <li>❖ <b>Ancillary Sections</b> of kitchen.</li> <li>❖ Purchasing, Receiving, Storing and Issuing</li> <li>❖ <b>Effective Interdepartmental Communications</b></li> </ul>	5
II	<b>Basic Principles of Food Production: -</b> <ul style="list-style-type: none"> <li>❖ Fruit and Vegetable Cookery: <ul style="list-style-type: none"> <li>➤ Cut of vegetable – Introduction Classification of vegetable</li> <li>➤ Pigments and colour change effects of heat on vegetable</li> <li>➤ Cuts of vegetables</li> <li>➤ Classification for fruits uses of fruit in cookery</li> <li>➤ Salad &amp; salad dressings</li> </ul> </li> <li>❖ <b>Soups: -</b> <ul style="list-style-type: none"> <li>➤ Classification with examples</li> <li>➤ Basic recipes</li> <li>➤ Consommés</li> <li>➤ Garnishes and accompaniments for soups</li> </ul> </li> <li>❖ <b>Sauces: -</b> <ul style="list-style-type: none"> <li>➤ Classification of sauces</li> <li>➤ Recipes for mother sauces</li> <li>➤ Derivatives</li> </ul> </li> </ul>	5
III	<ul style="list-style-type: none"> <li>❖ <b>Chicken Cookery: -</b> <ul style="list-style-type: none"> <li>➤ Introduction to Chicken cookery</li> <li>➤ Cuts of chicken</li> </ul> </li> <li>❖ <b>Fish Cookery: -</b> <ul style="list-style-type: none"> <li>➤ Introduction to fish mongery</li> <li>➤ Classification of fish with examples</li> <li>➤ Cuts of fish, Selection of fish &amp; Shellfish</li> <li>➤ Cooking of fish effects of heat</li> </ul> </li> <li>❖ <b>Egg Cookery: -</b> <ul style="list-style-type: none"> <li>➤ Introduction to Egg cookery</li> <li>➤ Structure of an egg</li> <li>➤ Selection of egg</li> <li>➤ Uses of egg in cookery</li> <li>➤ Methods of cooking egg</li> </ul> </li> </ul>	5
IV	<ul style="list-style-type: none"> <li>❖ <b>Breakfast: -</b> <ul style="list-style-type: none"> <li>➤ International and Indian menus</li> <li>➤ Preparations</li> <li>➤ Traditional/Classical items – Power breakfast- &amp; Brunch- concept</li> </ul> </li> </ul>	5
V	<ul style="list-style-type: none"> <li>❖ <b>Pastry &amp; Cookies</b> <ul style="list-style-type: none"> <li>▪ <b>Types of Pastries:</b></li> <li>▪ <b>Short Crust Pastry</b></li> <li>▪ <b>Lamination Pastry</b></li> <li>▪ <b>Choux Pastry</b></li> <li>▪ <b>Filo pastry</b></li> <li>▪ <b>Combination pastry</b></li> <li>▪ Rolling Cookies , Piping Cookies</li> </ul> </li> </ul>	5
	<b>Total</b>	<b>25</b>



## **Course Learning Outcomes**

After completion of this course, the student will:

15. Determine the different positions and function of kitchen production.
16. Identify and properly operate equipment & common culinary hand tools.
17. Productively apply appropriate cooking skills
18. Identify various cooking techniques.
19. Comply with and practice safe work habits, identify safety hazards, employ preventative safety measures.
20. Maintain positive relations with others, cooperate through teamwork and group participation.
21. Exhibit appropriate work habits and attitudes; demonstrate a willingness to compromise.
22. Identify behaviors for establishing successful working relationships
23. Demonstrate a positive attitude, conversation skills, & personal hygiene
24. Prepare, clarify and utilize basic stocks, sauces, soups & thickeners.
25. Identify & properly select grains, cereals, pastas & rice then cook dishes utilizing these.
26. Utilize portion control, work flow, plating and garnishing principals.

## **References:**

9. Professional Chef – Le Rol A Poson
10. A Taste Of India – Jaffery Madhur
11. Food Commodities – Benard Davis
12. Cookery an Intro.– Ceserani & Kinton
13. Modern Cookrey – Philip E Thangan
14. Professional Baking – Wayne Glasslen
15. Professional Naking – Crrisslen Wayhe
16. Theory of Cookrey – Krishna Arora

Course Title: <b>Fundamental of Food &amp; Beverage service</b>	Course Code: HM 104
Semester: II nd	Core/Elective: Core
Teaching Scheme in hrs (L:T:P): 2:0:0	Credits: 2 Credits
Types of Course: Lecture+ Assignment	Total Contact Hours: 25 Hours
Continuous Internal Evaluation: 40 Marks	SEE:60 Marks
Program me: Common for BHMCT/BSC H&HA	

### **Pre –requisites:**

Basic Knowledge / 12<sup>th</sup> pass in any stream

### **Course Objective:**

1. To understand classification of non alcoholic beverage.
2. To Understand type of menu and their planning
3. To understand the French classical menu

4. To understand the simple control system
5. To understand importance of K.O.T and B.O.T
6. To understand theft control procedure.
7. To understand tobacco and their products
8. To understand the room service department

**Course Contents:**

**HM 104 Fundamental of Food & Beverage service**

**C (L, T, P) = 2 (2, 0, 0)**

Unit	Course Contents	Marks	Hours
I	<ul style="list-style-type: none"> <li>❖ NON-ALCOHOLIC BEVERAGES Classification (Nourishing, Stimulating and Refreshing beverages)</li> <li>❖ Tea - Origin &amp; Manufacture - Types &amp; Brands</li> <li>❖ Coffee - Origin &amp; Manufacture - Types &amp; Brands</li> <li>❖ Juices and Soft Drinks</li> <li>❖ Cocoa &amp; Malted Beverages - Origin &amp; Manufacture</li> </ul>	20	5
II	<b>Meals and Menu Planning with Service Procedure: -</b> <ul style="list-style-type: none"> <li>❖ Origin of Menu</li> <li>❖ Objectives of Menu Planning</li> <li>❖ Courses of French Classical Menu • Sequence • Examples from each course • Cover of each course • Accompaniments</li> <li>❖ French Names of dishes</li> <li>❖ Types of meal &amp; Types of Menu (A-la-carte &amp; Table-de-hote)</li> <li>❖ Mise-en-scene &amp; Mise-en-place including arrangement of side boards</li> <li>❖ Laying tables for different meals and menu including laying, Relaying table cloths and folding Serviettes &amp; sizes of linen</li> <li>❖ Restaurant reservation, Receiving the guest</li> </ul>	20	5
III	<ul style="list-style-type: none"> <li>❖ SALE CONTROL SYSTEM A</li> <li>❖ KOT/Bill Control System (Manual)</li> <li>❖ • Triplicate Checking System</li> <li>❖ • Duplicate Checking System</li> <li>❖ • Single Order Sheet</li> <li>❖ • Quick Service Menu &amp; Customer Bill B. Making bill C. Cash handling equipment D. Record keeping (Restaurant Cashier)</li> </ul>	20	5
IV	<ul style="list-style-type: none"> <li>❖ A. History</li> <li>❖ Processing for cigarettes, pipe tobacco &amp; cigars</li> <li>❖ Cigarettes – Types and Brand names</li> <li>❖ Pipe Tobacco – Types and Brand names</li> <li>❖ Cigars – shapes, sizes, colours and Brand names</li> <li>❖ Care and Storage of cigarettes &amp; cigars</li> </ul>	20	5
V	<b>Room Service: -</b> <ul style="list-style-type: none"> <li>❖ Types of Room Service</li> <li>❖ Room Service Organization</li> <li>❖ House rules for room service staff</li> <li>❖ Tray and trolley set up &amp; Mise-en-place</li> <li>❖ Room Service equipment's</li> <li>❖ Door breakfast knob card</li> <li>❖ Time management in Room Service</li> <li>❖ Duty roster in IRD</li> </ul>	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

**:Reference Books:-**

F & B Ser. Training manual – Sudhir Androws  
Food & Beverage Ser. – Lillicrap & Cousins

Course Title – Fund. Of accommodation operation	Course Code – HM106
Semester –II	Core/elective : core
Teaching scheme in hrs(L;T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 30 marks	SEE-60 MARKS
Programmes – common for BHMCT/BSCH&HA	

### Pre requisites

Basic knowledge / 12<sup>th</sup> pass in any stream

### Course objectives

1. To understand the practices of guest room.
2. To understand the procedure of guest room.
3. To understand the desk procedure of housekeeping department.
4. To understand the pest control.
5. To understand the waste disposal management.
6. To understand the fire prevention.

### Course content

HM 106

Fund. Of accommodation operation

C (L, T, P) = 2 (2, 0, 0)

Unit	Course Contents	Marks	Hours
I	<b>Rooms &amp; Floors – Practices &amp; Procedures: -</b> <ul style="list-style-type: none"> <li>❖ Types of rooms</li> <li>❖ Rules on a guest floor</li> <li>❖ Types of cleaning – special cleaning spring cleaning and public area cleaning</li> <li>❖ Making up of a guest – room, the maids cart</li> <li>❖ Content of a guest room and bathroom supplies</li> <li>❖ Turn down service and second service</li> </ul>	20	5
II	<b>Guest Room and Bathroom Supplies</b> <ul style="list-style-type: none"> <li>❖ Types of Supplies</li> <li>❖ Standard Room</li> <li>❖ Suite Room</li> <li>❖ VIP Room Special Amenities</li> </ul>	20	5
III	<b>Documentation of Housekeeping</b> <ul style="list-style-type: none"> <li>❖ Types of Register</li> <li>❖ Types of Files maintained</li> <li>❖ Types of Reports</li> </ul>	20	5

	❖ Types of Vouchers		
IV	<b>Pest control: -</b> ❖ Types of Rests found in different areas of Hotels ❖ Eradication and their control ❖ <b>Integrated Pest Management</b> ❖ <b>Waste Disposal</b>	20	5
V	<b>Fire Prevention: -</b> ❖ Types of Fires, Fire Extinguishers ❖ <b>Prevention of Fire</b> ❖ <b>Fire Warning System</b> ❖ Fire Doors, Fire Drills ❖ Fire Protection check list	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

#### Reference Books:-

Hotel Housekeeping – Sudhir Andrews, Tata Mc Graw Hill  
The Professional Housekeeper Tucker – Schneider, VNR  
Professional Mgt. of Housekeeping Operations – Martin Jones, Wiley  
Housekeeping Mgt. for Hotels – Rosemary Hurst, Heineman  
Hotel, Hostel & Hospital House Keeping – Joan C. Branson & Margaret Lennox, ELBS

#### Course outcomes:-

1. Students will understand the guest room & guest room cleaning.
2. Students will learn the guest room procedure.
3. Students will understand the bathroom supply.
4. Students will understand the file & formats used in housekeeping department.
5. Students will understand the type's keys.
6. Students will learn the key management.
7. By this integrated function of pets can understand

Course Title: FUNDAMENTAL OF FRONT OFFICE OPERATION	Course Code: HM 108
Semester: IInd	Core/Elective :Core
Teaching Scheme:2:0:0	Credits: 2 Credits
Types of Course: Lecture+ Assignment	Total Contact Hours: 25 Hours
Continuous Internal Evaluation: 40 Marks	SEE:60 Marks
Programme :Common for BHMCT/BSCH&HA	

#### Pre –requisites:

Basic Knowledge / 12<sup>th</sup> pass in any stream

#### Course Objective

1. To understand Major Hospitality Distribution Channels.
2. To understand coordination between different departments.

3. To understand reservation, modes, source, cancellation, amendment, charts records & problems.
4. To understand Pre registration Activities, selling techniques & self registration.
5. To understand Key control procedure, Safe deposit box and emergency procedures.
6. To understand basic etiquettes require for telephone handling.
7. To understand different types of lobby layouts.
8. To understand guest relations and its importance.
9. To understand basic of complaint handling & different complaints arise in hotels.
10. To understand impact of international and national events on Hospitality industry.

#### Course Content

##### HM 108 FUNDAMENTAL OF FRONT OFFICE OPERATION

Unit	Course Contents	Marks	Hours
I	<ul style="list-style-type: none"> <li>❖ Major Hospitality distribution channel.</li> <li>❖ Inter-relation ship</li> <li>❖ Co-ordination between of Front Office with Housekeeping, F &amp; B Service, F &amp; B production, Accounts, Purchase &amp; Engineering</li> </ul>	20	5
II	<b>Types of Reservation: -</b> <ul style="list-style-type: none"> <li>❖ Source of Reservation</li> <li>❖ Modes of Reservation</li> <li>❖ Reservation Charts &amp; Records</li> <li>❖ Computerized System</li> <li>❖ Cancellation &amp; Amendment</li> <li>❖ Reservation Problems</li> </ul>	20	5
III	<b>Registration &amp; Security: -</b> <ul style="list-style-type: none"> <li>❖ Pre-Registration Activities</li> <li>❖ Selling Techniques</li> <li>❖ Room Change</li> <li>❖ Types of Key'</li> <li>❖ Self-Registration</li> <li>❖ Safe – Deposit Boxes</li> <li>❖ Lost &amp; found.</li> <li>❖ Emergency Procedure</li> <li>❖ Telephone Handling</li> <li>❖ Lay-out of Lobby-Location &amp; Jobs</li> </ul>	20	5
IV	<b>Guest Relations: -</b> <ul style="list-style-type: none"> <li>❖ Guest Relation Importance, Functions, Service Recovery</li> <li>❖ Role of Guest relation Team</li> <li>❖ Complaint Handling, Wow Experience, satisfaction vs Experience</li> <li>❖ Guest Relation Officer, Guest Relations Manager Duties</li> </ul>	20	5
V	<b>National Events, Fairs &amp; Festival's</b> <ul style="list-style-type: none"> <li>❖ Impact of International Events on Hospitality Industry</li> <li>❖ Impact of National Events on Hospitality Industry</li> <li>❖ National Fairs of India&amp; its roles</li> <li>❖ National Festivals of India&amp; its role</li> </ul>	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

**References:-**Front Office Management: S.K Bhatnagar  
 Hotel Front office Operations & Management: J.R Tewari  
 Hotel front Office Training Manual: Sudhir Andrews  
 Hotel Front Office Management: James A Bardi

#### Course Outcome

1. It will increase knowledge of sales & Marketing and different channels of distribution.
2. Students will understand better how to work effectively with co ordination with different departments.
3. Understanding about reservation, process, cancellation, amendment, modes, source, and problems will increase.
4. It will increase different types of registration process.
5. Student will understand how to use safe deposit box & how to handle different keys.
6. Student will understand different emergency procedure need to be followed during different emergencies.
7. It will increase make understand about guest relation, complaint handling in Front office.
8. Students will understand impact of national and international events on tourism & hospitality industry.

<b>Course Title – FOOD SAFETY &amp; QUALITY</b>	<b>Course Code – HM 112</b>
<b>Semester –2<sup>nd</sup></b>	<b>Core/elective : core</b>
<b>Teaching scheme in hrs(L;T:P:) 2:0:0</b>	<b>Credits: 2 credits</b>
<b>Type of course:- lecture+ assignment</b>	<b>Total contact hours – 25</b>
<b>Continuous Internal Evaluation : 40 marks</b>	<b>SEE- 60 MARKS</b>
<b>Programmes – common for BHMCT/BSCH&amp;HA</b>	

Basic knowledge / 1<sup>st</sup> sem pass

#### Course objectives

1. Basic introduction of food safety and food Hazards, contamination and food Hygiene.
2. Study of fungi, viruses, parasites, bacteria in food.
3. Type and cause of food spoilage
4. Type and cause of food contamination
5. Basic methods and techniques of food spoilage.
6. Beneficial role of microorganism.
7. Various food borne diseases.
8. Food safety laws for hotels
9. Importance and use of food additives
10. Effects of food adulterations.

#### Course content

Unit	Course Contents	Hours
I	<ul style="list-style-type: none"> <li>• Basic Introduction to Food Safety, Food Hazards &amp; Risks, Contaminants and Food Hygiene</li> </ul> <b>MICRO-ORGANISMS IN FOOD: -</b> <ul style="list-style-type: none"> <li>• General characteristics of Micro-Organisms based on their occurrence and structure.</li> <li>• Factors affecting their growth in food (intrinsic and extrinsic)</li> <li>• Common food borne micro-organisms:</li> <li>• Bacteria (spores/capsules) <ul style="list-style-type: none"> <li>• Fungi</li> <li>• Viruses</li> <li>• Parasites</li> </ul> </li> </ul>	5
II	<b>FOOD SPOILAGE &amp; FOOD PRESERVATION</b> <ul style="list-style-type: none"> <li>• Types &amp; Causes of spoilage</li> <li>• Sources of contamination</li> <li>• Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products)</li> <li>• Basic principles of food preservation</li> <li>• E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives &amp; Irradiation)</li> </ul>	5
III	<b>BENEFICIAL ROLE OF MICRO-ORGANISMS</b> <ul style="list-style-type: none"> <li>• Fermentation &amp; Role of lactic acid bacteria</li> <li>• Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages)</li> <li>• Miscellaneous (Vinegar &amp; anti-biotics)</li> </ul> <b>FOOD BORNE DISEASES</b> <ul style="list-style-type: none"> <li>• Types (Infections and intoxications)</li> <li>• Common diseases caused by food borne pathogens</li> <li>• Preventive measures</li> </ul>	5
IV	<b>FOOD CONTAMINANTS &amp; ADULTERANTS</b> <ul style="list-style-type: none"> <li>• Introduction to Food Standards</li> <li>• Types of Food contaminants (Pesticide residues, bacterial toxins, mycotoxins, seafood toxins, metallic contaminants, residues from packaging material)</li> <li>• Common adulterants in food</li> <li>• Methods of their detection (basic principle)</li> </ul>	5
V	<b>FOOD ADDITIVES</b> <ul style="list-style-type: none"> <li>❖ Introduction</li> <li>❖ Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)</li> </ul> <b>FOOD LAWS AND REGULATIONS</b> <ul style="list-style-type: none"> <li>❖ National – PFA Essential Commodities Act (FPO, MPO etc.) B. International – Codex Alimentarius, ISO</li> </ul>	5

	❖ C. Regulatory Agencies –WTO D. Consumer Protection Act	
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### **Reference Books:-**

Nutrition, Hygiene (Sanitation) S. Srilaxmi

Sanitation for good Ser. Workers by Richardson & Nicodenis

Nutritive Value of Indian Food – ICMR New Delhi

### **Course outcomes:-**

1. Understand the importance of food safety and hygiene techniques.
2. Understand the meaning and importance of food Law's.
3. Understood the various additives and their importance in kitchen
4. Understood the various food borne disease.
5. Understood the importance & BENEFICIAL ROLE OF MICRO-ORGANISMS.
6. Understood the Common adulterants in food and Method of their detection (basic principle)

### **HM 152 Lab – Fundamental of Food production C (L, T, P) = 3 (0, 0, 6)**

#### **Course objective:**

1. To understand the techniques of preparation of chicken stock, fish stock, lam stock- white and brown.
2. To understand the different egg preparation of breakfast menu dishes.
3. To understand the menu dishes of five course
4. To understand the preparation of chicken and fish dishes with menu example and application of right cooking techniques .
5. To understand the different types of pastry with dessert menu examples.

Unit	Course Contents	Hours
<b>I</b>	<b>Preparation of Stock: Chicken, Fish, lamb, Vegetable( White &amp; Brown)</b>	14
<b>II</b>	<b>Egg Cookery: -</b> <ul style="list-style-type: none"> <li>❖ Preparation of varieties of egg dishes</li> <li>❖ Fried (sunny side up double fried)</li> <li>❖ Poached</li> <li>❖ Fried</li> <li>❖ Omelet's (plain, stuffed)</li> <li>❖ En cocotte</li> </ul>	14
<b>III</b>	❖ Three or five Course French menu	14
<b>IV</b>	<b>Identification and preparation of Poultry: -</b> <ul style="list-style-type: none"> <li>❖ Cuts of poultry</li> <li>❖ Preparation and joining of chicken</li> <li>❖ Preparation of simple dishes</li> </ul> <b>Identification and Preparation of Fish: -</b> <ul style="list-style-type: none"> <li>❖ Identification &amp; classification of fish</li> <li>❖ Cuts of fish such as fillet, darne, troncon, paupiette, goujon</li> <li>Preparation of simple fish dishes</li> </ul>	14
<b>V</b>	<b>Bakery – Pastry: -</b> <ul style="list-style-type: none"> <li>❖ Demonstration +Preparation of dishes using varieties of pastry</li> <li>❖ Jam, Tarts, Turnovers, Khari Biscuits etc.</li> </ul>	12
	<b>Total</b>	<b>68</b>

#### **Course objective:**

1. To able handling the techniques of preparation of chicken stock, fish stock, lam stock- white and brown.
2. To able the different egg preparation of breakfast menu dishes.
3. To able the menu dishes of five course
4. To able the preparation of chicken and fish dishes with menu example and application of right cooking techniques .
5. To able the different types of pastry with dessert menu examples.

**Recommended Books**

Professional Chef – Le Rol A Poson  
 A Taste Of India – Jaffery Madhur  
 Food Commodities – Benard Davis  
 Cookery an Intro.– Ceserani & Kinton  
 Modern Cookery – Philip E Thangan  
 Professional Baking – Wayne Glasslen  
 Professional Baking – Crisslen Wayhe  
 Theory of Cookery – Krishna Arora

**HM 154 LAB- Fundamental of Food & Beverage service C (L, T, P) = 2 (0, 0, 3)****Course objective:**

1. To understand the reservation and receiving guest in restaurant.
2. To understand the different egg preparation of breakfast menu dishes.
3. To understand the menu dishes of five course
4. To understand the preparation of chicken and fish dishes with menu example and application of right cooking techniques .
5. To understand the different types of pastry with dessert menu examples.
6. To able public area cleaning in a proper manner.

Unit	Course Contents	Hours
I	Reservation & Receiving Social Skills Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes	6
II	Service of Tobacco • Cigarettes & Cigars	6
III	PREPARATION FOR SERVICE (RESTAURANT) A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties	6
IV	PROCEDURE FOR SERVICE OF A MEAL Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests	6
V	TABLE LAY-UP & SERVICE Task-01: A La Carte Cover Task-02: Table d'Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover TRAY/TROLLEY SET-UP & SERVICE Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup	6
	<b>Total</b>	<b>30</b>

**Course objective:**

1. To able the reservation and receiving guest in restaurant.
2. To able different egg preparation of breakfast menu dishes.
3. To able the menu dishes of five course
4. To able the preparation of chicken and fish dishes with menu example and application of right cooking techniques .
5. To able the different types of pastry with dessert menu examples.



**Reference Books:-**

F &amp; B Ser. Training manual – Sudhir Andrews

Food &amp; Beverage Ser. – Lillicrap &amp; Cousins

F &amp; B Ser. – Vijay Dhawan

Intro.to F &amp; B Ser. – Brown, Heeper, Beegan

**HM 156 LAB FUNDAMENTAL OF ACCOMMODATION OPERATION****C (L, T, P) = 1 (0, 0, 2)****Course objective:**

1. To understand the cleaning of different surface and material.
2. To understand the arrangement of maid cart trolley and significance of maid cart.
3. To understand bath room cleaning and guest room
4. To understand the handling of emergencies situation like sickness, fire and alarm
5. To understand the different types of housekeeping forms and formats

**HM 156 PRA.- FUNDAMENTAL COURSE OF ACCOMMODATION OPERATIONS****C (L, T, P) = 1 (0, 0, 2)**

Unit	Course Contents	Hours
I	Cleaning of different surfaces and materials	5
II	Stain Removal , and Laundry Services Handling	5
III	Handling of Pantry and their equipments	5
IV	Use of Equipment as per Area Wise	5
V	Handling Control desk and its situations	5
	<b>Total</b>	<b>25</b>

**Course objective:**

1. To able the cleaning of different surface and material.
2. To able the arrangement of maid cart trolley and significance of maid cart.
3. To able process of bath room cleaning and guest room
4. To know how to handle handling of emergencies situation like sickness, fire and alarm
5. To fill the different types of housekeeping forms and formats and information driven.

**Reference Books:-**

Hotel Housekeeping – Sudhir Andrews, Tata Mc Graw Hill

The Professional Housekeeper Tucker – Schneider, VNR

Professional Mgt. of Housekeeping Operations – Martin Jones, Wiley

Housekeeping Mgt. for Hotels – Rosemary Hurst, Heineman

Hotel, Hostel &amp; Hospital House Keeping – Joan C. Branson &amp; Margaret Lennox, ELBS

**HM 158**  
**0, 3)****LAB FUNDAMENTAL OF FRONT OFFICE OPERATION****C (L, T, P) = 2 (0,****Course objective:**

1. To understand the telephone handling and credit card handling techniques.
2. To understand the role and procedure of handling the safety lockers in guest room.
3. To understand different activities of check-inn procedure of guest.
4. To understand the different activities of check out procedure.
5. To understand the different types of housekeeping forms and formats

Unit	Course Contents	Hours
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<b>I</b>	Telephone handling, Credit Card Handling, Pre Authorization, Reports , Settlement , Tip Adjustment & Void	6
<b>II</b>	Safe Deposit Box at reception & In room Safe Deposit Box Handling Procedure	6
<b>III</b>	Check-In Procedure: - <ul style="list-style-type: none"> <li>➤ Guaranteed Reservation</li> <li>➤ Non-Guaranteed Reservation</li> <li>➤ Walk-in</li> <li>➤ Group Checking</li> <li>➤ Individual Checking</li> </ul>	6
<b>IV</b>	Check Out procedure Direct Payment Bill to company Bill to travel Agent Sloting&Desloting	6
<b>V</b>	Conversation between Guest & Front Office during Upselling at Front Office & reservation Guest Talking Points at Front Office	6
	<b>Total</b>	<b>30</b>

**Course outcome:**

1. To able the telephone handling and credit card handling techniques.
2. To able the role and procedure of handling the safety lockers in guest room.
3. To able different activities of check-inn procedure of guest.
4. To able the different activities of check out procedure.
5. To able the different types of housekeeping forms and formats

**Reference Books:-**

Principle of Hotel F.O. Operation By: Sue Baker

Managing F.O. Operation By: Michael L. Kasvana Published by Education Institute AHXNA

F.O. Procedures, Social Skills & Mgt. By: Peter Abort

F O Training Manual By Sudhir Andrews

ProfessionalHotelMgt.Concept By Jagmohan Negi

HM 160

LAB .- COMPUTERAND IT

C (L, T, P) = 1 (0, 0,1)

**Course objective:**

1. To understand the basic of computer.
2. To understand the words and rafting covering letters, business letter, CV, PPT
3. To understand excel in dept.
4. To understand the advance function of excel sheet.
5. To understand the presentation and analysis of data interpretation and information driven.

Unit	Course Contents	Hours
<b>I</b>	Basic functions of computer operation Basic tools for MS Word to creating report	3
<b>II</b>	Preparation for Cover Letters/Business letters Preparation of CV/Resume, Basic function of ms Powerpoint presentation	3
<b>III</b>	basic features of MSECCEL using the given dataset: Essential shortcuts, Paste Special (Value, Transpose),	3
<b>IV</b>	advanced features of MSECCEL using the given dataset: Generating multiple reports	3

V	To develop tables and charts for categorical and numerical data: Bar Chart, PIE Chart, Pareto Diagram	3
	<b>Total</b>	<b>15</b>

**Course objective:**

1. Able the telephone handling and credit card handling techniques.
2. Able the role and procedure of handling the safety lockers in guest room.
3. Able different activities of check-inn procedure of guest.
4. Able the different activities of check out procedure.
5. Able the different types of housekeeping forms and formats

**EM Program for all 4 years Courses from Second Semester onwards  
(B.Tech/BHMCT/BSC H&HA/B.Phrama/B.Sc.Agri)**

**Course Code: EM-102**

**Course Name : Employability Skills – I**

**LTPC: 0201Total Contact Hours : 25**

**COURSE CONTENTS**

S.No.	Topic	Details	Contact Hrs
1	Motivation	Orientation for all & Importance of Soft Skills & Confidence in Business	1
2	Communication	Basics, Introduction, Barriers in Communication, Types, Verbal, Non-verbal, Face/Eye/Body Language, Interview Skills &Types	15
3	Attitude& Manners	Grooming & Etiquettes, Vales & Ethics, What is personality, Good Human Being, Confidence Building	9

<b>Course Title – environment study</b>	<b>Course Code – sc102</b>
<b>Semester –II</b>	<b>Core/elective : core</b>
<b>Teaching scheme in hrs(L:T:P:) 2:1:0</b>	<b>Credits: 2 credits</b>
<b>Type of course:- lecture+ assignment</b>	<b>Total contact hours – 25</b>
<b>Continuous Internal Evaluation : 40 marks</b>	<b>SEE- 60 MARKS</b>
<b>Programmes – BHMCT/BHMTT</b>	

**Course Objectives**

1. Recognize major concepts in environmental sciences and demonstrate in-depth understanding of the environment.
2. Develop analytical skills, critical thinking, and demonstrate problem-solving skills using scientific techniques.

3. Demonstrate the knowledge and training for entering graduate or professional schools, or the job market
4. Develop an understanding of systems and cycles on the earth;
5. how individual organisms live on the earth;
6. how different organisms live together in complex communities;

SC...102.....

### ENVIRONMENTAL STUDIES

C (L, T, P) = 2 (2,0,0)

Units	Contents of the Course	Hours
I	Man & Environment: Definition of Environment & its various components. Ecosystem concepts. Dependence of Man on nature for its various needs. Human population growth & its impacts on environment. Environment & human health. Environmental concerns including climate change, Global warming, Acid Rain, Ozone layer Depletion etc. Environmental ethics. Traditional ways of utilising various components of environment. Sustainable developments.	6
II	Natural Resources: Forest resources, Mining, Dams & their effects on forests & tribal people. Water resources-over utilization of water, floods, droughts and conflicts over water resources. Mineral Resources- Use of various minerals for Human welfare & environmental effects of mining. Food resources -World food problem. Impacts of changing Agriculture practices on Environment. Energy Resources-Renewable and non renewable energy Resources & exploration of alternative energy sources. Land Resources- land degradation, soil erosion, desertification & soil contamination.	6
III	Ecosystems: Structure & function, energy flow, food chains, food webs, Ecological pyramids. Basics of forest grasslands, desert & aquatic ecosystem (Ponds, Streams, Lakes, Rivers, Oceans & Estuaries)	6
IV	Biological Diversity: Genetic, species & ecosystem diversity, Values of Biodiversity, Global, National & Local Biodiversity. Hot-spots of Biodiversity, threat to biodiversity. Endangered & endemic species of India. Conservation of biodiversity in situ & ex-situ	6
V	Environment pollution: Causes, effects & control of- Air pollution, Water pollution, Soil pollution, Noise Pollution, Thermal pollution & Nuclear Hazards. Solid wastes & their Management. Disaster Management-Flood, Drought, Earthquake, Land slides etc.	6
	Total	30

#### References

1. Agarwal KC, 2001. Environmental Biology, Nidi Publishers Ltd. Bikaner.
2. Bharucha Erach, 2003. The Biodiversity of India, Mapin Publishing Pvt. Ltd, Ahmedabad – 380013, India. Email: mapin@icenet.net
3. Brunner RC, 1989, Hazardous Waste Incineration, McGraw Hill Inc. 480pgs.
4. Clark RS, Marine Pollution, Clanderson Press, Oxford (TB).
5. Cunningham WP, Cooper TH, Gorhani E & Hepworth MT, 2001. Environmental Encyclopaedia, Jaico Publishing House, Mumbai, 1196pgs.
6. De AK, Environmental Chemistry, Wiley Eastern Ltd.
7. Down to Earth, Center for Science and Environment (R)
8. Gleick HP, 1993. Water in Crisis, Pacific Institute for Studies in Development, Environment and Security. Stockholm Environmental Institute, Oxford University Press, 473pgs.
9. Hawkins RE, Encyclopedia of Indian Natural History, Bombay Natural History Society, Bombay (R)
10. Heywood VH, and Watson RT, 1995. global Biodiversity Assessment. Cambridge University Press 1140pgs.
11. Jadhav H and Bhosale VM, 1995. Environmental Protection and Laws. Himalaya Publishing House, Delhi 284pgs.
12. McKinney ML and Schoch RM, 1996. Environmental Science Systems and Solutions. Web enhanced edition, 639pgs.
13. Mhaskar AK, Matter Hazardous, Techno-Science Publications (TB)
14. Miller TG, Jr. Environmental Science, Wadsworth Publishing CO. (TB)
15. Odum EP, 1971. Fundamentals of Ecology. WB Saunders Co. USA, 574pgs

#### Course outcomes

- Critically evaluate information on human/environmental systems;
- Integrate human ecology and science of environmental problems;
- Articulate issues of social construction of science
- Evaluate information on political economy of environmental issues;
- Demonstrate knowledge of complex theories of environmental problems;
- Communicate relationships between social institutions and environmental problems.

EN - 104

### English Language 2nd

(L,T,P) = 2(2,0,0)

UNIT	Course Contents	Total Contact Hours = 25
I	<b>Commercial Correspondence:</b> a) Style and Construction	5

	b) Significant Commercial terms and Phrases c) Letter of Inquiry d) Letter of Quotation e) Letter of Order f) Letter of Execution of Order g) Letter of Complaint h) Letter of Collection i) Circular Letter j) Application for Agency	
<b>II</b>	<b>Official Correspondence:</b> Official Letter a) Semi-Official Letter b) Memorandum Journalistic Competitions on Commercial Topics: a) Editorial Note on a Commercial Topic b) Letter to the Editor on Economic and Commercial Topics c) Script Writing for the Media d) Journalistic Report Writing, Press Release e) Writing Advertisement Copy f) Writing for Internet Precise Writing	
<b>III</b>	<b>Theme Writing (Report writing/Academic and Journalistic writing)</b>	<b>5</b>
<b>IV</b>	<b>Paragraph Writing and Essay writing</b>	<b>5</b>
<b>V</b>	<b>Advanced Comprehension</b>	<b>5</b>
Recom mende d by BOS on :	19 / 05 / 2015	

<b>FOUNDATION COURSE</b>	<b>[FD-102 ]</b>
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<b>Unit</b>	<b>Contents of the Subject</b>	<b>No. of Teaching Periods required</b>
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<b>1</b>	<b>Ethics and Logics</b> <ul style="list-style-type: none"> <li>a) Consequentialism, Deontological Ethics</li> <li>b) Theological Ethics, Utilitarianism</li> <li>c) Value of life: suicide and euthanasia</li> <li>d) Capital Punishment, Terrorism</li> <li>e) Equality, Discrimination, and preferential treatment</li> <li>f) Freedom and Responsibility, Laws of Thought</li> <li>g) Theory of the Square of Opposition of Categorical Propositions. The problem of existential import. (Syllogisms)</li> <li>h) Laws of Conversion, Obversion and Contraposition of Categorical propositions</li> </ul>	<b>1</b>
<b>2</b>	<b>India culture and Heritage-I</b> <ul style="list-style-type: none"> <li>a) Ancient, Medieval and Modern India</li> <li>b) Various Indian Languages and their origins</li> <li>c) Various Literature of Indian Languages</li> <li>d) Indian Painting</li> <li>e) Indian Architecture</li> <li>f) Music, Dance and Drama</li> </ul>	<b>1</b>
<b>3</b>	<b>India culture and Heritage-II</b> <p><b>Religious Reforms in modern India</b></p> <ul style="list-style-type: none"> <li>- BrahmoSamaj and Raja Rammohan Roy.</li> <li>- Arya Samaj and DayanandSaraswati.</li> <li>- Ramakrishna Mission and Swami Vivekananda.</li> <li>- The Aligarh Movement and Sayyid Ahmad Khan.</li> </ul> <p><b>Indian Social Structure</b></p> <ul style="list-style-type: none"> <li>- Untouchability</li> <li>- Family and Marriage in India</li> <li>- Position of women</li> </ul> <p><b>Socio Cultural Issues</b></p> <ul style="list-style-type: none"> <li>- Caste System</li> <li>- Issues Related to women-Dowry system,the problems of girls child and women</li> <li>- Communalism</li> <li>- Issues of poverty and unemployment</li> <li>- Beggary</li> <li>- Problem of Children</li> </ul>	<b>1</b>
<b>4</b>	<b>Indian Polity-I</b> <ul style="list-style-type: none"> <li>a) Phases of Nationalist Movement and different ideological streams: Moderates and Extremists within Congress and revolutionary radicals; Formation of the Muslim League</li> <li>b) Gandhi and mass mobilisation: Khilafat, Non-cooperation and Civil DisobedienceMovements</li> <li>c) Socialist alternatives: Congress socialists, Communists</li> <li>d) Salient Features</li> <li>e) Fundamental Rights</li> <li>f) Directive Principles of State Policy</li> <li>g) Security Laws</li> </ul>	<b>1</b>

	a) Executive b) Judiciary c) Legislative	
<b>5</b>	<b>Indian Polity-II</b>  a) Panchayati Raj- 73rd Amendment b) Municipality- 74th Amendment c) Caste in politics and the politicization of caste; interaction of caste with class and gender; caste discrimination and affirmative action policies. d) Environmental, rights of forest dwellers e) Civil liberties and democratic rights movements, Rights to education and information	<b>1</b>
	<b>Total</b>	<b>5</b>

### Suggested Readings

1. Bandopadhyay, S. (2004) From Plassey to Partition: A History of Modern India.
2. Raj To Swaraj :A Textbook On Colonialism And Nationalism In India by Ram Chandra Pradhan
3. Politics and Ethics of the Indian Constitution- Rajeev Bhargava
4. Desai, A.R (ed.) (1986) Violation of Democratic Rights in India (Volume 1). Bombay:
5. Popular Prakashan.
6. Austin, G. (2000) Working a Democratic Constitution
7. Caste in Indian Politics, Rajni Kothari
8. Saxena, R. (2011) 'Introduction', in Saxena, R (eds.) Varieties of Federal Governance:Major Contemporary Models.
9. Hargopal, G and Balagopal, K. (1998) 'Civil Liberties Movement and the State in India', in Mohanty, M. Mukherji, P.N. with Tornquist, O. People's Rights. New Delhi.
10. Sinha, S. (2002) 'Tribal Solidarity Movements in India: A Review' in Shah, G. (ed.)Social Movements and the State.
11. Sethi, H. (1993) 'Survival and Democracy: Ecological Struggles in India' in Wignaraja, P. (ed.) New Social Movements in the South: Empowering the People. New Delhi

### Swachh Bharat Abhiyan Syllabus

UNIT	COURSE CONTANT	TEACHING HOURS
UNIT -I	Introduction to Health, Hygiene, and Sanitation ; The Need for Health, Hygiene, and Sanitation Education ; Related International projects on Health and Hygiene; Overview of the Swachh Bharat ; Qualities of Healthy Living.	5
UNIT -II	Hygiene - Understanding of Hygiene; Desired Definition of Hygiene; The Hygiene Practices of the different categories of family in India; Role of Family, Institutions and Corporations and government in Developing Hygiene consciousness	5
UNIT -III	Sanitation ; Understanding the importance of sanitation; The facilities developed for sanitation; Means adopted to promote the use of Sanitation Facilities; Sanitation Facilities provided by government under Swachh Bharat Abhiyaan	5
UNIT-IV	Water Storage Methods; Water Contamination ; Prevention of Water Contamination ; The Health Risks, especially due to Water Borne Diseases; Water Purification ; Importance of Safe water use; Government's role and actions taken for awareness generation for consumption of pure water and preventing contamination of Water.	5
UNIT-V	Waste Management – Introduction, importance and need; Action Plans for Healthy Living introduced under Swachh Bharat Abhiyaan; Means adopted for Waste Management under Swachh Bharat Abhiyaan.	5

Course Title – <b>FOOD PRODUCTION QUINTITY</b>	Course Code – HM201
Semester –III	Core/elective : core
Teaching scheme in hrs(L:T:P:) 3:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 40 marks	SEE- 60 MARKS
Programmes – common for BHMCT/BSC H&HA	

#### Pre requisites

Basic knowledge / 12<sup>th</sup> pass in any stream

#### Course objectives

- 1. To understand the basic Indian Masala.**
- 2. To understand the quantity food production.**
- 3. To understand the industrial catering**
- 4. To understand the institutional catering.**
- 5. To understand the regional cuisine.**



6. To understand the Indian gravies.

## Course content

HM 201

Quantity Food Production-I

Unit	Course Contents		Hours
I	<p>UNIT 1</p> <p>QUANTITY FOOD PRODUCTION &amp; EQUIPMENT</p> <p>A. Equipment required for mass/volume feeding</p> <p>B. Heat and cold generating equipment</p> <p>C. Care and maintenance of this equipment</p> <p>D. Modern developments in equipment manufacture</p> <p>MENU PLANNING</p> <p>A. Basic principles of menu planning – recapitulation</p> <p>B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units</p> <p>C. Planning menus for School/college students• Industrial workers• Hospitals• Outdoor parties• Theme dinners• Transport facilities, cruise lines, airlines, railway•</p> <p>D. Nutritional factors for the above INDENTING Principles of Indenting for volume feeding</p> <ul style="list-style-type: none"> <li>• Portion sizes of various items for different types of volume</li> <li>• feeding Modifying recipes for indenting for large scale catering</li> <li>• Practical difficulties while indenting for volume feeding</li> <li>• PLANNING Principles of planning for quantity food production with regard to Space allocation</li> <li>• Equipment selection</li> <li>• Staffing</li> </ul>	20	5
II	<p>INDIAN GRAVIES :</p> <ul style="list-style-type: none"> <li>• Types of Different Gravy</li> <li>• Composition of basic Gravy</li> <li>• Basic preparations of various gravy</li> <li>• Role of ingredients in gravy.</li> <li>• Difference between Gravy and Sauce.</li> <li>• Types of marinating</li> </ul>	20	5

	<ul style="list-style-type: none"> <li>• Role of ingredients in Marinating.</li> </ul>		
III	<p>VOLUME FEEDING</p> <p>A. Institutional and Industrial Catering.</p> <ul style="list-style-type: none"> <li>• Types of Institutional &amp; Industrial Catering , Problems associated with this type of catering</li> <li>• Scope for development and growth</li> </ul> <p>B. Hospital Catering Highlights of Hospital Catering for patients, staff, visitors</p> <p>Diet menus and nutritional requirements</p> <ul style="list-style-type: none"> <li>• Off Premises Catering</li> <li>• Reasons for growth and development</li> <li>• Menu Planning and Theme Parties</li> <li>• Concept of a Central Production Unit</li> <li>• Problems associated with off-premises catering</li> <li>• Mobile Catering <ul style="list-style-type: none"> <li>• Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)</li> <li>• Branches of Mobile Catering</li> </ul> </li> <li>• Quantity Purchase &amp; Storage</li> <li>• Introduction to purchasing</li> <li>• Purchasing system</li> <li>• Purchase specifications</li> <li>• Purchasing techniques</li> <li>• Storage</li> </ul>	20	5
IV	<p>REGIONAL INDIAN CUISINE</p> <p>A. Introduction to Regional Indian Cuisine</p> <p>B. Heritage of Indian Cuisine</p> <p>C. Factors that affect eating habits in different parts of the country</p> <p>D. Cuisine and its highlights of different states/regions/communities to be discussed under: Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions,</p> <p><b><u>STATES</u></b></p> <p>Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p>COMMUNITIES</p>	20	5

	Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri		
v	<p>DISCUSSIONS</p> <p>Indian Breads, Indian Sweets, Indian Snacks.</p> <p>Introduction to spices.</p> <p>Different Masala used in Indian cookery.</p> <p>Role of Indian herbs and spices in Indian cookery</p> <p>Composition of basic Indian Masala.</p> <p>Role of Spices used in Indian Cookery.</p> <p>Special cooking techniques used in Indian cookery.</p>	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

**Reference Books:-**

The creative art of garnishes by –  
 Complete Indian cook book by Mridula Badrekar  
 Le Repertoire de la cuisine by louij Jaulmier

**Course outcomes:-**

1. Students will understand the Basic Indian Masala.
2. Students will understand the volume feeding.
3. Students will learn the regional food of India.
4. Students will learn the different types of gravies.
5. Students will understand the banquet menu planning.

Course Title: Food & Beverage Banquet service	Course Code: HM 203
Semester: III	Core/Elective :Core
Teaching Scheme:2:0:0	Credits: 2 Credits
Types of Course: Lecture+ Assignment	Total Contact Hours: 25 Hours
Continuous Internal Evaluation: 40 Marks	SEE:60 Marks
Programme :Common for BHMCT/BHMTT	

**Pre –requisites:**

Basic Knowledge / 12<sup>th</sup> pass in any stream

**Course Objective**

11. To understand introduction of wine
12. To understand Vilification of still, Sparkling, Aromatized & Fortified wine
13. To understand region of France ,Italy ,Spain, etc
14. To understand Beer production
15. To understand international and national brands of India
16. To understand Sake. Cider and Perry

#### Course Content

**HM 203**

: Food & Beverage Banquet service

**C (L, T, P) = 2 (2, 0, 0)**

Unit	Course Contents	Marks	Hours
I	<b>APERITIFS</b> <ul style="list-style-type: none"> <li>❖ Introduction and Definition</li> <li>❖ Types of Aperitifs</li> <li>❖ • Vermouth (Definition, Types &amp; Brand names)</li> <li>❖ • Bitters (Definition, Types &amp; Brand names)</li> </ul>	20	5
II	<b><u>Introduction to Wines:</u></b> <ul style="list-style-type: none"> <li>❖ Introduction, Definitions &amp; Classification of wines</li> <li>❖ Vinification of still, Sparkling, Aromatized &amp; Fortified wines</li> <li>❖ Blush wine</li> <li>❖ Vine Diseases</li> <li>❖ New World Wines and Old World Wines.</li> <li>❖ Food &amp; Wine Harmony</li> <li>❖ Wine terminology (English &amp; French)</li> </ul>	20	5
III	<b><u>Alcoholic Beverages(World Wines) :-</u></b> <ul style="list-style-type: none"> <li>❖ Wines of France, Italy, Spain, Portugal, Australia, Germany India</li> <li>❖ Storage and Service of wine</li> <li>❖ <b>Wine and Dine</b></li> <li>❖ Principal wine regions, wine laws, grape varieties, production and brand name</li> <li>❖ Production of each classification</li> </ul>	20	5
IV	<b><u>Beer: -</u></b> <ul style="list-style-type: none"> <li>❖ Introduction</li> <li>❖ Making Process</li> <li>❖ Types of Beer</li> <li>❖ International &amp; Indian Beer</li> <li>❖ Service of bottled, Canned and draught beers</li> <li>❖ Beer production Industry</li> <li>❖ Different Proof Spirits • American Proof • British Proof (Sikes scale) • Gay Lussac (OIML Scale)</li> </ul>	20	5
V	<b><u>Other fermented beverages: -</u></b> <ul style="list-style-type: none"> <li>❖ Sake</li> <li>❖ Cider</li> <li>❖ Perry</li> <li>❖ <b>Food &amp; Beverage Terminology</b></li> </ul>	20	5

	<b>Total</b>		<b>25</b>
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**Reference Books:-**

F & B Ser. Training manual – Sudhir Androws  
Food & Beverage Ser. – Lillicrap & Cousins  
F & B Ser. – Vijay Dhawan  
Intro.to F & B Ser. – Brown, Heeper, Beegan

**Course Outcome**

9. Students will understand wine and their classification.
10. Understanding about production process of wine.
11. Student will understand beer production process.
12. Student will understand different type of beer with suitable example.
13. It will increase make understand about sake, cider and Perry.

Course Title – Accommodation Operation-I	Course Code – HM205
Semester –III	Core/elective : core
Teaching scheme in hrs(L:T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 30 marks	SEE- 70 MARKS
Programmes – common for BHMCT/ BSC H&HA	

**Pre requisites**

Basic knowledge / 12<sup>th</sup> pass in any stream

**Course objectives**

1. To understand the principles of cleaning
2. To understand the safety awareness
3. To learn the first aid procedure
4. To understand the safeguarding assets
5. To understand the Types of floors.
6. To understand the floor finishing.
7. To learn the carpets.

**Course Content**

**HM 205**

**ACCOMMODATION OPERATIONS- I C (L, T, P) = 2 (2, 0, 0)**

Unit	Course Contents	Marks	Hours
<b>I</b>	<b>Principles of Cleaning: -</b>	20	5

	<ul style="list-style-type: none"> <li>❖ Cleaning procedures</li> <li>❖ Standard Operating Procedure of public area: -               <ol style="list-style-type: none"> <li>1. Lobby, Cloak Room, Restaurant, Bar, Banquet Halls, Administration Offices, Lifts and Elevators, Staircase, Back area, Front area &amp; Corridors</li> </ol> </li> </ul>		
II	<b>Safety awareness &amp; first aid: -</b> <ul style="list-style-type: none"> <li>❖ Concept &amp; Importance</li> <li>❖ Safety – Accidents, Fires (Cause &amp; Procedure)</li> <li>❖ Security – Security of Guest Room &amp; Public area</li> <li>❖ First Aid – Concept &amp; Emergency Procedures</li> </ul>	20	5
III	<b>Safeguarding assets: -</b> <ul style="list-style-type: none"> <li>❖ Concept of Safeguarding Assets</li> <li>❖ Theft – Employee, Guest, External Person</li> </ul>	20	5
IV	<b>Budgeting</b> <ul style="list-style-type: none"> <li>❖ Room Cost Control</li> <li>❖ Forecasting the store</li> <li>❖ Planning for Staff</li> <li>❖ MIS Making</li> <li>❖ Accounting</li> </ul>	20	5
V	<b>Carpets: -</b> <ul style="list-style-type: none"> <li>❖ Classification</li> <li>❖ Selection</li> <li>❖ Carpet Laying</li> <li>❖ Cleaning of Carpets</li> </ul>	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

**Reference Books:-**

Hotel Housekeeping – Sudhir Andrews, Tata Mc Graw Hill  
 The Professional Housekeeper Tucker – Schneider, VNR  
 Professional Mgt. of Housekeeping Operations – Martin Jones, Wiley  
 Housekeeping Mgt. for Hotels – Rosemary Hurst, Heineman  
 Hotel, Hostel & Hospital House Keeping – Joan C. Branson & Margaret Lennox, ELBS

**Course outcomes**

1. Students will understand the cleaning procedure
2. Students will understand the concept & importance of safety
3. Students will understand the concept of safeguarding assets
4. Students will understand the floor types & care
5. Students will understand the classification & selection of the carpets

**HM 207**

**Course Title – Front office operation –I**

**C (L, T, P) = 2 (2, 0, 0)**

Unit	Course Contents	Hours
I	<b>F.O. Operations.: -</b> <ul style="list-style-type: none"> <li>❖ Overbooking, Why do overbooking, How to do Overbooking, What to do if all the guest arrive which where over booked, Importance etc</li> <li>❖ Briefing &amp; de-briefing</li> <li>❖ Duties Responsibilities Front Office Morning, Afternoon &amp; Night</li> <li>❖ Issuing Duplicate key ,Left Luggage Room</li> <li>❖ Work responsibly, F.O. Manager, Reservation Manager, Lobby manager (GRF) bell desk, attendant,Door man</li> </ul>	5

	❖ Express Check Out & Express Check in	
II	<b>F.O. Sales man ship: -</b> <ul style="list-style-type: none"> <li>❖ Up selling – Reservation, Reception as a sales tool marketing for different type of travelers</li> <li>❖ Upgrade, Upgrade vs Up-selling &amp; Up-selling techniques</li> <li>❖ Quality requires in front Office staff for Upselling</li> <li>❖ Motivation for Staff for ensuring Maximum Upselling</li> <li>❖ Different situation When Guest are upgraded free of cost to higher categories of Room</li> </ul>	5
III	<b>F.O. Calculation &amp; Formulas: -</b> <ul style="list-style-type: none"> <li>❖ House Count</li> <li>❖ Room Count</li> <li>❖ Average Room Revenue (ARR), REVPAR, GOPAR, ALOS, LOS, CPOR</li> <li>❖ Single, Double occupancy percentage, No show walk-in percentage</li> <li>❖ Domestic Occupancy percentage, International Occupancy percentage</li> </ul>	5
IV	<b>F.O. accounting: -</b> <ul style="list-style-type: none"> <li>❖ Importance, Function of F.O. accounting, Types of Vouchers Used in Front Office</li> <li>❖ Posting of bills</li> <li>❖ Guest Folio</li> <li>❖ Cashier report</li> <li>❖ Guest charge</li> <li>❖ Guest Accounting cycle</li> <li>❖ Foreign exchange, passport, visa, city ledger, night auditing, Bill settlement by credit card, Exchange order, Letter of authority</li> </ul>	5
V	<b>Yield Mgt.: -</b> <ul style="list-style-type: none"> <li>❖ Intro, Concept ,Elements&amp; Benefits</li> <li>❖ Yield Management Importance, Forecasting</li> <li>❖ Why Should Hotel Practice Yield Management?</li> <li>❖ Role of Overbooking in Yield Management, Capacity Management</li> <li>❖ Differential Pricing &amp; discount Allocation&amp; Duration Control</li> <li>❖ Yield Management Strategies during high demand and low demand periods</li> <li>❖ Challenges or Problems in Yield Management</li> </ul>	5
	<b>Total</b>	<b>25</b>

**Reference Books:-**

Principle of Hotel F.O. Operation By: Sue Baker

Managing F.O. Operation By: Michael L. Kasvana,

Published by Education Institute AHXNA

F.O. Procedures, Social Skills & Mgt. By: Peter Abort

ProfessionalHotelMgt. concept principles By: Dr. Jagmohan Negi, Published by S. Chand

Hotel F.O. Mgt. By: James Bardi

F.O. Training manual By: Sudhir Andrews

**Course outcomes:-**

**1. Students will learn the types & modes of reservation.**

**2 Students will understand the reservation process.**

**3. Students will understand the up-selling process.**

**4. Students will understand the types of traveler.**

**5. Students will learn the front office calculations.**

**6. Students will learn the revenue calculations.**

**7. Students will learn the accounting function of front office.**

**8. Students will understand the concept of yield management.**

Course Title – Management techniques -I	Course Code – HM209
Semester –III	Core/elective : core
Teaching scheme in hrs(L;T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 40 marks	SEE- 60 MARKS
Programmes – common for BHMCT/B.SC H&HA	

### Pre requisites

Basic knowledge / 12<sup>th</sup> pass in any stream

### Course objectives

1. To facilitate students' understanding of their own managerial skills.
2. To improve communication skills.
3. Have a lot of fun while learning a lot of stuff!
4. To explain the basic concepts, principles, and processes of management.
5. To expose students to the evaluation of management thought.
6. To explore organizational culture
7. To use management thought to develop a better understanding of the ways in which gender, race, class, culture and other contextual differences play out among people in the workplace.

### Course content

HM 209

MANAGEMENT TECHNIQUE-I

Unit	Course Contents	Marks	Hours
I	<b>Research Methodology: -</b> <ul style="list-style-type: none"> <li>❖ Meaning &amp; Importance of Research</li> <li>❖ Types of Research</li> <li>❖ Collection of data analysis through graphs, tables etc.</li> <li>❖ Introduction to PERT AND CPM</li> </ul>	20	5
II	<b>Effective Management: -</b> <ul style="list-style-type: none"> <li>❖ Leadership qualities</li> <li>❖ Organizational culture</li> <li>❖ Communication skills</li> <li>❖ Multitasking Skills</li> </ul>	20	5
	<b>Fundamentals of Organizing: Organizing –</b> <ul style="list-style-type: none"> <li>❖ Nature and purpose, Departmentation,</li> <li>❖ Span of Management,</li> <li>❖ Line and Staff authority, Centralization and Decentralization.</li> </ul>	20	5
IV	<b>Directing and Leading:</b> <ul style="list-style-type: none"> <li>❖ Effective Directing, Supervision,</li> </ul>		5



	<ul style="list-style-type: none"> <li>❖ Leadership- Concept, Styles and Theories- Trait Theory, Behavioral Theories,</li> <li>❖ Contingency Theories.</li> </ul>	20	
V	<b>Future Planning: -</b> <ul style="list-style-type: none"> <li>❖ Budgeting &amp; Types</li> <li>❖ Trend analysis</li> <li>❖ Analysis of Risk and Uncertainty</li> </ul>	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

#### Reference:

A Handbook of Management Techniques - Michael Armstrong

The Ultimate Business Library - Stuart Crainer

A Handbook of Management Techniques

[Principles of Management Prof. Charles W.L.Hill & Prof. Steven L.McShane/rcbhatia](#)

#### Course outcomes:-

1. understood the historical backdrop and fundamentals of Management thoughts vital for understanding the conceptual frame work of Management as a discipline.
2. Discuss the various concepts of planning, Decision making and controlling to help solving managerial problems
3. Understanding concepts of Ethics, Delegation, Coordination and Team work.
4. Study and understand management concepts and styles in Global context.
5. Develop understanding about emerging concepts in management thought and philosophy

Course Title – ACCOUNTING AND ECONOMICS OF HOTELS	Course Code – HM211
Semester –III	Core/elective : core
Teaching scheme in hrs(L:T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 40 marks	SEE- 60 MARKS
Programmes – common for BHMCT/B.SC H&HA	

#### Pre requisites

Basic knowledge of maths / 12<sup>th</sup> pass in any stream

#### Course objectives

1. Explain fundamental accounting concepts, the elements of financial statements, and basic accounting vocabulary.
2. Explain and use the accounting equation in basic financial analysis and explain how the equation is related to the financial statements.
3. Prepare basic entries for business transactions and present the data in an accurate and meaningful manner.
4. Prepare basic financial statements and explain the articulation between the basic statements.
5. Prepare and interpret basic financial data.
6. Explain the issues of ethics in financial accounting reporting.

7. Explain the basic features of accounting and reporting by organizations, including the principles underlying the design, integrity, and effectiveness of information systems.

#### Course content

#### ACCOUNTING AND ECONOMICS OF HOTELS

Unit	Course Contents	Hours	Marks 20
I	Introduction to Managerial Economics: Managerial Economics: Meaning, Nature, Scope, & Significance. Relationship of Managerial Economics with Statistics	5	
II	Demand and Supply Analysis: Theory and Law of Demand, Individual and Market Demand, Determinants of Demand, Concept of Elasticity of Demand, Types of elasticity of demand, Uses of elasticity of demand for Managerial decision making, Measurement of elasticity of demand. Concept of Demand Forecasting, Methods – Qualitative and Quantitative (basic concepts only). Supply – Law of Supply, Its determinants and Elasticity of supply.	5	
III	<b>Theory base of accounting: -</b> <ul style="list-style-type: none"> <li>❖ Meaning &amp; Need of accounting theory</li> <li>❖ Accounting principles</li> <li>❖ Accounting concepts</li> <li>❖ Accounting rules</li> <li>❖ Rules of debit &amp; credit</li> <li>❖ Practical problems</li> <li>❖ Ledger rules</li> <li>Posting</li> </ul>	5	
IV	<b>Uniform system of accounts for hotel</b> <ul style="list-style-type: none"> <li>❖ Intro .to uniform system of accounts</li> <li>❖ Contents on income statement</li> </ul>	5	
V	<b>Final accounting: -</b> <ul style="list-style-type: none"> <li>❖ Contents of balance sheet(Under uniform system )</li> <li>❖ Department income statement &amp; expenses statement</li> </ul> Pra. problems	5	
	<b>Total</b>	<b>25</b>	<b>100</b>

#### Reference Books:-

Book Keeping – T.S. Grewal  
 Intro.to accountancy –T.S. Grewal  
 Principal Of Accounting – S.N. Maheshwari

#### Course outcome

- 1 Students will demonstrate the ability to communicate clearly and concisely with internal and external customers, establish and maintain relationships, and facilitate constructive interactions with individuals and groups
- 2 Students will demonstrate an understanding of how to inspire individual and organizational excellence, create a shared vision and successfully manage change to attain the organization's strategic ends and successful performance.
- 3 Students will be able to comprehend the alignment of personal and organizational conduct with ethical and professional standards within healthcare, including a responsibility to the patient and community, a service orientation, and a commitment to lifelong learning and improvement.
- 4 Students will demonstrate knowledge of the healthcare environment, including healthcare systems and the environment in which healthcare managers and providers function.

5 Students will be able to apply business principles, including systems thinking, to the healthcare environment.

**HM 251**

**LAB –FOOD PRODUCTION QUINTITY**

**C (L, T, P) = 3 (0, 0, 6)**

**Course objective:**

1. To understand the different states f North Indian cuisine dishes
2. To understand the different states f South Indian cuisine dishes
3. To understand the different states f Western Indian cuisine dishes
4. To understand the different states f eastern Indian cuisine dishes
5. To understand the different Kababs of Indian cuisine

Unit	Course Contents	Hours
<b>I</b>	Preparation of Kishmiri Cuisine, Punjabi Cuisine, Delhi street food	14
<b>II</b>	Preparation of Tamil, Kerala, Karnataka Cuisine.	14
<b>III</b>	Preparation of Rajasthani Cuisine, Gujarati Cuisine, Madhya Pardash Cuisine	14
<b>IV</b>	Preparation of Eastern Indian Cuisine State	14
<b>V</b>	Indian Kabab Preparation	12
	<b>Total</b>	<b>68</b>

**Course outcomes:**

1. Able to prepare different states f North Indian cuisine dishes
2. Able to prepare the different states f South Indian cuisine dishes
3. Able to prepare the different states f Western Indian cuisine dishes
4. Abe to prepared the different states f eastern Indian cuisine dishes
5. Able to prepare different kababs of Indian cuisine

### **LAB FOOD AND BEVRAGE BANQUET SERRVICE C (L, T, P) = 2 (0, 0, 3)**

**Course objective:**

1. To understand the different types of beer service in restaurant & bar.
2. To understand the different service of Wines red wine and white wine
3. To understand the different service of wine- fortified wine and sparkling wine
4. To understand the mise en place of dispense bars types.
5. To understand the different types of Other wine- cider, sake, and others.

Unit		Hours
<b>I</b>	Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	7
<b>II</b>	Service of Wines Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wine	7
<b>III</b>	Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wine	7
<b>IV</b>	Dpense Bar – Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley	7
<b>V</b>	<b>Tasting of</b> Alcoholic Beverages (All types of wines and beers) Task-06 Service of Cider, Perry & Sake	7
	<b>Total</b>	<b>35</b>

**Course objective:**

1. Able to serve different types of beer service in restaurant & bar.
2. Able to serve the different service of Wines red wine and white wine
3. Able to serve the different service of wine- fortified wine and sparkling wine
4. Able to serve the mise en place of dispense bars types.
5. Able to serve different types of Other wine- cider, sake, and others.

**Reference Books:-**

F & B Ser. Training manual – Sudhir Andrews  
 Food & Beverage Ser. – Lillicrap & Cousins  
 F&B Ser. Mgt. – Brian Verghase  
 Beverage Mgt. – Michael Coltman

**HM 255                                      LAB –ACCOMMODATION OPERATION-I                                      C (L, T, P) = 1 (0, 0, 2)**

**Course objective:**

1. To understand the role of room attendant trolley in housekeeping department.
2. To understand the different types of cleaning – Daily & Weekly of guest room.
3. To understand the spring cleaning
4. To understand the inspection of guest room after housekeeping service.
5. To understand the first Aids, Rollers & Triangular Bandages

**HM 255                                      PRA. – ACCOMMODATION OPERATION-I                                      C (L, T, P) = 1 (0, 0, 2)**

Unit	Course Contents	Hours
<b>I</b>	Handling of Public Area (Daily , Weekly , Deep Cleaning)	5
<b>II</b>	Room Cleaning (Daily , Weekly)	5
<b>III</b>	Towel art and room decoration for different situations (Honeymoon Couple ETC )	5
<b>IV</b>	Cleaning of public area – Corridor, Restaurant , Kitchen , Banquet , Lobby(Daily , Weekly)	5
<b>V</b>	Inspection of guest room and public area with help of check list	5
	<b>Total</b>	<b>25</b>

**Course Outcomes:**

1. Able to use the room attendant trolley in housekeeping department.
2. Able to do the different types of cleaning – Daily & Weekly of guest room.
3. Able to do the spring cleaning
4. Able to do the inspection of guest room after housekeeping service.
5. Able to do the practice of first Aids, Rollers & Triangular Bandages

**Reference Books:-**

Hotel Housekeeping – Sudhir Andrews, Tata Mc Graw Hill  
 The Professional Housekeeper Tucker – Schneider, VNR  
 Professional Mgt. of Housekeeping Operations – Martin Jones, Wiley  
 Housekeeping Mgt. for Hotels – Rosemary Hurst, Heineman  
 Hotel, Hostel & Hospital House Keeping – Joan C. Branson & Margaret Lennox, ELBS

**HM 257                                      PRA. – Course Title – Front office operation –I                                      C (L, T, P) = 2 (0 0, 3)**

**Course objective:**

1. To understand the billing handover procedure and third party billing
2. To understand the issuing duplicate key and room change procedure.
3. To understand the techniques of handling overbooking and PMS software.
4. To understand the handling arrivals, departure, wedding and conferences.
5. To understand the role of computer in front office department and wakeup call procedure.

Unit	Course Contents	Hours
I	Bill Handover, Slotting&Deslotting, OTA's , Handling Third party Online Booking Portal's	7
II	Issuing Duplicate key, Room Move procedure	7
III	Handling Overbooking Situation, Property Management System	7
IV	Loyalty Program, features & its Importance, Handling Arrival & Departure Wedding & Conference	7
V	Front Office reports Manual & Computerize & Uses, Wake Up call handling,	7
	<b>Total</b>	<b>35</b>

**Course Outcome:**

1. Able to do handling billing handover procedure and third party billing
2. Able to follow the process of issuing duplicate key and room change procedure.
3. Able to apply techniques of handling overbooking and PMS software.
4. Able to handling arrivals, departure, wedding and conferences.
5. Able to use of computer in front office department and wakeup call procedure.

**HM 223 Digital Marketing-I C (L, T, P) = 2 (2, 0, 0)**

Unit	Course Contents	Marks	Hours
I	❖ Introduction to Digital Marketing The Virtual World The Changing Marketing World Web and the New Corporation E- Marketing Strength & Application E- Marketing Communication	20	5
II	❖ Online Marketing Mix E products- Creating Customer value in an online world Market Segmentation Consumer Segmentation Consumer online issues E pricing	20	5
III	❖ The online consumer The digital eco system Online Consumer Behavior Online consumer Visit Model of Web site visit Data Base Marketing	20	5
IV	❖ Customer Relationship Management Goal of CRM Benefits and Process of CRM CRM and Customer Life Cycle Electronic Customer relationship management	20	5
V	❖ Social Media Web 2.0 Social media Model by Mc Kinsey Marketing with Network Social Media Analysis Virtual Marketing	20	5
	<b>Total</b>		<b>25</b>

**Course Outcome**

1. Students will understand role of tourism industry
2. Students will understand importance of travel agency and modes of transport

3. Students will understand function of tourism department
4. Student will know foreign exchange

HM 219	French
Prerequisite	Completion of senior secondary course with basic IQ Level
Learning Objectives	The Objectives of the course are :
	To create an understanding regarding the topic
	To gain knowledge about the subject
	To have understanding about the technicalities involved
	Able to analyze different aspects of the course
Salient features	The students will be able to
	Able to conceptualize different points of the topic involved
	Able to get better understanding of the subject
	Can involve in analysis of the situation
Utility	The student will be able to gather knowledge for the practical life and profession
UNIT – I	<b><u>BASIC KNOWLEDGE OF FRENCH:</u></b>
	Les alphabets, Les Jours de La semaine , Les mois de l'année , Les nombres cardinaux & Les Salutations
UNIT – II	<b><u>VERBS CONJUGATIONS :</u></b>
	Conjugation: Verbs: I, Être, Avoir Exercise based on verbs conjugation
UNIT – III	<b><u>ELEMENTARY KNOWLEDGE OF GRAMMAR:</u></b>
	Sentences - affirmative, negative, interrogative, Singular and Plural, Masculine and Feminine,
UNIT – IV	<b><u>TRANSLATION: (FRENCH TO ENGLISH) :</u></b>
	Paragraph translations from French to English, Book referred: Cours de Langue et de Civilisation Françaises - I (Lesson; 1 to 5)
UNIT – V	<b><u>BASIC COMPREHENSION:</u></b>
	Comprehension, Answer the questions based on the text given.
List of Expt.	
Text Book	
Reference Books	<ul style="list-style-type: none"> <li>• Cours de Langue et de Civilisation Françaises -I</li> <li>• Apprenons le Français</li> <li>• Larousse compact Dictionary: French-English/English-French</li> </ul>
Mode of Evaluation	
Recommended by BOS on :	

Approved by Academic Council on :	
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HM-227

German Language I

Unit	Situation	Speech intention	Structure	Suggested activity
Unit 1	Students introduce themselves	<ul style="list-style-type: none"> <li>to greet</li> <li>to introduce oneself</li> <li>to enquire about name and age</li> <li>to count till 20</li> </ul>	<ul style="list-style-type: none"> <li>Verb - „heißen“, „sein“ (1st and 2nd Person)</li> <li>Interrogative pronoun-„Wer?“</li> <li>Sentence structure - Statement</li> </ul>	<ul style="list-style-type: none"> <li>introduce oneself as a fictitious character/ or as a celebrity</li> <li>connect numbers to make a drawing</li> <li>A game of Ludo</li> </ul>
Unit 2	Members of a family introduce themselves	<ul style="list-style-type: none"> <li>to introduce one's family</li> <li>to elicit information about a person and reproduce the same</li> <li>to report about a person</li> </ul>	<ul style="list-style-type: none"> <li>3rd Person singular</li> <li>Plural form of regular verbs in present tense</li> <li>Personal pronouns in the 3rd person</li> <li>Definite article (Singular and Plural)</li> <li>Possessive pronouns (1. and 2. person Singular -masculine and feminine)</li> </ul>	<ul style="list-style-type: none"> <li>Students interview each other and/or the teacher in class</li> <li>Students interview a celebrity (Role play)</li> <li>Family photographs as a speech stimulus</li> </ul>
Unit 3	Students talk about their siblings and ask the teacher about his/her	<ul style="list-style-type: none"> <li>to elicit and give information about the family</li> </ul>	<ul style="list-style-type: none"> <li>Accusative case (just basics)</li> <li>Verb - “haben”</li> <li>the formal Address (Sie)</li> </ul>	<ul style="list-style-type: none"> <li>Tambola</li> <li>to characterise celebrities with the help of pictures</li> </ul>

	family	<ul style="list-style-type: none"> <li>• to characterise a person</li> <li>• to count from 20 onwards</li> <li>• to give and elicit information about a persons age</li> <li>• to enquire about telephone numbers and give one's own</li> <li>• to interview an adult</li> </ul>	<ul style="list-style-type: none"> <li>• Sentence structure: Question (Interrogative structures – “W-Fragen” and Ja/Nein Fragen</li> </ul>	
Unit 4	An interview about the family	<ul style="list-style-type: none"> <li>• to ask peers about their family and answer their questions</li> <li>• to ask peers about their domicile and answer questions about the same</li> <li>• to localise a city in a country</li> </ul>	<ul style="list-style-type: none"> <li>• Personal pronouns in the 1st and 2nd person plural</li> <li>• regular verbs in present tense</li> <li>• Interrogative pronoun – “Wo”</li> <li>• Prepositions- “in” and “bei”</li> </ul>	<ul style="list-style-type: none"> <li>• find cities first on the Indian map and then on the maps of German speaking countries- Germany, Austria and Switzerland</li> <li>• identify global cities through their landmarks</li> </ul>

**Course Code: EM-201**

**Course Name: Employability Skills – II**

**LTPC: 0201Total Contact Hours: 25**

### **COURSE CONTENTS**



S.No .	Topic	Details	Contact Hrs
1	Communication	Role Play, Reading, Formal writing skills Listening, Interaction Process, Interpersonal Relationship	15
2	Attitude& Manners	Motivation, Team Building, Winning Strategy, CAN DO,	5
3	Preparation, presentation	Presentation skills, Preparation Skills,	4
4	Industry	Concept & Importance of SIP, Industrial Mentoring & Networking	1

**Paper: Consumer Affairs**  
**(For Undergraduate courses in any discipline as an elective)**

*Duration:3hrs.*

*MaxMarks:100*

*Total Lectures:24*

**Objective:** This paper seeks to familiarize the students with their rights and responsibilities as a consumer, the social framework of consumer rights and legal framework of protecting consumer rights. It also provides an understanding of the procedure of redress of consumer complaints, and the role of different agencies in establishing product and service standards. The student should be able to comprehend the business firms' interface with consumers and the consumer related regulatory and business environment.

*Unit 1:ConceptualFramework*

*5 Lectures*

**Consumer and Markets:** Concept of Consumer, Nature of markets: Liberalization and Globalization of markets with special reference to Indian Consumer Markets, E-Commerce with reference to Indian Market, Concept of Price in Retail and Wholesale, Maximum Retail Price (MRP), Fair Price, GST, labeling and packaging along with relevant laws, Legal Metrology.

**Experiencing and Voicing Dissatisfaction:** Consumer buying process, Consumer Satisfaction/dissatisfaction-Grievances-complaint, Consumer Complaining Behaviour: Alternatives available to Dissatisfied Consumers; Complaint Handling Process: ISO 10000 suite

**Unit 2: The Consumer Protection Law in India**

**5Lectures**

**Objectives and Basic Concepts:** Consumer rights and UN Guidelines on consumer protection, Consumer goods, defect in goods, spurious goods and services, service, deficiency in service, unfair trade practice, restrictive trade practice.

**Organizational set-up under the Consumer Protection Act:** Advisory Bodies: Consumer Protection Councils at the Central, State and District Levels; Adjudicatory Bodies: District

Forums, State Commissions, National Commission: Their Composition, Powers, and Jurisdiction (Pecuniary and Territorial), Role of Supreme Court under the CPA with important caselaw.

### **Unit 3: Grievance Redressal Mechanism under the Indian Consumer Protection Law    5 Lectures**

Who can file a complaint? Grounds of filing a complaint; Limitation period; Procedure for filing and hearing of a complaint; Disposal of cases, Relief/Remedy available; Temporary Injunction, Enforcement of order, Appeal, frivolous and vexatious complaints; Offences and penalties.

**Leading Cases decided under Consumer Protection law by Supreme Court/National Commission:** Medical Negligence; Banking; Insurance; Housing & Real Estate; Electricity and Telecom Services; Education; Defective Products; Unfair Trade Practices.

### *Unit 4: Role of Industry Regulators in Consumer Protection*

*5 Lectures*

- i. Banking: RBI and Banking Ombudsman
- ii. Insurance: IRDA and Insurance Ombudsman
- iii. Telecommunication: TRAI
- iv. Food Products: FSSAI
- v. Electricity Supply: Electricity Regulatory Commission
- vi. Real Estate Regulatory Authority

### *Unit 5: Contemporary Issues in Consumer Affairs*

*4 Lectures*

**Consumer Movement in India:** Evolution of Consumer Movement in India, Formation of consumer organizations and their role in consumer protection, Misleading Advertisements and sustainable consumption, National Consumer Helpline, Comparative Product testing, Sustainable consumption and energy ratings.

**Quality and Standardization:** Voluntary and Mandatory standards; Role of BIS, Indian Standards Mark (ISI), Ag-mark, Hallmarking, Licensing and Surveillance; Role of International Standards: ISO an Overview

#### **Suggested Readings:**

1. Khanna, Sri Ram, Savita Hanspal, Sheetal Kapoor, and H.K. Awasthi. (2007) *Consumer Affairs*, Universities Press.
2. Choudhary, Ram Naresh Prasad (2005). *Consumer Protection Law Provisions and*

*Procedure*, Deep and Deep Publications Pvt Ltd.

3. G. Ganesan and M. Sumathy. (2012). *Globalisation and Consumerism: Issues and Challenges*, Regal Publications
4. Suresh Misra and Sapna Chadah (2012). *Consumer Protection in India: Issues and Concerns*, IIPA, New Delhi
5. Rajyalaxmi Rao (2012), *Consumer is King*, Universal Law Publishing Company
6. Girimaji, Pushpa (2002). *Consumer Right for Everyone* Penguin Books.
7. E-books :- [www.consumereducation.in](http://www.consumereducation.in)
8. Empowering Consumers e-book,
9. ebook, [www.consumeraffairs.nic.in](http://www.consumeraffairs.nic.in)
10. *The Consumer Protection Act, 1986 and its later versions.* [www.bis.org](http://www.bis.org)

#### **Articles**

1. Misra Suresh, (Aug 2017) "Is the Indian Consumer Protected? One India One People.
2. Raman Mittal, Sonkar Sumit and Parineet Kaur (2016) Regulating Unfair Trade Practices: An Analysis of the Past and Present Indian Legislative Models, Journal of Consumer Policy.
3. Chakravarthy, S. (2014). MRTP Act metamorphoses into Competition Act. CUTS Institute for Regulation and Competition position paper. Available online at [www.cuts-international.org/doc01.doc](http://www.cuts-international.org/doc01.doc).
4. Kapoor Sheetal (2013) "Banking and the Consumer" Akademos (ISSN 2231-0584)
5. Bhatt K. N., Misra Suresh and Chadah Sapna (2010). *Consumer, Consumerism and Consumer Protection*, Abhijeet Publications.
6. Kapoor Sheetal (2010) "Advertising-An Essential Part of Consumer's Life-Its Legal and Ethical Aspects", *Consumer Protection and Trade Practices Journal*, October 2010.
7. Verma, D.P.S. (2002). *Regulating Misleading Advertisements, Legal Provisions and Institutional Framework*. Vikalpa. Vol. 26. No. 2. pp. 51-57.

Course Title – ADVANCE FOOD PRODUCTION	Course Code – HM202
Semester –IV	Core/elective : core
Teaching scheme in hrs(L:T:P:) 2:1:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 40 marks	SEE- 60 MARKS
Programmes – common for BHMCT	

### Pre requisites

Basic knowledge / 12<sup>th</sup> pass in any stream

### Course objectives

1. To provide the technical assistance to understand the cuisines of different countries.
2. To understand the latest technology in food industry.
3. To make the students capable to understand the culinary art at advance stage.
4. He/she will be capable of all menu planning and special events
5. He/she will be able to resolve all defects in kitchen operations
6. He/she will have knowledge of food storage and record keeping.
7. He/she will be able to control the cost of food.
8. He/she will be able to handle food wastage and to train the staff.

### Course content

HM 202

ADVANCE FOOD PRODUCTION

C (L, T, P) = 3 (3, 0, 0)

Unit	Course Contents	Marks	Hours
I	<b>Appetizers and Garnishes: -</b> <ul style="list-style-type: none"> <li>❖ Appetizers: - Definition, Classification, Standard accompaniments, Uses with menu examples</li> <li>❖ Garnishes: - Definition, Classical Garnishes and Historic importance, Uses with menu examples.</li> </ul>	20	5
II	<b>International Cuisine: -</b> <ul style="list-style-type: none"> <li>❖ Geographic location</li> <li>❖ Historical background</li> <li>❖ Staple food with regional influences</li> <li>❖ Specialties</li> <li>❖ Recipes</li> <li>❖ In Relation to the following cuisines: - France, Italy, Spain, Portugal, Germany, Middle eastern, Mexican, Arabic, Chinese etc.</li> </ul>	20	5
III	<b>Uses of Herbs and Wines in cookery: -</b> <ul style="list-style-type: none"> <li>❖ Difference between cooking wine and table wines</li> <li>❖ Ideal use of wine in cooking</li> <li>❖ Herbs and Spices: - Classification and ideal use of herbs and spices in cooking</li> </ul>	20	5
IV	<b>Icings and Meringues: -</b>		5

	<ul style="list-style-type: none"> <li>❖ Icings: - Types, Uses, Methods of Preparation, Recipes and Difference between icings and toppings</li> <li>❖ Meringues: - Definition, Types, Preparation methods, Factors affecting stability, Cooking of meringues</li> </ul>	20	
V	<b>Cakes and Gateaux: -</b> <ul style="list-style-type: none"> <li>❖ Definition</li> <li>❖ Types</li> <li>❖ Regional Specialties</li> <li>❖ Role of different ingredients used</li> <li>❖ Faults and remedies</li> <li>❖ Care and Precautions</li> </ul>	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

**Reference Books:-**

The creative art of garnishes by –  
 Complete Indian cook book by Mridula Badrekar  
 Le Repertoire de la cuisine by Louij Jaulmier

**Course outcomes:-**

1. This course will induce all the skills related to professional cooking also knowledge to maintain the quality of food in terms of flavor, texture, color etc
2. This course impart the skills and complete knowledge of personal hygiene, workplace sanitation and food hygiene
3. This course impart the skills to plan all kind of Menu, Recipe Methods And Photography of Foods.
4. This course to the will impart the skills of stock storage in fridge according to the principles of FIFO
5. This course imparts the knowledge and skills to keep record for reference.
6. This course will impart the skills required for resolving defects related to food preparations and servings.
7. This course imparts all the techniques and procedures required for standard buffet set up
8. This course will produce skills and comprehensive knowledge required to manage special and specific events.

Course Title: Food and Beverage Thematic Service	Course Code: 204
Semester: IV	Core/Elective: Core
Teaching Scheme in hrs (L:T:P): 2:0:0	Credits: 2 Credits
Types of Course: Lecture+ Assignment	Total Contact Hours: 25 Hours
Continuous Internal Evaluation: 40 Marks	SEE:60 Marks
Program me: Common for BHMCT/BHMTT	

**Pre –requisites:**

Basic Knowledge / 12<sup>th</sup> pass in any stream

**Course Objective:**

1. To understand different classification of spirits
2. To understand brands and service of spirits
3. To understand type of liqueurs
4. To understand layout of bar and operation of bar

5. To understand cocktail and mock tail
6. To understand Tobacco and their brands

#### Course Contents

HM 204  
2 (2, 0, 0)

#### FOOD & BEVERAGE THEMATIC SERVICE

C (L, T, P) =

Unit	Course Contents	Marks	Hours
I	<b>Spirits: -</b> <ul style="list-style-type: none"> <li>❖ Introduction &amp; types of distilled spirits (Gin, Rum, Whiskey, Vodka, Brandy, Tequila)</li> <li>❖ Brands of distilled spirits</li> <li>❖ Service of spirits</li> <li>❖ Introduction to other alcoholic beverages like – Absinthe, Grappa, Aquavit, Arrack, Fene</li> <li>❖ Production of Spirit • Pot-still method • Patent still method</li> </ul>	20	5
II	<b>Liqueurs: -</b> <ul style="list-style-type: none"> <li>❖ <b>Introduction</b> Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean &amp; Kernel) D. Popular Liqueurs (Name, colour, predominant flavour &amp; country of origin)</li> <li>❖ <b>Production and Storage</b></li> <li>❖ Service of Liqueurs T Service styles – neat/on-the-rocks/with cream</li> <li>❖ Service from the Bar</li> <li>❖ Service from Liqueur Trolley</li> </ul>	20	5
III	<b>Bar: -</b> <ul style="list-style-type: none"> <li>❖ Introduction, Types, Layout</li> <li>❖ Bar stock maintenance</li> <li>❖ Bar equipment</li> <li>❖ Bar frauds and control methods</li> <li>❖ Staffing</li> <li>❖ Bar planning, Bar menus</li> <li>❖ Costing in bar &amp; corkage</li> <li>❖ Bar accompaniments &amp; garnishes</li> <li>❖ Bar accessories &amp; disposables</li> </ul>	20	5
IV	<b>Cocktail: -</b> <ul style="list-style-type: none"> <li>❖ Introduction, History, Types &amp; Preparation</li> <li>❖ Recipes for classic cocktails</li> <li>❖ Cocktail Garnishes &amp; accessories.</li> <li>❖ Cocktail bar equipment</li> </ul>	20	5
V	<b>Mocktail</b> <ul style="list-style-type: none"> <li>❖ Classification of mocktail</li> <li>❖ Recipes for classic mock tails</li> <li>❖ Mock tail Garnishes &amp; accessories</li> <li>❖ Bar tending Skills</li> </ul>	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

#### Reference Books:-

F & B Ser. Training manual – Sudhir Androws  
Food & Beverage Ser. – Lillicrap & Cousins  
F & B Ser. – Vijay Dhawan  
Intro.to F & B Ser. – Brown, Heeper, Beegan

**Course Outcome**

1. It will make students understand about the sprits served in hotel industry
2. Students will understand bar layout and bar operation.
3. Students will understand preparation of cocktail and mock tail.
4. It will help the student to achieve knowledge about tobacco.

Course Title – Accommodation Operation-II	Course Code – HM206
Semester –IV	Core/elective : core
Teaching scheme in hrs(L;T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 40 marks	SEE- 60 MARKS
Programmes – common for BHMCT	

**Pre requisites**

Basic knowledge / 12<sup>th</sup> pass in any stream

**Course objectives**

1. To understand the fabrics.
2. To understand the fibers.
3. To understand the linen room
4. To understand the uniform room
5. To understand the tailor room.
6. To understand the uniform management room
7. To understand the uniform room layout.
8. To understand the laundry management.
9. To understand the stain removal procedure.

**Course content**

HM 206      ACCOMMODATION OPERATIONS -II		C (L, T, P) = 2 (2, 0, 0)	
Unit	Course Contents	Marks	Hours
I	<b>Fabrics &amp; Fibers: -</b> <ul style="list-style-type: none"> <li>❖ Classification</li> <li>❖ Characteristics of Fibers.</li> <li>❖ Fabric Construction (weaving, knitting, bonding etc.)</li> <li>❖ Types of Fabrics</li> <li>❖ Usages</li> <li>❖ Printing &amp; Finishes of Fabrics</li> </ul>	20	5

II	Budgeting for Housekeeping Expenses <ul style="list-style-type: none"> <li>❖ Introduction</li> <li>❖ Types of Budgets ,Categorized by Types of Expenditure</li> <li>❖ Categorized by Departments Involved</li> <li>❖ Categorized by Flexibility of Expenditure</li> <li>❖ Housekeeping Expenses</li> <li>❖ Operating Expenses (OPEX)</li> <li>❖ Capital Expenses (CAPEX)</li> <li>❖ Budget-planning Process</li> <li>❖ Forecasted Room Sales</li> </ul>	20	5
III	Cost per Occupied Room <ul style="list-style-type: none"> <li>❖ Budgeting Capital Expenses</li> <li>❖ Income Statement of the Rooms Division</li> <li>❖ Controlling Expenses</li> <li>❖ Controlling Operating Expenses</li> <li>❖ Cost Control in Specific Areas</li> </ul>	20	5
IV	<b>Uniform: -</b> <ul style="list-style-type: none"> <li>❖ Management of uniform</li> <li>❖ Making Monogram</li> <li>❖ Issuing Procedure</li> <li>❖ Production of uniform and factors</li> <li>❖ Uniform room layout</li> </ul>	20	5
V	<b>Laundry Management: -</b> <ul style="list-style-type: none"> <li>❖ Lay out</li> <li>❖ Flow Process</li> <li>❖ Equipments (Washing Machine, Hydro-Extractor, Tumbler)</li> <li>❖ Laundry <b>Agents and Reagents</b></li> </ul>	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

**Reference Books:-**

Hotel Housekeeping – Sudhir Andrews, Tata Mc Graw Hill  
 The Professional Housekeeper Tucker – Schneider, VNR  
 Professional Mgt. of Housekeeping Operations – Martin Jones, Wiley  
 Housekeeping Mgt. for Hotels – Rosemary Hurst, Heineman  
 Hotel, Hostel & Hospital House Keeping – Joan C. Branson & Margaret Lennox, ELBS

**Course outcomes:-**

- 1. Students will learn classification & types of fabrics**
- 2. Students will learn uniform/ linen/ tailor room layout.**
- 3. Students will learn the functioning of linen room.**
- 4. Students will learn the issuing procedure.**
- 5. It will give a vast knowledge of internal function of housekeeping**



Semester: IV SEM	Core/Elective: Core
Teaching Scheme in hrs (L:T:P): 2:0:0	Credits: 2 Credits
Types of Course: Lecture+ Assignment	Total Contact Hours: 25 Hours
Continuous Internal Evaluation: 40 Marks	SEE:60 Marks
Program me: Common for BHMCT /BHMTT	

**Pre –requisites:**

Basis Knowledge / 12<sup>th</sup> pass in any stream

**Course Objective:**

1. To understand the role of food and beverage control department in hotel industry
2. To understand the importance of methodology of food and beverage control
3. To understand cost and sale concepts in food and beverage operation
4. To understand budgetary control
5. To understand budgetary control process.
6. To understand how to make departmental budget

**Course Contents:**

**HM 214**

**TOTAL QUALITY MANAGEMENT**

**C (L, T, P) = 2 (2, 0, 0)**

Unit	Course Contents	Marks	Hours
<b>I</b>	Cost and Sales Concept  • Introduction • Cost Concepts • Sales Concepts • Cost to Sales Ratio: Cost Percent	20	5
<b>II</b>	I. <b>Cost and Costing</b> II. Elements of Cost: a. (i) Food Cost. b. (ii) Labor Cost. c. (iii) Over Heads. III. Break Even Point. IV. Control Process V. • Introduction VI. • Control VII. • The Control Process VIII. • Control Systems IX. • Cost Benefit Ratio a.	20	5
<b>III</b>	• FOOD CONTROL CYCLE A. Purchasing Control B. Aims of Purchasing Policy C. Job Description of Purchase Manager/Personnel D. Types of Food Purchase E. Quality Purchasing F. Food Quality Factors for different commodities G. Definition of Yield H. Tests to arrive at standard yield I. Definition of Standard Purchase Specification J. Advantages of Standard Yield and Standard Purchase Specification K. Purchasing Procedure L. Different Methods of Food Purchasing M. Sources of Supply N. Purchasing by Contract O. Periodical Purchasing P. Open Market Purchasing Q. Standing Order Purchasing R. Centralised Purchasing S. Methods of Purchasing in Hotels T. Purchase Order Forms U. Ordering Cost V. Carrying Cost W. Economic Order Quantity X. Practical Problems	20	5
<b>IV</b>	Menu Engineering & Analysis	20	5

	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Menu Engineering</li> <li>• Menu Analysis</li> </ul>		
V	<b>Budgetary Control: -</b> <ul style="list-style-type: none"> <li>❖ Budgetary Control Process</li> <li>❖ Stages in the preparation &amp; budgets</li> <li>❖ Budgeting ..... F &amp; B Operation</li> </ul>	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

**Reference Books:-**

Food and Beverage – Mgt. and cost control By: Dr. Jagmohan Negi

Financial & Cost Control Techniques in Hotel & Catering Industry By: Dr. Jagmohan Negi, Gaurav Manohar

Food and Beverages Mgt. By: Bernard Davis and Sally Stone

Food and Beverage Control By: Richard Kotas& Bernard Devis

Principles of food, beverage and labour cost control By: Paul R. Dittmer

**Course Outcome**

- Students will understand role of food and beverage control department.
- Students will understand importance of food and beverage control
- Students will understand methodology use in food and beverage control.
- Student will know different types cost and their analyses.
- Students will understand different type of budget and budgetary control

**HM 208 Front office operation -II**

Unit	Course Contents		Hours
I	<b>Property management System: -</b> <ul style="list-style-type: none"> <li>❖ Basic of computer</li> <li>❖ PMS, Types of PMS, Importance of PMS, Limitation</li> <li>❖ Role of PMS at Reception, Cashier, Concierge</li> <li>❖ Role of PMS at bell Desk</li> <li>❖ Role of PMS at Telephones</li> <li>❖ Role of PMS in Reservation</li> <li>❖ Role of PMS in Night Audit</li> </ul>	20	5
II	<b>Credit control: -</b> <ul style="list-style-type: none"> <li>❖ Importance of Credit Control</li> <li>❖ Function of Credit Control</li> <li>❖ Meaning of Credit Control, Objective, why its Necessary Hotel credit Policy</li> <li>❖ Credit Control Measure during Guest Cycle</li> <li>❖ Credit control measures at check-in, during occupancy &amp; check-out</li> </ul>	20	5
III	<b>F.O. security function &amp; Crisis Mgt.: -</b> <ul style="list-style-type: none"> <li>❖ Check in – use of metal detector, Scanty Baggage handling</li> <li>❖ Key Control – Electronic Lock System, Grand Master / Master key, use of keycard</li> <li>❖ Guest &amp; staff movement &amp; access control</li> <li>❖ Fire, Sabotage,</li> <li>❖ VIP's security problems,</li> <li>❖ Drunken Guest</li> <li>❖ Bomb threat</li> <li>❖ typical guest situation –death</li> </ul>	20	5
IV	<b>F.O. Statistics Report: -</b> <ul style="list-style-type: none"> <li>❖ Flash report, occupancy report, Total, Revenue report, Housekeeping discrepancy report, forecast report, future budgeting, Revenue Budgeting, Cost Budgeting, Arrival report, Departure report, Nationality report, Housekeeper Report, Meal Plan report, Miscellaneous Report, City</li> </ul>	20	5

	ledger Report, Cash Report, Credit Card settlement report, No show report, Rate variance report, Airport Pick Up & drop report, Guest In House Report, M.I.S reports, Room Move report, Emergency Report, room Status report		
<b>V</b>	<b>Back-office operations: -</b> <ul style="list-style-type: none"> <li>❖ Various enquiries and reports,</li> <li>❖ Account payable,</li> <li>❖ A/c receivable credit controlling,</li> <li>❖ High balance report, Credit Limit</li> <li>❖ City leader, M.I.S , Front office records, C-Form, Guest profiling,</li> <li>❖ Arrival &amp; Departure Register,</li> </ul>	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

#### Course outcomes:-

1. Students will learn the basics of commuters'
2. Students will learn the reservation & registration.
3. Students will understand the credit control masseur.
4. Students will understand the importance of front office in security.
5. Students will VIP's handling procedure.
6. Students will understand the statistics reports of front office.

Course Title – Management techniques -II	Course Code – HM210
Semester –IV	Core/elective : core
Teaching scheme in hrs(L:T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 40 marks	SEE- 60 MARKS
Programmes – common for BHMCT/BSCH&HA	

#### Pre requisites

Basic knowledge / 12<sup>th</sup> pass in any stream

#### Course objectives

- 1 To facilitate students' understanding of their own managerial skills.
- 2 To improve communication skills.
- 3 Have a lot of fun while learning a lot of stuff!
- 4 To explain the basic concepts, principles, and processes of management.
- 5 To expose students to the evaluation of management thought.
- 6 To explore organizational culture
- 7 To use management thought to develop a better understanding of the ways in which gender, race, class, culture and other contextual differences play out among people in the workplace.

#### Course content

##### MANAGEMENT TECHNIQUES-II

Unit	Course Contents	Hours	MARKS
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			20
I	<b>Management concept &amp; significance: -</b> <ul style="list-style-type: none"> <li>❖ Meaning &amp; definition of management</li> <li>❖ Levels of management</li> <li>❖ Management and Administration</li> <li>❖ Characteristics of Management</li> <li>❖ Decision Making.</li> </ul>	5	
II	<b>Organising</b> <ul style="list-style-type: none"> <li>❖ Nature of Organising,</li> <li>❖ Formal and Informal Organisation,</li> <li>❖ Organization Levels and the Span of Management.</li> <li>❖ Structure and Process of Organisation.</li> <li>❖ Principles of Organising,</li> <li>❖ Line and Staff Authority.</li> <li>❖ Empowerment,</li> <li>❖ Decentralization of Authority,</li> <li>❖ Delegation of Authority,</li> <li>❖ Organization Charts.</li> </ul>	5	
III	<b>Planning</b> <ul style="list-style-type: none"> <li>❖ Types of Plans: Missions or Purpose,</li> <li>❖ Objective or Goals, Strategies, Policies, Procedure,</li> <li>❖ Rules Programmes, and Budgets.</li> <li>❖ <a href="#">Steps in Planning, Objectives</a></li> <li>❖ <a href="#">Management by Objectives.</a></li> <li>❖ Strategies, Policies and Planning Premises,</li> <li>❖ Presuming and Forecasting,</li> <li>❖ Decision Making.</li> </ul>	5	
IV	<b>Staffing</b> <ul style="list-style-type: none"> <li>❖ Definition of Staffing,</li> <li>❖ an overview of Staffing Function,</li> <li>❖ The System Approach to Human Resource Management,</li> <li>❖ Recruitment,</li> <li>❖ Selection,</li> <li>❖ Promotion,</li> <li>❖ Performance Appraisal,</li> </ul>	5	
V	<b>Decision making: -</b> <ul style="list-style-type: none"> <li>❖ Meaning , Nature &amp; Definition</li> <li>❖ Importance of Decision making</li> <li>❖ Process &amp; Classification</li> </ul>	5	
	<b>Total</b>	<b>25</b>	<b>100</b>

**Reference Books:-**

Mgt. By: Stoner & Wanicet

Organization Behaviour By: K. Aswattappa

Essentials of Organization Behaviour By: Stephons Robbins

Principles of Mgt. By: L.M. Prasad

Mgt. By: Storen & Freeman

**Course outcomes:-**

1. To provide an understanding of basic management concepts, principles, and practices.
2. To develop strategic planning and decision-making strategies in an organization.

3. To summarize the concept and complete the process of organizing.
4. To develop an understanding of staffing, leadership, and motivation in an organization.
5. To predict the dynamics of controlling and its emerging issues in management.

Course Title – Management concept and organization behavior	Course Code – HM212
Semester –IV	Core/elective : core
Teaching scheme in hrs(L:T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 40 marks	SEE- 60 MARKS
Programmes – common for BHMCT/B.SC H&HA	

#### Pre requisites

Basic knowledge / 12<sup>th</sup> pass in any stream

#### Course objective

- To gain a solid understanding of human behavior in the workplace from an individual, group, and organizational perspective.
- To obtain frameworks and tools to effectively analyze and approach various organizational situations.
- To integrate course materials with your own workplace experiences.
- To reflect upon your own beliefs, assumptions, and behaviors with respect to how individuals, groups, and organizations act in order to expand your options of approaches and increase your own effectiveness

#### Course content

#### MANAGEMENT CONCEPTS AND ORGANIZATIONAL BEHAVIOUR

Unit	Course Contents	Hours	Marks 20
I	<b>Application of Management: -</b> <ul style="list-style-type: none"> <li>❖ Defining planning, Organizing Staffing, Coordination &amp; Controlling</li> <li>❖ Practical approaches in hospitality industry</li> </ul> <b>Organization –</b> <ul style="list-style-type: none"> <li>❖ Meaning and Definition</li> <li>❖ Types of organizations.</li> <li>❖ Organizational Structures.</li> </ul>	5	
II	<b>Environmental Scanning:</b> <ul style="list-style-type: none"> <li>❖ Component of environmental scanning-SWOT analysis,</li> <li>❖ Scanning of Socio economic, Technological, Political environment, Techniques for environmental analysis.</li> <li>❖ Industry analysis: Porter's approach,</li> <li>❖ Environmental threat &amp; opportunity profile</li> </ul>	5	
III	<b>Group Dynamics:</b> Transactional Analysis, <ul style="list-style-type: none"> <li>❖ Group Dynamics: Concept, Definition, Stages of Group Development,</li> <li>❖ Group Cohesiveness, Types of Groups, Group Decision Making,</li> </ul>	5	
IV	<b>Conflict and Stress Management:</b> <ul style="list-style-type: none"> <li>❖ Conflict: Concept, Sources, Types of Conflict, approaches to conflict,</li> <li>❖ Levels of conflict: Intra, Individual, Interpersonal, and Intergroup,</li> <li>❖ Conflict management techniques.</li> </ul>	5	

	<ul style="list-style-type: none"> <li>❖ Stress: Understanding Stress Management and Its Consequences,</li> <li>❖ Causes of Stress,</li> <li>❖ Managing Stress</li> </ul>		
V	<b>Organizational Power, Culture and Change:</b> <ul style="list-style-type: none"> <li>❖ Power: Concept, Sources of Power, Distinction between Power, Authority and Influence, Approaches to Power.</li> <li>❖ Organization Culture: Concept, Characteristics &amp; Importance of Culture.</li> </ul> Organizational Change: Concept, process and managing change	5	
	<b>Total</b>	<b>25</b>	<b>100</b>

**Reference Books:-**

Principles & Practices of Mgt. in the Hospitality Industry By: James R. Keise

Mgt. of organizational behaviour By: Paul Hersy&Mennerh Blanchard

Mgt. a Global perspective By: Helnz, Wlihrich& Harold Koonty

The Managers handbook By: Arther Young

**Course outcome**

On successful completion of this program you will be able to:

1. Critically analyse, evaluate and apply organisationalbehaviour theories, practices and issues to formulate appropriate strategies and solutions in diverse business contexts
2. Integrate relevant theories, evidence from research and business data to analyse the impact of organisationalbehaviour issues on strategic business decision making and organisational effectiveness
3. Effectively communicate concepts and arguments in a logical and coherent manner and work collaboratively with others in analysing problems and identifying solutions in the workplace

**HM 252 LAB. –ADV. FOOD PRODUCTION**

**C (L, T, P) = 3 (0, 0,**

**6)**

**Course objective:**

1. To understand the preparation three course menu of French, Italian, Spain, Portugal, Germany.
2. To understand the Preparation of three course menu of Middle eastern, Mexican, Arabic, Chinese
3. To understand the preparation of cakes and Gateaux.
4. To understand the Handling different types of Icing and preparation.
5. To understand the techniques of vegetable and fruit carving.

Unit	Course Contents	Hours
I	Three Cors. menu of International Cuisine (France, Italy, Spain, Portugal, Germany)	10
II	Three Cors. menu of International Cuisine (Middle eastern, Mexican, Arabic, Chinese etc.)	10
III	Making of Cakes and Gateaux	10
IV	Different Icings and Meringues, Calculation of Nutritive value of recipes	10
V	Carving –fruits and vegetable	10
	<b>Total</b>	<b>50</b>

**Course Outcome:**

1. Able to Prepare three course menu of French, Italian, Spain, Portugal, Germany.
2. Able to prepare three course menu of Middle eastern, Mexican, Arabic, Chinese
3. Able to prepare of cakes and Gateaux.
4. Able to prepare and handling different types of Icing and preparation.
5. Able to do vegetable and fruit carving.

**Reference Books:-**

1. The creative art of garnishes by –
2. Complete Indian cook book by Mridula Badrekar
3. Le Repertoire de la cuisine by Louis Jaulmier

**HM 254 LAB F&B THEMATIC SERVICE****(L, T, P) = 2 (0, 0, 3)****Course objective:**

1. To understand the Service of Spirits
2. To understand the Service of Gin.
3. To understand the service of Cocktail & Mocktail.
4. To understand the service in Dispense Bar.
5. To understand the Service of Tobacco & Cigar

Unit	Course Contents	Hours
<b>I</b>	Service of Spirits Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum	7
<b>II</b>	Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila	7
<b>III</b>	Cocktail & Mocktail preparation	7
<b>IV</b>	Dispense Bar – Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposable	7
<b>V</b>	Service of tobacco & Cigar	7
	<b>Total</b>	<b>35</b>

**Course objective:**

1. Able to serve Spirits
2. Able to Gin.
3. Able to serve Cocktail & Mock tail.
4. Able to do service in Dispense Bar.
5. Able to serve Tobacco & Cigar

**Reference Books:-**

1. F&B Ser. training manual – Sudhir Andrews
2. F&B Ser. – Lillicrop & Cousins
3. F&B Ser. Mgt. – Brian Vergheese
4. Beverage Mgt. – Michael Cottman
5. F&B Ser. – Vijay Dhawan

**HM 256****LAB– ACCOMMODATION OPERATION-II****C (L, T, P) = 1 (0, 0, 2)**

**Course objective:**

1. To understand the activities in linen room and procedure of exchange
2. To understand the advance cleaning of Public Area Articles .
3. To understand the exchange procedure of Room and restaurant linen.
4. To understand the how to calculate par stock.
5. To practicing bed Making procedure.

**HM 256****PRA. – ACCOMMODATION OPERATION-II C (L, T, P) = 1 (0, 0, 2)**

Unit	Course Contents	Hours
<b>I</b>	Revision of practical of <b>II and III</b> Semester , Furniture Care and Maintenance	5
<b>II</b>	Set up of Rooms , Lobby, Restaurant , BAR , And other sub section of Hotel	5
<b>III</b>	Uniform room procedure and Pest Control Procedures	5
<b>IV</b>	Handling of Laundry Equipments	5
<b>V</b>	Handling of floor and its furnishing in the hotel.	5
	<b>Total</b>	<b>25</b>

**Course outcome:**

1. Able to do activities in linen room and procedure of exchange
2. Able to do advance cleaning of Public Area Articles .
3. Able to do exchange procedure of Room and restaurant linen.
4. Able to calculate par stock.
5. Practicing bed Making procedure.

**Reference Books:-**

Hotel Housekeeping – Sudhir Andrews, Tata Mc Graw Hill  
 The Professional Housekeeper Tucker – Schneider, VNR  
 Professional Mgt. of Housekeeping Operations – Martin Jones, Wiley  
 Housekeeping Mgt. for Hotels – Rosemary Hurst, Heineman  
 Hotel, Hostel & Hospital House Keeping – Joan C. Branson & Margaret Lennox, ELBS

**HM 258****LAB – Front office operation -II C (L, T, P) = 2 (0, 0, 3)****Course objective:**

1. To understand the activities involve in doctors on call, & lost & Found Protocole.
2. To understand the handling of threats call of bomb, fire handling situation
3. To understand the room blocking and medical emergency situation.
4. To understand handling complaints of guest.
5. To understand the handling of drunken guest and theft.

Unit	Course Contents	Hours
<b>I</b>	Doctor On Call Procedure, Lost & Found handling Procedure	7
<b>II</b>	Handling Bomb Threat Call & Fire handling, Evocation, ERT , QRT & Guest Assembly Area	7
<b>III</b>	Room Blocking, Handling Medical Emergency,	7
<b>IV</b>	Role Play Handling Complaints, Situation handling,	7
<b>V</b>	Role Plays Handling Drunken Guest, Handling Theft	7
	<b>Total</b>	<b>35</b>

**Course Outcome:**

1. Able to do activities involve in doctors on call, & lost & Found Protocole.
2. Able to handle of threats call of bomb, fire handling situation
3. Able to do activities involve in room blocking and medical emergency situation.
4. Able to handle complaints of guest.
5. Able to handle drunken guest and theft Situation.

**Reference Books:-**



Principle of Hotel F.O. Operation By: Sue Baker  
 Managing F.O. Operation By: Michael L. Kasvana, Published by Education Institute AHXNA  
 F.O. Procedures, Social Skills & Mgt. By: Peter Abort  
 ProfessionalHotelMgt. concept principles By: Dr. Jagmohan Negi, Published by S. Chand  
 Hotel F.O. Mgt. By: James Bardi  
 F.O. Training manual By: Sudhir Andrews

HM 222	French
Prerequisite	Completion of senior secondary course with basic IQ Level
Learning Objectives	The Objectives of the course are :
	To create an understanding regarding the topic
	To gain knowledge about the subject
	To have understanding about the technicalities involved
	Able to analyze different aspects of the course
Salient features	The students will be able to
	Able to conceptualize different points of the topic involved
	Able to get better understanding of the subject
	Can involve in analysis of the situation
Utility	The student will be able to gather knowledge for the practical life and profession
UNIT – I	<b><u>BASIC KNOWLEDGE OF FRENCH:</u></b>
	Les nombres ordinaux, Les couleurs , Les professions, Les legumes et Les fruits
UNIT – II	<b><u>VERBS CONJUGATIONS :</u></b>
	Conjugation: Verbs: II & IIIrd Exercise based on verbs conjugation
UNIT – III	<b><u>BASIC KNOWLEDGE OF FRENCH:</u></b>
	Le Corps, La tête, L'heure, Les saisons, L'hôtel, Le restaurant Et La Maison
UNIT – IV	<b><u>TRANSLATION: (FRENCH TO ENGLISH) :</u></b>
	Paragraph translations from French to English, Book referred: Cours de Langue et de Civilisation Françaises - I (Lesson: 6 to 10)
UNIT – V	<b><u>ADVANCE COMPREHENSION:</u></b>
	Comprehension, Answer the questions based on the text given.
List of Expt.	
Text Book	
Reference Books	<ul style="list-style-type: none"> <li>• Cours de Langue et de Civilisation Françaises –I</li> <li>• Apprenons le Français</li> <li>• Larousse compact Dictionary: French-English/English-French</li> </ul>
Mode of Evaluation	
Recommended by BOS on :	

Approved by  
Academic  
Council on :

HM-226

German Language II

Unit	Situation	Speech intention	Structure	Suggested activity
Unit 1	At home	<ul style="list-style-type: none"> <li>to name the rooms in a home</li> <li>enquire about the rooms and describe the same</li> <li>ask about objects at home and answer the questions-negative answer also possible</li> </ul>	<ul style="list-style-type: none"> <li>Nouns</li> <li>definite and indefinite Articles-masculine, feminine and neutrum</li> <li>Demonstrative pronoun - "Das ist..."</li> <li>Interrogative sentence "Was ist..."</li> <li>Negation - "nicht" and "kein"</li> </ul>	<ul style="list-style-type: none"> <li>show a film sequence and ask students to describe a house shown in the film</li> <li>name objects in the classroom</li> </ul>
Unit 2	A visit to the neighbours	<ul style="list-style-type: none"> <li>to ask about the wellbeing of a person and answer questions about the same</li> <li>offer something to guests, acceptance or refusal by the guest</li> <li>to express a wish or preference</li> </ul>	<ul style="list-style-type: none"> <li>"möchte" as a single verb</li> <li>the idiom "Wie geht's"</li> <li>Personal Pronouns - "mir, dir, Ihnen"</li> </ul>	<ul style="list-style-type: none"> <li>„Tante kommt zu Besuch“- A visit from an aunt - Roleplay</li> <li>Split the class into hosts and guests. Hosts offer their tiffin to the guests and the guests can accept or refuse</li> </ul>

Unit 3	Pets	<ul style="list-style-type: none"> <li>• to enquire whether peers have pets</li> <li>• to say, whether one has pets</li> <li>• to say, whether one likes pets or not</li> <li>• to say, what animals eat</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced forms of haben</li> <li>• Accusative case</li> <li>• Negation - “kein”</li> <li>• to introduce the verb “mögen”</li> </ul>	<ul style="list-style-type: none"> <li>• Memory game with Indian animals</li> <li>• prepare a collage of animals or pets</li> </ul>
Unit 4	A visit from the neighbours	<ul style="list-style-type: none"> <li>• to ask about one’s place of origin and answers questions about the same</li> <li>• to ask about knowledge of foreign languages and answer questions about the same</li> <li>• say, which language is spoken in a particular country</li> </ul>	<ul style="list-style-type: none"> <li>• Verb “sprechen” in the present tense</li> <li>• the impersonal structure-“man”</li> <li>• Sentence structure with subject as apposition</li> <li>• interrogative pronoun- “Woher”</li> <li>• Preposition - “aus”</li> </ul>	<ul style="list-style-type: none"> <li>• to match Indian languages with Indian names</li> <li>• to speak about the languages they know</li> </ul>

### **BOOKS**

PREScribed BOOK : WIR 1 (Textbook and Workbook - Module 1 & 2)

SUGGESTED REFERENCES : PINGPONG NEU 1  
WIR LIVE (DVD)

**Course Code : EM-202**

**Course Name : Employability Skills – III**

**LTPC : 0201 Total Contact Hours : 25**

**COURSE CONTENTS**

S.No.	Topic	Details	Contact Hrs
1	Communication	Negotiation & Reasoning, Interaction Process, Interpersonal Relationship	5
2	Quantitative	Number System, Ratio & Proportion, Partnership, Percentage, Profit & Loss	5
3	Reasoning,	Analytical Reasoning, Coding & Decoding, Series	5
4	Motivation	Mission, Vision, Goal, Motivation & Types of Motivation Self Esteem, Winning strategies,	5
5	Preparation, presentation	Self Esteem, Preparation of CV, Writing Application, Placement Mantra	5

Course Title – food production regional	Course Code – HM302
Semester –V	Core/elective : core
Teaching scheme in hrs(L:T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 40 marks	SEE- 60 MARKS
Programmes – common for BHMCT/BSCH&HA	

**Pre requisites**

Basic knowledge / 12<sup>th</sup> pass in any stream

**Course objectives :** The objective of the course is to make familiar with the European cuisine by considering the regional influence factors like , climate, religious belief, cultivation

- To understand the menu dishes of different cuisine name as French, Italian, and Germany.
- To understand standardization of recipes and operation with significance and process technique.
- To understand meat ,game and pork cookery and learn about the handling technique with menu example.
- To understand rechauf & invalid Cookery
- To understand in depth about the role of convince food in kitchen operation

**Course content**

S.No.	CONTENT	HOURS
1.	<b>European cuisine</b> <b>Introduction to influences of cultures on regions, special features with</b>	5

	<p>respect to ingredients, methods, presentation styles in the following countries</p> <p>French, Italy and Germany. Special ingredients, equipment, tools, preparation and technology involved,</p> <p>Pasta &amp; rice, types and sauces</p> <p>Planning Designing menu for Cruise Lines</p> <p>Important points to design the menu.</p> <p>Breads : Introduction to International classical breads</p> <p>Role of Key regional ingredients.</p> <p>Bread Improvers uses and types etc.</p>	
2.	<p><b>STANDARDISATION PROCESS</b></p> <p>Standardizations: The method of Standardization – Standard Yield, Yield testing,</p> <p>Standard Purchase Specification and its objectives,</p> <p>Standard Recipe – Compilation of Standard Recipe</p> <p>Introduction, Food Production Control:</p> <p>Production controls- Aims, Forecasting- initial/final, fixing standards, standard yield definition, objectives, yield cooking loss, butcher yield test, how to make a standardized recipe, uses, standardization cost, calculation of food cost,</p> <p>Method of food control.</p> <p>Important cooking terms used in Kitchen.</p>	5
3.	<p><b>MEAT, GAME COOKERY &amp; PORK &amp; PORK PRODUCT</b></p> <ul style="list-style-type: none"> <li>• Beef- Classification, selection, storage, cuts &amp; uses</li> <li>• Veal- Classification, selection, storage, cuts &amp; uses Feathered</li> <li>• Game-classification, selection, storage, cuts &amp; uses</li> <li>• Introduction to pork and pork product-smoking, curing, casing, packing, brining,</li> <li>• Cooking Techniques and handling Procedures to cook big meat joints.</li> <li>•</li> </ul>	5
4.	<p><b>RECHAUFE &amp; INVALID COOKERY</b></p> <p>Rechaufe cookery,</p> <p>Principles of reheating,</p> <p>Precautions to be taken.</p> <p>Rechauffing of left over foods,</p> <p>Identification of foods for recycling.</p> <p>Important points in storage of meat for recycling.</p> <p>Invalid cookery: Planning of diet for the obese, malnutrition, pregnant women, heart patients, diabetes hypertension.</p> <p><b><u>Sandwiches:</u></b></p> <p>Sandwiches Definition, Types, Parts, Types of Bread.</p> <p>Used different fillings and their classification</p> <p>Spreads and garnishes</p> <p>Making and storing of sandwiches.</p>	5

5.	<p><b>FAST FOOD AND CONVINENCE FOOD</b>  American/Mexican food, fast food, evolution, franchising, growth of multinationals, Brand names, Chains, Fast food menus, products, processing and storage. Indian fast food-Snacks and breakfasts. Convenience foods-Uses, handling, types shelf life and brand names. Role of convenience food in fast food operations. Advantage and disadvantage of convenience food.</p> <p><b>NON EDIBLE DISPLAYS</b>  A. Ice carvings  B. Tallow sculpture  C. Fruit &amp; vegetable Displays  D. Salt dough  E. Pastillage  F. Jelly Logo  G. Thermacol work</p>	5
	<b>TOTAL</b>	<b>25</b>

Course Outcome : After successfully complete the course of the course students will be

- Able prepared the European cuisine for some of the menu dishes.
- Able to use the techniques of the standardization of the recipe card and application of this technique.
- Able to prepared the some meat preparation with menu dishes
- Able to apply rchuffle and invalid for cuisine dishes and unhealthy people.
- Able to used the confidence food and prepared the non edible display in and from kitchen operation

## REFERENCES

1. Professional Chef, The Culinary Institute of America Published By John Wiley & Sons Inc
2. Professional Baking 4th Edition By Wayne Gisslen: John Wiley & Sons Inc
3. The Professional Chef ( 4th Edition) By Le Rol A.Polsom
4. Practical Cookery By Kinton & Cessarani
5. Theory of Catering By Kinton & Cessarani
6. Pactical Professional Cookery By Kauffman & Cracknell (With Effect From Session 2008-2009) 74
7. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
8. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- 9.Theory of cookery by Krishna Arora.

Course Title: Advance Food and Beverage service	Course Code: hm 303
Semester: V	Core/Elective: Core
Teaching Scheme in hrs (L:T:P): 2:0:0	Credits: 2 Credits
Types of Course: Lecture+ Assignment	Total Contact Hours 25 Hours
Continuous Internal Evaluation: 40 Marks	SEE:60 Marks
Programme: Common for BHMCT/BHMTT	

**Pre –requisites:**

Basis Knowledge / 12<sup>th</sup> pass in any stream

**Course Objective:**

1. To understand restaurant operation through planning, set –up-of restaurant and thumb rules
2. To understand other catering establishment like hospital,railway,airline,industrial catering
3. To understand banquet operations.
4. To understand importance of guerdon (flambé service)
5. To understand cheese with their brands and classification

**Course Contents**

HM 303		ADV. FOOD & BEVERAGE SERVICE		C (L, T, P) = 2 (2, 0, 0)	
Unit	Course Contents	Marks	Hours		
I	PLANNING & OPERATING VARIOUS F&B OUTLET	20	5		
	❖ A. Physical layout of functional and ancillary areas				
	❖ B. Objective of a good layout				
	❖ C. Steps in planning				
	❖ D. Factors to be considered while planning				
	❖ E. Calculating space requirement				
	❖ F. Various set ups for seating				
	❖ G. Planning staff requirement				
	❖ H. Menu planning				
	❖ I. Constraints of menu planning				
	❖ J. Selecting and planning of heavy duty and light equipment				
	❖ K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.				
	❖ L. Suppliers & manufacturers				
	❖ M. Approximate cost				
	❖ N. Planning Décor, furnishing fixture etc.				
II	❖ KITCHEN STEWARDING A. Importance B. Opportunities in kitchen stewarding C. Record maintaining D. Machine used for cleaning and polishing E. Inventory	20	5		
III	Banquets: -	20	5		
	❖ Introduction				
	❖ Types, Space requirement				
	❖ Sitting arrangement, Types				
	❖ Banquet Management				
	❖ BANQUET PROTOCOL • Space Area requirement • Table plans/arrangement • Misc-en-place • Service • Toast & Toast procedures				
	❖ BUFFETS A. Introduction B. Factors to plan buffets C. Area requirement D. Planning and organization E. Sequence of food F. Menu planning G. Types of Buffet H. Display I. Sit down J. Fork,				

	Finger, Cold Buffet K. Breakfast Buffets L. Equipment M. Supplies N. Check lis		
IV	<b>Cheese: -</b> ❖ Introduction – Types ❖ Production – Brands ❖ Storage & Service	20	5
V	<b>Gueridon Service</b> ❖ Introduction ❖ Types ❖ Flambe Dishes and Service ❖ Factor to create impulse, Buying – Trolley, open kitchen ❖ Gueridon equipment ,Gueridon ingredients ❖ Food & Beverage Terminology	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

**Reference Book:** The Power of Positive Thinking: Norman Vincent Peale  
Motivation: Theory, Research, and Applications: L. Petri, John M. Govern  
Performance Management: Robert Bacal  
Transformational Leadership: Gary Vurnum  
Goals and Objectives: Gary Vurnum

#### Course Outcome

1. Students will understand Factors affecting operation of restaurant
2. Students will understand the different catering establishment .
3. It will be helpful to know the banquet operations
4. Students will understand the importance gueridoen service (flambé service).

Student will know the identify and service of cheese

Course Title – ADVANCE HOUSEKEEPING	Course Code – HM305
Semester –V	Core/elective : core
Teaching scheme in hrs(L:T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 30 marks	SEE- 70 MARKS
Programmes – common for BHMCT/ BSC H&HA	

#### Pre requisites

Basic knowledge / 12<sup>th</sup> pass in any stream

#### Course objectives

1. To understand the principles of cleaning
2. To understand the safety awareness
3. To learn the first aid procedure
4. To understand the safeguarding assets
5. To understand the Types of floors.
6. To understand the floor finishing.
7. To learn the carpets.

#### Course Content



HM 305		ADV. HOUSEKEEPING	C (L, T, P) = 2 (2, 0, 0)
Unit	Course Contents	Hours	
I	<b>Interior Designing : -</b> <ul style="list-style-type: none"><li>❖ Importance, Definition</li><li>❖ Principles of design</li><li>❖ Elements of design</li><li>❖ Lighting – Types &amp; Classification</li><li>❖ <b>Latest Planning trends in Hotels.</b></li></ul>	5	
II	<b>Colour: -</b> <ul style="list-style-type: none"><li>❖ Colour wheel</li><li>❖ Importance &amp; Characteristics</li><li>❖ Classifications of Colours</li><li>❖ Colour Scheme</li></ul>	5	
III	<b>Furniture Arrangements: -</b> <ul style="list-style-type: none"><li>❖ Principles</li><li>❖ Types of Joints</li><li>❖ Selection</li></ul>	5	
IV	<b>Flower Arrangements: -</b> <ul style="list-style-type: none"><li>❖ Concept &amp; Importance</li><li>❖ Types &amp; Shapes</li><li>❖ Principles</li><li>❖ Tools, Equipments</li></ul>	5	
V	Ergonomics in Housekeeping Introduction, Ergonomics Principles of Ergonomics ,Ergonomics in Hotel Housekeeping significance and Need of Ergonomics in Housekeeping Analysis of Risk Factors in Housekeeping: Ergonomic Perspective Mitigation of Risks in Housekeeping by Applying Ergonomic Principles	5	
	<b>Total</b>	<b>25</b>	

**Reference Books:-**

Hotel Housekeeping – Sudhir Andrews, Tata Mc Graw Hill  
 The Professional Housekeeper Tucker – Schneider, VNR  
 Professional Mgt. of Housekeeping Operations – Martin Jones, Wiley  
 Housekeeping Mgt. for Hotels – Rosemary Hurst, Heineman  
 Hotel, Hostel & Hospital House Keeping – Joan C. Branson & Margaret Lennox, ELBS

**Course outcomes**

1. Students will understand the cleaning procedure
2. Students will understand the concept & importance of safety
3. Students will understand the concept of safeguarding assets
4. Students will understand the floor types & care
5. Students will understand the classification & selection of the carpets

HM 307		ADV. FRONT OFFICE OPERATION	
Unit	Course Contents	Marks	Hours
I	<b>F.O. computer operations: -</b> <ul style="list-style-type: none"><li>❖ Stages of Guest contact in hotel</li><li>❖ Procedure for planning for Group Arrival, Scantybaggage, Safe Deposit facility</li><li>❖ Bell desk Operation, Guest Mail handling, Paging, Maintain Errand Card, Handling Group arrival , Left Luggage handling,</li><li>❖ Telephone Operator- Handling calls, Equipment's n use (PBX, PABX&lt; EPABX) Wakeup call procedure</li><li>❖ Concierge Services- 9Introduction, work style importance of Concierge</li></ul>	20	5
II	<b>F.O. Role in Different Department</b> <ul style="list-style-type: none"><li>❖ Role of F.O. in Hotel security</li><li>❖ Role of Front Office in Management</li><li>❖ Role of Front Office in Sales</li><li>❖ Role of Front Office in reservation</li><li>❖ Challenges in front Office</li></ul>	20	5
III	<b>Night Auditing: -</b> <ul style="list-style-type: none"><li>❖ Objective of Night Audit, Functions of Night Audit</li><li>❖ Non automated &amp; automated night audit process</li><li>❖ Role Of Night Auditor</li><li>❖ Importance of Night Audit</li><li>❖ Night Audit report</li></ul>	20	5

<b>IV</b>	<b>Guest complaint handling</b> <ul style="list-style-type: none"> <li>❖ Room</li> <li>❖ Guest Items</li> <li>❖ Food related</li> <li>❖ Cleaning &amp; Hygiene</li> <li>❖ Staff behavior</li> <li>❖ Emergency Situation</li> <li>❖ Room Key</li> <li>❖ Bills Communication</li> <li>❖ How to decrease Complaints, Sources of Complaints</li> <li>❖ Basics of Handling Complaints</li> </ul>	20	5
<b>V</b>	<b>Hospitality Marketing: -</b> Basic Concept of Marketing Marketing Mix Product/ Service, Place/ Distribution Mix Promotion mix, Price Mix,, Promotion Mix& Place Mix People, Process, Physical Evidence, Market Segmentation	20	5
	<b>Total</b>	<b>100</b>	<b>25</b>

**References:-**Front Office Management: S.K Bhatnagar  
 Hotel Front office Operations & Management: J.R Tewari  
 Hotel front Office Training Manual: Sudhir Andrews  
 Hotel Front Office Management: James A Bardi

### Course Outcome

10. Students will understand role of basics in Front office and importance and work process of different application in front office.
11. Students will understand importance & procedure for credit Control.
12. Students will understand role of security and different security procedure to follow which are very important for hotel operations.
13. Student will know different types of key and their use & their upkeep which is important part of security.
14. Students will understand process, functions types of night audit their importances which help to become a good manager.
15. Student will understand handling of different complaints & situation which will help to become a good manager.
16. Students will be stronger in their operation as accounting terms and procedure also a part of Front office for better performance.

Course Title: EVENT MANAGEMENT	Course Code: HM 309
Semester: Vth	Core/Elective: Core
Teaching Scheme in hrs (L:T:P): 2:0:0	Credits: 2 Credits
Types of Course: Lecture+ Assignment	Total Contact Hours: 25 Hours
Continuous Internal Evaluation: 40 Marks	SEE:60 Marks
Program me: BHMCT/B.SC H&HA	

#### Pre –requisites:

Basis Knowledge / 12<sup>th</sup> pass in any stream

**Course Objective:**To enable students to understand the essentials of planning an event

Activities related to evaluation of cultural events.

2. Issues involved in closing down an event.

2. The course will be centered on the coordination of a special event/Wedding in the hospitality sector, from idea conception to implementation of the same.

3. To develop a planning process, this aids the delivery of a special event/wedding.

#### Course Contents:

HM 309		EVENT MANAGEMENT	
Unit	Course Contents	Marks	Hours
I	Marketing Management for Events- To introduce the students with basic concepts of marketing, various orientation that guide marketing and its key concepts, modern marketing – customer relationship management.	20	5
II	PLANNING FOR EVENT -Nature, scope, significance and components of event tourism, relationship between business and leisure tourism, Responsibility of event planners, identifying suitable venue, layout.	20	5
III	Seeking sponsors Different types of sponsorship - definition - objectives - target market - budget - strategic development - implementation - evaluation	20	5
IV	WEDDING'S AND SPECIAL EVENTS Introduction to Wedding Planning and Special Events, Types of Special Events/Wedding, Arranging a Special Event, Arranging a Wedding, Budgeting & Planning, Venue, Wedding Themes, Catering, The Wedding Dress, Flowers, Transport, Invitation, Photographer, Weddings Hire and Entertainment.	20	5
V	Media tools Media invitations - photo-calls - press releases - TV opportunities - radio interviews Promotional tools Flyers - posters - invitations - website - newsletters - ezone - blogs - tweets	20	5
<b>Total</b>		<b>100</b>	<b>25</b>

#### REFERENCES-

BUHALIS & e. Laws(EDS) (2001) tourism distribution channels: Practices, issues and transformation London: continuum. 2. Lawson, F (2000). Congress, convention & exhibition facilities: Planning, Design & Management Oxford: Architectural press. 3. Rogers, T. (1998, 2003). Conference & Conventions: A Global industry. Oxford: Butterworth – Heinemann 4. Swarbrook, J & Horner, S. (2001). Business Travel and a Tourism. Oxford: Butterworth – Heinemann.

To acquire the knowledge and skills of human resources practices To enlighten and appreciate role of human resource in organizing a successful event—

#### Course Outcome

- To interpret the fundamental principles of essential hospitality and tourism business functions,
- To demonstrate professional behavior and competencies in customer service,
- To develop a range of leadership skills and abilities such as motivating others, leading changes, and resolving conflict,
- To communicate effectively in oral and written communication,
- To analyze and solve problems, using appropriate tools and technology,
- To recognize the challenges and opportunities of working effectively with people in a diverse environment.
- To acquire an understanding of the role and purpose(s) of special events in the organizations.
- To acquire an understanding of the techniques and strategies required to plan successful special events.
- To acquire the knowledge and competencies required to promote, implement and conduct special events.
- To acquire the knowledge and competencies required to assess the quality and success of special events

Course Title – financial management	Course Code – HM 311
Semester –V	Core/elective : core
Teaching scheme in hrs(L:T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25

Continuous Internal Evaluation : 40 marks	SEE- 60 MARKS
Programmes – common for BHMCT/B.SC H&HA	

### Pre requisites

Basic knowledge / 12<sup>th</sup> pass in any stream

### Course objective

1. To ensure regular and adequate supply of funds to the concern.
2. To ensure adequate returns to the shareholders which will depend upon the earning capacity, market price of the share, expectations of the shareholders.
3. To ensure optimum funds utilization. Once the funds are procured, they should be utilized in maximum possible way at least cost.
4. To ensure safety on investment, i.e, funds should be invested in safe ventures so that adequate rate of return can be achieved.
5. To plan a sound capital structure-There should be sound and fair composition of capital so that a balance is maintained between debt and equity capital.

### Course content

HM 311 FINANCIAL MANAGEMENT		C (L, T, P) = 2 (2, 0, 0)	
Unit	Course Contents	Hours	Marks 20
I	<b>Working capital: -</b> ❖ Concept & Sources ❖ Mgt. of working capital	5	
II	<b>Budgets: -</b> ❖ Meaning & Importance ❖ Types of Budgets ❖ Steps in Budgeting ❖ Cash Budget ❖ Basic capital budgeting ❖ Pay back period ❖ ARR, NPV & P. Index ❖ Problems	5	
III	<b>Time value of Money:</b> ❖ Future value of single cash flow & annuity, ❖ present value of single cash flow, annuity & perpetuity. Capital recovery & loan amortization. <b>Cost of Capital:</b> ❖ Cost of capital - basic concepts. Cost of term debenture capital, cost of preference capital, cost of equity share capital.	5	
IV	<b>Fund Flow Statement: -</b> ❖ Meaning ❖ Uses ❖ Preparation	5	
V	<b>Emerging issues in Financial Accounting :</b> ❖ Introduction to Human Resource Accounting, Responsibility ❖ Accounting and Basic concept of GST <b>Valuation:</b> ❖ Valuation of goodwill, Inventory Management (LIFO, FIFO and HIFO methods)	5	
	<b>Total</b>	<b>25</b>	<b>100</b>

### Reference Books:-

Financial Mgt. By: I.M. Pandey

Financial Mgt. By: Khan and Jain

### Course outcomes

Apply the financial planning process in the practice of financial planning

- 1 Demonstrate ethical appreciation in dealings and relationships with clients and third parties
  - 2 Discuss, explain and apply ethical principles, standards of practice and rules of conduct for the practice of financial planning, relevant to the jurisdiction
  - 3 Demonstrate communications skills
  - 4 Demonstrate presentation skills
  - 5 Consider and discuss the impact of compliance issues on the practice of financial planning
- 5.

Course Title – TOTAL QUALITY Controls	Course Code – HM315
Semester –VI	Core/elective : core
Teaching scheme in hrs. (L:T:P:) 2:0:0	Credits: 2 credits
Type of course:- lecture+ assignment	Total contact hours – 25
Continuous Internal Evaluation : 40 marks	SEE- 60 MARKS
Program – common for BHMTT & BHMCT	

### Pre requisites

Basic knowledge of F&B Operations

### Course objectives

4. To facilitate students' understanding of F&B Control procedures.
5. To make them understand the Importance of F&B Controls in F&B Management.
6. To explain the basic concepts, principles, and processes of F&B Control cycle.

### Course Content

**HM 315** **TOTAL QUALITY CONTROL** **C (L, T, P) = 2 (2, 0,**  
**0)**

Unit	Course Contents	Hours
I	PRODUCTION CONTROL A. Aims and Objectives B. Forecasting C. Fixing of Standards • Definition of standards (Quality & Quantity) • Standard Recipe (Definition, Objectives and various tests) • Standard Portion Size (Definition, Objectives and equipment used) • Standard Portion Cost (Objectives & Cost Cards) D. Computation of staff meals	5
II	<b>Purchasing Control</b>  • Definition. • Aims of Purchasing.	5

	<ul style="list-style-type: none"> <li>• Purchasing Staff.</li> <li>• Selection of suppliers.</li> <li>• Types of food purchased.</li> <li>• Quality Purchasing.</li> <li>• Standard Purchase Specification (SPS).</li> <li>• Purchase Methods.</li> <li>• Controls in Purchasing.</li> <li>• Purchase Order.</li> <li>• Advantages of Standard Yield and Standard Purchase Specification</li> <li>• Ordering Cost</li> <li>• Carrying Cost</li> <li>• Economic Order Quantity</li> <li>• Practical Problems</li> </ul>	
III	<b>Receiving</b> <ul style="list-style-type: none"> <li>• Introduction.</li> <li>• Receiving Staff.</li> <li>• Equipment's for receiving.</li> <li>• Documents provided by Suppliers.</li> <li>• Quotation.</li> <li>• Delivery Note.</li> <li>• Bill/Tax Invoice.</li> <li>• Credit Note.</li> <li>• Records maintained in Receiving Department.</li> <li>• GRB.</li> <li>• Meat Tag.</li> <li>• Controls in Receiving.</li> <li>• Receiving Procedure.</li> <li>• Blind Receiving.</li> <li>• Frauds in Receiving.</li> </ul>	5
IV	<b>SALES CONTROL</b> A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price B. Matching costs with sales C. Billing procedure – cash and credit sales D. Cashier's Sales summary sheet	5
V	<b>Inventory Control: -</b> <ul style="list-style-type: none"> <li>❖ Importance</li> <li>❖ Objectives</li> <li>❖ Methods</li> <li>❖ Level and Technique</li> <li>❖ Perpetual inventory</li> <li>❖ Monthly inventory</li> <li>❖ Pricing of commodity</li> <li>❖ Comparison of Physical and perpetual inventory</li> </ul>	5
	<b>Total</b>	<b>25</b>

**Reference Books:-**

Food and Beverage – Mgt. and cost control By: Dr. Jagmohan Negi

Financial & Cost Control Techniques in Hotel & Catering Industry By: Dr. Jagmohan Negi,

Gaurav Manohar

Food and Beverages Mgt. By: Bernard Davis & Sally Stone

Food and Beverage Control By: Richard Kot  
as and Bernard Davis  
Principles of food, beverage and labor cost control By: Paul R. Dittmer

### Course outcomes:-

1. Students would be able to understand F&B Control steps at every stage.
2. Students would be able to become F&B Controllers.
3. Students would be able to calculate actual food costs.
4. Students would be able to even detect Frauds in F&B Operations.

**HM 351**

**PRA. – FOOD PRODUCTION REGIONAL C (L, T, P) = 3 (0, 0, 6)**

Unit	Course Contents	Hours
<b>I</b>	Planning of Indian fast food menus according to different regions (North & South)	14
<b>II</b>	Planning of Indian fast food menus according to different regions (East & West)	14
<b>III</b>	Making of different Sandwiches	14
<b>IV</b>	Preparation of International breads, Cake batters, Puff pastry and hot and cold bakery desserts.	14
<b>V</b>	Calculation of Nutritive value of recipes.	12
	<b>Total</b>	<b>90</b>

#### Reference Books:-

A Taste of Indian (Madhur Jaffrey)  
Kebab and Chutney (Rocky Mohan)  
Baking (Marthaday)  
Professional Pastry Chef (Bo Friberg and John Hlileg)

**HM 353 LAB. –ADVANCE FOOD& BEVERAGE**

**C (L, T, P) = 2 (0, 0, 3)**

#### Course objective:

1. To understand the planning & Operation in different food outlet.
2. To understand the service of Hard and Blue cheese
3. To understand the theme Parties
4. To understand the function catering - Banquets
5. To understand the Service of Gueridon Service

Unit	Course Contents	Hours
<b>I</b>	Planning & Operating Food & Beverage Outlets Class room Exercise • Developing Hypothetical Business Model of Food & Beverage Outlets • Case study of Food & Beverage outlets - Hotels & Restaurants	7
<b>II</b>	Service of <b>Blue, Hard and Soft cheese</b>	7
<b>III</b>	<b>Theme Parties</b>	7
<b>IV</b>	Function Catering – Banquets • Planning & organizing Formal & Informal Banquets • Planning & organizing Outdoor caterings	7
<b>V</b>	Gueridon Service • Organizing Mise-en-place for Gueridon Service • Dishes involving work on the Gueridon Task-01 Crepe suzette Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak	7
	<b>Total</b>	<b>35</b>

#### Course Outcome:

1. Able to do planning & Operation in different food outlet.

2. Able to serve Hard and Blue cheese
3. Able to do arrangement of theme Parties
4. Able to do activities involve in function catering - Banquets
5. Able to do service at Gueridon trolley.

**Reference Books:-**

F&B Ser. training manual – Sudhir Andrews  
 F&B Ser. – Lillicrap & Cousins  
 Modern Restaurant Ser. – John Fuller  
 Larousse Gastronomique

**HM 355 LAB – ADVANCE ACCOMMODATION OPERATION C (L, T, P) = 1 (0, 0, 2)**

**Course objective:**

1. To understand the laundry equipment.
2. To understand the upkeep of different metal articles.
3. To understand the different cleaning- spring, deep, and periodic.
4. To understand the basic of interior design.
5. To understand the element of design.

Unit	Course Contents	Hours
<b>I</b>	Laundry Equipment Handling and Strain removal	5
<b>II</b>	Articles up keeps and maintenances( Wooden, Leather, brass and alloy	5
<b>III</b>	Spring , Deep and Periodic Cleaning( Revision)	5
<b>IV</b>	Interior Designing- Basic Types of Design, Structural Design, Decorative Design,	5
<b>V</b>	Elements of Design, Line , Form, Texture, Colour, Pattern, Light, Space, Principles of Design, Proportion, Balance	5
	<b>Total</b>	<b>25</b>

**Course outcomes:**

1. Able to run and handle laundry equipment.
2. Able to upkeep of different metal articles.
3. Able to do different cleaning- spring, deep, and periodic.
4. Able to apply basic principle of f interior design.
5. Able to apply element of design.

**Reference Books:-**

Hotel, Hostel & Hospital Housekeeping – Joan C. Branson & Margaret Lonnox, ELBS  
 Managing House Keeping Operation – Margaret Kappa & Aleta Nitschke  
 First-aid – St. John Ambulance Association, New Delhi

**HM 357 LAB -ADVANCE. FRONT OFFICE OPERATION C (L, T, P) = 2 (0,**

**0, 3)**

**Course objective:**

1. To understand the post extra charges in billing from housekeeping department.
2. To understand the handling of cashier activities.



3. To understand the key handing.
4. To understand the importance and practices of guest experience index, customer care portal.
5. To understand the handling online portal, forecasting and Its Techniques.

Unit	Course Contents	Hours
I	Posting Extra Bed, Room Charges, Miscellaneous Charges, Day use Room, Paid Out, Posting Master & Its Handling	7
II	Cash Handover, Cash Drop, Imprest/ Float Amount Departure Control, Handling Early arrival & late Departure	7
III	Issuing Key, copy key, Deleting Key, Issuing Duplicate Key & Key Control procedure	7
IV	Guest relations, Guest Experience Index, Handling Customer Care Centre portal operations,	7
V	Handling Online Portals, Forecasting & Its Techniques, M.I.S	7
	<b>Total</b>	<b>35</b>

**Course Outcome:**

1. Able to handling post extra charges in billing from housekeeping department.
2. Able to handleof cashier activities.
3. Able to handle key activities in housekeeping department.
4. Able to practices of guest experience index, customer care portal.
5. Able to handle online portal, forecasting and Its Techniques.

**Reference Books:-**

Principle of Hotel F.O. Operation By: Sue Baker  
 Managing F.O. Operation By: Michael L. Kasvana, Published by Education Institute AHXNA  
 F.O. Procedures, Social Skills & Mgt. By: Peter Abort  
 ProfessionalHotelMgt. concept principles By: Dr. Jagmohan Negi, Published by S. Chand  
 Hotel F.O. Mgt. By: James Bardi F.O. Training manual By: Sudhir Andrews

**Course Code : EM-301**

**Course Name : Employability Skills – IV**

**LTPC : 0201Total Contact Hours : 25**

**COURSE CONTENTS**

S.No.	Topic	Details	Contact Hours
1	Communication	Role Plays - Negotiation, Listening, Interaction Process, Interpersonal Relationship	4
2	Quantitative	Mixture & Allegation, Simple & Compound Interest, Time and work, Pipes and cistern, Time Speed Distance,	7
3	Reasoning,	Blood Relations, Direction Sense, Analogies, Odd one out, Logical Reasoning,	6
4	Motivation	Leadership & Styles,, Practice Sessions on Leadership thru case method,	4
5	Preparation, presentation	Role play Presentation skills & Preparation	4

**III year B.SC. H&H.A****VI-Semester**

I.T. is an important component of VI Semester of 3 year Mgt. degree to be impacted by SureshGyanViharUniversity.

The main objectives of I.T. are: -

1. To strengthen theoretical inputs through exposure in Star Hotels.
2. To develop understanding of industry concept and encourage independence of thought for handling the range of Hospitality situations.
3. To master social and leadership skills.

All the students of III-Year will be divided in two groups i.e. 30 in each group, i.e. Group-I (summer batch), Group-II (winter batch).

The schedule for the above batches as follows: -

**Academic Input**

22<sup>th</sup> December to 1 june onwards

Each Students will undergo the following schedule of I.T. in Hotel: -

S. No.	Course Code	Course Name / Area	NO. OF WEEKS
		<b>A. Pra. I.T.</b>	
1	HM 362	I.T. on F.P.	6 weeks
2	HM 364	I.T. on F&B Ser.	4 weeks
3	HM 366	I.T. on A.O.	4 weeks
4	HM 368	I.T. on F.O. Ope.	4 weeks
5	HM 370	I.T. on LOGBOOK	4 weeks
		<b>B. D.E.C.A.</b>	
		<b>Total</b>	
		<b>Total weeks</b>	<b>22 weeks</b>

Total weeks = 22

Marks = 600

All the students will be submitting I.T. Report after the completion of training (within 2 weeks) to the Principal/HOD.

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The Pra. training report will be made separately for all 4 areas & the marks will be given as per the following: -

Unit	Subject	Contains	Viva	Presentation
<b>I</b>	F.P.	40	40	20
<b>II</b>	F&B Ser.	40	40	20
<b>III</b>	F.O. Ope.	40	40	20
<b>IV</b>	A.O.	40	40	20
<b>V</b>	Log Book	40	40	20
	<b>Total = 500</b>	<b>500</b>		

Written report marks will be awarded by a faculty committee constituted by the Dean. In case students fail to complete training within prescribed period or remain absent for more than 4 weeks for any reason his training will be treated as canceled for the session & his marks will not be sent to the university & will not be promoted to next semester & will have to repeat the semester.