

Annexure-I

BACHELOR OF HOTEL MANAGMENT

(Four Year Degree Program)



w.e.f. 2019-2020

**Institute of Vocational Studies
Himachal Pradesh University, Gyan Path,
Summer - Hill, Shimla-171005**

BHM- Instructions for Paper Setters

1. In Papers with 50 Marks of Theory

Part I – Compulsory : (i.e. Q 1) Comprising 4 questions of 2.5 marks each (2.5 x 4) =**10 marks**

Part II – Comprising 4 Questions (Q2, Q3, Q4 and Q5), 10 marks each, with Internal Choice
(4 Qs x 10 marks)= **40 marks**

Total = 50 Marks

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2. In Papers with 70 Marks Theory

Part I – Compulsory: (i.e Q. 1) (1-9 sub parts) Comprising 9 short answer questions of **2 marks** each (9x2)
= **18 marks**

Part II- Comprising 4 Questions (Q2, Q3, Q4 and Q5), with long answers, **13 marks** each, with Internal Choice
(4 Qs x 13 marks)= **52 marks**

Total = 70 Marks

Bachelor in Hotel Management Four-year syllabus– Total Credits 183

Students of Bachelor in Hotel management Course will undergo the course of Studies of four years duration, which will be run on semester basis. The course curriculum of B.H.M is subject to change with the addition of fourth year. The course will comprise 8 semesters viz. Semester I to VIII. After successful completion of the course, students will be awarded a degree in Bachelor in Hotel Management of H.P. University.

BHM Course Curriculum

The course will be spread over eight semesters

Semester 1	Total Marks=100			Credits
Course	Theory	Internal Assessment	Practical	
BHM-101: Front Office Operations	50	30	20	4
BHM-102: Hotel Housekeeping I	50	30	20	4
BHM-103: Basic Food & Beverage Service	50	30	20	4
BHM-104: Basic Food and Beverage Production	50	30	20	4
BHM-105: Food Microbiology and Nutrition	70	30	----	4
BHM-106: Communication and Soft Skills	70	30	---	2
BHm-107: Practical		30	70 (Including Demonstration, Viva Voce, Food Production, F& B Service)	2
Semester 1: Total Credits				24

Semester II	Total Marks=100			Credits
Course	Theory	Internal Assessment	Practical	
BHM-201: Hotel Housekeeping II	50	30	20	4
BHM-202: Fundamental of Tourism & Tourism Products	70	30	--	4
BHM-203: Food & Beverage Service Operation –I	50	30	20	4
BHM-204: Food & Beverage Production –I	50	30	20	4
BHM-205: Hotel Engineering	70	30	----	4
BHM-206: Basics of Computers	50	30	20	4
BHm-207: Practical		30	70- (Including Demonstration, Viva Voce, Housekeeping, Front Office, Computers)	2
ENVS2AECC02-Environment Studies	70	30	--	-----
Semester II: Total Credits				26

Semester III	Total Marks=100			Credits
Course	Theory	Internal Assessment	Practical	
BHM-301: Advanced Front Office Operations- 1	50	30	20	4
BHM-302: Hotel Housekeeping Operations III	50	30	20	4
BHM-303: Food & Beverage Service Operations II	50	30	20	4
BHM-304: Food and Beverage Production II	50	30	20	4
BHM-305: Hospitality French	70	30	-----	2
BHM-306: Hospitality Sales & Marketing	70	30	-----	4
BHM-307: Practical		30	<u>70</u> (Including Viva Voce and Role Playing, Housekeeping)	2
Semester III: Total Credits				24

Semester IV Industrial Exposure Training (IET)

Duration: - Minimum 20 weeks with coverage of all major and minor departments of a full service hotel. (can be substituted with operational training in reputed Fast Food Operations, Airlines, Resorts and Similar Industry in accordance with course curriculum)

Suggested Training Schedule

F&B Service : 4 week

F&B Production : 4 week

Front Office : 4 week

Housekeeping : 4 week

Other : 4 week (HR, Sales & Marketing, Finance etc.)

Documents to be submitted after successful completion of IET

WTO (What to observe) Sheets

Training Log-Book (to be issued by Learning Centre)

Departmental Appraisal Forms

Training Report in 2 Copies (1 for HPU & 1 for LC)

Training Certificate from the concerned Hotel Authority

Semester IV	Total Marks=600	Credits
Industrial Exposure Training (IET)		12
Completed WTO sheets	100	
Industrial Training Report	150	
Industrial Training Log Book	100	
Industrial Training Project (Report) Presentation	200	
Viva	50	
Semester IV: Total Credits		12

Semester V	Total Marks=100			Credits
Course	Theory	Internal Assessment	Practical	
BHM-501: Front Office Management-I	50	30	20	4
BHM-502: Advanced Accommodation Operations-I	50	30	20	4
BHM-503: Advanced Food & Beverage Service Operations	50	30	20	4
BHM-504: Advanced Food & Beverage Production-1	50	30	20	4
BHM-505: Principles of Management	70	30	--	2
BHM-506: Hotel Accountancy	70	30	---	4
BHM-507: Practical		30	70 (Including Viva Voce Housekeeping, Front Office)	2
Semester V: Total Credits				24

Semester VI	Total Marks=100			Credits
Course	Theory	Internal Assessment	Practical	
BHM-601: Front Office Management-II	50	30	20	4
BHM-602: Advanced Accommodation Operations-II	50	30	20	4
BHM-603: Food & Beverage Controls	70	30	--	4
BHM-604: Advanced Food & Beverage Production-II	50	30	20	4
BHM-605: Hotel Law	70	30	---	4
BHM-606: Travel Agencies and Tour Operator Operations	70	30	---	2
BHM-607: Practical		30	70 (Including Demonstration Viva Voce, Food Production, F & B)	2
Semester VI: Total Credits				24

Semester VII			Total Marks = 100			Credits
Course Code	Course Type	Course Title	Theory	Internal Assessment	Practical	
			BHM701	Theory	Specialization-I	50
BHM702	Practical	Specialization-I	-----	30	70	3
BHM703	Theory	Specialization-II	50	30	20	5
BHM704	Practical	Specialization-II	-----	30	70	3
BHM705	Theory	Principles of Marketing	70	30	-----	3
BHM706	Theory	Personality Development and Soft skills	70	30	-----	3
BHM707	Theory	Entrepreneurship	70	30	-----	3
Semester VII: Total Credits						25

	SPECIALIZATION – I	SPECIALIZATION-II
GROUP A –	Food Production Management	Tandoor-Principle, concept and application
GROUP B	Food& Beverage Service Management	Event Management
GROUP C	Front Office Management	Tour & Travel Management
GROUP D	Accommodation Management	Interior Decoration

NOTE: Student has to choose one group out of above as Specialization –I and Specialization-II
The class would be given the choice to pick up one of the specialized streams and the students would be divided in four groups. Each student will have to pick up specialization I and specialization II against the Group Specified.

Semester VIII			Total Marks = 300				Credit
Course Code	Course Title	Contact Hours	Marking Details				
			Training Report	Appraisal	Log book	Viva Voice	
BHM 801	Specialized Hotel Training	22 weeks	100	50	50	100	
Semester VIII: Total Credits						24	

SEMESTER I

BHM – 101: FRONT OFFICE OPERATIONS UNIT – 1

Tourism

- Meaning- definition and measurement of tourism.
- Classification – recreation, leisure, adventure, sports, health etc.
- Socio – economic benefits of tourism.
- Adverse effects of tourism.
- Basic components and infrastructure.
- Itinerary, passport and visa – basic information.

UNIT – II

The Hospitality Industry

- History and development of lodging Industry – International.
- History and development of lodging industry – India.
- Defining the term – Hotel.
- Reasons for

travel. UNIT – III

Classification of Hotels

- Based on size, Location, length of stay.
- Levels of Service, Ownerships and Affiliations.
- Referral Hotels, Franchise and management contracts.
- Chain Hotels.
- Target markets.
- Alternate lodging facilities.

UNIT – IV

Organizational Structure of Hotels

- Small.
- Medium.
- Large.

Lobby Arrangements

- Layout and equipment in use.
- Handling VIPs.
- Duty Rota and work schedules.
- Uniformed Service.

UNIT – V

Front office organization

- Basic layout and Design.
- Departmental Organizational structure.

UNIT – VI

Front Office personnel.

- Departmental Hierarchy.
- Attitude and Attributes and salesmanship.
- Job descriptions and job specifications of front Office personnel.

UNIT – VII

Front Office Operations

- The Front desk – equipment's in use.
- The guest Room – Types and status terminology.
- Key controls.
- Tariff plans.
- Types of rates.

UNIT – VIII

Front Office Responsibilities

- Communication – internal and interdepartmental.
- Guest services – basic information.
- Guest history – maintenance and importance.
- Relationship marketing.
- Emergency situations.

UNIT - IX

Reservations

- Need for reservations, definitions, importance of reservations.
- Types of reservations.
- Source and modes of reservations.
- Individual and group bookings.
- Booking instruments – Whitney slips, Whitney racks, Density charts, Booking Diary, Conventional charts, A & D register etc.
- The reservation cycles.
- Hotel reservation system, CRS, inter – sell agencies, Internet applications.

UNIT – X

Telecommunications

- Equipment's
- Communication skills – common phrases in use.
- Conversations over telephones.

Practical Schedule

- Basic Manners and Attributes for Front office Operations.
- Communication skills – verbal and non-verbal.
- Preparation and study of countries – capitals & Currency, Airlines & Flag charts, credit cards, travel agencies etc.
- Telecommunication skills.
- Forms & formats related to 2nd semester.
- Hotel visits – WTO Sheets.
- Identifications of equipment's, Work Structure and structure and stationery.
- Procedure of taking reservation – in person and on telephones.
- Converting enquiry into valid reservations.
- Role play check – in / check – out / walk – in / FIT / GIT / ETC; VIP / CIP / H.G etc
- Suggestive selling

Reference Books: (For All semesters)

- 1) **Front Office training manual – Sudhir Andrews.**
- 2) **Managing Front Office Operations – Kasavana & Brooks**
- 3) **Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).**
- 4) **Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.**
- 5) **Front office operations – Colin Dix & Chris Baird .**

BHM – 102: HOTEL HOUSEKEEPING – 1

UNIT – 1

INTRODUCTION

- Introduction, Categorization, types & organization Structure of a Hotel.
- Meaning, definition & Importance of Housekeeping department.
- Role of House Keeping in Hospitality industry.

UNIT – II

Layout & Organizational Structure

- Layout of Housekeeping department.
- Organizational structure of housekeeping department (small, Medium & large)
- Interdepartmental relationship (Emphasis on front Office & maintenance)
- Relevant sub section.

UNIT – III

Staffing in Housekeeping Department

- Role of key personnel in housekeeping department
- Job description & job specification of housekeeping staff (Executive Housekeeper, deputy Housekeeper, Floor supervisor, Public area Supervisor, Night supervisor, Room Attendant, House man, Head gardener)

UNIT – IV

Planning work of Housekeeping Department

- Identifying Housekeeping department
- Briefing & debriefing
- Control desk (importance, role, coordination)
- Role of control desk during emergency
- Duty Rota & work schedule
- Files with format used in housekeeping department.

UNIT – V

Hotel Guest Room

- Types of room – definition
- Standard layout (single, double, twin, suit)
- Difference between Smoking & Non-smoking rooms
- Barrier free rooms Furniture / fixture / fitting / soft furnishing / accessories / guestSupplies / Amenities in guest room.
- Layout corridor & floor pantry

UNIT – VI

- Cleaning Science
- Characteristics of good cleaning agent
- Application of cleaning agent
- Types of cleaning agent
- Cleaning products
- Cleaning equipment's
- Classification and types of equipment with diagrams (mops, dusters, pushers, mechanical, Squeeze, vacuum cleaner, shampooing machine) with their care and uses.

Practical schedule:

- Guest Room layout
- Identification of cleaning agents
- Identification of cleaning equipment / cleaning cloths (types & uses)
- General cleaning
- Glass cleaning
- Shoe polishing
- Silver polish
- Brass polish
- Washroom cleaning

References:

- 1) **Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).**
- 2) **Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke**
- 3) **Hotel Housekeeping – Sudhir Andrews (Tata McGraw Hill).**
- 4) **The Professional Housekeeper – Tucker Schneider, VNR.**

BHM – 103: BASIC FOOD & BEVERAGE SERVICE

UNIT – I

Introduction to the food and beverage Service Industry

- The evolution of catering industry, scope for caterers in the industry.
- Relationship of the catering industry to other industries.
- Types of catering establishments – sectors
- Introduction to the food and beverage operations.

UNIT – II

Food and beverage Service Areas in Hotel

- Restaurants and their subdivision, Coffee shop, Room Service, Bars, Banquets, Discotheques, Grill Room, snack bar, executive Lounges, Business Centres and night Club.
- Back areas: Still room, wash – up, Hot – plate, plate room, Kitchen stewarding.

UNIT – III

Food and Beverage Equipment

- Operating equipment, requirements, Criteria for selection quantity and types.
- Classification of crockery / cutlery / glassware / hollowware / flatware / specialequipment upkeep and maintenance of equipment.
- Furniture
- Linen
- Disposables

UNIT – IV

- Food and beverage Service personnel
- Staff organization – the principal staff of different types of restaurants. Duties & responsibilities of the service staff.
- Duties and responsibilities of services staff – Job descriptions and job specifications. Attitude and attributes of food and beverage services personnel – personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.
- Basic Etiquettes for catering staff.
- Interdepartmental relationship.

Unit – V

Menus and covers

- Introduction
- Cover – definition; different layouts.
- Menu planning, considerations and constraints

- Menu terms
- Menu design
- French classical Menu
- Classical Foods and its Accompaniments with cover
- Indian regional dishes, accompaniments and service..

UNIT – VI

Types of meals

- Breakfast – Introduction, Types, service methods a la carte, and TDH setups.
- Brunch
- Lunch
- Hi – tea
- Supper
- Dinner
- Elevenses and others

UNIT – VII

Food and beverage service Methods

- Table services – silver / English, Family, American, Butler / French, Russian.
- Self-service – Buffet and cafeteria service.
- Specialized service – Gueridon. Tray, trolley, lounge, room, etc.
- Single point service – takeaway, vending, kiosks, food Courts, Bars, Automats.

UNIT – VIII

Control Methods

- Billing methods – Duplicate and triplicate system, KOTs and Bots, Computerized KOTs.
- Necessity and functions of control system, F&B Control Cycle and monitoring.

Food and Beverage Terminology related to the course.

Practical schedule:

- Service grooming and restaurant Etiquettes.
- Mis – en – place and mis-en-scene
- Identification of equipments.
- Food and beverage Service sequence.
- Water pouring and seating a gues.
- Laying and relaying of tablecloth.
- Napkin folds.
- Carrying a salver or tray.
- Rules for laying table – laying covers as per menus.
- TDH and A la carte cover layout.
- Handling service gear.

- Carrying plates, glasses and other equipments
- Clearing an ashtray.
- Crumbling, clearance and presentation of bill.
- Sideboard setup.
- Silver service.
- Situation handling.
- Breakfast table lay-up.
- Restaurants reservation system.
- Hostess desk functions.
- Order taking – writing a food KOT, Writing a BOT.

I

BHM – 104: BASIC FOOD & BEVERAGE PRODUCTION

UNIT – I

Introduction to Art of cookery

- Culinary History – Development of the Culinary Art from the Middle ages to modern cookery. Modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian regional Cuisine and popular international cuisine (An introduction) of French, Italian and Chinese Cuisine.

UNIT – II

Aims & Objectives of cooking Food

- Classification – cooking materials & their uses
- Foundation ingredients – meaning, action of heat on carbohydrates, fats, proteins, minerals and vitamins.
- Fats & Oil – meaning & examples of fats & oils, quality for shortenings, commonly used fats & Oils & their sources & uses.
- Raising agent – functions of raising agents, chemical raising agents & yeast. Eggs – uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs. Salt uses.
- Liquid – water, stock, milk, fruit juices etc. uses of liquid. Flavouring & seasoning – uses & examples
- Sweetening agents – uses & examples. Thickening agent.

UNIT – III

Preparation of ingredients.

- Washing, peeling, scraping, paring, cutting – terms used in vegetables cutting, julienne, brunoise, macedoine, jardinière, paysanne- grating, grinding, Mashing, sieving, milling.
- Steeping, centrifuging, emulsification, evaporation, homogenization, methods of mixing foods.

UNIT -IV

Equipments used in kitchen.

- Types of kitchen equipment – diagrams, uses, maintenance, criteria for selection.

UNIT – V

Kitchen organization.

- Main Kitchen & satellite kitchen
- Duties & responsibilities of each staff.
- Cooking fuels – uses & advantage of different types of cooking fuels.

UNIT- VI

Methods of cooking

- Methods of cooking food – transference of heat to food by radiation, conduction and Convection – magnetrons waves meaning, Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing – explanations with examples.

UNIT – VII

Stocks, glazes, sauces and soups

- Meaning use and types of stock, points observed while making stock. Recipes for one liter of white, Brown and fish stock.
- Glazes – meaning & uses.
- Sauces – meaning, qualities of a good sauce, types of sauces- proprietary sauce and mother sauces, recipe for 1 liter béchamel, Veloute, Espagnole., Tomato & Hollandaise.
- Derivatives of mother sauces, (only name, no recipes) recipes for known International Sauces & their uses.
- Soups – classification of soups, meaning of each type with examples.
- Basic preparations
- Mise – en place for bouquet garni, mirepoix, duxelle paste, batters, marinades and gravies.

Practical schedule:

- Proper usage of a kitchen knife and hand Tools. Understanding the usage of small equipment.
- Basic hygiene practise to be observed in the kitchen.
- Safety practise to be observed in the kitchen: First aid for cuts and burns.
- Identification of raw materials.
- Demonstrations of cooking methods.
- Basic cuts of vegetables.
- Basic stock preparations.
- Egg cookery including classical preparations.
- Basic sauce preparations and commonly used derivatives.
- Preparation of basic continental cookery – stews, sauces, soups.
- Basic continental dishes based on vegetables and meats.
- Preparation of three course simple Indian menus.

BHM – 105: FOOD MICROBIOLOGY AND NUTRITION

- Introduction to microbiology.
- Classification of microbes (fungi, bacteria, yeast, mold)
- Effect of heating – growth curve of microbial cells, thermal death time –pasteurization, sterilization and disaffection and heat resistance.
- Food production based on microbiology – small scale fermentation – idli, dhokla,naan, bhaturas, yogurt, pickles.
- Industrial preservation- cheese, vinegar, bread, alcoholic beverages, preservation andspoilage-asepsis, removal, anaerobic, high temperature, low temperature, drying, preservatives, radiation.
- Contamination of cereal and cereal products.
- Preservation of vegetables and fruits.
- Food spoilage – meat, fish, egg, milk, milk products.
- Kinds of food products and canned food.
- Food, nutrition, nutrients.
- Food groups
- Food production and consumption trends in India.
- Food constituents and carbohydrates, proteins, fat, vitamin and minerals, sources andrequirements.
- Post-harvest technology: perishable and semi perishable food products.
- Food adulteration
- Food laws.

References:

- **Food and nutrition – Dr.M. Swaminathan.**
- **Food Microbiology – P.N. Mishra**
- **Food Science – Potter & Hotchkiss.**
- **Fundamentals of food and nutrition – Mudambi & Rajagopal 4th edition 2001**

BHM – 106: COMMUNICATION AND SOFT SKILLS

UNIT – I

Essentials of grammar:

- Parts of speech
- Punctuation
- Vocabulary Building
- Phonetics

UNIT – II

Office management:

- Types of correspondence
- Receipt of dispatch of mail
- Filing systems
- Classification of mail
- Role & function of correspondence
- MIS
- Managing computer

UNIT – III

Letter & Resume Writing:

- Types of letters and formal / informal
- Importance and Function
- Drafting the application
- Elements of structure
- Preparing the resume
- Do's & Don'ts of Resume
- Helpful Hints

UNIT – IV

Presentation skills:

- Importance of presentation skills
- Capturing data
- Voice & picture Integration
- Guidelines to make presentation Interesting
- Body language
- Voice Modulation
- Audience Awareness
- Presentation plan
- Visual Aid
- Forms of layout

- Styles of presentation

UNIT – V

Interview preparation:

- Types of Interview
- Preparing for the Interview
- Attending the Interview
- Interview process
- Employers expectations
- General Etiquette
- Dressing sense
- Posture & Gestures

UNIT – VI

Group discussion & presentation:

- Definition
- Process
- Guidelines
- Helpful expression
- Evaluation

(Note: Every student shall be given 15 minutes of presentation time & 45 minutes of discussion on his / her presentation).

The students will be evaluated on the basis of:

His / her presentation style

Feedback of faculty & students

General Etiquette

Proficiency in letter Drafting / Interview preparation

The paper is internal and at least 3 testes will be taken, best 2 of 3 shall account

forFinal grades (70% Test & 30% presentation)

References:

- **Business Communication – K.K Sinha.**
- **Business Communication – pal &Korlahalli**
- **Basic Grammar – Wren & Martin**

BHM – 107: PRACTICAL

Total Marks: 70

Including demonstration viva-voce, food production, F & B service

BHM- 201: HOTEL HOUSEKEEPING –II

UNIT- 1

Housekeeping Supervision

- Importance of Inspection
- Checklist for Inspection
- Typical areas usually neglected where special attention is required.
- Self-Supervision Techniques for cleaning staff
- Degree of Discretion/ Delegation to cleaning staff

UNIT - II

Linen/Uniform/Tailor Room

- Layout
- Types of Linen, Sizes, and Linen Exchange Procedure
- Selection of Linen
- Storage facilities and Conditions
- Par Stock: Factors affecting Par stock, Calculation of Par stock
- Discard Management
- Linen Inventory system
- Uniform Designing: Importance, Types, Characteristics, Selection, Par stock
- Function of Tailor Room
- Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaningsupplies and guest supplies
- Indenting from stores.

UNIT - III

Cleaning Procedure & frequency schedules

Guest Room

- Prepare to clean
- Clean the guest room (bed making)
- Replenishment of supplies & linen
- Inspection
- Deep Cleaning
- Second service
- Turn down service

Public Area

Lobby, Lounge, Corridors, Pool area, elevators, Health Club, F&B outlet, office areas.

VIP Handling

UNIT –IV

Special Cleaning Programme

- Daily, weekly, Fortnightly and Monthly Cleaning
- Routine cleaning, spring cleaning, deep cleaning.

UNIT- V

Floor operations

- Rules on the Guest floor
- Key handling procedure –types of keys (Grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerizedkey cards,

Key control register – issuing, return, changing of lock, key belts, unusual occurrences

- Cleaning of different types of floor surfaces
- Special services – baby-sitting, second service, freshen up service, valet service

UNIT –VI

Care and cleaning of metals

- Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless steel, types of tarnish, cleaning agents and methods used.

Practical Schedule

- Identification of Cleaning Equipment's (Manual and Mechanical)
- Scrubbing-Polishing-Wiping-Washing-Rinsing-Swabbing-Sweeping-Mopping-Brushing- Buffing
- Handling Different Types of Fabrics
- Use of Abrasives, Polishes/Chemicals Agents
- Room Attendant's Trolley/Maid's Cart
- Bed Making
- Turndown Service
- Cleaning of Guestroom
- Cleaning of Public area
- Brass Polishing/ Silver Polishing
- Cleaning of Guestroom
- Cleaning of Public area
- Forms and Formats related

BHM – 202: FUNDAMENTALS OF TOURISM AND TOURISM PRODUCTS

UNIT-1

Introduction to tourism-

- Definition and meaning or concept of tourism and tourist
- Importance or significance of tourism

UNIT –II

Growth of tourism

- Role of various agencies in growth of tourism like central and state government and private players

UNIT –III

Positive and negative impact of tourism

- With reference to economical, social and environmental, and geographic etc.

Unit –IV

Domestic and international tourism-

- Types and forms of tourism-heritage and historical, adventure, sports, conference, convention etc

UNIT –V

Tourism Product

- Meaning or concept, how they are different from other consumer products.
- Components of tourism product
- Attraction-tourist destination or places & tourists spots having tourist value from heritage or historical point of view or sports and recreational point of view, dance, fairfestivals, trade fair, conference and exhibitions etc.
- Religion based- Hindu, Muslim, Sikh, Buddhist, Jain and Christian
- Wildlife sanctuaries- national parks, adventure, ecotourism destinations
- Facilities-hotels, transport-air, rail, road, water.

UNIT –VI

Travel Lingo-

Technical terminology of tourism

Reference Books:

- 1) Profile of Indian Tourism - Shalini Singh
- 2) Tourism Today – Ratandeep Singh
- 3) Tourism Principles and practices – A.K. Bhatia
- 4) Tourism and Cultural Heritage of India- Ram Acharya

BHM-203: FOOD & BEVERAGE SERVICE OPERATIONS -1

UNIT – II

Room Service

- Introduction, General Principles, loopholes and pitfalls to be avoided
- Cycle of service, scheduling and staffing
- Room service menu planning
- Forms and formats.
- Order taking, thumb rules, telephone etiquettes, noting orders, suggestive selling and breakfast cards.
- Layout and setup of common meals, use of technology for better room service
- Time management- lead time from order taking to clearance

UNIT –III

Alcoholic Beverages

- Introduction, definition and classification of wines
- Classification
- Viticulture and viticulture methods
- Vinification-still, Sparkling, Aromatized and fortified wines
- Vine diseases
- Wines-France, Italy, Spain, Portugal, South Africa, Australia, India and California
- Food and Wine harmony
- Wine glasses and equipment
- Storage and service of Wine

UNIT –IV

Beers

- Introduction
- Ingredients used
- Production
- Types and brands, Indian International
- Service of bottled, canned and draught beers.

UNIT –V

Other fermented and Brewed Beverages

- Sake
- Cider
- Perry
- Alcohol free wines.

UNIT –VI

Table Cheeses

Introduction

Types

Production

Brands and Service storage

Food and Beverage Terminology related to the course.

Practical Schedule:

- Room service tray and trolley lay-up and service
- Room service amenities, set-up in rooms
- Functional and floor layouts for room service
- Conducting briefing and de-briefing for F&B outlets
- Beverage order-taking
- Service of Beer, Sake, and other fermented and brewed beverages
- Service of sparkling, aromatized, fortified, still wines.
- Table set-up with wines on the menu

SEMESTER II

BHM-204: FOOD & BEVERAGE PRODUCTION-1

UNIT-1

FOOD COMMODITIES

- Classification with examples and uses in Cookery
- Game-meaning-types with examples
- Fruits-kinds with examples
- Nuts- names of nuts commonly used in cooking.
- Cream-types, description and their uses
- Yogurt-types
- Cereals- types and uses
- Pulses used in Indian cooking
- Herbs-uses of herbs
- Spices and condiments-uses of different spices
- Coloring and flavoring agents: Name, types and uses

UNIT-II

Basic Indian Masalas & Gravies-

Garam Masala, Pulao masala, curry powder, Sambhar powder, Rasam powder, Chaat masalatandoori marination white, red, green and yellow gravies.

UNIT –III

Indian Regional Cuisine:

A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan, etc., as regarding ingredients used, traditional preparation methods utensils and accompaniments.

UNIT –IV

Meat Cookery:

- Fish Classification with examples selection and cuts of fish, cooking of fish
- Poultry-selection of poultry classification bases on size, uses of each type
- Butchery-selection, cuts size and uses of lamb, mutton, beef, veal and pork,
- Bacon, Ham, Gammon and steaks-Description of steaks from sirloin and fillet

UNIT- V

Vegetable Cookery:

- Vegetables-Classification of vegetables, importance of vegetables in diet, cooking ofvegetables, Retention of color, flavor, and nutrients while cooking
- Potatoes- styles of presenting potatoes and their description.

- Storage- principles of vegetable storage.

UNIT –VI

Quantity food Production:

- Introduction to large scale commercial cooking
- Layout of a large kitchen, staff hierarchy and production workflows.

Practical Schedule

- Preparation of basic gravies and commonly used Indian Masala
- Regional Cuisines of India
- Covering various States of India
- Planning Elaborate Indian Menus up to 40 portions

BHM- 205: HOTEL ENGINEERING

UNIT-1

Hotel Maintenance Management

- Introduction & scope in Hotels
- Classification and Types
- Maintenance programmes

UNIT-II

Engineering Department

- Organization and set up of the department
- The Staff- duties and responsibilities
- Requirement of Engineering workshops

UNIT-III

FUELS

- Types of fuels available
- Gases
- Precautions while using them –Heat parts, BTU, Thermal & Calorific values
- Calculation of heat requirements, Fuel Requirements
- Principle of Bunsen burner
- Construction of an industrial Gas range; Parts and functions, striking back, causes and remedies of problems.

UNIT –IV

Electricity: Meaning and use, advantage as a type of energy, conductors and non-conductors, meaning of ampere, volt, ohm and their relationship, ohm's law, AC and DC- their differences, advantages and disadvantages, sign and signals, closed and open circuits, causes and danger, importance of earthing,

- General layout of circuits including service entrance, distribution panel boards, calculation of power requirements, meter reading and bin calculations

UNIT –V

Water Management System

- Sources of water and its quality
- Methods of removal of hardness, description of cold water
- Supply from mains and wells, calculations of water requirements and capacity of storage system

UNIT –VI

Sanitary Systems

- Sinks, basins
- Water closet, bidets and their fittings
- Use of water traps and water seals, water pipes and soil pipes
- Inspection chambers-blockages and leakages and their remedies

UNIT –VII

Refrigeration

- Principle use of refrigeration in hotel and catering industries
- Basic scientific principles
- Different types of refrigeration systems and refrigerants
- Walks in coolers and freezers, care and maintenance of these systems

UNIT- VIII

Air-conditioning

- Classification, Types of systems, Layout of AC plant
- Condition for comfort Air movement, humidity control, ventilation
- How to select a suitable air-conditioning system

UNIT-IX

Transport Systems

- Passenger elevators, freight elevators
- Dumb waiters
- Escalators and sidewalks-their operations and maintenance

UNIT-X

Fire Prevention and Protection

- Different types of fires
- Fire alarms
- Different types of extinguishers
- Fire hazards

Reference Books

Textbook of Hotel Maintenance – N.C. Goyal and K.C.Goyal

SEMESTER – II

BHM-206: BASICS OF COMPUTERS

UNIT-1

Introduction to computers

What is computer? Block Diagram, Components of a computer system, Generation of computers, Programming Languages, Generation of languages, storage devices, floppy disks, CD Rom's etc

UNIT-II

Operating System

Introduction, functions, types, components, case studies- DOS, Windows

UNIT-III

Introduction to DBMS

Data, Data types, advantages, introduction to FoxPro, creating a database, searching, sorting, indexing, writing simple programmes, overview of MS Access

UNIT-IV

Word Processing, Spreadsheet and presentations

What is word processing? Features of MS Word, Editing commands and mail merge.

What is spreadsheet, features, formulae and functions, if statement, preparing sample worksheet, different graphs

Features of PowerPoint

Preparing a presentation

Preparing an organization chart

UNIT-V

Introduction to Internet

What is Internet? Network, of networks, WWW, search engines, E-mail, websites, Introduction to e-commerce

Practical Schedule

- DOS, WINDOWS
- MS WORD
- MS EXCEL
- MS POWERPOINT
- FOXPRO & ACCESS
- INTERNET USAGE

Reference Books

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication

SEMESTER-II

BHM-207: PRACTICAL

Total marks: 70

(including demonstration, viva voce, housekeeping, front office, computers)

SEMESTER III

BHM -301: Advanced Front Office operations-1

UNIT – 1

Guest Registration Cycle

- Pre-registration activities
- Registration
- Hotel stay
- Post registration activities

Unit-II

Front Office Marketing and Sales

- The role of front office in hotel sales and marketing – need for sales.
- Identification of markets.
- Strategy formulation for various market segments
- Maximizing revenue and achieving customer satisfaction.
- Training programme, incentive and evaluation.
- Sales techniques – personal selling, creative selling, U.S.P identification.
- Telemarketing – tools and techniques.

Unit-III

Front Office Accounting

- Introduction
- Various Front Office and Calculation – Occupancy Percentage, No Show ratio, ARR, ADR, etc.
- Credit arrangements
- Foreign Currency Handling.
- Cashiering – introduction.
- Settlement of bills.
- The Guest Folio, Guest Ledger, City Ledger.
- Tracking transactions.
- Internal Controls – transcripts, cash sheet, cash banks.

Unit – IV

Front Office Cash / Check – out and settlement

- Front Desk Cashier – role and responsibilities.
- Front office Cash – importance, take- over and hand -over.
- Check out and bill settlement – individual and groups.
- Unpaid account balances.

UNIT-V

Night Audit

- Importance and functions of Night Audit.
- Operating models – non – automated, Semi- automated and automated.
- The Night Audit Process.
- The Night Audit reports – generation and utility.
- Verifying the Night Audit.

UNIT – VI

Guest Complaint Handling

- Process – the follow up loop.
- Thumb rules.
- Common problems / complaints – identification and solving.
- Role of emotions in situation handling.

UNIT-VII

Credit Controls

- Hotel Credit Policy.
- Control Measures.

Practical Schedule:

- Preparation of Guest Folio.
- Auditing of Bill Statements
- Guest Complaint Handling
- Mock Situations – Role –Plays.
- Preparation of Guest History Cards.
- Filling up of 'C' Forms.
- Preparation and filling up of Guest registration card.
- Role play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc.

BHM -302 : Hotel Housekeeping operations-III

UNIT-I

Room Interiors

- Ceramics
- Plastics
- Glass
- Sanitary Fitments

UNIT-II

Interior Decoration

- Importance, Definition and Types
- Principles of Design
- Color – Color Wheel – Importance and Characteristics, classification - schemes –
- Lighting-classification-importance- Types – Application
- Furniture Arrangements
- Heating and Ventilation

Soft Furnishings

- Curtains – Loose Covers
- Blinds Cushions

Bed and Beddings

- Construction of Beds
- Mattresses
- Bedspreads
- Beddings
- Blankets

UNIT-III

Flower Arrangement

- Concept / Importance
- Types and Shapes – Principals
- Tools, Equipments and Accessories

UNIT-IV

Pest control and waste Disposal

- Insects, Pest and Rodents
- Wood Rot
- Waste Rot
- Waste Disposal

UNIT-V

Fibres and Fabrics

- Natural Fibres / Vegetable Fibres / Animal Fibres
- Manmade Fibres – Regenerated / Synthetic
- Fabrics – Woven Fabrics – Plain Twill / Satin / Damask
- Fabric Finishes

Laundry Dry Cleaning and Stain Removal

- Chemicals in use
- Contract Cleaning

Managing on Premises Laundry

- Planning the OPL
- Flow of Linen Through OPL
- Machines and Equipment
- Valet Service

UNIT-VI

Safety, Security, and First Aid

- Safety; Keys
- Lost and Found Property, Valuables
- Health and Safety
- Accidents and Accident Prevention
- Fire – Classification – Prevention of Fire – Emergency – Fire Fighting Equipments
- First Aid

Practical Schedule

- Stain Removal
- Laundry Operations
- Special Decorations
- Use of Different types of Cloth
- First Aid
- Glass Cleaning AND Flower Arrangement
- Cleaning of Ceramics and Plastics

BHM-303: FOOD AND BEVERAGES SERVICE OPERATIONS-II

UNIT-I

Non- Alcoholic Beverages

- Classification
- Hot Beverages – Types, Production and Service
- Cold Beverages – Types, Production and Service

UNIT-II

Spirits Introduction to spirits - types

- Production methods
- Whisky – Production, types and brands
- Brandy – Production, types and brands
- Gin – Production, types and brands
- Rum – Production, types and brands
- Vodka – Production, types and brands
- Tequila – Production, types and brands
- Other alcoholic beverages – Absinthe, Aquavit, Slivovitz, Arrack, Feni, Grappa, Calvados, etc.

UNIT - III

Liqueurs Types

- Production
- Brands and Service – Indian and International

UNIT-IV

Bar

- Introduction, Bar stocks maintenance
- Types, layouts, equipments used, Control methods and licenses
- Staffing, Job description, Job specification.
- Bar Planning and Designing, and Costing, Corkage
- Bar Menus – Wine list – meaning and its importance, design and layout

UNIT-V

Cocktails

- Introduction, History, types and Preparation
- Classic Cocktails – Recipes, Costing, innovative cocktails and Mock tails, Welcome drinks, Orange beverages which have flavouring agent, juice, mixes and garnish served in very foamy glam.

- Cocktails bar equipment, garnishes and decorative accessories.
- Terms related to alcoholic beverage
- Interaction with Guests suggestive selling

UNIT – VI

Tobacco

- Cigars - Production, types, brands, storage and service
- Cigarettes – Production, types, brands, storage and service
- **Food and Beverage Terminology related to the course**
- **Practical Schedule**
- Service of spirits and liqueurs
- Bar setup and operations
- Cocktail and Mock tail preparations, Presentation and service
- Service of Cigars and Cigarettes
- Glassware used for different spirits, non-alcoholic drinks offered with different spiritsservice procedure.
- Order taking – writing a BOT
- Writing a menu in French
- Service of hot and cold non – alcoholic beverages

BHM- 304: FOOD AND BEVERAGE PRODUCTION – II

UNIT – I

Menu Planning:

- Introduction: Types of menus, terms and factors which affect Menu Planning.
- Development of the menu.
- Compiling Menus.
- Nutritional Aspect of Menu Planning.

UNIT – II

Horsd'oeuvres:

- Meaning and Types: Single and Horsd'oeuvres Varies, examples for each type.
- Salad – Types of Salads – simple and composite - Salad dressings.
- Names and recipes for salad dressing only
- Sandwiches – types of bread used. Filling and seasoning used.
- Points observed while making Sandwiches, storage of S/W different types of S/W.
- Garnishes and Accompaniments.

UNIT – III

Basic Bakery and confectionary:

- Types of flour and their uses. Ingredients used in bakery and their role.
- Yeast goods – points observed while making yeast goods. Reason for faults in yeastdough.
- Recipes for bread rolls, bun, baba au rum, savarin and doughnuts.

Sugar boiling degrees of cooking sugar and their uses

- Pastes – types of Pastes recipes for short Pastry.
- Puff Pastry, Sweet Pastry, Suet Paste and choux paste. Reasons for faults in abovepreparation.
- Products made from the Pastries (only names, no recipes)
- Cakes – basics mixture for small cakes, reasons for faults.
- Sponges – genoise sponge and chocolate sponge recipes.
- Reasons for faults.

UNIT – IV

INDIAN REGIONAL CUISINE

- Specialty Cuisines such as Mughlai, Awadhi, Hyderabadi and Tandoor.
- Indian Fast Foods.

UNIT – V

Rechauffe' Cookery.

- Introduction, Definition.
- Concept and Importance.

Basic Culinary Terms:

- Indian, Western and International

Practical Schedule:

- Regional Indian Cookery.
- Preparation of Basic Bakery and Confectionery.
- Biscuit Dough, Bread Dough, Cake batters, Puff Pastry Dough, Doughnuts etc.
- Preparation of salads, Cold cuts and Sandwiches.
- Hot continental desserts.
- Preparation of basic Salads.
- Preparation simple Indian Desserts.

BHM- 305: HOSPITALITY FRENCH

UNIT - I

PARTIE

- Translation and comprehension – reception – conversation – role play – case study to be done in French.

UNIT – II

- Article definite, indefini exemple, adjectifs – qualificatifs – adjectifs – démonstratifs – possessifs.

UNIT-III

VERBS IRREGULIERS

- Avoir, être, aller, recevoir, venir, partir – sortir, pouvoir, vouloir, voir. PRESENT Passe
- Composé future grammar exercises, composition, conversation.

UNIT- IV

AU RESTAURANT

- Conversation, role play, causes study to be done in French, besides translation and comprehension.

UNIT V GRAMMER

- Pronoms personnels subject object direct object indirect.
- Pronoms: Relatifs simples: qui, que, dont, où. VERBS IRREGULIERS
- Redescendre prendre dormir courir servir pleuvoir, falloir devoir.

UNIT – VI

- Imparfait – plus-que-parfait – futur antérieur.
- References:
- Le Français de l'Hotellerie
- Et in Tourisme: M. Dany – Jr. Laloy

SEMESTER III

BHM – 306: HOSPITALITY SALES AND MARKETING

UNIT – I

Introduction to Hospitality sales and Marketing

- Today's Hospitality Trends
- Globalisation
- Hotel Sales and Marketing Concepts.
- Expansion of legalized gambling.
- Relationship Marketing.
- Guest Preferences.

UNIT - II

Marketing Concept

- Marketing Mix
- The 8 P's of Marketing.
- Evolution of markets – global and Indian tourist market.

UNIT – III

The Marketing Plan with reference to Hotel industry.

- The Marketing Team
- Steps in Marketing Plan.
- Selecting Target markets.
- Positioning the property / outlet.
- Developing and implementing Marketing action plans.
- Monitoring and evaluating the Marketing plan.

UNIT – IV

The Sales Office

- The Marketing and Sales Division.
- Organising and designing a Hotel sales office.
- Sales Area
- Developing sales team – hiring, selection, management, evaluation.
- Compensation for sales force – targets and achievements.
- The sales office communication system.
- Computerized client information records.
- Sales reports and analysis.

UNIT – V

- Components of a sale.
- Types of sales in different departments of a Hotel.
- Telemarketing.
- Internal merchandising – in – house sales promotion.
- Special services in house sales.
- Sales forecasting, long term and short term.

UNIT - VI

Restaurant and Lounge sales positioning

- Merchandising Food and beverage.
- Promotion of restaurants and Lounge facilities.
- Building Repeat Business.
- Banquet and conference sales.

UNIT – VII

Advertising, Public relation and Publicity

- Effective hotel advertising – brochures, sales material designing.
- Advantages of advertising in indoor and outdoor.
- Advertising agencies.
- Collateral material mass media and print media.

References:

- Marketing Management – Philip Kotler
- Marketing Management – Ramaswamy
- Hospitality sale and Marketing – Jagmohan Negi

BHM – 307: Practical

Total Marks: 70

(Including, Viva Voce, role playing, housekeeping)

SEMESTER- IV

INDUSTRIAL EXPOSURE TRAINING (IET)

Duration: Minimum 20 weeks with coverage of all major and minor departments of a full-service hotel. (Can be substituted with operational training in reputed Fast Food operations, Airlines, Resorts, and similar industry in accordance with course curriculum).

Suggested Training Schedule:

- F&B Service: 4 weeks
- F&B Production :4 weeks
- Front Office: 4 weeks
- Housekeeping – 4 weeks
- Other: 4 weeks (HR, Sales Marketing, Finance etc)

Documents to be submitted after successful completion of

IET:

- WTO (What to Observe) Sheets
- Training Log-book (To be issued by learning Centre)
- Department Appraisal Forms
- Training Report in 2 Copies
- Training Certificate from the concerned Hotel Authority.

MAXIMUM MARKS:600

Based on:

- Completed WTO (What to Observe) Sheets WTO (What to Observe) Sheets
- (100)
- Industrial Training Report (150)
- Industrial Training Log-book (100)
- Industrial Training Project(report) Presentation (200)
- Viva (50)

DETAILS: -

WTO SHEETS (100)

- 20 marks on each department trained (4 department- Front Office, F&B Service, F&B Production & Housekeeping), Total 80 marks.
- 20 marks on other departments trained (Human Resources, Finance, Sales & Marketing, Kitchen Stewarding, Purchase, Receiving & Stores, etc).

INDUSTRIAL TRAINING LOG-BOOK (100)

- Daily Summary of work done & observed duly signed by the concerned supervisor (50)
- Appraisal Forms (50)

INDUSTRIAL TRAINING REPORT (150)

- Contents (100): About the hotel, photographs, Formats, Charts and Diagrams, written material etc.
- Creativity (25)
- Neatness, cover layout (25)

INDUSTRIAL TRAINING PROJECT (REPORT) PRESENTATION (200)

(One-to – group presentation) Time: 60 minutes (Maximum) To Mark on:

- Communication & Presentation Skills (50)
- Grooming, Uniform and Body Language (50)
- Presentation Content (50)
- Use of Slides, Multimedia and other presentation aids (25)
- Handling of spot queries/questions from the audience (25)

VIVA (50)

Viva-voce on the presentation, conducted by the Faculty Members.

Industrial training WTO

During your tenure as an Industrial Training, apart from carrying out the assigned jobs, you are instructed to make the following observation in your department. A concise report (preferably) Typed of these observations must be prepared and presented to the Institute within one week of completion of training along with Industrial Training Report. These Report, presentation and Viva will be the criteria for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of Presentation /Viva shall be announced after you report at Institute. Viva will be conducted by external evaluator.

DESIRED: Reports should contain additional proformas, charts, brochures etc. the cover page of report should contain your name, hotel, department & duration. Attach a copy of this WTO sheet at the beginning of your report.

WHAT TO OBSERVE

Food and Beverage Service

BANQUETS

1. How to take a banquet booking
2. What is banqueting – the need to have banquet facilities, scope, purpose, menus and price structure
3. Types of banquet layout
4. Types of banquet equipment, furniture and fixtures
5. Type of menus and promotional material maintained
6. Types of functions and services
7. Discounts given, and subsequent data maintained
8. Guests comments and complaints
9. Importance of function prospectus and reservations register their usage
10. To study staffing i.e. number or service personnel required for various functions, scheduling of staff on daily basis, source of manpower
11. Liaisons maintained with excise people, liquor permit and guest control order
12. Safety practices built into departmental working
13. Cost control by reducing breakage spoilage and pilferage
14. To study different promotional ideas carried out to maximize business
15. Types of chaffing dish used – their different makes and sizes
16. Par stock maintained (glasses, cutlery, crockery etc.)
17. Store room – stacking and functioning

RESTAURANTS

1. Taking order, placing orders, service and clearing
 2. Taking handover from the previous shift
 3. Laying covers, preparation of Mise-en-place and arrangement and setting up of station
 4. Par stock maintained at each side station
 5. Functions performed while holding a station
 6. Method and procedure of taking a guest order
 7. Service of wines, champagnes and especially food items
 8. Service equipment used and its maintenance
 9. Study of menu items and also have a brief idea about their mode of preparation, inputs used, preparation time accompaniment and final appearances
 10. Coordination with housekeeping for soil linen exchange
 11. Physical inventory monthly of crockery, cutlery, linen etc
 12. Equipment, furniture and fixtures in the restaurant and their use and maintenance
 13. Method of folding napkins

14. Note proprietary sauces, cutlery, crockery and other service accessories kept at the station
15. K.O.T. handing, check preparation, ordering and the timely pickup

BAR

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

ROOM SERVICE

1. Identifying room service Equipment
2. Importance of Menu knowledge for order-taking (RSOT functions/procedures)

3. Food pickup procedure
4. Room service layout knowledge
5. Laying of trays for various order
6. Pantry Elevator Operations
7. Clearance procedure in Dishwashing area
8. Room service inventories and store requisitions
9. Floor plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

INDUSTRIAL TRAINING

WTO

During your tenure as an Industrial Trainee, apart from carrying out the assigned jobs, you are instructed to make the following observations in your department. A concise report (preferably typed) of these observations must be prepared and presented to the Institution within one week of completion of training along with the Industrial Training Report. These Report, Presentation and Viva will be the criterions for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of Presentation/Viva shall be announced after you report at institute. Viva will be conducted by an external evaluator.

DESIRED: Reports should contain additional proformas, charts, Brochures etc. The Cover page of the Report Should contain your name, hotel, department and duration. Attach a Copy of this WTO sheet at the beginning of Your report

WHAT TO OBSERVE

F & B Production

There are certain shifts that are more important to be done in order to learn the systems and procedures of the department. You should make sure that you cover all shifts so as understand the department fully.

1. Area and Layout of the kitchen
2. Study of Standard Purchase Specifications

3. Study of Standard Recipes
4. Indenting, Receiving and Storing
5. Checking the stock in the Walk-In cooler / freezer (deep)
6. Indenting of Butchery and grocery etc.
7. Preparing of batter, marinations and seasoning
8. All cuts meat and butchery items (Mutton, poultry, beef, fish, etc.)
9. Daily procedure of handover from shift to shift
10. Recipes and methods of preparation of all sauces
11. Quantities of preparation, weekly preparations and time scheduling
12. Stock preparation and cooking time involved
13. Cutting of all garnishes
14. Temperature and proper usage of all equipment
15. Plate presentations for all room service and a la carte order
16. Cleaning and proper upkeep of hot range
17. Cleanliness and proper upkeep of kitchen area and all equipment
18. Store of ice creams and other cold desserts
19. Yield of fresh juice from sweet line / orange
20. Filling of coffee, water, milk in the dispensers
21. Storage of different mise-en-place- (Raw, Semi-Processed)
22. Usages of wines, spirits-correct quantity and method of storage
23. Bulk preparations
24. Fishing of buffet dishes
25. Recipes of least 10 fast moving dishes
26. Mise-en-place for: A la carte kitchen and Banquet kitchen
27. Reshuffle / Leftover Cooking

Industrial TrainingWTO

During your tenure as an industrial trainee, apart from carrying out the assigned jobs, you are instructed to make the following observations in your department. A concise report (preferably typed) of these observations must be prepared and presented to the institute within one week of completion of training along with the Industrial Training Report. These reports, presentation & Viva will be criterions for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of presentation /viva shall be announced after you report at institute. Viva will be conducted by an external evaluator.

DESIRED: Reports should contain additional proformas, charts, brochures etc. the cover

page of report should contain additional proformas, charts, name, hotel, department & duration. Attach a copy of this WTO sheet at the beginning of your report.

WHAT To OBSERVE

Front office

There are certain shifts that are more important to be done to learn the systems and procedures of the department. You should make sure that you cover all shifts so as to understand the department fully.

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

Industrial TrainingWTO

During your tenure as an industrial trainee, apart from carrying out the assigned jobs, you are instructed to make the following observations in your department. A concise report (preferably typed) of these observations must be prepared and presented to the institute within one week of completion of training along with the Industrial Training Report. These reports, presentation & Viva will be criterions for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of presentation /viva shall be announced after you report at institute. Viva will be conducted by an external evaluator.

DESIRED: Reports should contain additional proformas, charts, brochures etc. the cover page of report should contain additional proformas, charts, name, hotel, department & duration. Attach a copy of this WTO sheet at the beginning of your report.

WHAT TO OBSERVE

Housekeeping

There are certain shifts that are more important to be done in order to learn the systems and procedures of the department. You should make sure that you cover all shifts so as to understand the department fully.

1. LINEN & Uniform

- A. Learn to identify the linen / uniform by category / size even when in fold
- B. Study the pest control procedure followed and learn how the linen/uniform is preserved against mildew
- C. Observe protection against dust
- D. Observe system & quantum of linen exchange with laundry, room, and restaurants
- E. Note the discard procedure and observe the percentage of
- F. Observe procedure for exchange of uniform and linen
- G. Note procedure followed for uniforms / linen exchange after closing hours
- H. Note arrangement of linen / uniforms systematically in shelves / hangers
- I. Understand the need & use of par stocks maintained
- J. Study total number and variety of items

2. Rooms

- A. Number of rooms cleaned in a shift
- B. Time taken in making bed / toilet
- C. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
- D. Observe all guest supplies kept in guestroom and bathroom understand the procedure for procurement and replacement of guest supplies
- E. Study the systematic approach in cleaning a room and bathroom and various checks made of all guests facilities e.g. telephone, channel music, AC, TV, etc.
- F. Study the housekeeping cart and all items stocked in it. Note your ideas on

its usefulness and efficiency

- G. Observe how woodwork, brass work are kept spotlessly clean and polished
- H. Observe procedure for handling soiled linen & procurement of fresh linen
- I. Observe procedure for freshen up and turn down service
- J. Observe room layout, colour themes and furnishings used in various categories and types
- K. Carpet burnishing and vacuum cleaning procedure
- L. Windowpanes and glass cleaning procedure and frequency
- M. Observe maintenance of cleanliness in the corridors and other public area on the floors
- N. Understand policy and procedure for day to day cleaning
- O. Observe methods of stain removal
- P. Understand the room attendant's checklist and other formats used
- Q. Observe handling of guest laundry & other services (like shoe shine etc.)

3. The control desk

- A. Maintenance of log book
- B. Understand the function in different shifts
- C. Observe the coordination with other departments
- D. Observe the area & span of control
- E. Observe the handling of work during peak hours
- F. Observe the formats used by the department and study various records maintained

4. Public area

- A. Observe the duty and staff allocation, scheduling of work and daily briefing
- B. What to look for while inspecting and checking public area
- C. Importance of banquets function prospectus
- D. Observe tasks carried out by the carpet crew, window cleaners and polishers
- E. Note maintenance order procedure
- F. Study the fire prevention and safety systems built into the department
- G. Observe coordination with lobby manager, systems built into the department
- H. Observe the pest control procedure and its frequency
- I. Study the equipment and operating supplies used the procedure for its procurement
- J. Observe policy and procedures followed for various cleaning

Industrial training WTO

During your tenure as an industrial trainee, apart from carrying out the assigned jobs, you are instructed to make the following observations in your department. A concise report (preferably typed) of these observations must be prepared and presented to the institute within one week of completion of training along with the Industrial Training Report. These reports, presentation & Viva will be criteria for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of presentation /viva shall be announced after you report at institute. Viva will be conducted by an external evaluator.

DESIRED: Reports should contain additional proformas, charts, brochures etc. the cover page of report should contain additional proformas, charts, name, hotel, department & duration. Attach a copy of this WTO sheet at the beginning of your report.

WHAT TO OBSERVE

Human resource development & administration

1. Observer the layout out of the department, location in the hotel and accessibility
2. Mission statement of the organisation
3. Observer the various functions carried out by the department
4. Policies & procedures of the department
5. Organisation chart of the hotel and hierarchy of the department
6. What are the various departmental filing & how records are maintained
7. Recruitment & selection process
8. Source of recruitment
9. Any specific/specialized testing on interview during recruitment
10. Attendance & leave system of the hotel
11. Various statutory compliances (PF, ESI, Insurance etc.)
12. Wage & salary administration (CTC, Taxes applicable etc.)
13. Hotel manning Guide & employee handbook
14. Employee benefits, facilities for employees & recognition programmes
15. Performance appraisal system & job Evaluation techniques
16. Disciplinary procedures
17. Employee training, induction & development
18. A brief insight into trade unions & industrial relations
19. Management of grievances
20. Exit policies (VRS etc.)

SEMESTER V

BHM-501: FRONT OFFICE MANAGEMENT – I

UNIT-I

Planning and evaluating Front Office Operations

- Room rate structure.
- Criterion of establishing room rates.
- The Rule of Thumb Approach.
- The Hubbart Formula - introduction.
- Room rate designations Rack rate, Corporate Rate, Volume Account rates, Government rates, Seasonal rates, Weekend rates, Membership rates, industry rates, Walk-in rates, Premium rates, Advance Purchase rates, Package rates, FIT / GIT rates, etc.

UNIT -II

Forecasting • Room Availability.

- Room Revenue - weekly, monthly, yearly, long term.
- Daily operation reports.

UNIT - III

Yield Management

- Introduction and Concepts covered.
- Differential Rates.
- Forecasting Bookings.
- Rate availability restrictions.
- Statistical representations - threshold curves.
- Displacement.

UNIT-IV

Reservation Sales Management

- Adequate Staffing.
- Rooms Inventory.
- Call management.
- Motivation.
- Reservation Map.
- Sales strategies.

UNIT -V

Hotel Sales

- Merchandising.
- Direct Sales - Travel Agents, Tour Operators, Hotel Booking Agencies, and Tourist Information Centre.

UNIT-VI

The Role of Government Agencies

- Organizations - esp. directly associated to hospitality industry
- Star Rating System - Committees and recommendations.
- Taxes Applicable to hotel industry.

UNIT-VII

Managing Human Resources

- Internal and External Recruitments.
- Evaluation and Selection.
- Developing HR - skills training.
- Appraisals & evaluation of front office staff.

Practical Schedule:

- Assignments and Projects
- Yield Management – Calculations

BHM-502: ADVANCED ACCOMMODATION OPERATIONS -1

UNIT - I

Floor and Wall coverings

- Types and Characteristics
- General Care
- Floor Finishes
- Types of Wall Coverings and Ceiling

UNIT - II

Carpets

- Fibres
- Manufacture - Woven and Non - Woven Carpets
- Size
- Laying and Care of Carpets
- Mats and Matting

UNIT - III

Furniture

- Principles
- Types of Joints
- Selection

UNIT - IV

Planning Trends in Housekeeping

- Planning Guest Rooms / Bathrooms / Suites / Lounges
- Landscaping
- Leisure Facility Planning for Guests
- Boutique Hotels Concept

UNIT - V

Industrial Laundry

- Process
- Stages in Wash Cycle
- Pitt scale and its Relevance Practical Schedule
- Planning Layouts - Guest Rooms / Bathrooms / Suites / Lounges etc.
- Laundry Equipment Handling
- Laundry Operations - (Industrial)
- Laying and Cleaning of Carpets

BHM-503: ADVANCED FOOD & BEVERAGE SERVICE OPERATIONS

UNIT-1

Gue'ridon service

- Introduction - History, Types, Staffing
- Special equipments, Care and maintenance of equipment
- Ingredients used, Mise -en-place for gue'ridon. Common preparations.
- Carving and jointing at the table, carving trolley, and dishes prepared on the gue'ridon.
- Flambeing, carving, salad making
- Taking the order. Methods of serving a dish at the table

UNIT-II

Restaurant Planning

- Introduction
- Planning and operating various F&B Outlets and support / ancillary systems.
- Factors - Concept, Menu, Space, Lighting, Colors and Market
- Restaurant design team
- Staffing in a Restaurant - points to be considered. Duty Rotas, Staff Training.

UNIT -III

Restaurant Problems and Guest / Situation Handling - Thumb Rules to be followed

UNIT-IV

Other Catering Operations

- Off - Premises Catering - Outdoor Catering - Meaning - Preliminary survey of place and conduct of party, hiring of service personnel - Making a list of service equipments required for setting up of Counters - Allotting Stations.
- Hospital Catering
- Industrial & Institutional Catering
- Airline & Railway Catering
- Home Delivery
- Takeaways

UNIT-V

Afternoon and High Teas

- Introduction, Menu, Cover and Service

UNIT - VI

Function Catering

- Introduction
- Types of Functions
- Function service staff and responsibilities
- Service Methods in Function Caterings, instructions to the service staff - wines service in functions.
- Booking and Organization of a Function
- Function menus
- Banquet layouts - Tabling and seating arrangements VIP Function Handling, VIP Drill, Procedure for Toast.

UNIT - VII

Buffet

- Introduction
- Types - Sit Down and Fork Buffets - Buffet Sectors - Equipments used, Factors, Space requirements and checking Buffet Presentations, Menu Planning and Staff Requirement
- Buffet Management

Food and Beverage Terminology related to the course. Practical Schedule:

- Restaurant setups of different types
- Service of Afternoon and High Teas
- Buffet Lay-ups, theme Buffet setups a Service of Cheese
- Cocktail Parties

BHM-504: ADVANCED FOOD & BEVERAGE PRODUCTION

UNIT-I

Garde-Manger:

- Importance and function of larder in main kitchen
- relationship with other sections of main kitchen
- duties and responsibilities of larder chef
- Equipment's and tools used in larder
- floor plan of layout or larder room.

UNIT-II

Cold Cuts and Sauces :

- Forcemeat -meaning, uses, types and recipes
- Panada -meaning uses, types and recipes
- Compound butters -meaning, uses types recipes and examples
- Marinades -different types and uses
- Brine -types & uses
- Aspic Jelly -uses and preparation
- Chaudfroid - uses and preparation
- Cold preparation -galantine, ballotine, tenine, pace, quenelles mousses, mousselines,souffles -recipes of above.

UNIT - III

Popular International Cuisines

- Features
- Regional Classification
- Ingredients, methods of cooking
- courses of menu for Chinese, Japanese, Thai, Italian, Mexican cuisines etc.

UNIT-IV

Advanced Bakery Preparation:

- Sugar Craft, Chocolate Confectionery, Cold Puddings and Sweets Appetizers:
- Type and examples for each type and method of preparation.

Practical Schedule:

- Cold preparations, platters and buffets.
- International Cooking: recipes from various countries.
- Exotic Indian Western starters, snacks and horsd'oeuvres.
- Advanced bakery - Rolls, Breads, Pastries, Cookies, Cakes.

BHM-505: PRINCIPLES OF MANAGEMENT

UNIT-I

Hotel Management:

- An Introduction
- Careers in Hospitality Today, looking for a job
- Basic functions of Management - POSDCORB.

UNIT -II

Evolution of management theories

- Management theories over the past.
- Current Hospitality Management Practices.

UNIT-III

Hotel Administration & Organization

- Hotel Administration, organizing a hotel -
- Department Pattern.
- Business Aims
- Human Elements.
- Line Management
- Organization Structure for 5 Star hotel.
- Manager's job in Hospitality Industry.

UNIT-IV

Management Objectives & Communication

- Management Philosophy
- Managing by Rules
- MBO in Hotels:
- Modern Objective of HR
- Major Problems in Hotel Business

UNIT-V

HR Planning

- Concept & Features of Manpower Planning
- Objectives of HRP

UNIT - VI

Developing Human Resources

- Objectives of HRD
- Recruitment, Selection and Interview
- Sources of Recruitment
- Advertisements
- Rules and Regulations

UNIT - VI

Training and Development

- Training programmes for Hotel Employees
- Basic Principle of Training
- On Job training
- How to instruct on the Job Training
- Performance Evaluation and Appraisals

Reference Books:

1. Principles of Management - L.M.Prasad.
2. Marketing Management - Phillip Kotler.
3. Business Organisation - Sherlekar.
4. Marketing Management - Ramaswamy.
5. Personnel Management - C.B.Mamoria

BHM-506: HOTEL ACCOUNTANCY

UNIT-I

Basic Concepts of accounting

- Definition, objects and importance of accounting in hotel business
- Classification of accounts
- Accounting equations
- Journalizing
- Posting into ledgers and balancing of ledger accounts.

UNIT-II

Subsidiary Books of Accounts

- Subsidiary journal purchase book, sales book, purchase return sales return,
- Cash book (2 columns and 3 columns),
- Petty cash book.
- Closing of ledgers-
- Trial balance preparation.

UNIT –III

Accounting Statements

- Bank reconciliation statement, meaning, preparation, causes for difference.
- Preparation of trading, profit and loss account.
- Preparation of balance sheet with adjustments- revenue and capital expenditure.

UNIT-V

Partnership

- Partnership account meaning- different types of partners. Difference between partnership and sole proprietorship- interest on capital and drawings.
- Preparation of partners and capital accounts (fixed & fluctuating)

UNIT - VI

Account Posting Machines

- Accounting machines and their importance in catering business, computer and their uses in hospitality business.
- Problems involving simple calculations, additions, subtractions, multiplication and division.

Reference Books:

1. Principles of Accounting - N. Vinayakan
2. Advanced Accounting - Shukla - Grewal
3. Double Entry Bookkeeping - T.S. Grewal

BHM-507: PRACTICAL

Total: 70 Marks

(Including Viva Voce housekeeping, front office)

SEMESTER VI

BHM-601: FRONT OFFICE MANAGEMENT – II

UNIT-I

Evaluating front office operations

- Accommodation and management concepts
- Tariff decisions
- Cost & pricing – the hubbart formula with its various schedules
- Market pricing
- Daily front office reports statistics – analysis and evaluation
- Budgeting
- Preparation of departmental budget
- Comparison of revenue and expenses

UNIT-II

Revenue management

- Group room sales/transient sales
- F&B activities
- Special events local and area wise
- Potential low and high demand tactics
- Revenue management software – awareness and usage applications

UNIT-III

Measure hotel performance

- Quantifiable analysis-rev par market share
- Quantifiable analysis-rate driven occupancy driven

UNIT-IV

Property management system

- Introduction
- Evolution and technology in PMS
- Selection of PMS as per the property
- Various affiliate menus of PMS & their interface with front desk system

UNIT-V

Guest service

- Service standards – verbal and visual
- Empowerment and diversity awareness
- International guests
- Management's role in guest service
- Guest service training

Review of all front office operations. Practical schedule:

- Calculating occupancy statistics
- Package preparations-of season discounts
- Forms and formats
- Role – play
- Preparing sales letters / Business letters / Apology letters / Brochure / Tariff cards etc.
- Roleplays

BHM-602: ADVANCED ACCOMODATION OPERATIONS – II

UNIT - I

Controlling expenses – Budgeting

- The budget process – planning and operating
- Using operating budget as control tool
- Operating budget and income statement
- Budgeting expenses
- Purchasing system and control
- Capital budget

UNIT - II

Special provisions for handicapped guests

- Guest room
- Public area

UNIT III

Situation handling and service designs

- Airline crew guestrooms
- Single lady guest
- Children
- Typical housekeeping complains / situation handling
- Inter-departmental liaisoning in critical situations and during emergencies

UNIT - IV

Energy conservation and water

- Introduction
- Action plan for energy efficiency
- Energy conservation measures
- Water and environment – improving water quality

UNIT - V

Housekeeper and the management of department

- Planning and forecasting
- Standards of housekeeping
- Staffing requirements and training
- Organization welfare of staff

PRACTICAL SCHEDULE

- VIP Drill – functions group arrivals
- Situation handling – mock situations
- Housekeeper role-play

BHM-603: FOOD & BEVERAGE CONTROLS

UNIT - I

F&B Control – overview

- Introduction objectives of F&B Control
- Problems & methodology in F&B Control
- Personnel management in F&B Control

UNIT - II

Cost and sales Concept

- Definition, elements classification of cost
- Sales defined cost/ volume / profit relationships (Breakeven analysis)

UNIT - III

Budgetary control

- Introduction, objectives & types of budget
- Budgetary control process
- Stages in the preparation of budgets
- Budgeting for F&B Operations

UNIT - IV

Food & Beverage controls

- Food – purchasing receiving, storage and issuing controls
- Food – production, food cost controls
- Food sales controls
- Standard yield, standard portion sizes, standard recipes
- Beverages - purchasing receiving, storage and issuing controls
- Beverages - production, food cost controls

UNIT- V

Frauds in F&B Control

- Frauds in purchasing receiving storing issuing preparing and selling stages of F&B control
- Prevention of frauds

UNIT- VI

Inventory control

- Importance, objectives, methods, levels and techniques
- Perpetual inventory, monthly inventory
- Pricing of commodity
- Comparison of physical and perpetual inventory

UNIT - VII

Menu management

- Introduction
- Types of menu
- Menu planning consideration and constraints
- Menu costing
- Menu merchandising
- Menu engineering
- Menu fatigue
- Menu as an in – house marketing tool

UNIT - VIII

F&B Management in hotels and various F&B Outlets

- Introduction
- Basic policies – financial marketing and catering control
- Performance measurements.

BHM-604 ADVANCED FOOD BEVERAGE PRODUCTION – II

UNIT - I

Sausages salami and other forcemeats:

- Types
- Manufacture
- Process casings

UNIT - II

Out-door catering

- Concept principles
- Limitations
- Menus planning
- Checklist and precautions

UNIT- III

Banquet preparations

- Types of banquets
- Themes production
- Menu preparation

UNIT - IV

Miscellaneous cooking

- Power breakfasts
- Brunches and lunches
- High teas
- Cocktail snacks
- Theme menus
- Food festivals

UNIT- V

Convenience food

- Characteristics, types of Indian and western
- Advantages and disadvantages
- Labour and cost saving aspect

UNIT - VI

Advanced cooking

- Burgers, pizzas, hot dogs, foot longs and rolls
- Types preparation and selection of spreads fillings
- Classical sandwiches – canapés, presentation styles with appropriate garnishes

Practical schedule:

- Breakfast menus
- International cookery
- Bakery and confectionery – chocolate cakes savory items quiches & tarts etc
- Preparation of sausages salamis and other forcemeats.
- Basket cooking
- Food carvings and decorations

Reference books:

1. Theory of cookery – Krishna arora
2. Modern cookery –Thangamphillip
3. Practical cookery – kinton&cessarani
4. Larousse Gastronomique
5. Professional baking – waleysgissler
6. Indian cookery – Prasad
7. A taste of india – madhurjaffrey

BHM-605: HOTEL LAW

UNIT- I

Introduction to hotel law

- Laws applicable to hotel and catering industry
- Procurement of licenses and permits required to operate hotel restaurant and other catering establishments
- Criterion of fixation of taxes for various tariff structures applicable to hotels – luxury expenditure sales surcharge service tax etc.

UNIT - II

Labour laws

- Definition and importance with various provisions
- Factories act 1944 – working environment welfare health and safety measures
- Jurisdiction of inspectors

UNIT- III

Hotel – Guest relationship

- Right to receive or refuse accommodation to a guest
- Guests' right to privacy
- Tenancy laws
- Duty to protect guest
- Employees and third-party threats in restrooms and parking lots

UNIT- IV

Laws governing lost and found property

- Hotel's liability regarding guest property unclaimed property loss of property
- Hotel defenses to liability claims
- Statutory limits on hotel's liability

UNIT - V

Food legislation

- Central State and local food laws
- Warranty
- Truth in menus and labeling laws
- Food adulteration
- Powers and duties of a food inspector

UNIT - VI

Liquor licenses

- Independent bar operation
- Dispense bar
- Satellite bar
- Compound license
- Beer bars

BHM-606: TRAVEL AGENCIES AND TOUR OPERATOR OPERATIONS

UNIT - I

Travel agencies

- History and development of travel agencies
- Role and function with Indian and international examples

UNIT- II

Travel formalities & regulations

- Passports: functions, types, issuing authority, procedure for obtaining passport etc.
- Visas: functions, types, issuing authority, procedure for obtaining visa. Other travel legislations
- Immigration laws

UNIT- III

Foreign exchange

- Countries and currencies
- Procedure for obtaining foreign exchange
- Foreign exchange counters
- Customs formalities
- Exchange of currency during immigration

UNIT- IV

Tour operators

- Inbound, outbound
- Immigration companies
- Operation modalities of travel agency and tour operator restricted to air tickets
- Routing and itinerary

UNIT V

Travel trade organization and associations

IATO, IATA, ASTA, PATA, TAAI, Ministry of Tourism

Reference books:

1. Profile of indian tourism – Shalini singh
2. Tourism today – ratandee psingh
3. Tourism principles and practices – A.k. Bhatia
4. Tourism and cultural heritage of India – ram acharya

SEMESTER VI

BHM-607: PRACTICAL

Total: 70

(including, Demonstration, viva voce, food production, F & B)

SEMESTER VII

BHM -701A - FOOD PRODUCTION MANAGEMENT

<p>UNIT-1</p>	<p>INTRODUCTION</p> <ul style="list-style-type: none"> • Latest Trends and Concepts • Life style cooking- Gluten free, sugar free, Vegan, slow food movement, menu examples. • Sustainable Food & Beverage Production- Importance of sustainability in food operations, Farm to Fork, Organic food, sustainable culinary practices, waste disposable • Anthropology of food- Evolution of Modern Era, Food & Culture relations (Religion, Geography, Influences)
<p>UNIT-2</p>	<p>Cloud kitchens,</p> <ul style="list-style-type: none"> ○ Preparation of food in centralized outlet, Advantages and disadvantage of centralized outlet, Equipment required, HACCP procedures, Transportation and logistics
<p>UNIT-3</p>	<p>Exotic Herbs / Exotic spices /marinades / condiments</p> <ul style="list-style-type: none"> ○ Their types of Importance of Usage in cooking, Medicinal properties Therapeutic properties ☐ Food Preservation <ul style="list-style-type: none"> • Preservation methods using natural preservatives • Preservation methods using chemical preservatives, • Dehydration, Jams and jellies, Squash and syrups, Dehydrated foods, Chutneys, Pickles and preserve recipes.
<p>UNIT-4</p>	<ul style="list-style-type: none"> • Presentation Art Plate presentation, Garnishes <ul style="list-style-type: none"> • Buffet presentation, Display work Sugar displays: <ul style="list-style-type: none"> Pastillage, Gum paste Molding & modelling techniques, Marzipan Bread Displays , Centre pieces, Bread basket Bread Art
<p>REFERENCES</p> <p>Arora, Krishna - Theory of Cookery-, Frank Bros., New Delhi 2009</p> <p>Philip, Thangam E- Modern Cookery, 5th edition, Anna Salai, Chennai 2009</p> <p>Bali, Parvinder: Quantity Food Production Operations and Indian Cuisine oxford, London 2013</p> <p>Aggarwal, D.K., Kitchen Equipment & Design, Aman Publications, New Delhi, 2006.</p> <p>Vikas Singh, Text Book Of food Production (BTK), Aman Pub., N. Delhi, 2011.</p> <p>Mcvety, Paul J- Fundamentals of menu planning-., 3rd edition John Wiley & Sons, New Jersey</p> <p>Le Rol A.Polsom. The Professional Chef Bo Friberg (2002)</p> <p>Cessarani & Kinton (2007). Theory of Catering. Hodder Education Publisher</p> <p>Fuller J. Barrie & Jenkins. Accompaniments & Garnishes from walter Kinton R Cessarani V., Foskett D. (2000) Practical Cookery (9th edition) Hodder Education</p> <p>The Professional Pastry Chef, Fourth Edition Wiley & Sons INC</p>	

BHM -702A– PRACTICAL FOOD PRODUCTION MANAGEMENT

1. Practical 1: Time experiment (24 hrs., 12 hrs., 6 hrs., 2 hrs.) using sous vide or similar techniques. Output- How long meat (Lamb loin chops) should cook for the best results.
2. Practical 2: Blast freeze/ cook freeze vegetables, sauces, and cooked food for longer shelf life.
3. Practical 3: Vegan food and recipes including presentation, plating, and garnishing.
4. Practical 4: Dehydrate and preserve organic fruits/ pickling/ cocktail syrup making.
5. Practical 5: Processing Herbs and spices used in cooking.
6. Practical6: Dry rub and marinade output: which taste better/ differences and how they are done.
7. Practical 7: Bread art and presentation
8. Practical 8: Buffet presentation (Can be done during events)
9. Practical 9: Gluten Free recipes and Menus
10. Practical 10: Sugar Free Recipes and menus
11. Practical 11: Recipes and Menus as per Food and Culture relations.

BHM -703 A - TANDOOR-PRINCIPLE, CONCEPT AND APPLICATION

UNIT - 1	<ul style="list-style-type: none"> • Evolution of Tandoori • Cuisine History of Tandoor • Phases/Era of tandoor and tandoori cookery Influence of Mughals on tandoori cookery • Ingredients used in tandoori cookery and Identification of ingredients • Use of various spices Uses of tenderizers • Uses of herbs in tandoori cookery • Various garnishes and plate presentation in tandoori cookery • Tandoori platters • Fuels and other equipment related to tandoor • Types of fuel used in tandoor ☐ Types of tandoor • Other equipment required in tandoor cookery
UNIT - 2	<ul style="list-style-type: none"> • Preparing of tandoor • Laying the base and floor of tandoor • Inserting the clay pot and insulation • Finishing, Firing and curing of the tandoor • Creating Marinades and Rubs • Various types of marinades used in tandoori cookery • Difference between marinades and Rubs Usefulness of marinades and rubs • Searing and sealing of food items • Methods of basting and sealing of food items • BASIC COMMODITIES OF TANDOOR MARINATION • Ingredients used in Tandoor cooking • Marinade: importance, types, uses • Accompaniments for Tandoor dishes, • Variety of vegetable and meat cuts required
UNIT - 3	<ul style="list-style-type: none"> • Techniques to control the temperature of tandoor • Methods to control the temperature of tandoor during operational peak hours • Various techniques of controlling temperature
UNIT - 4	<ul style="list-style-type: none"> • Paring of tandoori food with curries and beverages • Compatibility of various alcoholic beverages and non-alcoholic beverages with tandoori food items • Hygiene and safety standards cleanliness near tandoor and kitchen • Cleaning of tandoor and disposal of fuel residue Personal hygiene of tandoor chef • Protective clothing and gear of tandoor personal Equipment's and tools required in cleaning and safety • Location and use of fire extinguishers near tandoor and kitchen.
References	<p>https://nsdcindia.org/sites/default/files/QP_THC-Q3001_Tandoor-Cook.pdf Tandoor: The Great Indian Barbecue Hardcover – 12 November 2001 by Ranjit Rai</p>

BHM- 704 A - PRACTICAL - TANDOOR-PRINCIPLE, CONCEPT AND APPLICATION

Suggested Menus:

Menu 1 Tandoori roti, Kulcha Naan / Muslim Naan Paneer tikka, / Murgh Tikka Mint chutney	Menu 2 Bhakharkhani Naan Shikampuri Kabab , Phaldari Kabab Mint chutney
Menu3 Roomali roti Sheekh Kabab , Vegetable Sheekh Kabab Mint and yoghurt sauce	Menu 4 Khasta roti Kakori Kebab Mint chutney
Menu 5 Sheeramal Shammi Kabab , Toonde kebab Mint chutney	Menu 6 Bhakri (Nachani, Bajra) (Rice, Jawar) Ajawain Prawns / Ajawain Mushroom Chilli sauce
Menu 7 Missi Roti Kalami / Tangdi kabab Stuffed Hariyali Fish Mint chutney	Menu 8 Stuffed parathas – vegetarian Boti kabab Mint chutney
Menu 9 Stuffed parathas – Non vegetarian Tandoori Chicken Patti Soya chaap Yoghurt sauce	Menu 10 Baida Roti Peshawari Naan Malai kabab (chicken, veg)

BHM- 701B - FOOD AND BEVERAGES SERVICE MANAGEMENT

<p>Unit-I</p>	<p>Supervisory Functions:</p> <ul style="list-style-type: none"> • Briefing , Allocations of tables • Checking the Mise en place and Mise –en-scene • Handling Tips , Stock Taking • Indenting and maintaining par-stocks of supplies • Sales Analysis , Cost Analysis • Break Even Point calculation • Handling Complaints • Training the staff • Employee evaluating / performance appraisal. <p>Customer Relationship Management:</p> <ul style="list-style-type: none"> • Importance of customer Relationship: Regular, Occasional, First timer • Guest Satisfaction: Menu, consistency in the quality of dishes & service • Food safety and Hygiene • Attitude of staff • Suggestions by guests
<p>Unit-II</p>	<p>Specialized form of service:</p> <p>Lounge service, Butler service, Railway catering Airline services.</p> <p>Gueridon service:</p> <ul style="list-style-type: none"> ✓ History & definition of Gueridon, ✓ Types of trolley, ✓ Various items to be prepared, ✓ Advantages and disadvantages of Gueridon. <p>Carving & flambé service Flambé trolleys, Sweets trolley, Cooking & carving at table</p>
<p>Unit-III</p>	<ul style="list-style-type: none"> • Food and Beverage Management in Fast Food and Popular catering- Introduction, Basic Policies- Financial, Marketing and Catering, Control and performance measurements. • Food and Beverage Management in Hotels and Quality Restaurants- Introduction, Basic Policies- Financial, Marketing and Catering, Control and performance measurements. • Food and Beverage Management in Function Catering-- Introduction, Basic Policies- Financial, Marketing and Catering, Control and performance measurements. • Food and Beverage Management in Hospital Catering-- Introduction, Basic Policies- Financial, Marketing and Catering, Control and performance measurements.

Unit-IV	Merchandising
	<p>Menu Merchandising : Basic menu criteria, Types of food and beverage menu, Methods of printing menu, Suggestive selling and up selling, Emerging trends in the menu printing</p> <p>Visual Merchandising * Floor stands * Posters, *Wall displays, *Tent cards etc.,</p> <p>Apparel Merchandising Signage Merchandising Brand Merchandising</p>
Text Books:	<p>Food and beverage service by R. Singaravelavan, oxford university press, 1st edition, (2011) Text book of food and beverage service by S.N.Bagchi/Anita Sharma, Aman publications, new Delhi, 3rd edition, (2010) Bar attendant's handbook by George Ellis, global India publications pvt ltd., 2nd edition, (2002) The bar and beverage book by Costas Katsigris, Chris Thomas, John Wiley & sons, 4th Edition, (2007)</p>

BHM -702B- (PRACTICAL) FOOD AND BEVERAGES SERVICE MANAGEMENT

F&B Staff Organization

- Class room Exercise (Case Study method)
- Developing Organization Structure of various Food & Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification

Staff Organization

- Class room Exercise (Case Study method)
- Developing Organization Structure of various Food & Beverage Outlets
- Determination of Staff requirements in all categories
- Making Duty Roster
- Preparing Job Description & Specification

Gueridon and Flame cooking and carving at table:

- 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 Omelets Task-05 Steak Diane Task-06 Pepper Steak

Developing Hypothetical Business model of food and beverage outlets:

- Popular catering,
- Quality Restaurant, ☑ Function catering, ☑ Hospital catering.

Case study of Food and Beverage outlets:

- Popular catering,
- Quality Restaurant, ☑ Function catering, ☑ Hospital catering.

BHM-703B- EVENT MANAGEMENT

UNIT - 1

Events- The Concept, Nature, Definition and scope, C's of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be a good Event Planners

UNIT – 2

Organizing & Designing of Events, key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media.

UNIT – 3

Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation

UNIT - 4

Managing Events: Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation

References:-

A.K. Bhatia, „Event Management“, Sterling Publishers Pvt. Ltd. Delhi.

Anton Shone & Bryn Parry, „Successful Event ;2Management

Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA

Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational institute of AH & MA.

Joe Jeff Goldblatt, “Special Events: Best Practices in Modern Event Management (Hospitality, Travel

& Tourism)”, John Willy and Sons, New York

Leonard H. Hoyle, Jr, „Event Marketing“, John Willy and Sons, New York

Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi.

Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi

John Beech, Sebastian Kaiser, Robert Kaspar - The Business of Events Management ;Pearson Publications

BHM -704B - PRACTICAL

EVENT MANAGEMENT

1. Understanding the various types of events
2. Preparing Requirement forms
3. Preparing and planning schedules of various events
4. Preparing Function sheet
5. Planning the staffing for an Event
6. Understanding the various legal compliances for an event
7. Preparation of Reimbursement & Honorarium, Travel arrangement worksheet
8. Developing Recordkeeping systems
9. Designing an event
10. Planning a birthday party
11. Planning a food festival
12. Planning a corporate event
13. Planning a promotion for an event

BHM -701C - FRONT OFFICE MANAGEMENT

UNIT - 1	<p>Advance Cash and Credit Control: Cash Control: Introduction, frauds & internal control, cash receipt control, physical control measures. Credit Control: Meaning, objective and methods, Hotel credit policy, Control measures; during occupancy, checkout, after departure, Prevention of Skippers: on arrival/during stay/on departure day.</p>
UNIT - 2	<p>Quality Guest Service: Introduction, services provided by hotel front office, certification in relation to quality, relationship with other divisions, managing customer relationship through effective communication, complaint handling, latest trends and practices followed in front office.</p>
UNIT - 3	<p>Budgeting: Introduction, types, advantage and disadvantages of budgeting, budgetary controls, The budgeting process, Planning capital budget, Planning operation budget, Operating budget – controlling expenses – income statement, Purchasing systems – methods of buying, Stock records – issuing and control.</p>
UNIT - 4	<p>Revenue Management: Concept and applications, Measuring yield, elements of revenue management; using revenue Management, Economic Principles and Demand Forecasting, Reservations and Channels of Distribution, The Revenue Management Team, Strategic Management and Following the RevMAP, Tools, Tactics, and Resources. Selling Techniques Reception as a sales department Purpose of selling/the hotel product selling methods</p>
References	<p>Front Office training manual- Sudhir Andrews Front office operations and management– Jatashankar R. Tewari Front Office Operations – Colin Dix, Chris Baird Professional Hotel Front Office Management– Anutosh Bhakta Hotel Front Office Management – James. A. Bardi Front Office Operations and Management – Ahmed Ismail(Thompson Delmar) Front Office Operation Management – S. K. Bhatnagar</p>

BHM -702C- PRACTICAL FRONT OFFICE MANAGEMENT

S. No.	Topic
1	Handling Guest Complaints
2	Handling various modes of payment: Cash, Foreign currency, Travellers Cheques, Travel vouchers, Credit/Debit Cards, Bill to company, etc.
3	Front Office Management Jargons
4	Role Play :- ☐ Customer relationship management via effective communication
5.	Hands on preparation of Front Office Budget
6.	Latest Trends in Front Office (Assignment as PPT Presentation)
7	Mock Report Generation
8	A week as a front office manager-mock session.

BHM-703 C- TOUR & TRAVEL MANAGEMENT

UNIT - 1	Organised Travel Defining Tourist & Tourism viz: inbound, outbound, domestic, maintenance of tourism products, Alternative tourism, Mass tourism, Special Interest Tourism. Itinerary Development Introduction, meaning and definition, types of itineraries, how to develop an effective itinerary, functions of tour managers and planning tools for an itinerary.
UNIT - 2	Tour Packaging Management Concept, Origin and development of Tour Packaging, Types of Tour, Component of a Standard Package Tour, Factors affecting Tour Formulation, Tour Designing Process, Significance of Package Tour, Tour Brochure.
UNIT - 3	Travel Agency Marketing, Marketing Concept, unique features of Travel Marketing, Significance of Travel Agency Marketing, Developing a Tour Marketing Plan, Marketing Strategy of Inbound & Outbound tours.
UNIT - 4	Travel Trade Organizations/Associations Need and Significance of Travel Trade Association, Role and Contribution of UNWTO, IATA, PATA, IATO and TAAI.
References	Chand, Mohinder Travel Agency Management, Anmol: Delhi Chunk, James, Dexter & Boberg, Professional Travel Agency Management. Prentice Hall Publication Fay Betsy, Essentials of Tour Management, New Jersey: Prentice Hall Publication. Negi J.M., Travel Agency and Tour Operation: Concepts and Principles, New Delhi: Kanishka Publishers & Distributors.

BHM-704 C- PRACTICAL TOUR & TRAVEL MANAGEMENT

- To prepare different Itineraries
- Prepare different tour packages
- Develop Tour Brochures
- Develop Tour Marketing plans
- Field visit of six to ten days duration specific destination during the semester period duly approved by the Director. All students are required to submit the field study tour reports of their field visits in the department 15 days before the second semester Viva-voce examination. The Viva-voce shall be conducted on the basis of theory papers and field visits and marks shall be awarded both by Internal and External examiners. The aggregate of both the examiners shall be awarded to the candidates there upon.

BHM -701 D- ACCOMMODATION MANAGEMENT

UNIT - 1	Detailed Flower Arrangements: Introduction, Flower arrangements in hotels, Flower arrangements basics, Designing flower arrangements, Japanese/Oriental Flower arrangements, common Flowers and Foliage
UNIT - 2	Horticulture: Introduction, Essential components of ho Landscaping, Indoor plants, Bonsai in hotels
UNIT - 3	Changing Trends in Housekeeping: Introduction, Outsourcing, Training and Motivation, New trends, Eco-friendly amenities & products, New scientific techniques, use of information technology in housekeeping
UNIT - 4	<p>CRISIS MANAGEMENT</p> <p>a. Emergencies Medical (respiration / burns/wounds/hemorrhage / first aid etc During facility breakdown Fire / natural disasters etc</p> <ul style="list-style-type: none"> • Evacuation procedures <p>b. Security aspects</p> <ul style="list-style-type: none"> • Importance, • Details of security in public area, • Monitoring of Activities in public areas. • Monitoring in Accommodation Operation Area – Floor, Lobby & Rooms • Loss prevention • loss and found department - roles and procedures) • Managerial handling of the VIPS, CIPS and Travel Agent Groups • Complaint handling at the desk
References	Simple Flower Arranging Hardcover by Mark Welford (Author) Wicks (Author). Penguin The Art of Flower Arranging Hardcover – by Paula Pryke , Rizzoli Flower Arranging: The Complete Guide for Beginners Hardcover –by Judith Blacklock c&C offset Flower School: A Practical Guide to the Art of Flower Arranging by Calvert Cray Running Press Book Publishers Flower Color Guide by Darroch Putnam, Michael Putnam Phaidon Press Textbook of Horticulture By K Manibhushan Rao · 2005 Macmillan Disaster Planning and Preparedness in the Hotel Industry By Ahmad Rasmi Albattat, Ahmad Puad Mat Som ·, Emerald Five Star Crisis Management - Examples of Best Practice from the Hotel Industry By Outi Niininen ·, INtech Open

BHM -702 D - PRACTICAL ACCOMMODATION MANAGEMENT

UNIT No.	Topic
1	Flower Arrangements: Identify various flowers used for various arrangements, Identify various basic ingredients used for flower arrangements, Learn different types of Flower arrangements, Learn different styles of Japanese and Oriental flower arrangements. Horticulture: Understand essential components of horticulture; understand the elements of landscaping, To know about indoor plants, Elements of Bonsai.
2	First Aid <ul style="list-style-type: none">• First aid kit• Dealing with emergency situation• Maintaining records
3	Fire safety fire fighting <ul style="list-style-type: none">• Safety measures• Fire drill (demonstration)• Evacuation procedures
4	Raising indents and ordering for Special decorations (<i>Theme related to hospitality industry</i>) <ul style="list-style-type: none">• Indenting• Costing• Planning with time split along with execution
5.	Preparing rooms for special occasions/guests/VIP/CIP/Travel Agent guests Inter departmental coordination Situation handling at the desk in housekeeping
6	Trends and latest Energy Conservation & eco-friendly concept

BHM -703 D- INTERIOR DECORATION

UNIT - 1	Interior Designing <ul style="list-style-type: none">• Introduction• Significance of Interior Design• Types of Interiors• Fundamentals of Interior Design• Principles & Elements of Design• Designing for the physically challenged
UNIT - 2	Colour Designing <ul style="list-style-type: none">• Introduction• Dimensions of colour• Prang`s colour system• Munsell colour system• Colour scheme for Lobby & Public area• Chromo Therapy
UNIT - 3	Floor Covering <ul style="list-style-type: none">• Selection of floor covering• Cleaning of floor covering• Types of floor covering• Importance of floor maintenance• Modern trends of Flooring
UNIT - 4	Wall Covering <ul style="list-style-type: none">• Introduction• Practical Consideration• Types of Walls• Types of wall covering• Selection of wall covering• Maintenance of wall and wall coverings
References	Andrews, S. (2013). <i>Hotel Housekeeping: A Training Manual</i> . Tata McGraw-Hill Education. Raghubalan, G., & Raghubalan, S. (2014). <i>Hotel housekeeping: operations and management</i> . Oxford University Press. Burstein, H. (1980). <i>Management of Hotel and Motel Security</i> (Vol. 5). CRC Press. Jones, T. J. (2007). <i>Professional management of housekeeping operations</i> . John Wiley & Sons. Singh, M. (2012). <i>Hotel Housekeeping</i> . Tata McGraw-Hill Education. Ghosal, S. (2011). <i>Hotel Engineering</i> . Oxford University Press.

BHM -704 D - PRACTICAL INTERIOR DECORATION

Conception and designing of guest room

Making floor plans,

Creating 3d models of guestroom/public area

Special decorations

- Theme
- Contrast
- Merged
- Practical knowledge about the following
- Carpentry joints.
- Concept of furniture Layout.
- Concept of Colour and Lights.
- Paints, Varnishes, Distemper.
- Concept of False Ceiling.
- General Plumbing system.
- General Sanitary fittings.
- General layout of kitchen and toilets.

BHM- 705 -PRINCIPLES OF MARKETING

Unit I : Marketing: Nature and Scope of Marketing, customer needs, wants and demand. Various Marketing Concepts: production, product, selling, marketing and societal marketing, Analyzing marketing environment: micro, macro environment

Unit II : Market segmentation: Need, concept, nature, basis and strategies, mass marketing vs. Segmentation.

Marketing mix: 4Ps of products and 7Ps of services, components and factors affecting mix.

Unit III : Product decisions: Product definition, new product development process, and product life cycle, positioning, branding, packaging and labeling decisions.

Pricing decisions: importance, objectives, designing strategies, Pricing Techniques

Unit IV : Distribution: Types of channel, factors affecting decision, Designing and Managing Marketing Channel, Managing Retailing, physical distribution system and its components.

Product Promotion: promotion mix-introduction, importance, advantages and disadvantages of various components and factors affecting. Designing and managing Integrated Marketing Communications.

Suggested Readings:

1. Kotler, P., Keller, K.L. Koshy, A. and Jha, M., Marketing Management: A South Asian Perspective, Pearson Education.
2. Etzel, M., Walker, B., Stanton, W. and Pandit, A Marketing Management, Tata McGraw Hill.
3. Ramaswamy, V.S and Namakumari, S. Marketing Management: Global Perspective Indian Context, Macmillan Publishers India Ltd.
4. Saxena, Rajan, Marketing Management, Fourth Edition, Tata McGraw Hill Education Pvt. Ltd.

BHM- 706- PERSONALITY DEVELOPMENT AND SOFTSKILLS

UNIT-1	SOFT SKILLS FOR HOSPITALITY INDUSTRY: Introduction, Defining Personality, Creating First Impression, Grooming, Attire/Clothing, Basic Social Etiquette's. Personality traits as antecedents of employees' performance. Attitude and Behavior in Hospitality industry.
UNIT-2	BODY LANGUAGE: Introduction, Genetics and Cultural roots, Why body language, positive body gestures, negative body gestures, leadership skills, motivational skills, self-confidence, Attitude, Self Esteem, Time management. ESSENTIALS OF BODY LANGUAGE IN HOSPITALITY SECTOR: Expression while standing, sitting, Head and Hand movement, Facial Expression. Importance of Body language for Hospitality Professionals.
UNIT-3	COMMUNICATION AND LISTENING SKILLS: Introduction, guidelines for effective communications-voice modulation, Active listening skills, essentials of active listening, ways to improve active listening skills. PRESENTATION SKILLS: Managing presentation nerves, Six steps to conquering your presentation nerves, planning an effective presentation, Delivering an effective presentation.
UNIT-4	GROUP DYNAMICS AND TEAM BUILDING: Importance of groups in organization, Interaction in group. Group decision, team building, how to build a good team. Introduction to Motivation, relevance and types of Motivation, Motivate the sub-ordinates, Analysis of Motivation.
REFERENCES:	<ul style="list-style-type: none">• Personality Development by Rajiv. K. Mishra, Rupa & co.• SoftSkills,2015, Career Development Centre, Green Pearl Publication.• Personality and Body Language for Hospitality Professionals, by Dr Neeraj Aggarwal, Aman Publication, Delhi

BHM -707- ENTREPRENEURSHIP

UNIT - 1	Definition and Concept of Entrepreneurship, Myths about Entrepreneurship, Entrepreneurial Traits and Motivation, Role of Entrepreneurship in economic development. Types of Entrepreneurs. Barriers in the way of Entrepreneurship. Entrepreneurship Development (ED) Cycle.
UNIT - 2	The Start-up Process Project Identification Selection of the Project Project Formulation Evaluation Feasibility Analysis, Project Report Business Plans and reasons of failure of business plans. Micro-Small-Medium (MSME) Enterprise – Definition – Characteristics- Objectives- Advantages- Disadvantages-Role in developing countries- Problems- steps for starting- – Government Policies
UNIT - 3	Entrepreneurial Development Programmes (EDP) Role, Relevance and Achievements Role of Government in organizing EDPs, Critical Evaluation
UNIT - 4	An overview on the roles of institutions/schemes in entrepreneurial development- e.g. IDBI, SIDBI, Commercial Banks.
References	Kumar,Arya(2018), “Entrepreneurship”, Pearson, New Delhi. Gopal,V.P.Nanda (2015), “Entrepreneurial Development”, Vikas Publishing, New Delhi. Desai, Vasant, “Dynamics of Entrepreneurial Development & Management”, Himalaya Publishing House. Khanka,S S, Entrepreneurial Development, S.Chand & Co,New Delhi.

SEMESTER VIII

BHM 801 SPECIALIZED HOTEL TRAINING (SHT)

Outcome

The students will gain day to day on-hand practical exposure in real life business activity under the supervision of industry experts. They will also learn to co-relate theoretical knowledge with practical realities.

Duration:

Minimum 22 weeks with coverage of in the chosen department of a full-service hotel.

Documents to be submitted after successful completion of SHT:

- Departmental Appraisal Forms
- Log book
- Project Report
- Training Certificate from the concerned Authority.

INSTRUCTIONS FOR EXTERNAL EXAMINER

The performance of the students will be evaluated on the basis of Departmental Certificate Issued by the Hotel assigned for Training and VIVA VOICE conducted in the college after the completion of training. The total marks would be 300.