



Vision of IMS Unison University

To be an eminent university shaping the future by nurturing knowledge and empowering minds.

Mission of IMS Unison University

To provide quality higher education through a multi-disciplinary approach and promote research and innovation in all spheres of its activities and to serve the society.

Vision of School of Hospitality Management

The School of Hotel Management aspires to be an eminent center for hospitality education in a nurturing environment, outfitting hotel management professionals for a competitive world.

Mission of School of Hospitality Management

To become a premier provider of hospitality education by leveraging a cutting-edge curriculum that promotes accountability, and creativity. To develop a sense of ethics, research, and technology in hospitality that contributes to society, along with personal and professional excellence.

Rationale for the Programme

With the boom in tourism and travel, the hospitality industry in the region has grown rapidly in the past decade and is still growing. The demand for manpower in this industry is on the increase and the hospitality sector is facing a manpower shortage particularly of professional and trained persons. This curriculum is designed to produce entry level human resources in the field of Hotel Management.

The graduates will be equipped with the required knowledge, skills, and attitude necessary for this level of technicians to meet the demand of the hospitality industry in the country and abroad.

The program will focus on a contemporary technological approach to hotel operations coupled with a strong foundation in management concepts.

It will also emphasize on proficiency in foreign languages, holistic personality development, ethical values and development of an inquiring mind.

This program will cater for lucrative and interesting openings for hotel management graduates in various fields like:

- Hotel and Restaurant Management
- Quick service restaurant operations
- Airline Catering and Cabin Services

- Clubs' management
- Cruise Ship Hotel Management
- Hospital Administration and Catering
- Forest Lodges, Guest Houses
- Institutional Hospitality Management
- Catering departments of railways, banks, armed forces, shipping companies etc.
- Hotel and catering institutes
- Event Management
- Retail
- Tours and Travels
- Self-employment

Program Educational Objectives (PEO)

The educational objectives of the BHM program are:

- PEO1.** To prepare graduates and leaders with a solid foundation in hotel/ hospitality operations management for a successful career.
- PEO2.** To prepare graduates with creative and innovative abilities who can apply solutions to meet the challenges of the constantly evolving hospitality industry and to identify entrepreneurial opportunities.
- PEO3.** To facilitate graduates to develop communication skills along with foreign languages, business etiquettes and developing understanding for sustainability and environment as to be to be globally competent.
- PEO4.** To equip graduates with professional ethics, leadership with team spirit and provide general perspective on lifelong learning opportunities for a career in industry, business, and commerce.

Program Outcomes (PO)

Outcomes that the hospitality Graduates are expected to have been: -

- PO1.** Ability to apply knowledge of fundamental operational and financial concepts of hotel management to operate a hospitality establishment efficiently and effectively.
- PO2.** Ability to collect data, interpret data and arrive at meaningful solutions for solving problems in the hospitality sector.
- PO3.** Ability to design a hospitality system like a restaurant, hotel, a tourist destination etc., considering public health and safety, and the cultural, societal, and environmental considerations.
- PO4.** Ability to understand and address customer issues in the hospitality sector by analyzing feedback obtained through interaction with the customers.
- PO5.** Ability to apply appropriate tools and techniques and understand utilization of resources appropriately to complex hospitality activities.
- PO6.** Ability to understand the effect of new and innovative solutions in hospitality on legal, cultural, social and public health and safety aspects.

- PO7.** Ability to develop sustainable solutions and understand their effect on society and environment.
- PO8.** Ability to make effective oral presentations and communicate technical ideas to a broad audience using written and oral means.
- PO9.** Ability to work as a member of a team, to plan and to integrate knowledge of various hospitality services to provide satisfactory solutions to customers.
- PO10.** Ability to apply ethical principles to hospitality practices and professional responsibilities.
- PO11.** Ability to lead and manage multidisciplinary teams by applying management principles.
- PO12.** Ability to adapt to the changes and advancements in technology and engage in independent and lifelong learning.

MAPPING OF PEO WITH PO

	Program Educational Objective	Program outcome(s)
PEO1	To prepare graduates and leaders with a solid foundation in hotel/ hospitality operations management for a successful career.	PO1, PO2, PO3, PO4
PEO2	To prepare graduates with creative and innovative abilities who can apply solutions to meet the challenges of constantly evolving hospitality industry and to identify entrepreneurial opportunities.	PO5, PO6
PEO3	To facilitate graduates to develop communication skills along with Foreign languages, Business etiquettes and developing understanding for sustainability and environment as to be to be globally competent.	PO7, PO8
PEO4	To equip graduates with professional ethics, leadership with team spirit and provide general perspective on lifelong learning opportunities for a career in industry, business and commerce.	PO9, PO10, PO11, PO12



Nurturing Knowledge. Empowering Minds.

Bachelor of Hotel Management
(Four -Year, Semester Based, Full Time Program)
Effective from Academic Session 2025-26

Program Structure - Distribution of Credits

Category	1 st Sem	2 nd Sem	3 rd Sem	4 th Sem	5 th Sem	6 th Sem	7 th Sem	8 th Sem	Credits	Course
Major	18	15	16	20 *	6	6	20 *	6	107	32
Minor	0	0	0	0	14	16	0	14	44	12
Multi-Disciplinary Courses (MDC)	3	0	0	0	0	3	0	3	9	3
Ability Enhancement Courses (AEC)	3	3	2	0			0	0	8	3
Skill Enhancement Courses (SEC)		3	3	0	3		0		9	3
Value Added Courses (VAC)	0	0	0	0	2	3	0	3	8	3
Research Project/Dissertation	0	0	0	0	0	0	0	6	6	1
Credits per semester	24	21	21	20	25	28	20	32	191	

* Denotes the students undergo Internship Training in their 4th and 7th semester.

Semester -I

S. No	Course Code	Course Name	Periods			Credits	Course Category
			L	T	P		
1	BHM 101	Food Production Foundation-I	3	0	0	3	Major
2	BHM 101P	Food Production Foundation-I (Practical)	0	0	4	2	Major
3	BHM 102	Food and Beverage Service Foundation-I	3	0	0	3	Major
4	BHM 102P	Food and Beverage Service Foundation-I (Practical)	0	0	4	2	Major
5	BHM 103	Front Office Operation Foundation -I	3	0	0	3	Major
6	BHM 103P	Front Office Operation Foundation-I (Practical)	0	0	2	1	Major
7	BHM 104	Accommodation Operation Foundation -I	3	0	0	3	Major
8	BHM 104P	Accommodation Operation Foundation -I (Practical)	0	0	2	1	Major
9	BHM 105	English Language - I	3	0	0	3	AEC
10	BHM 106	Applications of Computer	3	0	0	3	MDC
		Total Credits	18	0	12	24	
		Total Contact Hours	30				

Semester -II

S. No	Course Code	Course Name	Periods			Credits	Course Category
			L	T	P		
1	BHM 107	Food Production Foundation-II	2	0	0	2	Major
2	BHM 107P	Food Production Foundation-II (Practical)	0	0	4	2	Major
3	BHM 108	Food and Beverage Service Foundation-II	2	0	0	2	Major
4	BHM 108P	Food and Beverage Service Foundation-II (Practical)	0	0	4	2	Major
5	BHM 109	Front Office Operation Foundation –II	2	0	0	2	Major
6	BHM 109P	Front Office Operation Foundation-II (Practical)	0	0	2	1	Major

7	BHM 110	Accommodation Operation Foundation –II	3	0	0	3	Major
8	BHM 110P	Accommodation Operation Foundation –II (Practical)	0	0	2	1	Major
9	BHM 111	English Language -II	3	0	0	3	AEC
10	BHM 112P	MS Office -I	0	0	6	3	SEC
		Total Credits	12	0	18	21	
		Total Contact Hours	30				

Semester –III

S. No	Course Code	Course Name	Periods			Credits	Course Category
			L	T	P		
1	BHM 201	Introduction to Indian Cookery	3	0	0	3	Major
2	BHM 201P	Introduction to Indian Cookery (Practical)	0	0	4	2	Major
3	BHM 202	Food and Beverage Service Operation -I	3	0	0	3	Major
4	BHM 202P	Food and Beverage Service Operation-I (Practical)	0	0	4	2	Major
5	BHM 203	Front Office Operation-I	2	0	0	2	Major
6	BHM 203P	Front Office Operation –I (Practical)	0	0	2	1	Major
7	BHM 204	Accommodation Operation-I	2	0	0	2	Major
8	BHM 204P	Accommodation Operation –I (Practical)	0	0	2	1	Major
9	BHM 205	English Language -III	2	0	0	2	AEC
10	BHM 206P	MS Office -II	0	0	6	3	SEC
		Total Credits	12	0	18	21	
		Total Contact Hours	30				

Semester –IV

Industrial Internship – Practical Module only

S. No	Course Code	Course Name	Periods			Credits	Course Category
			L	T	P		
1	BHM 207	Industry Internship	0	0	0	20	Major
		Total Credits	0	0	0	20	
						20	
		Contact Hours in Industry	40				

Semester –V

SPECIALIZATION: FOUR STREAMS

S. No	Course Code	Course Name	Periods			Credits	Course Category
			L	T	P		
1	AFP 301 AFB 301 FOM 301 AOM 301	AFP-I/ AFB/ FOM-I/ AOM-I	4	0	0	4	Major
2	AFP 301P AFB 301P FOM 301P AOM 301P	AFP-I/ AFB/ FOM-I/ AOM-I (Practical)	0	0	4	2	Major
3	BHM 302	Introduction to Management	4	0	0	4	Minor
4	BHM 303	Principles of Tourism-I	3	0	0	3	Minor
5	BHM 304	Hospitality Accounts	3	0	0	3	Minor
6	BHM 305	Hospitality Marketing	4	0	0	4	Minor
7	BHM 306	Introduction to Indian Knowledge System	2	0	0	2	VAC
8	BHM 307P	MS Office -III	0	0	6	3	SEC
		Total Credits	20	0	10	25	
		Total Contact Hours	30				

SPECIALIZATION: ADVANCE FOOD PRODUCTION (AFP) -I

SPECIALIZATION: ADVANCE FOOD AND BEVERAGE SERVICE OPERATIONS (AFB)

SPECIALIZATION: FRONT OFFICE MANAGEMENT (FOM) –I

SPECIALIZATION: ACCOMODATION OPERATION MANAGEMENT (AOM) -I

Semester –VI

SPECIALIZATION: FOUR STREAMS

S. No	Course Code	Course Name	Periods			Credits	Course Category
			L	T	P		
1	AFP 308 FBM 308 FOM 308 AOM 308	AFP-II/ FBM-I/ FOM-II/ AOM-II	4	0	0	4	Major
2	AFP 308P FBM 308P FOM 308P AOM 308P	AFP - II/ FBM-I/ FOM-II/ AOM-II (Practical)	0	0	4	2	Major
3	BHM 309	Entrepreneurship Development	4	0	0	4	Minor
4	BHM 310	Facility Planning	4	0	0	4	Minor
5	BHM 311	Human Resource Management	4	0	0	4	Minor
6	BHM 312	Principles of Tourism-II	4	0	0	4	Minor
7	BHM 313	Nature and Sustainability	3	0	0	3	MDC
8	BHM 314	Digital and Technological Solutions-I	3	0	0	3	VAC
Total Credits			26	0	4	28	
Total Contact Hours			30				

SPECIALIZATION: ADVANCE FOOD PRODUCTION (AFP) –II SPECIALIZATION: FOOD AND BEVERAGE SERVICE MANAGEMENT (FBM)– I SPECIALIZATION: FRONT OFFICE MANAGEMENT (FOM)–II SPECIALIZATION: ACCOMODATION OPERATION MANAGEMENT (AOM)-II

Semester –VII

Specialization stream - Industry exposure

S. No	Course Code	Course Name	Periods			Credits	Course Category
			L	T	P		
1	BHM 401	Industry Internship (Specialization)	0	0	0	20	Major
Total Credits			0	0	0	20	
Total Contact Hours in Industry Per Week			40				

Semester –VIII
SPECIALIZATION: FOUR STREAMS

S. No	Course Code	Course Name	Periods			Credits	Course Category
			L	T	P		
1	AFP 402 FBM 402 FOM 402 AOM 402	AFP-III/ FBM-II/ FOM -III/ AOM-III	4	0	0	4	Major
2	AFP 402P FBM 402P FOM 402P AOM 402P	AFP-III/ FBM-II/ FOM -III/ AOM-III (Practical)	0	0	4	2	Major
3	BHM 403	Disaster Management	4	0	0	4	Minor
4	BHM 404	Organizational Behavior	4	0	0	4	Minor
5	BHM 405	Researching for Hospitality	4	0	0	4	Minor
6	BHM 406	Project Report	0	0	0	6	Research
7	BHM 407P	Personality Development	0	0	4	2	Minor
8	BHM 408	Basic Statistics for Hospitality	3	0	0	3	MDC
9	BHM 409	Digital and Technological Solutions-II	3	0	0	3	VAC
		Total Credits	22	0	8	32	
		Total Contact Hours	30				

SPECIALIZATION: ADVANCE FOOD PRODUCTION (AFP)-III
 SPECIALIZATION: FOOD AND BEVERAGE SERVICE
 MANAGEMENT (FBM)– II SPECIALIZATION: FRONT OFFICE
 MANAGEMENT(FOM) - III SPECIALIZATION: ACCOMODATION
 OPERATION MANAGEMENT (AOM) - III

BHM (Bachelor of Hotel Management)
(Four -Year, Semester Based, Full Time Program)

PROGRAM SYLLABI

Course: FOOD PRODUCTION FOUNDATION -I			Semester: I
Course Code: BHM 101	L T P	3 0 0	Credits: 3

OBJECTIVE	This course gives an introductory knowledge related to professional kitchen, highlighting all the basic requirements to work in a professional kitchen, the basic preparations like soups, stocks and sauces which form the basis of culinary procedures.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Identify areas in professional kitchen with understanding of layout, organization of kitchen department and Kitchen equipment and fuels used in kitchen. 2. List rules of fire safety and first aid 3. Discuss most common and basic ingredients used in the kitchen. 4. Explain about stocks, sauces, soups, and sandwiches. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Professional Kitchen and Cooking</p> <p>Introduction, Definition of kitchen terms, Importance of Personal and Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts (Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade. Organizational Structure, Modern Staffing in various hotels, Duties and Responsibilities of various chefs in kitchen, their attributes. Co-ordination of kitchen with other departments.</p>	09
	2	<p>Kitchen Equipment's, Fuels and Safety</p> <p>Kitchen Equipment's, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care and Maintenance of Workstations, Safety Procedures.</p> <p>Fuel – Types, Usage and Precautions. Fire – Introduction, Types and handling fires and usage of extinguishers, Basic First Aid- Burns, Scalds, Cuts.</p>	09

	3	Vegetables and ingredients used in cooking. <ul style="list-style-type: none"> • Introduction to vegetables and fruits, Pigment, and color changes upon cooking • Effect of Heat on vegetables and fruits • Cuts of Vegetables • Herbs and Spices • Cereals and Pulses • Salt, sweeteners, fat, milk, and milk products 	09
	4	Stocks and Soups <ul style="list-style-type: none"> • Stocks -introduction, classification, usage, preparation, • Soups -introduction, classification, preparation, salient features, care and precautions, trends in soup presentation 	09
	5	Sauce and Salads <ul style="list-style-type: none"> • Sauces Introduction, classification, usage, thickening agents, preparation of mother sauces, understanding their derivatives, propriety sauces, making of good sauce, emerging trends. Salads -introduction, compositions, types, dressings, emerging trends, and salient features. 	09
		Total Hours	45
TEXT BOOKS	<ul style="list-style-type: none"> • Krishna Arora, Theory of Cookery, Frank Brothers • Parvinder S Bali, Food Production Operations, Oxford University Press • Philip E. Thangam, Modern Cookery, Orient Longman 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • Kinton and Cesarani, Practical Cookery, Hodder Education • Kauffman and Cracknell, Practical Professional Cookery, Cengage Learning EMEA • Wayne Gislen, Professional Cooking, Publisher Le Cordon Bleu • Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry, Wiley 		

Course: FOOD PRODUCTION FOUNDATION-I PRACTICAL			Semester: I
Course Code: BHM 101P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course enables students to familiarize themselves with kitchen and prepare very basic items used in different cuisines.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> To identify various areas in professional kitchen with understanding layout and organization of kitchen department. To identify common ingredients, kitchen equipment(s), fuel(s), fire safety and first aid procedures. To demonstrate the preparation of stocks, sauces, soups, and sandwiches. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> Understanding personal hygiene and kitchen hygiene Grooming for professional kitchen – dos and don'ts Understanding kitchen layouts. Familiarization with kitchen equipment and tools Fuels –their usage and precautions Kitchen first aid Handling fire Familiarization, identification of commonly used ingredients in kitchen. Preparation of stocks, mother sauces and at least two derivatives each. Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders, and others) Reducing food wastage: -To decrease and utilize the food waste and food surplus produced in food production and all restaurants laboratory by measuring the food wastage in kitchen laboratory. Developing an action plan to reduce food waste using the data collected, with targets, timescales, and responsibilities. reviewing progress on the plan at regular time intervals. 	
		Total Hours	60

Course: FOOD AND BEVERAGE SERVICE FOUNDATION -I			Semester: I
Course Code: BHM 102	L T P	3 0 0	Credits: 3

OBJECTIVE	This course gives an overview of Food and Beverage industry in India and abroad with reference to its history and importance in current economy along with familiarization with Food service equipment and services.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Identify various classifications of the Food and Beverage industry and various business models used to run the operations. 2. Explain the basic requirement of being a good professional and the organizational structure of food and beverage department in a star hotel. 3. Identify various tools and equipment used in the food and beverage department, their use and care. 4. List various kind of menu and be able to explain the French classical menu as a guideline to suggest accompaniments and condiments with different food articles & develop skills for new concepts. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Food and Beverage Services A. Introduction to the Food and Beverage Industry. B. Classification and description of Catering Establishments	03
	2	Food Service Areas A. Familiarization of Food and Beverage Outlets with their layouts B. Ancillary Sections <ol style="list-style-type: none"> i. Still Room ii. Pantry iii. Silver Room/Plate Room iv. Food pick-up area v. Linen Store vi. Dispense Bar vii. Wash-up 	04
	3	Staffing, Intra - and Inter-Departmental Relationship A. Hierarchy of Fand B Department of Hotel B. Job description/ Job Specifications of Fand B staff C. Attributes and Etiquettes of Fand B staff D. French terms related to Fand B staff. E. Modern Staffing in various hotel F. Coordination of Fand B dept. within and with other departments.	05

	4	Food Service equipment, Fuel and Safety A. Familiarization and Selection factors of i. Crockery ii. Glassware iii. Tableware iv. Furniture v. Linen vi. Disposables vii. Special equipment’s and trolleys viii. EPNS B. Fuel and Safety i. Introduction and Features ii. Classification of Fire iii. Types and handling fires	11
	5	Preparation and Service Styles A. Mise-en-scene and Mise-en-place B. Classification of Services methods: i. Table Service ii. Assisted Service iii. Self Service iv. Single Point Service v. Specialized/In Situ Service vi. Latest trends in Food Services	11
	6	Non-Alcoholic Beverages A. Classification (Nourishing, Stimulating and Refreshing Beverages) i. Tea ii. Coffee iii. Milk Based Drinks - Drinking Chocolate, Malted Beverages, Milk shake (Origin, Manufacturing Process, Types, Brands) iv. Aerated Drinks, Squashes, Juices (Types, Brands) v. Water – Types, Brands	11
		Total Hours	45
TEXT BOOKS	<ul style="list-style-type: none"> • R. Singaravelavan, Food and Beverage Service, Oxford University Press • Anita Sharma, Bagchi, Textbook on Food and Beverage Service, Aman Publications • Dennis R.Lillicrap. and John A. Cousins. Food and Beverage Service, Publisher: ELBS 		

REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none">• John Fuller, Modern Restaurant Service, Hutchinson• P. Dias, The Steward, Orient Longman Limited• G. Brown, K. Heppner and A. Deegan, Introduction Food and Beverage Service, Longman• Sudhir Andrews, Food and Beverage Services: A Training Manual, McGraw Hill Education
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Course: FOOD AND BEVERAGE SERVICE FOUNDATION -I (PRACTICAL)			Semester: I
Course Code: BHM 102P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course introduces students to comprehend the various catering institutions, the equipment and tools frequently used with their implementation in the food and beverage industry. The course will also enable students to develop service skills and techniques in trend along with the knowledge of non-alcoholic beverages and mixology.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Differentiate the various types of restaurants. 2. Apply the knowledge of basic requirement of being a good professional and 3. the organizational structure of the food and beverage department in a star hotel. 4. Identify various tools and equipment's used in food and beverage department and demonstrates the basic technical skills applied during operations & making of tea, coffee, Mocktails. 		
	Module No	Topic	Hours
	1	Understanding Food Service Outlets and Ancillary F&B Service Areas	02
	2	Understanding Personal Hygiene and Food Service Hygiene	02
	3	Familiarization of F&B Service Equipment, Care and Maintenance	04
	4	<p>Cleaning and polishing of EPNS items by</p> <ul style="list-style-type: none"> • Plate Powder method • Polivit method • Silver Dip method • Burnishing method 	02
COURSE DETAILS	5	Practicing Briefing and De-Briefing	02
	6	Practicing Mise-en-Scene and Mise-en-Place Activities	04
	7	Rules for Laying a Basic Cover	02
	8	<p>Basic Technical Skills</p> <ul style="list-style-type: none"> • Handling service gear • Carrying a tray / salver • Carrying Plates, glassware, and other equipment • Laying a tablecloth • Changing a tablecloth during service 	06

		<ul style="list-style-type: none"> • Placing meal plates and clearing soiled plates • Sideboard organization • Service of water • Using service plate and crumbing down • Napkin folds (10 folds) • Changing dirty ashtray • Cleaning and polishing glassware 	
	9	Tea/Coffee/Cocoa/Malted Beverages – preparation and service	02
	10	Juices/Soft Drinks/Tonic Water/Water– service	02
	11	Mocktails – preparation and service	02
	12	Bar flaring practice sessions	30
		Total Hours	60

Course: FRONT OFFICE OPERATION FOUNDATION -I			Semester: I
Course Code: BHM 103	L T P	3 0 0	Credits: 3

OBJECTIVE	The course familiarizes students with different sectors of the hospitality industry. The students will get to know about different international hotel chains, ownership, and organization structure of hotels.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Explain fundamental concepts of Hospitality with their historical and current trends. 2. Identify hotels by classification criteria and international standards. 3. Relate aspects of service with hotel products and identify the types of rooms, their rates with meal plans. 4. Identify staff organization of various types of hotels and Front office department. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Hospitality Industry- An introduction</p> <p>Concept, origin and growth overtime, scope, current and future trends and developments in Industry, Hospitality industry and linkages with other industries, role in global and Indian economy. Classification and Categorization of Hotel Industry, Major hotel chains of India.</p>	03
	2	<p>Introduction to Guest Cycle</p> <p>Pre-Arrival, Arrival, Occupancy, Departure and Post Departure</p>	03
	3	<p>Bell Desk Operation</p> <ul style="list-style-type: none"> • Layout of Lobby, Bell desk, Placement of Bell Desk. Job Description-Concierge, Bell captain, Bell boy, Doorman. Scanty Luggage Procedure, Left Luggage • Procedure, Luggage Handling Procedure on Guest Arrival-FIT, VIP, Group and Crew, Luggage Handling Procedure on Guest Arrival-FIT, VIP, Group and Crew. 	08
	4	<p>Front Office Product:</p> <p>Types of Rooms, Types of Room Rates, Types of Plans, Room Status, Layout of room</p>	08
	5	<p>Hotel Organization</p> <p>Organization structure and Departmentation in hotels, Front office, Housekeeping, Food and Beverage (service and production), Engineering and Maintenance, Security, Human Resource dept., Sales and Marketing, Purchase and Stores, Accounts.</p>	10

	6	Front Office Introduction of Front Office, Activities, Layout and Equipment of Front Office, Various sections of Front Office, Organization structure of Front Office department. Qualities and Attributes of Front Office Personnel.	13
		Total Hours	45
TEXT BOOKS		<ul style="list-style-type: none"> • Sudhir Andrews, Hotel Front Office Training Manual, McGraw Hill Education • Jatashankar R. Tiwari, Hotel Front Office: Operations and Management, Oxford Publication • L. Michael Kasavana & Richard M. Brooks, Managing Front Office Operations, Educational Institute of AH&LA • S.K Bhatnagar, Front Office Management, Frank Brothers 	
REFERENCE BOOKS/ SUGGESTED READING		<ul style="list-style-type: none"> • Ahmed Ismail, Front Office Operations and Management, Delmar Cengage Learning • L. Michael Kasavana & J. John Cahill, Managing Computers in Hospitality Industry, Educational Institute of AH&LA • Colin Dix & Chris Baird, Front Office Operations, Longman • James A. Bardi, Hotel Front Office Management, John Wiley and Sons 	

Course: FRONT OFFICE OPERATIONS FOUNDATION -I (PRACTICAL)			Semester: I
Course Code: BHM 103P	L T P	0 0 2	Credits: 1

OBJECTIVE	The course familiarizes students with various skills and attributes required to excel in Front Office operations of the hospitality industry.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Recognize the importance of hygiene and grooming standards. 2. Display the necessary communication skills particularly oral communication skills like reading, listening, presentation and public speaking skills and telephone handling skills. 3. Demonstrate various Front Office Operations through role plays and case studies. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Grooming and hospitality etiquette. • Countries – capitals, currencies, airlines, and official airlines of the world. • Seminar presentation by students on life history of prominent hoteliers and hotel Chain. • Seminar presentation by students on various types of accommodations • Handling telephones – telephone etiquette and manners. • Travel desk operations. • Knowledge of front office layout. • Welcoming/greeting of the guest. • Role Plays of various front office staff. • Quiz • Glossary terms • Assessment 	30
		Total Hours	30

Course: ACCOMMODATION OPERATION FOUNDATION -I			Semester: I
Course Code: BHM 104	L T P	3 0 0	Credits: 3

OBJECTIVE	The course familiarizes students with the operations of the housekeeping department, its various controls, and personnel along with its relationship with other departments.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Describes the importance of the housekeeping department and its role in the hospitality sector. 2. Explain the important role of key personnel in the housekeeping department. 3. Communicate effectively with other departments. 4. Explain the various types of guestroom layouts, beds and mattresses used in hotel guest rooms. 		
	Module No	Topic	Hours
	1	<p>Introduction, meaning and definition. Importance of Housekeeping, Responsibilities of the Housekeeping department, a career in the housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel)</p>	06
	2	<p>Role of Key Personnel in Housekeeping Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Hygiene and Grooming Standards of Housekeeping Personnel</p>	06
COURSE DETAILS	3	<p>Layout of Housekeeping Department: Basic layout of House Keeping Department in hotels. Sections of the housekeeping department and their functions. Front-of-the-house and Back of the- house areas.</p>	06
	4	<p>Organization of Housekeeping Department:</p> <ul style="list-style-type: none"> • Hierarchy of House Keeping Department. • Coordination with another department: <ol style="list-style-type: none"> a. With Maintenance department b. With Security department c. With Store department d. With Account department e. With other departments f. With more emphasis on Front office 	09

	5	Hotel Guest Rooms: <ul style="list-style-type: none"> • Types and Layout of guest rooms. • Layout of corridor and floor pantry. • Rules of Guest Floor. • Chambers Maids Carts. • Guest room status. • Guestroom checks list: Furniture/Fixtures/Fittings/Soft/Furnishings/Accessories/ Guest Supplies/Amenities in a guest room. 	09
	6	Types of Beds and Mattresses	09
		Total Hours	45
TEXT BOOKS	<ul style="list-style-type: none"> • Joan Branson and Margaret Lennox, Hotel, Hostel and Hospital Housekeeping, Hodder Education • Sudhir Andrews, Hotel Housekeeping: A Training Manual, McGraw Hill Education • G. Raghubalan and S. Raghubalan, Hotel Housekeeping Operations and Management, Oxford University Press 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • U. Jones, Catering: Housekeeping and Front Office, Hodder Arnold H&S • M. Schneider, The Professional Housekeeper, G. Tucker, M. Scoviak, Wiley Publications • Sudhir Andrews, Hotel Housekeeping Management and Operations, McGraw Hill Education 		

Course: ACCOMMODATION OPERATION FOUNDATION-I (PRACTICAL)			Semester: I
Course Code: BHM 104P	L T P	0 0 2	Credits: 1

OBJECTIVE	This course helps students understand personnel hygiene and grooming standards that must be followed in the housekeeping department. They will understand about the layout structure housekeeping department and various facilities hotel provides to guest.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Recognize the importance of hygiene and grooming standards. 2. Demonstrate basic cleaning skills for public areas and the cleaning procedure for the same. 3. Identification of different manual, mechanical equipment, and electrical equipment. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Layout to the Housekeeping department. • Personal Hygiene in House Keeping • Greeting of customers-In rooms and public areas • Maids Trolley: Set Up, Stocking and usage. • Introduction to Guest Room and supplies and placement. (Model Preparation) • Sweeping and Mopping – dry, wet. • Bed making and turn down service. • Towel Origami, • Cleaning of different floor finishes and use of floor scrubbing machine. • Cleaning of Restaurant during peak hours. • Cleaning of Coffee shop during peak hours. • Cleaning of Mirrors/Glass/Windowpanes • High ceiling cleaning/Cobweb removal. • Preparation of hot and cold face towels (demo only) • Seminar presentation on Cleaning Equipment's 	30
		Total Hours	30

Course: ENGLISH LANGUAGE - I			Semester: I
Course Code: BHM 105	L T P	3 0 0	Credits: 3

OBJECTIVE	The objective of this course is to build basic English language proficiency with a focus on grammar, vocabulary, and communication skills relevant to hospitality. It aims to help students use English confidently in everyday and workplace situations common in hospitality industry.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Build basic proficiency in English grammar and vocabulary. 2. Develop reading, writing, listening, and speaking skills. 3. Enable students to understand and use English in simple day-to-day and hospitality contexts. 4. Participate in role-plays and dialogues by constructing short conversations in hospitality contexts. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Grammar Basics & Vocabulary Building <ul style="list-style-type: none"> • Parts of speech. • Tenses (present, past, future). • Common vocabulary used in hotels (rooms, F&B, housekeeping). • Articles, prepositions, subject-verb agreement. 	12
	2	Reading Comprehension <ul style="list-style-type: none"> • Reading short passages, hotel notices, memos. • Skimming, scanning, finding the main idea. • Understanding menu descriptions, room guides. 	10
	3	Writing Skills – Basics <ul style="list-style-type: none"> • Sentence construction, paragraph writing • Filling forms (registration, check-in, feedback forms) • Writing simple emails, requests, and notes 	11
	4	Listening and Speaking – Level 1 <ul style="list-style-type: none"> • Listening to announcements, greetings, instructions. • Speaking: introducing oneself, greetings, answering questions. • Role-play: Reception desk, telephone etiquette. 	12
		Total Hours	

TEXT BOOKS	<ul style="list-style-type: none"> • Murphy, R. (2019). <i>Essential Grammar in Use</i> (4th ed.). Cambridge: Cambridge University Press. (Covers parts of speech, tenses, articles, prepositions, and subject-verb agreement in a self-study format) • Jones, L., & Alexander, R. (2005). <i>New International Business English: Student's Book</i> (Updated ed.). Cambridge: Cambridge University Press. • Dubicka, I., & O’Keeffe, M. (2003). <i>English for International Tourism: Pre-Intermediate Coursebook</i>. Harlow: Pearson Education. • Glendinning, E. H., & Howard, A. (1993). <i>English for Work: Hotel and Catering</i>. Oxford: Oxford University Press.
REFERENCE BOOKS / SUGGESTED READING	<ul style="list-style-type: none"> • Trappe, T., & Tullis, G. (2005). <i>Intelligent Business: Skills Book</i>. Harlow: Pearson Education. • Sweeney, S. (2003). <i>English for Business Communication</i> (2nd ed.). Cambridge: Cambridge University Press. • Pitt, S. (2003). <i>English for the Hotel Industry</i>. Oxford: Oxford University Press. • Ansary, H. (2008). <i>Hospitality English</i>. Hyderabad: Orient BlackSwan.

Course: APPLICATIONS OF COMPUTER			Semester: I
Course Code: BHM 106	L T P	3 0 0	Credits: 3

OBJECTIVE	The objective of this course is to introduce students to basic computer concepts and their practical applications within the hospitality industry. It aims to develop an understanding of operating systems, commonly used office software, and internet tools that are essential for efficient hotel operations. Additionally, the course prepares students to apply technology effectively in key areas such as guest services, inventory management, and internal as well as external communication.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Understand basic computer hardware, software, and operating system functionality. 2. Apply knowledge of MS Office tools in hospitality scenarios. 3. Demonstrate understanding of internet-based services for business communication and operations. 4. Identify basic security and data handling principles in computer usage. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Fundamentals of Computers</p> <ul style="list-style-type: none"> • Definition, characteristics, and classification of computers. • Components: CPU, Input/Output Devices, Storage Devices • Software types: System, Application, Utility • Operating Systems: Windows overview, file management 	9
	2	<p>Office Productivity Tools Overview</p> <ul style="list-style-type: none"> • MS Word: Document creation, formatting, menus, SOPs • MS Excel: Formulas, tables, hospitality data sheets • MS PowerPoint: Slide preparation for guest and staff communication 	9
	3	<p>Internet and E-Communication</p> <ul style="list-style-type: none"> • Basics of internet and intranet • Email, browsers, and online collaboration tools • Online booking engines and customer relationship platforms 	9
	4	<p>IT Applications in Hospitality</p> <ul style="list-style-type: none"> • Property Management Systems (PMS) – overview 	9

		<ul style="list-style-type: none"> • Use of MS Office in hotel front office, F&B service, housekeeping • ICT tools in inventory, budgeting and guest services 	
	5	Data Security and IT Ethics <ul style="list-style-type: none"> • Cybersecurity basics: safe browsing, passwords, data backup • Ethical use of computers: plagiarism, digital footprints • Introduction to data privacy and hospitality-specific concerns. 	9
		Total Hours	45
TEXT BOOKS	<ul style="list-style-type: none"> • Sinha, P. K., & Sinha, P. (2020). Computer Fundamentals (6th ed.). BPB Publications. • Nordell, R. (2021). Microsoft Office 365: In Practice (2021 ed.). McGraw-Hill Education. • Rajaraman, V. (2018). Introduction to Information Technology (3rd ed.). PHI Learning Pvt. Ltd. • Bangia, R. (2022). Information Technology for Hospitality and Tourism. Kalyani Publishers. 		
REFERENCE BOOKS / SUGGESTED READING	<ul style="list-style-type: none"> • Kasavana, M. L., & Cahill, J. J. (2014). Managing Computers in the Hospitality Industry (7th ed.). Educational Institute of the American Hotel & Lodging Association (AHLEI). • Gretzel, U., Fuchs, M., Baggio, R., & Sigala, M. (Eds.). (2015). Information and Communication Technologies in Tourism. Springer. • Redmond, K., & Butler, T. (2021). Cybersecurity and Cyber Ethics: An Introduction (2nd ed.). CRC Press. • Reynolds, G. W. (2018). Ethics in Information Technology (6th ed.). Cengage Learning. 		

SEMESTER – II

Course: FOOD PRODUCTION FOUNDATION -II			Semester: II
Course Code: BHM 107	L T P	2 0 0	Credits: 2

OBJECTIVE	This course gives an insight into the basic processes used in cooking with egg, meat, and fish cookery. Understanding vegetable cookery		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Explain methods of cooking applied in kitchen. 2. Discuss egg cookery, poultry, and meat. 3. Discuss fish and seafood cookery. 4. Explain vegetable cuts and cooking vegetables. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Brief Introduction to international cuisine</p> <ul style="list-style-type: none"> • French cuisine- Historical Background, Regions and Regional Cooking Styles, Staple food with regional Influences • Italian cuisine -Historical Background, Regions and Regional Cooking Styles, Staple food with regional Influences • Chinese cuisine- Historical Background, Regions and Regional Cooking Styles, Staple food with regional Influences 	06
	2	<p>Eggs, Poultry and Meat</p> <ul style="list-style-type: none"> • Eggs – Introduction, Usage in Kitchen, Structure of Egg, • Classification, Grading of Eggs, Types, Selection, Storage and • Preparation of breakfast dishes with eggs. • Poultry and Game: Introduction, Classification, Selection Criteria, Cuts of Poultry, Yield, and simple Indian preparations. • Meat: Characteristics, selection and grading, Classification (Bovines, Ovine and Swine), Categories, Cuts of Meat, Storage and handling. <p>Fishes in Cooking</p> <ul style="list-style-type: none"> • Introduction, Types, Purchasing, Storing Considerations, Fish and Shellfish, their classification. • Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish • Common cooking methods used for sea food. 	10

	3	Bakery Introductions <ul style="list-style-type: none"> • Basic Ingredients and functions: Sugars; Shortenings; Eggs; Wheat and Flours; Milk and Milk Products; Yeast; Chemical Leavening Agents; Salt, Spices, and Flavourings; Fruits. Professional Bakery Equipment's and Tools, Production Factors • Bread and Rolls: Overview of Production; Bread making Methods, Common Problems, Faults, and remedies in their preparation. common bread • Types of sponge (rich sponge, lean sponge, Genoese sponge, gel sponge) 	08
	4	Methods of Cooking <ul style="list-style-type: none"> • Introduction, Definition, and its importance. Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such medium. 	06
		Total Hours	30
TEXT BOOKS	<ul style="list-style-type: none"> • Krishna Arora, Theory of Cookery, Frank Brothers • Parvinder S Bali, Food Production Operations, Oxford University Press • Philip E. Thangam, Modern Cookery, Orient Longman 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • Kinton and Cesarani, Practical Cookery, Hodder Education • Kauffman and Cracknell, Practical Professional Cookery, Cengage Learning EMEA • Wayne Gislen, Professional Cooking, Publisher Le Cordon Bleu • Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry, Wiley 		

Course: FOOD PRODUCTION FOUNDATION -II (PRACTICAL)			Semester: II
Course Code: BHM 107P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives an insight into egg preparations, fish and meat cookery and vegetable preparations with Indian breakfast dishes.		
COURSE OUTCOMES	Upon completing this course, students will be able to: <ol style="list-style-type: none"> To demonstrate egg cookery. Apply various methods of cooking. Practice vegetable cuts and cooking vegetables and Indian breakfast dishes. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> Cooking in Professional Kitchen – Dos and Don'ts Understanding Eggs and Their Simple Breakfast Preparations: <ul style="list-style-type: none"> Hard- and Soft-Boiled Eggs. Fried Eggs. Poached Eggs. Scrambled Eggs. Omelet's (Plain, Spanish, Stuffed) One Menu Each Italian, French, Chinese Cuisine Familiarization with, Poultry, Meats and Fishes – Their Simple Cuts and Cooking Blanching of Tomatoes and Capsicum. Cooking Vegetables: <ul style="list-style-type: none"> Boiling (Potatoes, Peas) Rying (Aubergine, Potatoes) Steaming (Cabbage) Braising (Potatoes, Onion, and Cabbage) Familiarization, Identification of Commonly Used Ingredients in Kitchen Simple Vegetable and Meat Cookery Identification of Types of Rice Varieties and Pulses. Simple Preparation of Boiled Rice (Draining and Absorption) Method. Fried Rice. 	
		Total Hours	60

Course: FOOD AND BEVERAGE SERVICE FOUNDATION -II			Semester: II
Course Code: BHM 108	L T P	2 0 0	Credits: 2

OBJECTIVE	This course emphasizes meal and menu planning with the art of preparing different menus for each meal period. The course also focusses on various techniques followed in hotel / restaurant for controlling sales, guest handling situations and tobacco.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Explain various meals served in a day and will be able to make necessary arrangements for each meal type. 2. Explain various types of menus for different occasions keeping in mind the standards of menu compiling. 3. Explain the French classical menu along with suggestive accompaniments and condiments served with different food articles. 4. Process the various KOT and billing process, analyze handling situations. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Meals A. Introduction and Importance of meal B. Types of Meals i. Early Morning Tea ii. Breakfast (English, American, Continental, Indian) iii. Elevenses iv. Brunch v. Lunch vi. Afternoon/High Tea vii. Dinner viii. Supper	06
	2	Menu Planning A. Menu – Concept, History, Classification B. Menu Planning Consideration and Constraints C. Menu Terms D. Menu Designs E. French Classical Menu - 11 and 17 course. F. Classical Food and its Accompaniments with Cover Setup G. Indian regional dishes, accompaniments, and service	06

	3	<p>Sales Control System</p> <p>A. Order Taking Methods</p> <p>i. Triplicate System</p> <p>ii. Duplicate System</p> <p>iii. Service with Order</p> <p>iv. Computerized System</p> <p>B. Circumstantial KOTs</p> <p>C. Billing Methods</p> <p>D. Cash Handling Equipment</p>	06
	4	<p>Handling Situation</p> <p>A. Unavailability of Table/reservation</p> <p>B. Serving Spoiled Dish</p> <p>C. Unavailability of Food items</p> <p>D. Handling Special Requests</p> <p>E. Order Delays, Spillages</p> <p>F. Lost and found properties.</p> <p>G. Illness</p> <p>H. Drunken Guest, Unsatisfactory appearance of Guest</p> <p>I. Dealing with children, Guest with special needs, physically challenged guest, old age guest, Customer with communication difficulties.</p> <p>J. Accident, Fire Accident</p> <p>K. Suspicious Items and Package</p> <p>L. Bomb threat</p>	06
	5	<p>Tobacco</p> <p>A. Introduction, History</p> <p>B. Production Process</p> <p>C. Cigar - Parts, Structure, Colors, Shapes and Sizes, Storage, Brands, Lighting and Service</p> <p>D. Cigarettes - Processing, Parts, Types, Brands and Service</p> <p>E. Pipe Tobacco – Types and Brand names</p> <p>F. Health hazards</p>	06
		Total Hours	30
TEXT BOOKS	<ul style="list-style-type: none"> • R. Singaravelavan, Food and Beverage Service, Oxford University Press • Anita Sharma, Bagchi, Textbook on Food and Beverage Service, Aman Publications • Dennis R. Lillcrap. and John A. Cousins, Food and Beverage Service, Publisher: ELBS 		

REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none">• John Fuller, Modern Restaurant Service, Hutchinson• P. Dias, The Steward, Orient Longman Limited• G. Brown, K. Heppner and A. Deegan, Introduction Food and Beverage Service, Longman• Sudhir Andrews, Food and Beverage Services: A Training Manual, McGraw Hill Education
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Course: FOOD AND BEVERAGE SERVICE FOUNDATION -II (PRACTICAL)			Semester: II
Course Code: BHM 108P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course focuses on providing skills of table layouts for different meals including different course of French classical menu. It also makes the student familiar with tray/trolley setups, procedure for meal service, telephone and dining etiquettes and the service of cigar and cigarette.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Design Menu and planning of mise-en-place and service of different types of meals. 2. Demonstrate the table/trolley layout. 3. Understand situation handling techniques & demonstrate service of Cigar & Cigarette.		
COURSE DETAILS	Module No	Topic	Hours
		Table Lay-Up and Service <ul style="list-style-type: none"> • A La Carte Cover • Table d' Hote Cover • English Breakfast Cover • American Breakfast Cover • Continental Breakfast Cover • Indian Breakfast Cover • Afternoon Tea Cover • High Tea Cover 	
		Tray/Trolley Set-Up and Service: Room Service Tray/Trolley Setup	
		Procedure for Service of a Meal: <ul style="list-style-type: none"> • Taking Guest Reservations • Receiving and Seating of Guests • Order taking and recording. • Order processing (passing orders to the kitchen) • Sequence of service • Presentation and encashing the Bill. • Presenting and collecting Guest comment cards • Seeing off the Guests 	
		French Classical Menu: <ul style="list-style-type: none"> • Writing a Menu in French and its Equivalent in English • Practicing the cover setup 	
		Service of Tobacco: Cigarettes and Cigars	
		Bar Faring Practice session:	
		Total Hours:	60

Course: FRONT OFFICE OPERATION FOUNDATION–II			Semester: II
Course Code: BHM 109	L T P	2 0 0	Credits: 2

OBJECTIVE	This course helps students understand front office equipment, and their usage, filling up of front office forms and formats, welcoming the guest, telephone handling different role plays, message and mail handling and Paging.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Explain the fundamentals of Tourism and hospitality distribution channels. 2. Recognize different types of room tariffs, basis of charging, and fixation of room tariff. 3. Examine the basic concepts and processes of reservations through the manual and automated processes of reservation. 4. Identify types of hotel guest with their needs and preferences and be able to follow them through the guest cycle and focusing on the front office coordination with other departments. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Introduction of Travel and Tourism <ul style="list-style-type: none"> • Meaning of Tourism, Origin of Tourism, Five A's of Tourism, Motivation of Travel, Types of Tourism. 	05
	2	Hospitality Distribution Channels <ul style="list-style-type: none"> • Meaning and Definition, Functions and Levels of Distribution Channels. • Major Hospitality Distribution Channels-Travel Agents, Tour Operators. • Reservation System, Global Distribution System (GDS), Internet. 	05
	3	Tariff Structure <ul style="list-style-type: none"> • Basis of Charging, Plans, Competition, Customer's Profile. • Standards of Service and Amenities, Hubbart Formula. • Different Types of Tariffs, Rack Rate, Discounted Rates for Corporate, Airlines, Groups and Travel Agents. • Guest Accounting (Manual): Guest Weekly Bill, Visitors Tabular Ledger Different Types of Tariffs • Rack Rate • Discounted Rates for Corporate, Airlines, Groups and Travel Agents • Guest Accounting (Manual): Guest Weekly Bill, Visitors Tabular Ledger. 	05

	4	Front Office and Guest Handling <ul style="list-style-type: none"> Introduction to Guest Cycle: Pre-Arrival, Arrival, Stay, Departure and After Departure. During The Stay Activities 	05
		<ul style="list-style-type: none"> Information Services, Message and Mail Handling, Key Handling, Room Selling Technique, Hospitality Desk, Complaints Handling, Guest Handling, Guest Profile, Guest Paging. 	
	5	Reservations <ul style="list-style-type: none"> Importance of Reservation, Modes, Channels and Sources (Fits, Travel Agents, Airlines, Gits), Types of Reservations (Tentative, Confirmed, Guaranteed Etc.). Systems (Non-Automatic, Semi-Automatic Fully Automatic). Cancellation, Amendments and Overbooking. 	05
	6	Front Office Coordination With Other Departments of Hotel	05
		Total Hours:	30
TEXT BOOKS	<ul style="list-style-type: none"> Sudhir Andrews, Hotel Front Office Training Manual, McGraw Hill Education Jatashankar R. Tiwari, Hotel Front Office: Operations and Management, Oxford Publication L. Michael Kasavana & Richard M. Brooks, Managing Front Office Operations, Educational Institute of AH&LA S.K Bhatnagar, Front Office Management, Frank Brothers 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> Ahmed Ismail, Front Office Operations and Management, Delmar Cenage Learning L. Michael Kasavana & J. John Cahill, Managing Computers in Hospitality Industry, Educational Institute of AH&LA Colin Dix & Chris Baird, Front Office Operations, Longman James A. Bardi, Hotel Front Office Management, John Wiley and Sons 		

Course: FRONT OFFICE OPERATION FOUNDATION – II (PRACTICAL)			Semester: II
Course Code: BHM 109P	L T P	0 0 2	Credits: 1

OBJECTIVE	This course helps students understand front office equipment and their uses, filling up of front office forms and formats, welcoming the guest, telephone handling different role plays, message and mail handling and paging.		
COURSE OUTCOMES	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Use various forms, formats and registers maintained in the front office department. 2. Practice guest welcoming procedure 3. Demonstrate different role plays. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Introduction of front office equipment and furniture (Rack, counter bell desk) • Filling up of various Performa. • Welcoming of guest • Telephone handling • Role play • Upselling of Room • Handling Reservation Calls • Arrivals • Luggage handling • Message and mail handling • Paging 	30
	Total Hours:		30

Course: ACCOMMODATION OPERATION FOUNDATION -II			Semester: II
Course Code: BHM 110	L T P	3 0 0	Credits: 3

OBJECTIVE	This course gives an idea of the overall functioning of the housekeeping department. It covers the detail of the duties and responsibility of all the staff of the housekeeping department. Also Explains the formats used at the control desk. The different types of guest rooms are also discussed. Also, the use of different types of cleaning equipment and agents are also briefed.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Explain Housekeeping Department routine cleaning Operational Procedures. 2. Discuss Hotel Guest Room cleaning procedure. 3. Discuss the importance, role of the housekeeping control desk and key control procedure. 4. Recollect characteristics, use and care of various cleaning agents and equipment for various surfaces. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Routine Cleaning of Housekeeping Department: General principles of cleaning.</p> <ul style="list-style-type: none"> • Rules of the floor. • Types and nature of soil. • Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall, and floor covering. 	03
	2	<p>Cleaning of Guest Rooms:</p> <ul style="list-style-type: none"> • Daily cleaning of occupied, departure, vacant, Under Repair and VIP rooms. • Evening service and second service procedures. • Weekly / Periodic cleaning – Special cleaning tasks to be carried out. • Spring Cleaning procedures Forms and Formats. • Replenishment/placement of guest room supplies. • Daily, weekly, and spring-cleaning procedures for various <p>Public Areas such as:</p> <ul style="list-style-type: none"> • Lobby • Cloak rooms • Restaurant/bar/banquet Halls • Front areas • Corridor • Sauna/Swimming pool/Spas 	07

	3	House Keeping Control Desk and Supervision: <ul style="list-style-type: none"> • Importance of Control Desk. • Records maintained. 	05
		<ul style="list-style-type: none"> • Functions performed by C.D. • Importance of Housekeeping supervision. • Checklist for inspection. • Dirty Dozen. • Paging systems and methods • Telephone handling skills 	
	4	Lost and Found Procedure: <ul style="list-style-type: none"> • Procedure for Guest articles. • Procedure for Lost Hotel Property. • Records maintained. 	05
	5	Cleaning Science <ul style="list-style-type: none"> • Characteristics of a good cleaning agent • General Criteria for selection and Classification • PH scale and cleaning agent with their application • Types of cleaning agent • Cleaning products (Domestic and Industrial) • Use, care, and Storage • Use of Eco-friendly products in Housekeeping. 	08
	6	Cleaning Equipment <ul style="list-style-type: none"> • Types of Equipment • Operating Principles of Equipment • Characteristics of Good equipment (Mechanical/Manual) • Storage, Upkeep, Maintenance of equipment 	08
	7	Care and Cleaning of Different Surfaces <ul style="list-style-type: none"> • Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall, and floor covering, Stain Removal. 	05
	8	Key Control: <ul style="list-style-type: none"> • Various Computerized keys used for housekeeping. • Manual keys used for housekeeping. • Key Control Procedures. 	04
		Total Hours:	45

TEXT BOOKS	<ul style="list-style-type: none">• Joan Branson and Margaret Lennox, Hotel, Hostel and Hospital Housekeeping, Hodder Education• Sudhir Andrews, Hotel Housekeeping: A Training Manual, McGraw Hill Education• G. Raghubalan and S. Raghubalan, Hotel Housekeeping Operations and Management, Oxford University Press
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none">• U. Jones, Catering: Housekeeping and Front Office, Hodder Arnold H&S• M. Schneider, G. Tucker, M. Scoviak, The Professional Housekeeper, Wiley Publications• Sudhir Andrews, Textbook of Hotel Housekeeping Management and Operations, McGraw Hill Education

Course: ACCOMMODATION OPERATION FOUNDATION -II (PRACTICAL)			Semester: II
Course Code: BHM 110P	L T P	0 0 2	Credits: 1

OBJECTIVE	This course gives students a basic idea of how to handle the guest call at the control desk. They learn how to fill different forms and formats used in the control desk and understand the importance and usage of different types of mechanical and manual equipment. They will also understand the concept of cleaning agents and their use on different surface.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Practice the storage and maintenance of different of different cleaning equipment. 2. Practice filling of different forms & format and guest complains & request at the control desk. 3. To apply usage of different types of cleaning agents on different surface. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Equipping Maids Carte / Trolley. • Bed Making – Day / Evening. • Daily Cleaning of Guest rooms – Departure, occupied and vacant. • Weekly / Spring Cleaning. • Cleaning routine Restaurants /Admin. Offices / Staircases and Elevators /Exterior areas. • Inspection records – Checklist. • Introduction to Cleaning Equipment's. • Introduction to Cleaning Agents • Polishing of Laminated surfaces. • Polishing of Brass Articles. • Polishing of EPNS articles. • Polishing of Copper articles. • Cleaning of Glass surfaces. • Cleaning of oil painted surfaces. • Cleaning of plastic painted surfaces. • Register handling for lost and found procedure. • Handling guest requests and complains at control desk 	
		Total Hours:	30

Course: ENGLISH LANGUAGE - II			Semester: II
Course Code: BHM 111	L T P	3 0 0	Credits: 3

OBJECTIVE	The course aims to enhance students’ practical and functional communication skills for hospitality settings, with a focus on professional writing and real-world spoken interactions.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Strengthen understanding of intermediate grammar and hospitality-related vocabulary. 2. Develop the ability to write professional emails, memos, and guest correspondence. 3. Read and interpret brochures, guest feedback, and hotel-related documents with clarity. 4. Participate in role-plays and dialogues to confidently handle guest queries and service interactions. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Intermediate Grammar and Usage</p> <ul style="list-style-type: none"> • Voice (active/passive), reported speech • Modal verbs (can, may, should, must) • Adjectives and adverbs for descriptions • Hospitality phrases and idioms 	10
	2	<p>Writing for Professional Communication</p> <ul style="list-style-type: none"> • Writing official emails, memos, notices • Composing apology, complaint, and appreciation letters • Writing itinerary, travel info, menus 	12
	3	<p>Reading and Interpreting Professional Texts</p> <ul style="list-style-type: none"> • Reading hotel brochures, reviews, travel blogs • Interpreting guest feedback and reports • Understanding SOPs and instruction manuals 	12
	4	<p>Speaking & Listening – Level 2</p> <ul style="list-style-type: none"> • Handling guest requests, complaints, special 	11

	<p>situations</p> <ul style="list-style-type: none"> • Listening to guest instructions, answering queries • Role-plays: Concierge, restaurant service, telephone bookings • Listening to video/audio samples with comprehension 	
		Total Hours
		45
TEXT BOOKS	<ul style="list-style-type: none"> • Jones, L. (2013). Welcome! English for the Travel and Tourism Industry (2nd ed.). Cambridge University Press. • Stott, T., & Holt, R. (2019). English for Tourism and Hospitality. Oxford University Press. • Dubicka, I., & O'Keeffe, M. (2011). English for International Tourism (Pre-Intermediate to Upper Intermediate). Pearson Education. • Bailey, E. P. (2015). Plain English at Work: A Guide to Business Writing and Speaking. Oxford University Press. 	
REFERENCE BOOKS / SUGGESTED READING	<ul style="list-style-type: none"> • Harding, K., & Henderson, P. (2007). English for Hospitality and Tourism. Oxford University Press. • Cullen, P., French, A., & Jakeman, V. (2020). Cambridge English for Job-hunting. Cambridge University Press. • Pitt, S. (2005). English for the Hotel Industry. Orient BlackSwan. • Walker, R. (2010). Tourism 1 & 2 – Oxford English for Careers. Oxford University Press. 	

Course: MS OFFICE - I			Semester: II
Course Code: BHM 112P	L T P	0 0 6	Credits: 3

OBJECTIVE	This course is designed to introduce students to basic computer operations and the essential features of MS Office tools. It aims to develop foundational proficiency in using Microsoft Word, Excel, and PowerPoint, enabling students to create, organize, and present information effectively. Emphasis is placed on applying these basic tools to perform common hospitality-related tasks, ensuring students can use technology efficiently in real-world hotel and tourism operations.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Develop the ability to create professional documents, spreadsheets, and presentations. 2. Utilize formatting tools and basic functions to customize hospitality-related templates. 3. Apply MS Word for designing menus, forms, and notices, and use Excel for performing basic calculations and generating charts. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Introduction to basic computer operations • File and folder management techniques • Basics of cloud storage and its uses • MS Word: <ul style="list-style-type: none"> • Creating and formatting documents • Using tables and bullet points • Designing menus, SOPs, and guest letters • MS Excel: <ul style="list-style-type: none"> • Data entry and cell formatting • Applying simple formulas and functions • Creating basic reports and charts • MS PowerPoint: <ul style="list-style-type: none"> • Slide creation and layout design • Preparing simple presentations for guest information • Using basic transitions for visual enhancement 	
		Total Hours	90

SEMESTER – III

Course: INTRODUCTION TO INDIAN COOKERY			Semester: III
Course Code: BHM 201	L T P	3 0 0	Credits: 3

OBJECTIVE	This course introduces Indian kitchen with understanding spices and condiments, masala, pastes and gravies, tandoor, and regional cuisine of India.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Discuss the concepts of Indian cookery. 2. Explain various condiments herbs and spices used in Indian cookery. 3. Describe various masalas, pastes and gravies used in cooking. 4. Identify various commodities and their usage in the kitchen. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Basics of Indian Cooking</p> <p>Introduction to Indian Cookery, Identification of various varieties of rice, cereals, and pulses. Simple methods of preparations and ingredient combination ratios - Rice, Dals, Vegetables, Indian breads.</p> <p>Role of spices in Indian cookery</p> <ul style="list-style-type: none"> • Indian equivalent of spices (names) • Indian Masalas • Blending of spices and concept of masalas • Different masalas used in Indian cookery. • Dry and Wet masalas • Composition of different masalas • Varieties of masalas available in regional areas • Special masala blends. 	09
	2	<p>Tandoor and Curries</p> <ul style="list-style-type: none"> • Understanding the Concept of Tandoor. • Seasoning and Preparing a Tandoor. • Various Tools for Tandoor Cooking. • Types of Marinades Used for Tandoor Cooking. • Types of Tandoori Breads and Dishes. • Chutneys. • Concept and Importance of Curries and Gravies. • Types of Indian Curries and Its Combination. • Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations. 	09

	3	<ul style="list-style-type: none"> • Indian Regional Cuisine • Brief Study of Regional Cuisine- South Indian, Goa, Hyderabad, Bengal, Gujrat, Rajasthan, Awadh, Punjab, Kashmir, and Uttarakhand 	09
		<ul style="list-style-type: none"> • Traditional Cooking Methods and Famous Dishes with Accompaniments. • Traditional Tools and Equipment's. 	
	4	<p>Cakes and Pastries Introduction to cakes</p> <ul style="list-style-type: none"> • Sugar Batter, Flour Batter, Boiling Method, Foaming Method, All in One Process Method), Cheesecakes etc. Common Problems with Cake Production, Fondant and Marzipan Work. Theme Cakes. • Different Cake Making Methods (Sugar Batter, Flour Batter, Boiling Method, Foaming Method, All in One Process Method), Cheesecakes etc. Common Problems with Cake Production <p>Introduction to Pastries</p> <ul style="list-style-type: none"> • Definition of Pastry, Types of Pastries (Short Crust Pastry, Puff Pastry, Danish Pastry, Choux Pastry, Phyllo Pastry) • Different Varieties of Pastry Products (Eclairs and Cream Puffs, Tart and Pies, Cinnamon Rolls, Croissants, Different Danish Shapes, Baklava, Skillet Spanakopita.) • Common Problems with Pastries 	09
	5	<p>Quantity Kitchen Operations</p> <ul style="list-style-type: none"> • Types of quantity kitchen operations • Industrial, institutional, outdoor catering • Concept of check list • Techniques of bulk preparation (CPU, Batch Cooking, Sous Vide Cooking) Equipment used for bulk preparations 	09
		Total Hours:	45
TEXT BOOKS	<ul style="list-style-type: none"> • Krishna Arora, Theory of Cookery, Frank Brothers • Parvinder S Bali, Food Production Operations, Oxford University Press • Philip E. Thangam, Modern Cookery, Orient Longman 		

REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none">• Kinton and Cesarani, Practical Cookery, Hodder Education• Kauffman and Cracknell, Practical Professional Cookery, Cengage Learning EMEA• Wayne Gislen, Professional Cooking, Publisher Le Cordon Bleu• Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry, Wiley
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Course: INTRODUCTION TO INDIAN COOKERY (PRACTICAL)			Semester: III
Course Code: BHM 201P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course introduces practical skills in Indian kitchen of identifying masalas, pastes and gravies with menu preparations and preparations of basic tandoor preparations gravies and regional cuisine with a brief section on basic bakery.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Identify the concepts of Indian cookery. 2. Practice preparations of various masalas, gravies, tandoor cooking, and marinades. 3. Practice preparations of cakes and pastries. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen • Two Menus about 3-5 dishes per menu per Indian State • Food preparation and plating as per modern Indian cuisine. • Preparations regarding cakes and different pastries 	
		Total Hours:	60

Course: FOOD AND BEVERAGE SERVICE OPERATION -I			Semester: III
Course Code: BHM 202	L T P	3 0 0	Credits: 3

OBJECTIVE	The students undertaking this course should be able to comprehend alcoholic beverage and its classification. The course also embraces the important topics including wine and its classification, Aperitifs and its types, liqueurs, beer and other fermented beverages.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Explain various alcoholic beverages and technique of measuring alcoholic strength. 2. Enlighten the wine concept along with various important topics. 3. Categorize and describe each spirit, their manufacturing process and brand names. 4. Understand liqueurs, Aperitifs, Beer and other Fermented beverages. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Alcoholic Beverages A. Introduction and Classification with Examples B. Method of Preparing Alcohol <ul style="list-style-type: none"> • Fermentation Process • Distillation Process C. Proof Systems – US/British/Gay-Lussac	07
	2	Wines A. Definition and History B. Vine – Family, Grape Composition, Vine Disease C. Factors affecting quality – Soil, Climate, Viticulture, Vinification, Storing etc. D. Classification of wines (Brief Description only) <ul style="list-style-type: none"> • Table/Still/Natural • Sparkling • Fortified • Aromatized E. Wine service temperatures F. Wine Faults G. Glassware types, other Equipment's and tools associated with wine.	10

	3	Spirits A. Introduction, Manufacturing Process, Types, Brands <ul style="list-style-type: none"> • Whisky • Rum • Gin • Brandy 	10
		<ul style="list-style-type: none"> • Vodka • Tequilla B. Brief Introduction of other Spirits <ul style="list-style-type: none"> • Absinthe • Ouzo • Slivovitz • Akvavit • Feni • Arrack • Schnapps etc. 	
	4	Liqueurs A. Definition and History B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean and Kernel) Popular Liqueurs (Name, colour, predominant flavour and country of origin)	06
	5	Aperitifs A. Introduction and Definition, B. Types of Aperitifs <ul style="list-style-type: none"> • Vermouth (Definition, Types and Brand names) Bitters (Definition, Types and Brand names) 	04
	6	Beer and Other Fermented Beverages A. Beer <ul style="list-style-type: none"> • Introduction to Beer • Production of Beer • Types of Beer • Beer Faults • Service of Beer • Beer brands B. Other Fermented Beverages - Cider, Sake, Toddy, Perry etc	08
		Total Hours:	45

TEXT BOOKS	<ul style="list-style-type: none">• R. Singaravelavan, Food and Beverage Service, Oxford University Press• Anita Sharma, Food and Beverage Service, Bagchi, Aman Publications• Dennis R. Lillicrap. and John A. Cousins., Food and Beverage Service, Publisher: ELBS
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none">• John Fuller, Modern Restaurant Service, Hutchinson• P. Dias, The Steward, Orient Longman Limited• G. Brown, K. Heppner and A. Deegan, Introduction Food and Beverage Service, Longman• Sudhir Andrews, Food and Beverage Services: A Training Manual, McGraw Hill Education

Course: FOOD AND BEVERAGE SERVICE OPERATION –I (PRACTICAL)			Semester: III
Course Code: BHM 202P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course focuses on providing skills for the service of alcoholic beverages.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Learn the service of different types of wine including their mise-en-place. 2. Demonstrate knowledge and skills while serving different types of spirits and liqueurs. 3. Acquire the complete knowledge of beer and other fermented beverages service. 		
COURSE DETAILS	Module No	Topic	Hours
		<p>Organizing Mise-en-place:</p> <ul style="list-style-type: none"> • Wine service equipment • Beer service equipment <p>Service of Wines:</p> <ul style="list-style-type: none"> • Taking an Order and Service of –Sparkling, Aromatized, Fortified, Still Wines • How to Open a Wine Bottle (Different Types of Cork Screws) • How to Open a Sparkling Wine - Pouring into Glass • Order of Service (Starting with Wine Approval from Host, Wrapping Bottle with Napkin Etc.) • Use of Different Glasses, Holding and Carrying Glasses • Wine and Food Pairing <p>Service of Spirits and Liqueurs</p> <ul style="list-style-type: none"> • Different Service Styles • Mixers • Service of Whisky/Vodka/Rum/Gin/Brandy/Tequila <p>Service of Beer and Other Fermented Beverages</p> <ul style="list-style-type: none"> • Taking an Order and Service of Beer, Sake and Other Fermented and Brewed Beverages. 	
		Total Hours:	60

Course: FRONT OFFICE OPERATION –I			Semester: III
Course Code: BHM 203	L T P	2 0 0	Credits: 2

OBJECTIVE	This course gives idea of how different types of safety and Security systems are used in the hotel, for guest and staff.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Define the role of hotel staff in ensuring the safety and security of guests. 2. Understand the basic front office operations focusing on reception, information and acknowledging the registration procedures in detail. 3. Understand the role of the Front Office in selling and upselling the product. 4. Explain the usage of computers in hotels. PMS application in front office. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Front Office Guest Security and Safety <ul style="list-style-type: none"> • Introduction to Security Systems • Types of Security • Key Control • Safe Deposit, Lost and Found • Handling Emergency Situations • Handling Emergency Situations 	06
	2	Basic Front Office Operations <ul style="list-style-type: none"> • Information <ul style="list-style-type: none"> ❖ Handling Mails, Parcels, Messages ❖ Role of Information ❖ Types of Keys ❖ Keys Control • Reception <ul style="list-style-type: none"> ❖ Introduction of Reception ❖ Room Change Procedure ❖ Preparation of Guest Profile ❖ C Form ❖ F Form 	06
	3	Registration <ul style="list-style-type: none"> • Pre-Registration • Types of Registration Methods • Records and Forms Used • Types of Registration Methods/Records • Registration Procedure for Various Types of Guests 	06

	4	Room Selling Techniques <ul style="list-style-type: none"> • Targeting The Market • Front Office Selling Tips • Selling Techniques 	06
		<ul style="list-style-type: none"> • Up Selling, • Discounts 	
	5	Front Office Computer Operation <ul style="list-style-type: none"> • Basic of Computers • P.M.S, G.D.S, C.R.S • Reservation Management Software • Room Management Software • Guest Accounting Management Software 	06
		Total Hours:	30
TEXT BOOKS	<ul style="list-style-type: none"> • Jatashankar R. Tiwari, Hotel Front Office: Operations and Management, Oxford Publication • L. Michael Kasavana & Richard M. Brooks, Managing Front Office Operations, Educational Institute of AH&LA • S.K Bhatnagar, Front Office Management, Frank Brothers 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • Ahmed Ismail, Front Office Operations and Management, Delmar Cenage Learning • L. Michael Kasavana & J. John Cahill, Managing Computers in Hospitality Industry, Educational Institute of AH&LA • Colin Dix & Chris Baird, Front Office Operations, Longman • James A. Bardi, Hotel Front Office Management, John Wiley and Sons 		

Course: FRONT OFFICE OPERATION –I (PRACTICAL)			Semester: III
Course Code: BHM 203P	L T P	0 0 2	Credits: 1

OBJECTIVE	This course will help students acquire skills understanding guests' requirements and handling check-ins.		
COURSE OUTCOMES	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Demonstrate situation handling for various types of guests through role play. 2. To practice different forms and format used at Guest Check in process. 3. To practice handling guest accounting procedures 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Develop an understanding about requirements of different guests, with children, business travelers, single woman traveler, differently abled travelers and acquaint the learners with procedures like expression about sharing of hotel services and facilities to guests, employees as brand ambassadors of hotels, managing guest interactions effectively through role plays. • Handling Guest Check - In, Registration, Facilitation During Stay at Hotel, Billing, Related Performa's. • Skills to Handle Guest Accounting and Departure (FITS and Groups) • Layout of Front Office • Video Presentation of Role Play by Student • Case Study • Role Play: With reference to the theory syllabus 	
		Total Hours:	30

Course: ACCOMMODATION OPERATION – I			Semester: III
Course Code: BHM 204	L T P	2 0 0	Credits: 2

OBJECTIVE	This course will provide input on cleaning procedures of a guest and public areas along- with the functioning of the linen room operation, laundry operations, safety awareness and first aid, pest control and waste disposal.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Explain the various procedures of contract cleaning & controlling Pest. 2. List the activities carried out in the linen, uniform and sewing room. 3. Identifying laundry operations, planning, layout, flow process, stain removal techniques and handling guest laundry. 4. Describe the many steps used by the hospitality industry to protect the safety of both guests and employees. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>CONTRACT CLEANING:</p> <ul style="list-style-type: none"> • Definition, Concept. • Jobs given on contract by Housekeeping. • Advantages and Disadvantages. • Pricing contracts. 	06
	2	<p>PEST CONTROL:</p> <ul style="list-style-type: none"> • Types of Pests. • Preventive and Control Measures. 	06
	3	<p>LINEN/ UNIFORM / TAILOR ROOM:</p> <ul style="list-style-type: none"> • 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 	06

	4	LAUNDRY: <ul style="list-style-type: none"> • Commercial and On-site Laundry • Flow process of Industrial Laundering-OPL • Stages in the Wash Cycle • Laundry Equipment and Machines • Layout of the Laundry • Laundry Agents 	06
	5	SAFETY AWARENESS AND FIRST AID <ul style="list-style-type: none"> • Dry Cleaning • Guest Laundry/Valet service • Stain removal • Prevention of accidents. • Role and Procedures adopted by the Security Department in emergencies situation: • Theft • Bomb threats, • Death of a guest 	06
		Total Hours:	30
TEXT BOOKS	<ul style="list-style-type: none"> • Joan Branson and Margaret Lennox, Hotel, Hostel and Hospital Housekeeping, Hodder Education • Sudhir Andrews, Hotel Housekeeping: A Training Manual, McGraw Hill Education • G. Raghubalan and S. Raghubalan, Hotel Housekeeping Operations and Management, Oxford University Press 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • U. Jones, Catering: Housekeeping and Front Office, Hodder Arnold H&S • M. Schneider, G. Tucker, The Professional Housekeeper, M. Scoviak, Wiley Publications • Textbook of Hotel Housekeeping Management and Operations, Sudhir Andrews, McGraw Hill Education 		

Course: ACCOMMODATION OPERATION – I (PRACTICAL)			Semester: III
Course Code: BHM 204P	L T P	0 0 2	Credits: 1

OBJECTIVE	This course trains students in methods of cleaning different areas, stain removal procedures and first aid procedures.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Understand the types of Laundry, linen hire equipment, practice laundry process and remove different stains from the fabric appropriately. 2. Demonstrate basic first aid procedure & various hygiene related steps taken care in hospitals. 3. Apply skills to any given area with the help of a checklist. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Cleaning of public areas, preparing work plan. • Basic first aid procedures • Manual and mechanical washing of clothes, laundry process (use of starch, stiffener, bleach), • Stain removal (Mud, curry, ink, grease, wax, cosmetics, blood etc.) • Dry Cleaning process • Ironing of clothes • Bed Making (morning service) • Turn down service. • Cleaning of guest rooms – departure, occupied, vacant. • Inspection of guest rooms and public areas with the help of checklist 	
		Total Hours:	30

Course: ENGLISH LANGUAGE - III			Semester: III
Course Code: BHM 205	L T P	2 0 0	Credits: 2

OBJECTIVE	This course aims to prepare students for professional roles in the hospitality industry by developing advanced English communication skills. It focuses on building competence in business writing, interview and group discussion techniques, and formal workplace interactions to ensure employability and industry readiness.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Demonstrate effective written communication through resumes, reports, and official correspondence. 2. Participate confidently in interviews, group discussions, and guest conversations using appropriate language. 3. Apply presentation skills using structured content and visual aids in hospitality scenarios. 4. Use polite expressions, conflict resolution strategies, and professional body language in workplace communication. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Advanced Business Communication <ul style="list-style-type: none"> • Email etiquette, reports, summaries • Writing CV, cover letter, and job application • Inter-office communication and report writing 	8
	2	Oral Communication for Career & Industry <ul style="list-style-type: none"> • Mock interviews, GDs, customer conversations • Formal vs. informal communication in hospitality • Presentation skills with visual aids (PowerPoint) 	7
	3	Workplace Language and Etiquette <ul style="list-style-type: none"> • Cross-cultural communication and polite expressions • Conflict resolution phrases • Professional body language and tone 	7
	4	Mock interview with feedback <ul style="list-style-type: none"> • Group discussion exercises • Guest interaction scenarios • Presentations on hotel events or travel packages 	8
	Total Hours:		30

<p>TEXT BOOKS</p>	<ul style="list-style-type: none"> • Bhatnagar, Nitin & Bhattacharyya, Mamta. (2010). Communicative English for Engineers and Professionals. Pearson Education India. • Kaul, Asha. (2009). Effective Business Communication. PHI Learning Pvt. Ltd. • Guffey, Mary Ellen & Loewy, Dana. (2018). Business Communication: Process and Product. Cengage Learning. • Sharma, R.C. & Mohan, Krishna. (2016). Business Correspondence and Report Writing. McGraw Hill Education.
<p>REFERENCE BOOKS / SUGGESTED READING</p>	<ul style="list-style-type: none"> • Lesikar, Raymond V., & Flatley, Marie E. (2010). Basic Business Communication: Skills for Empowering the Internet Generation. McGraw Hill. • Bailey, Edward P. (2008). Writing and Speaking at Work: A Practical Guide for Business Communication. Pearson. • Trask, R. L. (2005). Mind the Gaffe: The Penguin Guide to Common Errors in English. Penguin Books. • Walker, Robin. (2021). Teaching English Pronunciation for a Global World. Oxford University Press.

Course: MS OFFICE - II			Semester: III
Course Code: BHM 206P	L T P	0 0 6	Credits: 3

OBJECTIVE	This course is designed to enhance proficiency in MS Word, Excel, and PowerPoint with intermediate tools, enable students to prepare business documents, analyze data, and create training content and Integrate MS Office for operational and reporting needs in the hospitality industry.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Use intermediate Excel functions for F&B cost control and inventory. 2. Format and prepare business letters and forms in Word. 3. Create impactful presentations with visuals and charts. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Using data from Excel in Word reports • Embedding charts in presentations • MS Word - Intermediate: <ul style="list-style-type: none"> • Mail merge for guest communication • Table of contents and formatting • Business letter and report writing • MS Excel - Intermediate: <ul style="list-style-type: none"> • Functions: IF, VLOOKUP, COUNTIF • Data validation, sorting and filtering • F&B cost sheets, sales reports • MS PowerPoint - Intermediate: <ul style="list-style-type: none"> • Designing training materials • Animations and media insertion • Hospitality event proposal presentation 	
		Total Hours:	90

SEMESTER –IV
NOTE ON INDUSTRY INTERNSHIP

Duration of Exposure: 15 weeks=14 weeks industry + 1 week report and presentation making

- **Industrial Training will require an input of minimum 84 working days** (14 weeks x 06 days = 84 days). Students who are unable to complete a minimum of 63 days (75% attendance) of industrial training would be disallowed from appearing in the term end examinations. Such students will be treated as ‘absent’ in industrial training. One week will be scheduled for making training reports and presentations.
- The training in fourth semester **necessarily needs to be in a hotel, equivalent to four stars or above and approved by Dean -School of Hospitality Management.**
- **No student shall join industrial training with any hotel, without obtaining** “No Objection Certificate” from the University/ school.
- **Students are mandated to complete the training** from the same hotel for which the NOC has been issued by the T& P Department of the school/ university.
- **For students arranging their industrial training on their own**, prior written approval needs to be taken from the Training & Placement officer/ coordinator and a “No Objection Certificate” needs to be obtained from university/ school.
- **Leave Formalities:** The leaves shall be applicable as per the policy of the hotel and university/ school will not have any intervention on the matters of leave.

Credit assigned and Contact hours.

Recommended training durations in various areas: - Housekeeping: 3-4 weeks, Front Office: 3-4 weeks, Food and Beverage Service: 3-4 weeks, Food Production: 3-4 weeks, and Floating weeks: other areas or in the areas of interest may be availed, **Total weeks: 14 weeks.** The units imparting specialization training shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester **the number of credits assigned is 20.** Being practically oriented the number of hours input per week is calculated to 40 hours per week.

Evaluation of Industrial training:

Student must submit the following on completion of industrial training to the faculty/ training & placement officer/coordinator at School of Hospitality Management:

1. Logbook (Filled)
2. A copy of the training certificate.
3. A Training Report
 - The student shall prepare and **submit Logbook, and Training report** on their industrial exposure: Food Production Operation, Food and Beverage Service Operation, Front Office, and housekeeping operations in the hospitality unit.
 - The viva will be conducted by an external examiner based on the experiential learning in operation areas of the hospitality unit. The 60% weightage will be given to Logbook & Training report and 40% weightage on viva voce.

- All trainees must ensure that the logbooks and appraisals are signed by the departmental/sectional heads as soon as training in a particular department or section is completed.
- Trainees are also advised to make a Training report covering all the sections on completion of training in that respective department.

Guidelines for making training reports:

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

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5-line spacing.
- d) The paper should be A-4 size.
- e) A copy meant for the purpose of evaluation may be bound in paper and submitted to the approved authority.
- f) The training report should preferably not less than 20 pages.

Course: INDUSTRY INTERNSHIP			Semester: IV
Course Code: BHM 207	L T P	0 0 0	Credits: 20

OBJECTIVE	The objective of doing the Industrial Training in hotel / Hospitality Operations is to learn and observe through experiential engagement by the student.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Have experience of the actual working environment and gain practical knowledge and skills, which in turn will motivate, develop, and build their confidence. 2. Acquire knowledge of various sections of Food and Beverage production and service departments of the hotel/hospitality unit. 3. Acquire knowledge of various sections of Room Division department of the hotel/hospitality unit. 		
COURSE DETAILS	Module No	Topic	Hours
		<p>WHAT TO OBSERVE- FOOD PRODUCTION</p> <ul style="list-style-type: none"> • Area and Layout of the Kitchen • Study of Standard Recipes • Indenting, Receiving and Storing • Preparing of batters, marinades, and seasonings • All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.) • Daily procedure of handover from shift to shift • Recipes and methods of preparation of all sauces • Quantities of preparation, weekly preparations, and time scheduling • Stock preparation and cooking time involved. • Cutting of all garnishes • Temperatures and proper usage of all equipment • Plate presentations for all room service and a la cart orders • Cleaning and proper upkeep of hot range • Cleanliness and proper upkeep of the kitchen area and all equipment • Yield of fresh juice from sweet lime / oranges • Storage of different mise-en-place – (Raw, Semi-Processed) • Bulk preparations • Finishing of buffet dishes • Recipes of at least 10 fast-moving dishes. 	

	<p>WHAT TO OBSERVE -FOOD AND BEVERAGE SERVICE</p> <p>Banquets</p> <ul style="list-style-type: none"> • What is banqueting – the need to have banquet facilities, scope purpose, menus, and price? • structures • Types of banquet layouts • Types of banquet equipment, furniture, and fixtures • Types of menus and promotional material maintained. • Types of functions and services • To study staffing i.e., number of service personnel required for various functions. • Safety practices built into departmental working. • Cost control by reducing breakage, spoilage, and pilferage. • To study different promotional ideas carried out to maximize business. • The types of chafing dish used- their different makes sizes. • Par stock maintained (glasses, cutlery, crockery etc.) • Storeroom – stacking and functioning. <p>Restaurants</p> <ul style="list-style-type: none"> • Taking orders, placing orders, service, and clearing • Taking handover form the previous shift. • Laying covers, preparation of mise-en-place and arrangement and setting up of station • Par stocks were maintained at each side station. • Functions performed while holding a station. • Method and procedure of taking a guest order. • Service of wines, champagnes and especially food items • Service equipment used and its maintenance. • Coordination with housekeeping for soil linen exchange • Physical inventory monthly of crockery, cutlery, linen etc. • Equipment, furniture, and fixtures used in the restaurant and their use and maintenance. • Method of folding napkins • Note proprietary sauces, cutlery, crockery, and the timely pickup. <p>Bar</p> <ul style="list-style-type: none"> • Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles • Types of glasses used in bar service and types of drinks served in each glass. • Liaison with f and b controls for daily inventory 	
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		<ul style="list-style-type: none"> • Spoilage and breakage procedures • Handling of empty bottles • Requisitioning procedures • Recipes of different cocktails and mixed drinks • Provisions of different types of garnishes with different drinks • Dry days and handling of customers during the same • Handling of complimentary drinks • Bar cleaning and closing • Guest relations and managing of drunk guests. • Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens. • Types of garnishes and service accessories maintained, and preparation of the same before the • To know the different brands of imported and local alcoholic and non-alcoholic beverages • Bar salesmanship • KOT/BOT control • Coordination with kitchen for warm snacks • Using of draught beer machine • Innovative drink made by the bar tender. <p>Room Service/In room Dinning.</p> <ul style="list-style-type: none"> • Identifying Room Service Equipment • Importance of Menu Knowledge for Order-taking (RSOT functions/procedures) • Food Pickup Procedure • Room service Layout Knowledge • Laying of trays for various orders • Pantry Elevator Operations • Clearance Procedure in Dishwashing area • Room service Inventories and store requisitions • Floor Plan of the guest floors • Serving Food and Beverages • Mise-en-place for: A la Carte Kitchen and Banquet Kitchen <p>WHAT TO OBSERVE- IN ACCOMMODATION OPERATIONS</p> <ul style="list-style-type: none"> • Number of rooms cleaned in a shift. • Time taken in making bed. • Thoroughly observe the cleaning equipment and detergents / any other cleaning supplies used. • Observe all guest supplies kept in guestroom bathroom. • Understand the procedure for 	
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	<ul style="list-style-type: none"> • Procurement and replenishment of guest supplies. • Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g., telephone, channel music, A/C, T.V. etc. • Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency. • Observe how woodwork and brass work is kept spotlessly clean and polished. • Observe procedure for handling soiled linen and Procurement of fresh linen. • Observe the procedure for Freshen up and turn down service. • Observe room layout, colour themes and furnishings used in various categories and types. • Carpet brushing and vacuum cleaning procedure. • Windowpanes and glass cleaning procedure and frequency • Observe maintenance of cleaning procedure and frequency. • Understand policy and procedure for day-to-day cleaning. • Observe methods of stain removal. • Understand the room attendant’s checklist and other formats used. • Observe handling of guest laundry and other services (like shoeshine etc.) <p>The Control Desk</p> <ul style="list-style-type: none"> • Maintenance of Logbook • Understand the functions in different shifts. • Observe the coordination with other departments. • Observe the area and span of control. • Observe the handling of work during peak hours. • Observe the formats used by department and study various records maintained. <p>Public Area</p> <ul style="list-style-type: none"> • Observe the duty and staff allocation, scheduling of work and daily briefing. • What to look for while inspecting and checking Public Area? • Importance of Banquets function prospectus • Observes tasks carried out by the carpet crew, window cleaners and polishers. 	
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	<ul style="list-style-type: none"> • Note Maintenance Order procedure. • Study the fire prevention and safety systems built into the department. • Observe coordination with Lobby Manager, Security, and other departments. • Observe the pest control procedure and its frequency. • Study the equipment and operating supplies used the procedure for its procurement. • Observe Policy and procedures followed for various cleaning. 	
	<p>WHAT TO OBSERVE-IN FRONT OFFICE</p> <ul style="list-style-type: none"> • Greeting, meeting, and escorting the guest • Location and role of status board, different types of statuses maintained. • Special rates and discounts applicable to groups, business houses, airlines, VIP's etc. • Identification of kind, mode, and type of reservation • Filing systems and follow-up on reservations • Types of plans and packages on offer • Forms and formats used in the department. • Procedure of making a reservation. • Group reservations, discounts, and correspondence • Size, situations and general colour schemes of rooms and suites • Discounts available to travel agents, tour operators, FHRAI members etc. • Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones • Bell Desk / Concierge Functions: luggage handling during check-in and check-out, left. • luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group • Baggage, maintenance of records, Errands made, briefings etc. • Layout of Room • Cleaning Equipment and Usage 	
	Total Hours:	560

SEMESTER –V

Course: ADVANCE FOOD PRODUCTION -I			Semester: V
Course Code: AFP 301	L T P	4 0 0	Credits: 4

OBJECTIVE	At the end of the course the students will be able to understand the different international cuisine, key ingredients, methods, and style of preparation.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Discuss European and western cuisines of France, Italy, England, Germany, America, Mexico their key ingredients and methods of cooking. 2. Comprehend Importance of food safety and concept of HACCP. 3. Understand chocolate its types and tempering technique. 4. Discuss different techniques of Molecular gastronomy 		
COURSE DETAILS	Module No	Topic	Hours
	1	Understanding European and Western Cuisine: Introduction to French, Italian, English, German, American, Mexican, style of cooking, Historical Background, Regions and Regional Cooking Styles, Staple food with regional Influences	16
	2	Food safety Management system: <ul style="list-style-type: none"> • Issues of food safety in Food Production • Procedures of Food Safety Management Systems (FSMS) • Sanitation and Safety, • HACCP, concept, meaning. • Principles of HACCP • Checklist of questions of Hazard analysis process 	14
	3	Chocolates: <ul style="list-style-type: none"> • Introduction and Production Cycle of Chocolate • Types of Chocolate • Process and Components of Chocolate • Tempering of Chocolate • Different Chocolate Preparations • Use of Spray Gun 	14

	4	<p>Practising Modern Culinary Arts:</p> <ul style="list-style-type: none"> • Learning Fusion of Food Science and Culinary Arts • Understanding Ingredient and Use: Soy Protein, Xanthan Gum, Gellan Gum, Liquid Nitrogen, Cold Ice, Calcium (Lactate, Alginate), Agar–Agar, Locust Bean Gum, Maltodextrin (Tapioca)etc. • The art of 7: - Jellification, Specification, Emulsification, Siphon Whipping, Suspension, Powdering, and Instant Freezing (N2) • AI for Smart Kitchen Appliances (IoT + Culinary AI) 	16
		Total Hours:	60
TEXT BOOKS	<ul style="list-style-type: none"> • Theory of Cookery by Krishna Arora, Frank Brothers • Food Production Operations by Parvinder S Bali, Oxford University Press • Modern Cookery by Philip E. Thangam, Orient Longman 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • Practical Cookery, Kinton and Cesarani, Hodder Education • Practical Professional, Cookery by Kauffman and Cracknell, Cengage Learning EMEA • Professional Cooking, by Wayne Gislen, Publisher Le Cordon Bleu • Purchasing Selection and Procurement for the Hospitality Industry by Andrew Hale Feinstein and John M. Stefanelli, Wiley. 		

Course: ADVANCE FOOD PRODUCTION –I (PRACTICAL)			Semester: V
Course Code: AFP 301P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives students a basic idea of how to develop various skills related to international cuisines with an overview of gastro molecular cuisine.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Prepare signature dishes of various cuisines. 2. Practice different techniques of Molecular gastronomy. 3. Classify types of chocolates, practice tempering technique and prepare filled chocolates. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Two Menus About 3-5 Dishes per country (western and European) • Food preparation and plating as per international standards. • Chocolate preparations, (filled and flavored) • Jellification, Specification, Emulsification, Siphon Whipping 	
	Total Hours:		60

Course: ADVANCE FOOD AND BEVERAGE SERVICE OPERATIONS			Semester: V
Course Code: AFB 301	L T P	4 0 0	Credits: 4

OBJECTIVE	The students undertaking this course will be able to understand the classification and knowledge of alcoholic beverages, along with food and wine pairing techniques.		
COURSE OUTCOMES	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Differentiate between the old world and new world wine countries. 2. Apply the skills and knowledge of mixology. 3. Handle Banquet setups and operations. 4. Define Gueridon service and list trolleys and equipment used. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Role of AI in Food & Beverage Service Industry <ul style="list-style-type: none"> • Introduction to AI applications • Benefits and challenges of AI adoption • Use of chatbots and virtual assistance 	06
	2	Wine Producing Countries <p>A. Old World wines</p> <ul style="list-style-type: none"> • France • Germany • Italy • Spain • Portugal <p>(Principal wine regions, wine laws, grape varieties, production, and brand names)</p> <p>B. New World Wines</p> <ul style="list-style-type: none"> • USA • Australia • India • Chile • South Africa • New Zealand <p>(Principal wine regions, wine laws, grape varieties, production, and brand names)</p>	12
	3	Wine and Food Harmony Understand and Apply the Art and Science of Food and Wine Pairing	08

	4	<p>Bar Operations</p> <p>A. Introduction and organizational structure</p> <p>B. Physical Layout of Bar</p> <ul style="list-style-type: none"> • Front Bar • Back Bar • Under Bar <p>C. Bar Stock – Alcohol and Non-Alcoholic beverages</p> <p>D. Bar Control and Equipment's</p> <p>E. Bar License</p> <p>F. Opening and Closing Duties</p> <p>G. Responsible Service</p> <p>H. Bar Frauds</p>	08
	5	<p>Buffet and Banquet</p> <p>A. Buffet</p> <ul style="list-style-type: none"> • Introduction • Space Requirements and Checklist • Factors to Plan Buffets • Equipment used. • Buffet Planning and Organization • Buffet Presentation (Sequence) • Staff Requirement • Types of Buffets • Buffet Costing <p>B. Banquet</p> <ul style="list-style-type: none"> • Introduction • Types of Banquets • Banquet Administration and Organization Chart • Booking Procedure • Menus • Space Area Requirement • Function Contracts, Seating Arrangements. • Toasting Procedure 	10

	6	Cocktails A. Introduction and History B. Types and preparation C. Classical Cocktail, Recipes and Garnishes D. Innovative Cocktails and Mocktails E. Costing F. Cocktail Bar, Equipment, Garnishes, Decorative Accessories G. Interaction with Guest, Suggestive Selling.	08
	7	Gueridon Service A. Definition, History B. Staffing and equipment used.	08
		C. Ingredients Used, Common Preparation, Flambé Dishes D. Carving, Salad Making etc. E. Types of Trolleys Trolley Service – Beverages, Starters, High-Tea, Desserts etc.	
		Total Hours:	60
TEXT BOOKS	<ul style="list-style-type: none"> • Food and Beverage Service By R. Singaravelavan, Oxford University Press • Textbook on Food and Beverage Service, by Anita Sharma, Bagchi, Aman Publications • Food and Beverage Service, by Dennis R.Lillicrap. and John A. Cousins. Publisher: ELBS 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • Modern Restaurant Service by John Fuller, Hutchinson • The Steward, by P. Dias, Orient Longman Limited • Introduction Food and Beverage Service by G. Brown, K. Heppner and A. Deegan, Longman • Food and Beverage Services: A Training Manual, by Sudhir Andrews, McGraw Hill Education 		

Course: ADVANCE FOOD AND BEVERAGE OPERATIONS (PRACTICAL)			Semester: V
Course Code: AFB 301P	L T P	0 0 4	Credits: 2

OBJECTIVE	The students undertaking this course should be able to understand the wine and food pairing, bar set up and operations, types of buffet set-up and banquet operations, art and science of mixology and various kinds of guerdon service.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Suggest wine for different types of dishes. 2. Practice various bar layouts, inventory, menu compilation, and suggestive selling. 3. Practice the varied buffet set up in banquet and ODC and demonstrate different dishes prepared through flambé, cocktail, mocktail preparation, and service skills. 		
COURSE DETAILS	Module No	Topic	Hours
		<p>Matching Wines with Food</p> <ul style="list-style-type: none"> • Menu Planning with accompanying Wines • Table laying and Service of menu with accompanying Wines. <p>Bar Setup and Operations</p> <ul style="list-style-type: none"> • Understanding and observing Bar Layout • Taking Bar inventory and Practicing Bar stock maintenance • Preparing Bar menus <p>Buffet and Banquet</p> <ul style="list-style-type: none"> • Planning and organizing various types of Buffets setups. • Planning and organizing various types of Banquets and ODC setups. <p>Cocktail and Mocktails Preparation</p> <ul style="list-style-type: none"> • Organizing Mise-en-place for Cocktail/Mocktails preparation. • Preparation of Classic/Innovative Cocktails and Service • Preparation of Mocktails and Service <p>Gueridon Service</p> <ul style="list-style-type: none"> • Practicing Flambé dishes. • Practicing - Carving, Salad making etc. • Practicing Trolley service – Beverages, Starters, High-tea, Desserts etc. <p>F&B Financial</p> <ul style="list-style-type: none"> • Budget Preparation • F&B Costing • P&L Statement 	
		Total Hours:	60

Course: FRONT OFFICE MANAGEMENT –I			Semester: V
Course Code: FOM 301	L T P	4 0 0	Credits: 4

OBJECTIVE	This course will give an idea of front office sales and marketing and their different aspects along with cash handling techniques, night auditing and yield management.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Understand the role of the front office in sales and marketing. 2. Describe various concepts involved in revenue management & yield management to achieve profit maximization. 3. Discuss Hospitality Desk and Welcome Procedure. 4. Explain how to exercise credit control measures to ensure healthy cash flow. 		
COURSE DETAILS	Module No	Topic	Hours
	1	F.O. - Sales and Marketing <ul style="list-style-type: none"> • Hotel Marketing • Elements of Marketing • Room Selling Techniques – Up Selling, Down Selling • Room Availability Forecast 	10
	2	Control of Cash and Credit <ul style="list-style-type: none"> • Introduction • Objectives of Credit Control Measures • Procedure of Handling Credit Card, Foreign Currency Transaction 	12
	3	Yield Management <ul style="list-style-type: none"> • Introduction and Concept • Yield Management Team • Measuring Yield • Objectives and Benefits of Yield Management • Potential Average Single Rate, • Potential Average Double Rate • Identical Yield, Rev PAR, Occupancy Ratio 	14
	4	Hospitality and Lobby Desk <ul style="list-style-type: none"> • Role of Guest Relation Executive • Welcome Procedure • Identifying Complaint • Job Description of Lobby Manager • Emerging AI Applications and Trends in Hospitality: Enhancing Guest Experience at the Lobby Desk 	12

	5	Forms, Formats and Reports Generated In Front Office.	12
		Total Hours:	60
TEXT BOOKS	<ul style="list-style-type: none"> • Hotel Front Office Training Manual by Sudhir Andrews, McGraw Hill Education 		
	<ul style="list-style-type: none"> • Hotel Front Office: Operations and Management by Jatashankar R. Tiwari, Oxford Publication • Managing Front Office Operations by L. Michael Kasavana & Richard M. Brooks, Educational Institute of AH&LA • Front Office Management by S.K Bhatnagar, Frank Brothers 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • Front Office Operations and Management by Ahmed Ismail, Delmar Cenage Learning • Managing Computers in Hospitality Industry by L. Michael Kasavana & J. John Cahill, Educational Institute of AH&LA • Front Office Operations by Colin Dix & Chris Baird, Longman • Hotel Front Office Management by James A. Bardi, John Wiley and Sons 		

Course: FRONT OFFICE MANAGEMENT –I (PRACTICAL)			Semester: V
Course Code: FOM 301P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives students a basic idea of yield management calculation, preparing statistical data, preparation of sales letters, brochure tariff card.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Yield management calculation, practising statistical data based on actual calculation. 2. Preparation of different official letters and documents related to sales. 3. Different front office software and internet procedures for direct sales. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Yield Management Calculations • Understanding of IDS Software • Presentation On Different Types of Property Management Software Installed in Front Office. • Brochure, Tariff Cards, and Other Sales Documents • Linkage of PMS of Front Office with Other Departments • Practice Sessions of Mock Booking, Reservation, Assigning Rooms, Feeding Preferences in IDS Software • Role Play Emergency Situations Handling • Drafting of Guest Itinerary • Power point Presentation on Different Types of Hotel Lobbies. • Quizzes • Glossary • Case Studies 	
		Total Hours:	60

Course: ACCOMMODATION OPERATION MANAGEMENT-I			Semester: V
Course Code: AOM 301	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives the idea of planning and organising the housekeeping department along with budget and budgetary controls.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Develop the planning process & organizing the housekeeping department. 2. Create training from several sources to solve various problems in the Housekeeping. 3. Concept of budget and budgetary control. 4. Describe the significant role played by color, light, furniture in interior decoration and steps involved in opening a new hotel property. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Managerial Skills for Room Division Management Room Division Management Functions – Planning, Organizing, Coordinating, Staffing, Controlling and Evaluating, Importance of Leadership	10
	2	Organization <ul style="list-style-type: none"> • Staff Motivation, • Cross Training, • Recognition, • Communication, • Incentive Programs, • Performance Appraisals. • Skills Training- prepares to train, present the training, practice skills. 	10
	3	Planning and Organizing the Housekeeping Department- <ul style="list-style-type: none"> • Planning Process • Area Inventory List • Frequency Schedule • Performance and Productivity Standard • Time and Motion Study • Standard Operating Manual • Job Allocation and Work Schedules • Calculating Staff Strength and Duty Roaster • Teamwork and Leadership • Training in Housekeeping 	10

		<ul style="list-style-type: none"> Inventory level for non-recycle items 	
	4	Planning Trends in Housekeeping <ul style="list-style-type: none"> Planning Guest Rooms, Bathrooms, Suites, Lounges Planning For the Provision of Leisure Facilities for Guest 	10
		<ul style="list-style-type: none"> Boutique Hotel Concept Special Provision for Physically Challenged Guest 	
	5	Interior Decoration: Definition and Importance of Interior Decoration. Color: <ul style="list-style-type: none"> Definition of color Importance and Characteristics. Classification of colors. Color Schemes. Lighting: <ul style="list-style-type: none"> Classification of lighting. Importance and Applications of lighting. Furniture: <ul style="list-style-type: none"> Principles of Furniture Arrangements. Control and Selection of Furniture. 	10
	6	Budget- <ul style="list-style-type: none"> Budget and Budgetary Control Budget Process Methods of Buying Stock Record Issuing and Control 	06
	7	New Property Operations <ul style="list-style-type: none"> Starting Up Housekeeping Operation Leveraging Artificial Intelligence (AI) for streamlinin housekeeping operations in Pre- Opening Hotel 	04
		Total Hours:	60
TEXT BOOKS		<ul style="list-style-type: none"> Hotel, Hostel and Hospital Housekeeping by Joan Branson and Margaret Lennox, Hodder Education Hotel Housekeeping: A Training Manual by Sudhir Andrews, McGraw Hill Education Hotel Housekeeping Operations and Management by G. Raghubalan and S. Raghubalan, Oxford University Press 	
REFERENCE BOOKS/ SUGGESTED READING		<ul style="list-style-type: none"> Catering: Housekeeping and Front Office by U. Jones, Hodder Arnold H&S The Professional Housekeeper by M. Schneider, G. Tucker, M. Scoviak, Wiley Publications Textbook of Hotel Housekeeping Management and Operations by Sudhir Andrews, McGraw Hill Education 	

Course: ACCOMMODATION OPERATION MANAGEMENT-I (PRACTICAL)			Semester: V
Course Code: AOM 301P	L T P	0 0 4	Credits: 2

OBJECTIVE	At the end of the course the students will be able to understand preparation of duty roaster, calculation of time and motion study, planning of guest rooms.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Understand the importance of inventory control and Time & Motion Study 2. Overall development and learning in the housekeeping department. 3. Demonstrate ability to create theme-based planning interior and exterior decoration schedule of guest rooms & public areas etc. 		
COURSE DETAILS	Module No	Topic	Hours
		<p>Planning and Budgeting Skills</p> <ul style="list-style-type: none"> • Inventory Control • Preparing Duty Roaster • Calculation of Frequency Schedule • Calculation of Time and motion Study • Calculation of Staff strength • Hotel Planning of Guest Rooms, Bathrooms, suites Lounges • Steps for Preparing Budget • Planning Interior and Exterior decoration schedule • Basic practice of landscape and Horticulture management • Team Cleaning (Various Areas) 	
		Total Hours:	60

Course: INTRODUCTION TO MANAGEMENT			Semester: V
Course Code: BHM 302	L T P	4 0 0	Credits: 4

OBJECTIVE	This course focuses on the basic concept of management applied to businesses.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Understand managerial functions in a hotel. 2. Discuss various processes of management. 3. Practice the process of managerial control in a hotel. 4. Comprehend the importance of motivation 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Nature and Functions</p> <ul style="list-style-type: none"> • Importance of Management • Definition of Management • Management Functions • Role of a Manager • Management Skills 	08
	2	<p>Development of Management Thought</p> <ul style="list-style-type: none"> • Early Classical Approaches • Neo Classical Approaches • Modern Approaches 	06
	3	<p>Planning and Decision Making</p> <ul style="list-style-type: none"> • Nature and Importance of Planning • Types of Plans • Meaning of Decision • Types of Decisions • Steps in Rational Decision making. 	06
	4	<p>Organizing</p> <ul style="list-style-type: none"> • Concept, nature, significance of organizing. • Formal and informal organization • Organization chart of a 5-star hotel • Types of Organization • Functional, Line and staff relationship • Delegation and Authority • Centralization and Decentralization 	06

	5	Staffing Recruitment - Internal Sources and External sources <ul style="list-style-type: none"> • Steps in the process of selection, • Recruitment Vs Selection. • Training methods - On the job Training and Off the job Training 	06
	6	Directing <ul style="list-style-type: none"> • Meaning, Nature, Significance and Characteristics • Chain of command, authority – responsibility-accountability relationship • Elements of Direction – supervision, communication, training and development, leadership, motivation. • Leadership - Meaning and Importance, Theories and Styles • Communication - Meaning and Significance, Types of Communication, Communication Process and Barriers to Communication • Supervision - Meaning, Nature and Significance of Supervision. 	10
	7	Managerial Control Meaning of Managerial Control A. Steps in Control Process B. Need for Control System C. Benefits of Control	08
	8	Motivation A. Meaning, Nature, and Importance B. Morale Incentives C. Motivation and Productivity Relationship D. Types of Motivation E. Theories of Motivation <ul style="list-style-type: none"> i. Two Factor Theory ii. Hierarchy of Needs Theory iii. Theory ‘X’ and Theory ‘Y’ 	10
		Total Hours:	
TEXT BOOKS	<ul style="list-style-type: none"> • Essentials of Management by Koontz, H., & Weihrich, H., McGraw Hill • Principles of Management by P.S. Rao, Himalayan Publishing House • Principles and practice of Management by LM Prasad, Sultan Chand & Sons 		

REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none">• Principles & Practices of Management by RS Gupta, BD Sharma & SK Gupta, Kalyani Publishers• The Habit of Winning by P. Iyer, Penguin India• Management: Text and Cases by VSP Rao & VH Krishna, Excel Books• Essentials of Management by S. Robbins, D. DeCenzo, S. Bhattacharyya and M. Aggarwal, Pearson India
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Course: PRINCIPLES OF TOURISM - I			Semester: V
Course Code: BHM 303	L T P	3 0 0	Credits: 3

OBJECTIVE	To inculcate the fundamental idea of tourism, its allied sectors, functioning, effect on economy, organizations influencing local, national, and international tourism.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Discuss tourism definition, its components, factors influencing tourism and its types. 2. Understand the various elements of tourism and acknowledge travel motivations and theories related to it. 3. Underline the allied sectors of tourism and its importance. 4. Identify the governing bodies of Tourism in India and the world, their functions and importance. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Introduction to Tourism</p> <ul style="list-style-type: none"> • Classification of travellers • Factors influencing the growth of tourism. • Basic components of tourism • Types of tourism 	9
	2	<p>Elements of Tourism</p> <ul style="list-style-type: none"> • Positive and negative impacts of tourism • Activities of Department of Tourism • Economic impact of tourism • Geographical components of Tourism 	9
	3	<p>Travel Motivations -</p> <ul style="list-style-type: none"> • Travel Motivations and travel deterrents • Definition of Motivation, concept of motivation - types of motivations • Mackintosh's Classification: physical motivators – rest and relaxation motivators – health motivators – ethnic and family motivators – professional and business motivators. • Pull and push forces in tourism- Sun lust and Wanderlust tourists. 	9

	4	Introduction to Tourism Industry: <ul style="list-style-type: none"> • Travel Agency and Tour Operators • Allied sectors- Accommodation Industry, Souvenir Industry, Shopping, Transportation (Air, Water, Land) • Role of Transportation in Tourism (Airlines, Railways, Cruises, Coaches, Car Rentals) • Tourism in India/Uttarakhand- An Overview 	9
	5	Tourism Organization <ul style="list-style-type: none"> • Functions, Objectives and Roles - ITDC, TTDC • Ministry of Tourism, Organization Chart of the Department of Tourism in India • Ministry of Railways and Airports Authority of India • An overview of International Organizations like UNWTO and WTTC 	9
	Total Hours:		45
TEXT BOOKS	<ul style="list-style-type: none"> • International Tourism Management, A K Bhatia, Sterling Publications • Principles of Tourism by Swain and Mishra, Oxford University Press • Hotels for Tourism Development by Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd. • Dynamics of Tourism: A Trilogy by R.N. Kaul, Stosius Inc/Advent Books Division 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • International Tourism Management by A.K. Bhatia, Sterling Publishing Pt. Ltd. • Fundamentals of Travel and Tourism by A Ballabh, Akansha Publishing • Tourism Management Dynamics by Buhalis and Costa, Routledge • Tourism Principles and Practices by Cooper, Fletcher et al, Pitman 		

Course: HOSPITALITY ACCOUNTS			Semester: V
Course Code: BHM 304	L T P	3 0 0	Credits: 3

OBJECTIVE	The objective of the course is to introduce students to the fundamental accounting instruments, categories, book- keeping process, financial statements, accounting regulations and international financial reporting standards.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Explain the basic terminology, need and purpose of accounting for hospitality industry. 2. Understand the basic front office operations focusing on reception, information and acknowledging the registration procedures in detail. 3. Discuss the principles of internal control and audit. 4. Explain the concept of departmental accounting. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Accounting: <ul style="list-style-type: none"> • Business Transaction and Basic Terminology • Need to Study Accounting, Accounting functions, • Purpose of Accounting Records, • Accounting Principles – Concepts and Conventions 	10
	2	Account Records: <ul style="list-style-type: none"> • Principles of Double Entry System, • Concept of Journal Entries, Ledger, Subsidiary • Books – Cash, Sales & Purchase books, • Basic Financial Statements, • Bank Reconciliation statement. 	15
	3	Internal Control, Audit and Statutory Audit: <ul style="list-style-type: none"> • Definition and objectives of Internal Control • Characteristics of Internal Control • Implementation and Review of Internal Control • An introduction to Internal and Statutory Audit • Distinction between Internal Audit and Statutory Audit 	10
	4	Departmental Accounting <ul style="list-style-type: none"> • An introduction to departmental accounting • Allocation and apportionment of expenses • Advantages of allocation, Drawbacks of allocation 	10
		Total Hours:	45

TEXT BOOKS	<ul style="list-style-type: none">• Hotel Accountancy and Finance by S.P. Jain and K.L. Narang, Kalyani Publisher• Hotel Accounting by Earnest B. Horwath and Luis Toth, Wileyand Sons• Fundamentals of Accounting by A. Reddy, Himalaya Publishing House
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none">• Hotel Accounting and Financial Control by Ozi A.D' Cunha and Gleeson O. D' Cunha, Dicky's Enterprise, Kandivali, Mumbai• Accounting for Hospitality Industry by E. Moncarz, Prentice Hall• Hospitality Financial Accounting by Jerry J Weygandt, Wiley and Sons• Essentials of Financial Accounting by Bhattacharya, Prentice Hall India

Course: HOSPITALITY MARKETING			Semester: V
Course Code: BHM 305	L T P	4 0 0	Credits: 4

OBJECTIVE	The students undertaking this course should be able to understand the role and importance of sales and marketing in hotel operations.		
COURSE OUTCOMES	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Practice the marketing concepts in the Hospitality sector. 2. Differentiate between sales and marketing. 3. Become responsive towards changing trends of the market. 4. Utilize marketing tools effectively when needed. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Introduction to Hospitality Marketing: <ol style="list-style-type: none"> A. Meaning, Definition and Concept of Marketing B. Nature and Scope C. Features/ Characteristics D. Marketing Management <ol style="list-style-type: none"> i. Definition ii. Philosophies and pillars of Marketing management E. Introduction to 7 P's of Marketing mix F. Factors affecting business environment. G. Changing trends of the market globally in the hospitality industry. 	16
	2	Consumer Behavior: <ol style="list-style-type: none"> A. Concept of Consumer Behavior B. Consumer Behavior model C. Consumer decision making process. D. Factors affecting Consumer Behavior. <ol style="list-style-type: none"> i. Cultural ii. Social iii. Personal iv. Psychological 	06
	3	Market Segmentation: <ol style="list-style-type: none"> A. Definition and Need for Market Segmentation B. Basis for Segmentation – <ol style="list-style-type: none"> i. Geographic ii. Demographic iii. Behavioral iv. Psychographics 	08

	4	Hospitality Product: <ul style="list-style-type: none"> • Definition • Levels of Product, Hospitality products • Branding, Types of branding 	10
		<ul style="list-style-type: none"> • New Product Development, Product Life Cycle • Product Differentiation 	
	5	Distribution: <ul style="list-style-type: none"> • Definition and Importance of Distribution system • Channel levels of Distributions • Intermediaries for Hospitality Industry • Travel Agents and Tour Wholesalers <ul style="list-style-type: none"> i. Hotel Representatives ii. National/ Regional/ Local/ Tourist agencies iii. CRS/INTERNET based Reservation Systems • Modern methods of Distribution <ul style="list-style-type: none"> i. Franchising ii. Alliances etc. • Location of services 	10
	6	Promotion: <ul style="list-style-type: none"> • Definition and characteristics of promotion tools • M's of Advertising • Various Sales promotion tools used in hotels and their application. • Publicity and Public relation - Tools and opportunities in the Hotel Industry • Principles of Personal Selling • Direct Marketing, Telemarketing, and internet 	10
		Total Hours:	60
TEXT BOOKS		<ul style="list-style-type: none"> • Marketing for Hospitality and Tourism by Philip Kotler, Bowen and Makens, Pearson • Hotel Marketing by S. M. Jha, Himalaya Publishing House • Hospitality Marketing by Neil Wearne, Routledge 	
REFERENCE BOOKS/ SUGGESTED READING		<ul style="list-style-type: none"> • Services Marketing by Valerie, Jo Baiter and Gremler, McGraw - Hill Education • Marketing & Sales Strategies for Hotels and Travel Trade, Dr. J. Negi, S Chand & Co. • Marketing Management by VS Ramakumari, Namakumari, Sage Publications India Pvt. Ltd. 	

Course: INTRODUCTION TO INDIAN KNOWLEDGE SYSTEM			Semester: V
Course Code: BHM 306	L T P	2 0 0	Credits: 2

OBJECTIVE	The purpose of this course is to gain an understanding of Indian Knowledge System and to develop an ability to apply the IKS to societal challenges faced today in areas such as holistic health, governance, public administration and sustainable living.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Categorize the fundamental concepts of Indian Knowledge Systems and examine the rich, multidimensional nature of traditional Indian wisdom. 2. Highlight the value of the yogic way of life in fostering physical, emotional, and mental wellness. 3. Understand the significance of the Arthashastra in shaping public administration and promoting effective governance. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Overview of Indian Knowledge Systems (IKS)</p> <ul style="list-style-type: none"> • Understanding IKS: Definitions, significance, categories, and its distinctive characteristics. • The Four Vedas and Vedic Lifestyle: An introduction to their unique elements • Key Features of Indian Philosophy: Insights from the Puranas, Epics (Itihasa) and Subhashitas 	12
	2	<p>Health and Consciousness in IKS</p> <ul style="list-style-type: none"> • The Yogic Lifestyle: Its role in promoting health and holistic well-being • Health Management in IKS: The role of diet (Ahara), routine (Vihara), and thought (Vichara) • Exploring Consciousness: Understanding the interrelation of body, mind, and intellect 	12
	3	<p>Governance and Public Administration in IKS</p> <ul style="list-style-type: none"> • Evolution of Governance: From ancient frameworks to modern-day systems • The Arthashastra: Its contemporary relevance and insights into statecraft • Ethical Wisdom from the Past: Highlights from Nitishastra and Vidura Niti 	6
		Total Hours:	30

<p>TEXT BOOKS</p>	<ul style="list-style-type: none"> • Mahadevan, B., Srinivas, M. D., & Ahalya, S. (2022). Introduction to Indian Knowledge System: Concepts and Applications. PHI Learning Pvt. Ltd. • Frawley, D. (1999). Yoga and Ayurveda: Self-Healing and Self-Realization. Lotus Press. • Rangarajan, L. N. (Trans.). (1992). Kautilya: The Arthashastra. Penguin Books. • Woodroffe, J. (Trans.). (1993). The Niti and Vairagya Satakas of Bharthari. Sri Satguru Publications.
<p>REFERENCE BOOKS / SUGGESTED READING</p>	<ul style="list-style-type: none"> • Ramakrishna Mission Institute of Culture. (1958). The Cultural Heritage of India (Vol. 1–2). Kolkata: The Ramakrishna Mission Institute of Culture. • Taimni, I. K. (1961). The Science of Yoga: The Yoga-Sutras of Patanjali. The Theosophical Publishing House • Mookerji, R. K. (1958). Local Government in Ancient India. Motilal Banarsidass. • Debroy, B. (Trans.). (2016). The Mahabharata (Vol. 6): Vidura Niti (from Book 5, Udyoga Parva). Penguin India.

Course: MS OFFICE - III			Semester: V
Course Code: BHM 307P	L T P	0 0 6	Credits: 3

OBJECTIVE	This course is designed to develop advanced practical skills for report generation, planning, and analysis, prepare students to use MS Office tools for team coordination and guest management and prepare students to use MS Office tools for team coordination and guest management.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Create and analyze business reports using Excel dashboards. 2. Design reusable templates and automate tasks with MS Office tools. 3. Use presentations effectively for internal training and marketing. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Preparing a mock monthly report pack • Creating a sales proposal presentation • Analyzing occupancy data • Advanced Excel Applications: <ul style="list-style-type: none"> • Pivot Tables and Charts • Dashboards for room occupancy & revenue • Conditional formatting, scenarios • Document design in Word: <ul style="list-style-type: none"> • Template creation for SOPs, HR forms • Checklists and report formatting • Integration with Excel tables • Effective Presentations: <ul style="list-style-type: none"> • Pitch decks for hotel services • Marketing presentations • Performance review decks 	
		Total Hours:	90

SEMESTER –VI

Course: ADVANCE FOOD PRODUCTION -II			Semester: VI
Course Code: AFP 308	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives knowledge about basic overview of larder and its segments along with overview of advance patisserie.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Discuss about larder operations and their sections. 2. Demonstrate ability to identify different variants of Chacuterie. 3. Classify sandwich and comprehend its parts. 4. Identify different ingredients of Bakery and understand their functions. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>LARDER:</p> <ul style="list-style-type: none"> • Definition of larder • Equipment found in larder. • Functions of the larder • Hierarchy of larder • Sections of larder • Duties and responsibilities of larder 	12
	2	<p>CHARCUTERIE:</p> <ul style="list-style-type: none"> • Introduction to charcuterie • Sausage -Types and Varieties Casings – Types and Varieties • Ham, Gammon, Bacon • Fillings – Types and Varieties, Additives and Preservatives • Forcemeat Types of forcemeats, Preparation of forcemeats • Uses of forcemeats, Galantine, ballotines, pate, Terrine, mousse, mousseline. 	12

	3	CONFECTIONERY: Icings and Type of Icing (Royal, American, Butter Cream, Fondant, Marzipan, Ganache, Truffle) & Toppings. Frozen Desserts Ice cream, Gelato, Granitas, and sorbets Sugar: (sugar work) art of caramelizing sugar in to different decorative	12
	4	SANDWICHES: <ul style="list-style-type: none"> • Parts of Sandwiches • Types of Bread • Types of filling – classification • Spreads and Garnishes • Types of Sandwiches • Making of Sandwiches • Storing of Sandwiches 	12
	5	MILLETS <ul style="list-style-type: none"> • Types of millets • Significance of millets in human life • Diet chart based on millets • Millets based foods and beverages 	12
		Total Hours:	60
TEXT BOOKS	<ul style="list-style-type: none"> • Theory of Cookery by Krishna Arora, Frank Brothers • Food Production Operations by Parvinder S Bali, Oxford University Press • Modern Cookery by Philip E. Thangam, Orient Longman 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • Practical Cookery by Kinton and Cesarani, Hodder Education • Practical Professional Cookery by Kauffman and Cracknell, Cengage Learning EMEA • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Purchasing Selection and Procurement for the Hospitality Industry 8th Ed. by Andrew Hale Feinstein and John M. Stefanelli, Wiley 		

Course: ADVANCE FOOD PRODUCTION -II (PRACTICAL)			Semester: VI
Course Code: AFP 308P	L T P	0 0 4	Credits: 2

OBJECTIVE	To know about larder and its different wings. with bakery and confectionery		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Demonstrate the ability to prepare different preparations from the larder. 2. Exhibit the skills involved in preparation of various confectionery preparations. 3. Develop skills of making classical Sandwiches. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Cold preparations, pate terrine • Sandwiches grilled, toasted, plain. • Menu related to Ham, Gammon, Bacon • Signature dishes by using gastro molecular cuisine. • Different types of confectionery items. 	
		Total Hours:	60

Course: FOOD AND BEVERAGE SERVICE MANAGEMENT - I			Semester: VI
Course Code: FBM 308	L T P	4 0 0	Credits: 4

OBJECTIVE	This course focuses on providing operational and planning techniques used by Food and Beverage departments along with Food and Beverage control systems.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. List the importance of planning and controlling in running a restaurant. 2. Discuss preparation of various menus for different occasions keeping in mind the standards of menu making. 3. Explain various factors affecting restaurant planning and purchase process. 4. Identify the process of food and beverage control through various forms and formats used in restaurants. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Planning and Operating Various Fand B Outlet</p> <ul style="list-style-type: none"> • Physical layout of functional and ancillary areas • Objective of a good layout • Steps in planning • Factors to be considered while planning. • Calculating space requirement • Various set ups for seating • Planning staff requirement • Menu planning • Constraints of menu planning • Selecting and planning of heavy duty and light equipment • Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. • Suppliers and manufacturers • Approximate cost • Planning Décor, furnishing fixture etc. 	10

	2	<p>Inventory Control</p> <ul style="list-style-type: none"> • Importance and Objective • Method • Levels and Technique • Perpetual Inventory • Monthly Inventory • Pricing of Commodities • Comparison of Physical and perpetual Inventory • Preparation of breakage report 	10
	3	<p>Cost, Sales and Profit</p> <ul style="list-style-type: none"> • Definition and Element of Cost • Classification of Cost • Volume/Profit Relationships (Breakeven Analysis) • Various Sales Concept and it uses. • Gross Profit, AWP, EBDIT, EBIT, EBT 	10
	4	<p>Budgetary Control</p> <ul style="list-style-type: none"> • Introduction to Budget and Budgetary Control • Objectives • Kinds of Budget • Budgetary Control Process • Stages in the preparation of Budgets 	08
	5	<p>Food and Beverage Control</p> <p>A. Introduction and Objectives of F and B Control</p> <p>B. Problems in F and B Control</p> <p>C. Food Control Cycle</p> <ol style="list-style-type: none"> 1. Purchasing Control 2. Receiving Control 3. Storing and Issuing Control 4. Production Control 5. Sales Control <p>D. Beverage Control Cycle</p> <ol style="list-style-type: none"> 1. Purchasing Control 2. Receiving Control 3. Storing and Issuing Control 4. Production Control 5. Standard Recipe 6. Standard Portion Size 7. Bar Frauds 	10

		8. Books Maintained 9. Beverage Control	
	6	Sales Control <ul style="list-style-type: none"> • Procedure of Cash Control • Manual System • Automated System • Thefts • Reports and Cash Handling 	06
	7	Menu Management <ul style="list-style-type: none"> • Introduction • Types of Menus • Menu Planning Considerations and Constraints, • Pricing of Menu • Menu Merchandising • Menu Engineering • Menu Fatigue • Menu as an In- House Marketing Tool 	06
		Total Hours:	60
TEXT BOOKS		<ul style="list-style-type: none"> • Food and Beverage Service by R. Singaravelavan, Oxford University Press • Textbook on Food and Beverage Service by Anita Sharma, Bagchi, Aman Publications • Food and Beverage Service by Dennis R. Lillicrap. and John A. Cousins. Publisher: ELBS 	
REFERENCE BOOKS/ SUGGESTED READING		<ul style="list-style-type: none"> • Modern Restaurant Service by John Fuller, Hutchinson • The Steward, by P. Dias, Orient Longman Limited • Introduction Food and Beverage Service by G. Brown, K. Heppner and A. Deegan, Longman • Food and Beverage Services: A Training Manual by Sudhir Andrews, McGraw Hill Education 	

Course: FOOD AND BEVERAGE SERVICE MANAGEMENT- I (PRACTICAL)			Semester: VI
Course Code: FBM 308P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course focuses on providing operational and planning techniques used by food and beverage departments for planning and running food and beverage service outlets.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Demonstrate various restaurant set up and services, handling of general operations and special situations. 2. Take proper inventory and calculate Food and Beverage cost. 3. Practice menu merchandising. 		
COURSE DETAILS	Module No	Topic	Hours
		<p>Planning a Layout for</p> <ul style="list-style-type: none"> • Coffee Shop • Fine Dine Restaurant, • Take Away • Cafeteria <p>Practicing Service of these Areas Different Types of Restaurants Set Ups Organizing Theme Parties and Food Festivals Role Play and Situation Handling in Restaurant Practicing KOT/BOT making in Triplicate, Duplicate form Handling POS software Taking Inventory of Store and FandB Outlets Calculating Costs for Various FandB Outlets Practicing Menu Merchandising</p>	
		Total Hours:	60

Course: FRONT OFFICE MANAGEMENT-II			Semester: VI
Course Code: FOM 308	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives an idea of Front office accounting, auditing, and budgeting.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Acknowledge Night audit - its purpose, usefulness, procedure, and generation of reports. 2. Describe the practices of computer application (Property Management System) related to Front Office procedures. 3. Accounting practices performed by the front desk. 4. Preparation of budget and objectives of budgetary control 		
COURSE DETAILS	Module No	Topic	Hours
	1	Cash and Accounts: <ul style="list-style-type: none"> • Introduction to cash • Functions of cash sections • Various modes of payment by the guest • Guest ledger, city ledger, Guest weekly bill, V.T.L 	12
	2	The Night Audit: <ul style="list-style-type: none"> • Importance and functions of night audit • Operating modes: non automated, semi-automated, automated • Night audit process • The night audit reports generation and utility 	12
	3	Computers in Hospitality Industry: <ul style="list-style-type: none"> • Selecting and Implementing Computer System • Different types of Front Office Software • Cashiering • Reports generated by Front office Software 	12
	4	Front Office Budgeting: <ul style="list-style-type: none"> • Introduction • Preparing Budget • Objectives of Budgetary control • Major kinds of budget 	12

	5	<p>Front Office Accounting:</p> <ul style="list-style-type: none"> • Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers • FO accounting cycle • Creation and maintenance of accounts • Guest and non-guest accounts • Accounting system – non automated, semi-automated and fully automated 	12
		Total Hours:	60
TEXT BOOKS		<ul style="list-style-type: none"> • Hotel Front Office Training Manual by Sudhir Andrews, McGraw Hill Education • Hotel Front Office: Operations and Management by Jatashankar R. Tiwari, Oxford Publication • Managing Front Office Operations by L. Michael Kasavana & Richard M. Brooks, Educational Institute of AH&LA • Front Office Management by S.K Bhatnagar, Frank Brothers 	
REFERENCE BOOKS/ SUGGESTED READING		<ul style="list-style-type: none"> • Front Office Operations and Management by Ahmed Ismail, Delmar Cenage Learning • Managing Computers in Hospitality Industry by L. Michael Kasavana & J. John Cahill, Educational Institute of AH&LA • Front Office Operations by Colin Dix & Chris Baird, Longman • Hotel Front Office Management by James A. Bardi, John Wiley and Sons 	

Course: FRONT OFFICE MANAGEMENT-II (PRACTICAL)			Semester: VI
Course Code: FOM 308P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course will help student acquire skills on reservation, registration methods, cashiering, and night auditing on PMS.		
COURSE OUTCOMES	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Understand Internet practise for PMS and GDS. 2. Discuss different role plays and situation handling. 3. Practice different Forms and formats used in front office. 		
COURSE DETAILS	Module No	Topic	Hours
		IDS Software Application <ul style="list-style-type: none"> • Feeding a Reservation • Entering Messages • Assign a Room. • Create a profile of a guest. • Adding Preferences and Request • Amendment, Cancellation, Reinstate a Reservation • Night Auditing • Check in Guest. • Room changes in Software. • Shortcut keys in IDS Role Play Emergency Situations Handling, Practice Questions for Interview, Case Studies, Forms and Formats	
		Total Hours:	60

Course: ACCOMMODATION OPERATION MANAGEMENT- II			Semester: VI
Course Code: AOM 308	L T P	4 0 0	Credits: 4

OBJECTIVE	This course will familiarize students with knowledge on fabrics, furnishings, floorings, environmental practices, energy conservation and renovation of hotels.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Classify different types of fiber, yarn, and fabric by its characteristics Ecotel design and construction. 2. Describe the significant role played by floor, wall covering, window treatment and soft furnishing in interior decoration of a hotel. 3. Identify the Environmentally housekeeping Practices, Energy & water conservation with Choosing types of Guestrooms accessories 4. Explain quality checking methods following completion of Ecotel friendly practices, purchase procedure and subsidiary process in Renovation. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Textiles:</p> <ul style="list-style-type: none"> • Classification of fibers with examples. • Characteristics and uses of fabrics used in the Hotel Industry. 	08
	2	<p>Floor and Wall Coverings:</p> <ol style="list-style-type: none"> 1. Selection of floor covering. 2. Types and Characteristics. 3. Care and Maintenance of carpets. 4. Wall covering: <ul style="list-style-type: none"> • Types of wall coverings. • Cleaning and Maintenance of wall covering. 	10
	3	<p>Environmental Practices in Housekeeping:</p> <ul style="list-style-type: none"> • Eco-friendly cleaning supplies. • Waste reductions program. • Recycling of materials. <p>Energy and water conservation Economy in electricity usage - Guidelines for housekeeping staff</p>	08

	4	Windows, Soft furnishing, and Guestroom accessories: 1. Types and design of windows. 2. Window treatments: ▪ Stiff window treatment. ▪ Soft window treatment ▪ Types and care of soft furnishing. ▪ Types of accessories (functional and decorative).	10
	5	Ecotels • Ecotels certification • Choosing an Eco-friendly site	08
		• Hotel Design and Construction • Eco friendly amenities, Products, Process • Environment friendly Housekeeping	
	6	Purchasing System • Purchasing system – method of buying • Identification and selection of supplier. • Purchase procedure: • Purchase order. • Receiving, storage and issuing. • Bin card and other records are maintained for purchasing.	10
	7	Hotel Renovation • Reasons to Renovate. • Types of Renovation • Subsidiary Process in Renovation	06
		Total Hours:	60
TEXT BOOKS		<ul style="list-style-type: none"> • Hotel, Hostel and Hospital Housekeeping by Joan Branson and Margaret Lennox, Hodder Education • Hotel Housekeeping: A Training Manual by Sudhir Andrews, McGraw Hill Education • Hotel Housekeeping Operations and Management by G. Raghubalan and S. Raghubalan, Oxford University Press 	
REFERENCE BOOKS/ SUGGESTED READING		<ul style="list-style-type: none"> • Catering: Housekeeping and Front Office by U. Jones, Hodder Arnold H&S • The Professional Housekeeper by M. Schneider, G. Tucker, M. Scoviak, Wiley Publications • Textbook of Hotel Housekeeping Management and Operations by Sudhir Andrews, McGraw Hill Education 	

Course: ACCOMMODATION OPERATION MANAGEMENT - II (PRACTICAL)			Semester: VI
Course Code: AOM 308P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course provides skills for budget making, first aid kit, guest room amenities, handling emergency situations by the housekeeping department along with maintenance of records.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Handle Budget and emergencies through role plays, preparing first aid box and understand the role play of a supervisor. 2. Describe procedure to follow when preparing or maintaining renovation work for a guestroom cleaning routines and precautions. 3. Understand how forms & registers are used to record and transfer information's among housekeeping shifts and handling guest requests. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Preparing of Budget • Handling emergency through role plays • Preparing first aid box • Role play of a supervisor. • Preparing guest room with Amenities • Maintaining different types of Registers • Planning, execution, and precaution during guestroom renovation • Precautions while doing Guest room service. • Handling guest requests 	
		Total Hours:	60

Course: ENTREPRENURSHIP DEVELOPMENT			Semester: VI
Course Code: BHM 309	L T P	4 0 0	Credits: 4

OBJECTIVE	This course will help student develop and systematically apply an entrepreneurial way of thinking that will allow them to identify, understand and create business opportunities that may be commercialized successfully in hospitality related field.		
COURSE OUTCOMES	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Be able to understand entrepreneurial traits. 2. Be able to understand the Source of venture funding. 3. Understand the process of selecting and screening business ideas. 4. Be able to write a business plan. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Entrepreneurship -Enterprise: Conceptual issues, Need. <ul style="list-style-type: none"> • Entrepreneurship vs. Management. • Roles and functions of entrepreneurship in relation to the enterprise and in relation to the economy. • Entrepreneurship as an interactive process between the individual and the environment. (The teachers should emphasize to students the desirability as well as feasibility of a career in Entrepreneurship in the Indian scenario.)	08
	2	Entrepreneur competencies <ul style="list-style-type: none"> • Entrepreneur motivation, performance, and rewards. (The teachers may make use of Entrepreneurship Development Institute of India's Inventory of Entrepreneur Competencies and National Institute of Entrepreneurship and Small Business Developments training kit for arousing Entrepreneur motivation and capacity and capability building).	08
	3	Sources of business ideas and conceptualization of Idea <ul style="list-style-type: none"> • Opportunity scouting and idea generation: role of creativity and innovation and business research. • Entrepreneur opportunities in contemporary business environment, for example opportunities in Hotel or Restaurant, understanding process and procedures of – Govt. agencies, franchising agencies, business process outsourcing. (The students be advised to visit various product/service franchises, BPO concerns, Government Agencies and meet up/down links in the Hospitality segment.) • Understanding Market, analyzing market viz- a- viz project concept. 	08

	4	The process of setting up a small business- <ul style="list-style-type: none"> • Preliminary screening, aspects of the detailed study of the feasibility of the business idea and financing/non-financing support agencies, familiarize themselves with the policies/programs and procedures and the available Government and Bank schemes. • Preparation of Project Report and Report on Experiential Learning of successful and unsuccessful entrepreneurs. • Processing project report through various channels (Govt. agencies/Private agencies)- Application, Licenses, Registration, Permits, Approvals etc. 	10
	5	Sources of venture funding: capital, fixed capital, working capital	08
	6	Management roles and functions in a small business. <ul style="list-style-type: none"> • Designing and re-designing a Hospitality business process, location, layout, operations planning and control. • Basic awareness on the issues of quality, productivity, and environment. • Managing business growth 	8
	7	Issues in small business marketing. <ul style="list-style-type: none"> • The concept and application of product life cycle • Advertising and publicity, sales, and distribution management. • The idea of hotel, small business, consortium marketing etc. competitive bidding/tender marketing, negotiating with principal customers. • Marketing Assistance, Subsidies and other Fiscal and Monetary Incentives. • National, State level and Grass-root level financial and non- financial institutions in support of small business development 	10
		Total Hours:	60
TEXT BOOKS		<ul style="list-style-type: none"> • The 10 Commandments for Building a Growth Company by Brandt and Steven, Archipelago Pub • The Origin and Evolution of New Business by Bhide and Amar, Oxford University Press USA • Entrepreneurship: Strategies and Resources by Dollinger, Pearson Education • Management of a Small-Scale Industry by Desai, Himalaya Publishing House. 	
REFERENCE BOOKS/ SUGGESTED READING		<ul style="list-style-type: none"> • Entrepreneurship Development by Chandra and Biswas, Tee Dee Publications • The Seven Business Crises and How to Beat Them by VG Patel, Tata McGraw Hill • Small Business and Industry: A Handbook for Entrepreneurs by JC Verma and Gurpal Singh, Sage Publications • New Venture Strategies, by Vesper and Karl, Pearson 	

Course: FACILITY PLANNING			Semester: VI
Course Code: BHM 310	L T P	4 0 0	Credits: 4

OBJECTIVE	The students studying this course should attain basic knowledge of facility planning for operational areas of hotels.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Role of Facility Planning in lay outing and designing of a hotel. 2. Importance of Engineering and Maintenance, 3. Obtaining basic knowledge of Project Management. 4. Importance of car parking and calculation of car parking area. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Hotel Design <ul style="list-style-type: none"> • Design Consideration • Attractive Appearance • Efficient Plan • Good Location • Suitable material • Good workmanship • Sound financing • Competent Management 	12
	2	Stores –Layout and Design <ul style="list-style-type: none"> • Store’s layout and planning (dry, cold and bar) • Various equipment of the store • Workflow in stores 	12
	3	Car Parking <ul style="list-style-type: none"> • Calculating of Car Park area for different types of hotels. 	12
	4	Project Management <ul style="list-style-type: none"> • Introduction to Network analysis • Basic rules and procedure for network analysis • C.P.M and PERT • Comparison of CPM and PERT • Classroom exercises • Network crashing determining crash cost, normal cost. 	12

	5	<p>Engineering and maintenance</p> <ul style="list-style-type: none"> • Role and Importance of maintenance • Types of Maintenance- preventive maintenance, corrective maintenance, emergency maintenance, scheduled maintenance, condition-based maintenance, contract maintenance, hotel engineering contract. • Basics of HVAC system • Firefighting –fire prevention and firefighting system, classes of fire. Fire extinguishers – portable and stationary. Fire Safety and alarm systems. 	12
		<ul style="list-style-type: none"> • Energy conservation – Necessity, energy conservation Program in hotels, Energy conservation in different areas of hotel, energy wastage in hotel, energy management • Concept of Green Buildings and Green Hotels 	
		Total Hours:	60
TEXT BOOKS		<ul style="list-style-type: none"> • Service and Maintenance for Hotels and Residential Establishments Reprint Ed Rosemary Hurst, Heinemann • Systematic Layout Planning by Richard Muther, CBI Publishing Co Inc., U.S • Management Operations & Research by N. Saytanarayan & Latika Ram Himalaya Publishing House 	
REFERENCE BOOKS/ SUGGESTED READING		<ul style="list-style-type: none"> • The Management of Maintenance and Engineering systems in Hospitality Indu by Frank. D. Borsenik, John Wiley and Sons • Maintenance and Engineering for Lodging and Food Service Facilities by R. Fr D. Borsenik, Educational Institute of the American Hotel & Motel Association • Managing Hospitality Engineering System by Michael. H. Redlin and David. Stipanuk, Educational Inst of the Amer Hotel • Hospitality Facilities Management and Design by David M. Stipanuk, Amer H & Motel Assn 	

Course: HUMAN RESOURCE MANAGEMENT			Semester: VI
Course Code: BHM 311	L T P	4 0 0	Credits: 4

OBJECTIVE	This course reveals how Human Resource Management works in a hotel through various training and recruitment practices adopted by Human resource department in the hotel. It elaborates on the employee's motivational and different theories that have been applied in this field.		
COURSE OUTCOMES	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. The concept and importance of Human resource management. 2. Various recruitment policies. 3. Theories applied in Human resource management. 4. Employee behaviour and Organization cultural. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Introduction to Human Resource Management <ul style="list-style-type: none"> • Introduction, Definition and Concept. • Growth Drivers in India, Importance of HRM • Hospitality Industry Characteristics, Human Resource Roles, HR Challenges. • Manpower Planning, Process, Managing Workers 	12
	2	Recruitments, Learning and Development, Performance Appraisal <ul style="list-style-type: none"> • Recruitments, Introduction, Concept, Sources, what to look for in prospective candidates, • Recruitments Policy and Techniques. Learning and Development, Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, Organizational Culture and Training. • Performance Appraisal -Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, • The360 Degree Feedback System, Managing Employee Performance 	12
	3	Employee Motivation, Compensation and Benefit Management: <ul style="list-style-type: none"> • Employee Motivation, Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinners Reinforcement Theory) • Motivating Employees and Measurement. • Compensation and Benefits: Policy, Components, Determinants, Theories, 	12

		<ul style="list-style-type: none"> Employee Compensation Practices in India. 	
	4	Job Satisfaction, Organizational Culture, Disciplinary Action	12
		<ul style="list-style-type: none"> Introduction, Theories of Motivation. Correlates of Job Satisfaction, Importance of Job Satisfaction, Measuring Job Satisfaction. Organizational Culture: Introduction, Observational Aspects, Functions, Cultural Models, Positive or Negative Organizational Cultures, Managing and Changing Organizational Cultures. Disciplinary Action: Introduction, Principles of Natural Justice, Counseling, Disciplinary Guidelines, Disciplinary Process, Charge Sheet 	
	5	Performance Management Strategies <ul style="list-style-type: none"> Difference between Performance Management and Performance Appraisal. Purpose and Objectives of Performance Management, Benefits of Performance Management, Process, Methods of Assessment, Problems with PMS and Performance Related Pay. Ways of Rewarding Employees, 360 Degree Feedback 	12
		Total Hours:	60
TEXT BOOKS		<ul style="list-style-type: none"> Human Resource Development and Management in the Hotel Industry by Dr. Jagmohan Negi, Frank Brothers Human Resource Development Practice in Travel and Tourism Sectors by S.C. Bagri, SK Gupta, Centre for Mountain Tourism & Hospitality Studies, HNB Garhwal University Human Resource Management in Hospitality by Malay Biswas, Oxford University Press 	
REFERENCE BOOKS/ SUGGESTED READING		<ul style="list-style-type: none"> Principles of Personnel Management by Edwin B. Flippo, McGraw-Hill Inc. Personnel Management by C.B. Mamoria, Himalaya Publishing House Human Resource Management by Susan, David and Rama Shankar, Wiley 	

Course: PRINCIPLES OF TOURISM - II			Semester: VI
Course Code: BHM 312	L T P	4 0 0	Credits: 4

OBJECTIVE	This course introduces students to the fundamental concepts, types, and components of tourism. It highlights the interrelationship between tourism and hospitality, along with tourism planning and development. Emphasis is placed on tourism geography, trends, policies, and sustainable practices.		
LEARNING OUTCOME	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Define and explain the basic concepts, types, and components of tourism, and distinguish between different forms and purposes of travel. 2. Identify key stakeholders in the tourism industry and demonstrate awareness of major tourist destinations, both in India and globally, along with their geographical influences. 3. Critically evaluate the economic, social, cultural, and environmental impacts of tourism on destinations and communities, with a focus on sustainable and responsible practices. 4. Interpret national and international tourism policies, assess their role in tourism development, and understand the basics of tourism planning and public-private partnerships. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Tourism Concepts and Scope <ul style="list-style-type: none"> • Meaning, definitions, and classification of tourism • Domestic vs. International tourism • Components of tourism: the 5 A's (Attractions, Accessibility, Accommodation, Amenities, Activities) • Tourism as a system 	12
	2	Tourism Geography <ul style="list-style-type: none"> • Geographical factors affecting tourism • Major international tourist destinations (7 wonders, UNESCO World Heritage sites) • Popular Indian tourism circuits (Golden Triangle, Buddhist Circuit, North-East) • Time zones, climate zones, and travel planning 	12
	3	Advanced Tourism Concepts and Systems <ul style="list-style-type: none"> • Global tourism systems: Leiper's and Gunn's models • Tourism as an economic activity and its role in GDP and employment • Tourism demand and supply: determinants and forecasts • Trends and disruptions in global tourism (COVID-19, climate change, technology) 	12

	4	Tourism Policies and Government Role <ul style="list-style-type: none"> • Key features of India’s tourism policies (2002, 2015 Draft) • Role of Ministry of Tourism, ASI, State Tourism Boards • Flagship schemes: PRASAD, Swadesh Darshan, Hunar Se Rozgar Tak • Role of local bodies and community participation in tourism 	12
	5	Sustainable and Responsible Tourism <ul style="list-style-type: none"> • Principles and significance of sustainable tourism • Ecotourism and community-based tourism • Role of hotels in promoting responsible tourism • Global initiatives: UNWTO guidelines on sustainability 	12
		Total Hours:	60
TEXT BOOKS	<ul style="list-style-type: none"> • Tourism Management – P. N. Seth • An Introduction to Travel and Tourism – McIntosh, Goeldner & Ritchie • Fundamentals of Tourism – A.K. Bhatia • Tourism: Principles and Practice – Cooper, Fletcher, Fyall, Gilbert, Wanhill 		
REFERENCE BOOKS / SUGGESTED READING	<ul style="list-style-type: none"> • Geography of Travel and Tourism – Boniface & Cooper • Reports and Publications from Ministry of Tourism, UNWTO • UNWTO and World Bank reports, Incredible India Annual Reports, WTTC Economic Impact Reports 		

Course: NATURE AND SUSTAINABILITY			Semester: VI
Course Code: BHM 313	L T P	3 0 0	Credits: 3

OBJECTIVE	This course is aimed at creating awareness and sensitization of environmental resources so as to provide insights for sustainability.		
COURSE OUTCOME	Upon completing this course, students will be able to: 1. Concept of Environmental studies 2. Biodiversity and its conservation 3. Environmental Pollution		
COURSE DETAILS	Module No	Topic	Hours
	1	The multidisciplinary nature of environmental studies: <ul style="list-style-type: none"> • Definition, scope, and importance. • Need for public awareness 	03
	2	Natural Resources: Renewable and non-renewable resources: <ul style="list-style-type: none"> • Natural resources and associated problems. • Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forests and tribal people. • Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits, and problems. • Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies. • Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies. • Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources, case studies. • Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification. · Role of an individual in conservation of natural resources. · Equitable use of resources for sustainable lifestyles 	07

	3	<p>Ecosystems:</p> <ul style="list-style-type: none"> • Concept of an ecosystem · Structure and function of an ecosystem · Producers, consumers, and decomposers · • Energy flow in the ecosystem · Ecological succession · Food chains, food webs and ecological 	08
		<p>pyramids · I</p> <ul style="list-style-type: none"> • Introduction, types, characteristic features, structure, and function of the following ecosystem: • Forest ecosystem b. • Grassland ecosystem • Desert ecosystem • Aquatic ecosystems (ponds, streams, lakes, rivers, ocean estuaries) 	
	4	<p>Biodiversity and its conservation:</p> <ul style="list-style-type: none"> • Introduction – Definition: genetic, species and ecosystem diversity · • Biogeographical classification of India · Value of biodiversity: consumptive use, productive use, social, ethical aesthetic, and option values • Biodiversity at global, national, and local levels · India as a mega-diversity nation · Hot spot of biodiversity • Threats to biodiversity: habitat loss, poaching of wildlife, man wildlife conflicts · • Endangered and endemic species of India • Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity 	07
	5	<p>Environmental Pollution Definition: Causes, effects, and control measures of:</p> <ul style="list-style-type: none"> • Air pollution • Water pollution • Soil pollution • Marine pollution • Noise pollution • Thermal pollution • Nuclear pollution • Solid waste management: Causes, effects, and control measures of urban and industrial waste. • Role of an individual in prevention of pollution 	10

	6	Social Issues and the Environment: From unsustainable to sustainable development <ul style="list-style-type: none"> • Urban problems and related to energy · • Water conservation, rainwater harvesting, watershed management · • Resettlement and rehabilitation of people; its problems and concerns. Case studies. · • Environmental ethics: Issues and possible solutions · Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents, and holocaust. • Wasteland reclamation · Consumerism and waste products · 	10
		<ul style="list-style-type: none"> • Environmental Protection Act · Air (Prevention and Control of Pollution) Act · • Water (Prevention and control of Pollution) Act • Wildlife Protection Act · Forest Conservation Act · Issues involved in enforcement of environmental legislation · Public awareness. 	
		Total Hours:	45
TEXT BOOK	<ul style="list-style-type: none"> • Environmental Biology by K.C. Agarwal, Nidhi Publishers • Textbook for Environmental Studies by Erach Barucha, UGC • Hazardous Waste Incineration by Brunner R.C., McGraw Hill Inc. 		
REFERENCE BOOK/ SUGGESTED READING	<ul style="list-style-type: none"> • Marine Pollution by Clark R.S., OUP Oxford • Environmental Encyclopedia by Cunningham, W.P.Cooper, T.H.Gorhani, E and Hepworth, M.T, Jaico Publ. House. Mumbai • Environmental Impact Assessment by S.R. Khandeshwar N.S. Raman, A.R. Gajbhiye, I K International Publishing House • Elements of Environmental Pollution Control by O P Gupta, Khanna Book Publishing • Energy and Environment by V K Ahluwalia, The Energy and Resources Institute (TERI) 		

Course: DIGITAL AND TECHNOLOGICAL SOLUTIONS-I			Semester: VI
Course Code: BHM 314	L T P	3 0 0	Credits: 3

OBJECTIVE	This course aims to introduce students to fundamental digital literacy with a focus on hospitality applications. It builds awareness of essential IT concepts, productivity tools, hospitality software systems, and digital communication platforms to prepare students for tech-integrated roles in hotels and related services.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Define key IT concepts including hardware, software, networking, and cyber security relevant to hospitality operations. 2. Demonstrate the use of basic productivity tools such as word processors, spreadsheets, and presentation software in hotel documentation. 3. Explain the role of hospitality-specific technologies like PMS, POS, and billing systems in enhancing service delivery. 4. Apply digital communication tools effectively for professional interaction and collaboration in the hospitality workplace. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Introduction to Digital Technology <ul style="list-style-type: none"> • Evolution of digital tools in hospitality • Importance of digital transformation in hotels • Overview of digital ecosystems. 	10
	2	Basic IT Concepts <ul style="list-style-type: none"> • Hardware, software, and operating systems • Networking basics and internet fundamentals • Cyber security awareness and data privacy 	9
	3	Office and Productivity Tools <ul style="list-style-type: none"> • Word processing, spreadsheets, and presentations • Applications in hotel documentation and reporting 	9
	4	Introduction to Hospitality Technology	8
		<ul style="list-style-type: none"> • Property Management Systems (PMS) • Point of Sale (POS) systems • Reservation and billing systems 	
	Digital Communication <ul style="list-style-type: none"> • Email etiquette and professional communication • Use of collaboration tools (Zoom, Teams, Slack) 	9	
	Total Hours		45

TEXT BOOKS	<ul style="list-style-type: none"> • Sawhney, Mohanbir. (2020). <i>The Digital Matrix: New Rules for Business Transformation Through Technology</i>. Penguin Random House. • Beekman, George & Quinn, Michael. (2019). <i>Tomorrow's Technology and You</i>. Pearson Education. • Turban, Efraim et al. (2017). <i>Information Technology for Management: On-Demand Strategies for Performance, Growth and Sustainability</i>. Wiley. • Stair, Ralph & Reynolds, George. (2020). <i>Principles of Information Systems</i>. Cengage Learning.
REFERENCE BOOKS / SUGGESTED READING	<ul style="list-style-type: none"> • Walker, John R. & Walker, Josielyn T. (2018). <i>Technology in Hospitality Industry: Prospects and Challenges</i>. Wiley. • Kasavana, Michael L. (2011). <i>Managing Technology in the Hospitality Industry</i>. AHLEI. • Shelly, Gary B., & Vermaat, Misty E. (2014). <i>Discovering Computers & Microsoft Office 2013: A Fundamental Combined Approach</i>. Cengage. • Stokes, Rob. (2017). <i>eMarketing: The Essential Guide to Marketing in a Digital World</i>. Red & Yellow Creative School of Business.

SEMESTER - VII

Course: INDUSTRY INTERNSHIP (SPECIALIZATION)			Semester: VII
Course Code: BHM 401	L T P	0 0 0	Credits: 20

OBJECTIVE	The objective of doing the Specialization Based Industrial Training in hotel / Hospitality Operations is to learn and observe through experiential engagement in a chosen area of specialization by the student.
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Provide an in-depth understanding of the operational aspects and practical knowledge of the specific department of the hotel/ hospitality units. 2. Understand and demonstrate the core, technical, analytical, and conceptual skills appropriate for hospitality and necessary to achieve guest satisfaction. 3. Demonstrate leadership and teamwork to achieve common goals and exhibit ability to perform basic and supervisory level job functions in hotel / hospitality units.
COURSE DETAILS	NOTE ON SPECIALIZATION TRAINING
	<p>Duration of Exposure: 15 weeks = 14 weeks industry + 1 week report making</p> <ul style="list-style-type: none"> • Specialization Based Industrial Training will require an input of 84 working days (14 weeks x 06 days = 84 days). Students who are unable to complete a minimum of 63 days (75% attendance) of specialization training would be disallowed from appearing in the term end examinations. Such students will be treated as ‘absent’ in specialized training. • The training in seventh semester necessarily needs to be in a hotel, equivalent to four star or above and approved by Dean -School of Hospitality Management. • No student shall join specialization training with any hotel, without obtaining “No Objection Certificate” from the University/ school. • Students are mandated to complete the training from the same hotel for which the NOC has been issued by the T& P Department of the school/ university. • For students arranging their specialization based industrial training on their own, a prior written approval needs to be taken from the Training & Placement officer/ coordinator and a “No Objection Certificate” needs to be obtained from university/ school. • Leave Formalities: The leaves shall be applicable as per the policy of the hotel and university/ school will not have any intervention on the matters of leave. <p>Specialization areas, credit assigned and contact hours: Recommended training duration in concerned single department namely: - Housekeeping/Front Office/ Food and Beverage Service/ Food Production/ other ancillary area. The units imparting specialization training shall conduct formal</p>

	<p>induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 20. Being practically oriented the number of hours input per week is calculated to 40 hours per week.</p> <p>Evaluation of Specialization based industrial training: Student must submit the following on completion of specialization training to the faculty/ training & placement officer/coordinator at School of Hospitality Management:</p> <ol style="list-style-type: none"> 1. Logbook (Filled) 2. A copy of the training certificate. 3. A Training Report <ul style="list-style-type: none"> • The student shall prepare and submit Logbook and Training report on their specialized area of industrial exposure: Food Production Operations / Food and Beverage Service Operations / Front Office Operations / Housekeeping Operations in the hospitality unit. • The viva will be conducted by an external examiner based on the experiential learning in operation areas of the hospitality unit. The 60% weightage will be given to Logbook & Training report and 40% weightage on viva voce. • All trainees must ensure that the logbooks and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. • Trainees are also advised to make a Training report covering all the sections on completion of training in that respective department. <p>Guidelines for making training reports. The Training Report will be submitted in the form specified as under:</p> <ol style="list-style-type: none"> a) The typing should be done on both sides of the paper (instead of single side printing) b) The font size should be 12 with Times New Roman font. c) The Training Report may be typed in 1.5-line spacing. d) The paper should be A-4 size. e) A copy meant for the purpose of evaluation may be bound on paper and submitted to the approved authority. f) The training report should preferably not less than 20 pages.
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SEMESTER - VIII

Course: ADVANCE FOOD PRODUCTION -III			Semester: VIII
Course Code: AFP 402	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives knowledge about basic preparations in the kitchen along with emphasis on the latest industry trends.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Understand the fundamentals of oriental cuisine (Japan, China, Indonesia, Thailand, Vietnam). 2. Learn about food-related prevailing laws and production management in a professional kitchen. 3. Interpret production of artesian breads and rolls with a thorough understanding of different plating styles. 4. Describe fundamentals of Ayurveda cuisine and its segments. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Oriental and Mediterranean Cuisine</p> <ul style="list-style-type: none"> • Introduction to oriental cuisine, Pan-Asian style of cooking (Japan, China, Indonesia, Thailand, Vietnam) along with Mediterranean cuisine (Lebanon. Saudi, Middle East, Spanish, Slovenia, Monaco) • Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences 	12
	2	<p>Production Management</p> <ul style="list-style-type: none"> • Kitchen Organization. • Allocation of Work - Job Description, • Duty Rosters • Production Planning • Production Scheduling • Production Quality and Quantity Control • Forecasting and Budgeting • Yield Management 	12
	3	<p>Food Quality Laws.</p> <ul style="list-style-type: none"> • Central state local food laws • Food Adulteration Act • Misbranding • Food Inspectors and Food Analysts 	12

	4	Introduction to Ayurveda and modern Indian cuisine <ul style="list-style-type: none"> • Concept of healing with ingredient science • Understanding relationship between Ahar and Vata,Pitta, Kapha 	12
		<ul style="list-style-type: none"> • Cooking with organic ingredients techniques and benefits • Learning the Art of Detoxification • Body, mind and soul by use of detox ingredients. Modern Indian cuisine <ul style="list-style-type: none"> • Concept of innovative plating in Indian cuisine • Understanding fusion with western ingredients and recipes 	
	5	Artisan breads and rolls <ul style="list-style-type: none"> • Definition, Types of artesian bread, international breads, Sour breads (White Pan Bread; Pullman, Split-top, and Round Split Breads; French and Italian Breads and Rolls; Vienna Bread; Bolillos, Pan de Agua;) • Egg Bread and Rolls; Hard Roll Varieties; Soft Roll Varieties; Pan de Sal; Rye Bread Varieties; Raisin Bread Middle Eastern Pita Bread 	12
		Total Hours:	60
TEXT BOOKS		<ul style="list-style-type: none"> • Theory of Cookery by Krishna Arora, Frank Brothers • Food Production Operations by Parvinder S Bali, Oxford University Press • Modern Cookery by Philip E. Thangam, Orient Longman 	
REFERENCE BOOKS/ SUGGESTED READING		<ul style="list-style-type: none"> • Practical Cookery by Kinton and Cesarani, Hodder Education • Practical Professional Cookery by Kauffman and Cracknell, Cengage Learning EMEA • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Purchasing Selection and Procurement for the Hospitality Industry by Andrew Hale Feinstein and John M. Stefanelli, Wiley 	

Course: ADVANCE FOOD PRODUCTION –III (PRACTICAL)			Semester: VIII
Course Code: AFP 402P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives knowledge about basic preparations in the kitchen with emphasis on vegetable, meat and cold food preparations.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Display the ability to prepare a set menu's related to oriental cuisine. 2. Display mastery over fundamentals of bread baking and plating techniques. 3. Demonstrate the ability to plan menu on basis of fundamentals of Ayurveda. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Menu Preparation related to Oriental and European cuisine. • Advance bread preparations • Menus for each dosha under Ayurveda cuisine • Menu as per food trial practice for students 	
	Total Hours:		60

Course: FOOD AND BEVERAGE SERVICE MANAGEMENT - II			Semester: VIII
Course Code: FBM 402	L T P	4 0 0	Credits: 4

OBJECTIVE	The students undertaking this course will revise the F&B operations and management topics taught in previous semesters and should be able to understand the important contents.		
COURSE OUTCOMES	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Perform duties and responsibilities of various food and beverage outlets. 2. Handle menu and beverage management 3. Handle controlling system 4. Handle promotional activities 		
COURSE DETAILS	Module No	Topic	Hours
	1	Food and Beverage Operations <ol style="list-style-type: none"> A. Introduction to F & B Industry, Classification and Types B. Types of F&B Outlets and Service methods C. Mise-en-Scene and Mise-en-Place D. Restaurant Service style E. Classification of various Tools and equipment, Usage F. Types of Meal and its Accompaniments G. Menu- Types, Classical food, and its accompaniments 	08
	2	Menu Management <ol style="list-style-type: none"> A. Menu Planning B. Menu designing C. Menu Engineering D. Menu Merchandising 	08
	3	Beverage Management <ol style="list-style-type: none"> A. Classification -Alcoholic and non-Alcoholic B. Distillation Process – Types of spirits, brand name C. World of Wine -Types, Making Process, Laws D. Service of Beverage - Style, patter and equipment used. E. Food and beverage combinations 	08
	4	Cost and Budgetary Control <ol style="list-style-type: none"> A. Element, Classification, Breakeven Analysis, Pricing B. Types of Budgets, Budgetary Control. 	08

	5	Control System A. KOT/Bill Control System B. Making Bill, Editing, Void, Re-Print, Managers Role C. Cash Handling Equipment, Record Keeping D. Importance of Billing System	10
	6	Banquet Management A. Role of Banquet in F&B Service Department B. Booking Procedure - Booking Confirmation, Designing FP C. Different Types of Banquet and Buffet Setups	10
	7	Sales Concept and Marketing Concept, A. Advertising B. Merchandising C. Sales Promotion D. Public relation E. Food Promotions	08
	Total Hours:		60
TEXT BOOKS	<ul style="list-style-type: none"> • Food and Beverage Service by R. Singaravelavan, Oxford University Press • Textbook on Food and Beverage Service by Anita Sharma, Bagchi, Aman Publications • Food and Beverage Service by Dennis R. Lillicrap. and John A. Cousins. Publisher: ELBS 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • Modern Restaurant Service by John Fuller, Hutchinson • The Steward, by P. Dias, Orient Longman Limited • Introduction Food and Beverage Service by G. Brown, K. Heppner and A. Deegan, Longman • Food and Beverage Services: A Training Manual by Sudhir Andrews, McGraw Hill Education 		

Course: FOOD AND BEVERAGE SERVICE MANAGEMENT-II (PRACTICAL)			Semester: VIII
Course Code: FBM 402P	L T P	0 0 4	Credits: 2

OBJECTIVE	The students undertaking this course should be able to revise the content of Food and Beverage operations and management.		
COURSE OUTCOMES	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Demonstrate service skills, setups, and suggestive selling. 2. Compile menus, take inventories and calculate food and beverage costs. 3. Practice sales promotion techniques. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Restaurant Etiquettes • Practicing Mise-en-Scene and Mise-en-Place activities • Identification of Tools and equipment, Care and Maintenance • Practicing Different type of Service • Practicing Different type of Cover Setups • Practicing Service of Alcoholic and Non-Alcoholic Beverages • Preparing Wine and Liquor List • Suggestive Selling/ Wine suggestion on the Food Menu • Service in Guest Room • Planning menu for a Special Dinner • Preparing Function prospectus, Different types of buffet setup • Taking Inventory of Store and F&B Outlets • Calculating Costs for Various F&B Outlets • Practicing Menu Merchandising 	
		Total Hours:	60

Course: FRONT OFFICE MANAGEMENT - III			Semester: VIII
Course Code: FOM 402	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives an idea of the role of front office in revenue generation, co-ordination of front office with other departments, check in and checkout procedure, about revenue management and staffing required for duty.		
COURSE OUTCOMES	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Understand the different revenue generation techniques. 2. Understand Relationship and coordination with another department. 3. Explain Different types of reservation software. 4. Acquiring knowledge of Staffing requirement, challenges, recruiting. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Planning and Evaluating Front Office Operations <ul style="list-style-type: none"> • Establishing Room rates • Basis of charging Plan, Competition, Customer Profile, Standard of service and amenities • Hubbart Formula 	12
	2	Managing Guests <ul style="list-style-type: none"> • Reservation and Check-in and Check-out. • Bell desk operation • Meal Plans • Sections of Front office • Room changes Procedure • Guest Safety and Security • Room Selling Techniques • Categories of Hotels • Front Office Coordination with other Departments 	14
	3	Yield Management: <ul style="list-style-type: none"> • Concept and Importance • Applicability to Room Division • Capacity management • Discount allocation • Duration control • Revenue Management Formulas and Calculation, Elements and Uses. 	10

	4	Staffing Challenges, Recruitments and Training: <ul style="list-style-type: none"> Managing Hospitality, promoting in-house sales, it is going to happen- Handling Emergencies, Managing. Guest Safety and security Gearing for Interviews The role of Supervisor and Managers Responsibilities 	12
	5	Forecasting Room Availability <ul style="list-style-type: none"> Concept of Forecasting Uses of Forecasting. Forecasting Techniques Forecasting data Forecasting Formula 	12
	Total Hours:		60
TEXT BOOKS	<ul style="list-style-type: none"> Hotel Front Office Training Manual by Sudhir Andrews, McGraw Hill Education Hotel Front Office: Operations and Management by Jatashankar R. Tiwari, Oxford Publication Managing Front Office Operations by L. Michael Kasavana & Richard M. Brooks, Educational Institute of AH&LA Front Office Management by S.K Bhatnagar, Frank Brothers 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> Front Office Operations and Management by Ahmed Ismail, Delmar Cenage Learning Managing Computers in Hospitality Industry by L. Michael Kasavana & J. John Cahill, Educational Institute of AH&LA Front Office Operations by Colin Dix & Chris Baird, Longman Hotel Front Office Management by James A. Bardi, John Wiley and Sons 		

Course: FRONT OFFICE MANAGEMENT - III (PRACTICAL)			Semester: VIII
Course Code: FOM 402P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course will help student acquire skill on latest technology and trends in hotel industry along with practical training on PMS.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Do hands on practices of Front Office procedures on PMS. 2. Discuss different role plays and situation handling. 3. Practice of Forms and formats used in front office.		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Power-point Presentation by student on latest technology and trends in hotel industry • Generating meal plan in PMS. • Practical session on billing methods. • F.O - software practical applications reservation, registration, assigning room, no show, cashiering, reinstate reservation, • Role play • Glossary 	
	Total Hours:		60

Course: ACCOMMODATION OPERATION MANAGEMENT - III			Semester: VIII
Course Code: AOM 402	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives an idea about the organisational structure of the housekeeping department along with laundry operations.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Describe and apply managerial functions and current trends in housekeeping department. 2. Describe various measures adapted by hospitality operation to ensure guest and employee safety, security from infectious diseases in property. 3. It also explains the concept, importance, and function of the laundry, planning process behind a commercial laundry and the operating procedure for handling the guest laundry. 4. Evaluates the work done at housekeeping department technically and crucial role played by a housekeeping supervisor. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Organization in Housekeeping <ul style="list-style-type: none"> • The Housekeeping Department in Hotel Operations, • The Executive Housekeeper as Department Manager. • Structural Planning of the Housekeeping Department and current trends 	05
	2	Management Practices <ul style="list-style-type: none"> • Management of Inventory and Equipment. • Characteristics of Housekeeping Equipment and Supplies. • The Cleaning Function, Personnel Administration, Controlling • Housekeeping Operations, Supervision and Management Practices in Housekeeping 	06
	3	Safety and Environment <ul style="list-style-type: none"> • Safety, Security, and Infectious Diseases in Property Operations. • Energy Conservation in Lodging Properties, E • Environmental and Sustainability Issues. 	06

	4	<p>Pre-Requisites in Housekeeping</p> <ul style="list-style-type: none"> • Opening New Hotels and Role of Housekeeping, • Linen Management, Guest Laundry Services, Valet Services, • Managing Pests Control, Outsource • Management Practices in Housekeeping, • Housekeeping Beyond hotels i.e., Libraries, Hospitals, Airports, and others. • Entrepreneurship Opportunities in Housekeeping 	06
	5	<p>Laundry:</p> <ul style="list-style-type: none"> • The Concept, Importance, Organization Structure, Key Roles, and People • Functions of a Laundry, Professional Laundry Set Up • Linen Room, Uniform Room, Tailor Room, Setups and Functions, • Equipment’s Used in laundry, Their Salient Features, Laundry Chemicals, • Laundry Do's and Don'ts, On Premises Laundry, Off Premises Laundry, Commencing the Day's Work - Briefing, De Briefing, Day Schedules 	07
	6	<p>Laundry Planning and Operations:</p> <ul style="list-style-type: none"> • The Space, Requirements, Water and Energy Supply and provisions, Financial Aspects, Staff Patterns, Clientele, Location, Design • The Laundry Cycle: The collection of linen, sorting, tagging, washing, drying, ironing, storing, mending, discarding, process and precautions. <p>Hotel Laundry Services, Records and Registers</p>	10
	7	<p>Managing Guest Laundry:</p> <ul style="list-style-type: none"> • Valet Services: Collecting Guest laundry and returns, Do's and Don'ts. • Handling guests Linens, Stains and Removals, Wash Care Instructions, Ironing and Dry • Cleaning Instructions and Practices, Mending and Repairs, Damages and Colour Bleedings, Pricing, Guest Communication, and interactions. <p>Promotional Strategy, Effective customer service</p>	10

	8	Emerging Trends in laundry: <ul style="list-style-type: none"> • Best Practices, Environmental Aspects, Energy Conservation, Ergonomics, Effective Communications and Coordination, • Applications of Technology Outsourcing, New Techniques, Information Systems, • Inventories and Audits, Global Practices, Legal and Ethical Issues in Laundry Services, Quality Assurance. 	10
		Total Hours:	60
TEXT BOOKS	<ul style="list-style-type: none"> • Hotel, Hostel and Hospital Housekeeping by Joan Branson and Margaret Lennox, Hodder Education • Hotel Housekeeping: A Training Manual by Sudhir Andrews, McGraw Hill Education • Hotel Housekeeping Operations and Management by G. Raghubalan and S. Raghubalan, Oxford University Press 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • Catering: Housekeeping and Front Office by U. Jones, Hodder Arnold H&S • The Professional Housekeeper by M. Schneider, G. Tucker, M. Scoviak, Wiley Publications • Textbook of Hotel Housekeeping Management and Operations by Sudhir Andrews, McGraw Hill Education 		

Course: ACCOMMODATION OPERATION MANAGEMENT - III (PRACTICAL)			Semester: VIII
Course Code: AOM 402P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course will help students acquire skills in the smooth running of the housekeeping department along with laundry operations.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Practice filling of different forms & format and guest complains & request at the control desk. 2. It also explains the concept, importance, and function of the laundry, planning process behind a commercial laundry and the operating procedure for handling the guest laundry. 3. Create a training from several sources to solve various problems in the Housekeeping. 		
COURSE DETAILS	Module No	Topic	Hours
		<ul style="list-style-type: none"> • Preparing of form and formats used by the floor supervisor. • Handling guest requests • Familiarization with Laundry sections • Preparing guest laundry list • Role play of Guest laundry cycle • Preparing Guest laundry • Maintaining different types of Registers at the laundry • Precautions while dealing with Linen. • Emerging trends in laundry 	
	Total Hours:		60

Course: DISASTER MANAGEMENT			Semester: VIII
Course Code: BHM 403	L T P	4 0 0	Credits: 4

OBJECTIVE	This course introduces the concept and classification of the disaster. It elaborates the disaster management at different stages. This course also covers the disaster management laws and policies in India.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Concept of disaster and relationship between disaster and development 2. Stages in disaster management 3. Disaster management laws in India.		
COURSE DETAILS	Module No	Topic	Hours
	1	Introduction, Definitions, and classification: Concepts and definition –Disaster, Hazard, Vulnerability, Resilience, Risks.	06
	2	Natural Disasters Cloud bursts, earthquakes, Tsunami, snow, avalanches, landslides, forest fires, diversion of river routes (ex. Kosi River), Floods, Drought, Cyclones.	07
	3	Natural Disasters Volcanic hazards/ disasters (Mud volcanoes) causes and distribution, hazardous effects and environmental impacts of natural disasters, mitigation measures, natural disaster-prone areas in India, major natural disasters in India with special reference to Uttarakhand.	08
	4	Inter-relationship between Disasters and Development Factors affecting vulnerabilities, differential impacts, impacts of development projects such as dams, embankments, changes in land use etc., climate change adaption, relevance of indigenous knowledge, appropriate technology and local resources, sustainable development, and its role in disaster mitigation.	12
	5	Roles and Responsibilities of Community, Panchayat Raj Institutions / Urban Local Bodies, State, Centre and Other Stake Holders in Disaster Mitigation	05

	6	Disaster Management (Pre-disaster stage, Emergency stage and Post disaster stage) <ul style="list-style-type: none"> Pre- disaster stage (preparedness): Preparing hazard zonation maps, Predictability / forecasting, and warning, Preparing disaster preparedness plan, Land use zoning, Preparedness through (IEC) Information, education, and Communication; Pre-disaster stage (mitigation), Disaster resistant house construction, Population reduction in vulnerable areas, Awareness. 	14
		<ul style="list-style-type: none"> Emergency Stage: Rescue training for search and operation at national and regional level, immediate relief, assessment surveys Post Disaster Stage-Rehabilitation and reconstruction of disaster affected areas; urban disaster mitigation: Political and administrative aspects, social aspects, economic aspects, environmental aspects. 	
	7	Disaster Management Laws and Policies in India <ul style="list-style-type: none"> Environmental legislations related to disaster management in India: Disaster Management Act, 2005 Environmental policies and programs in India-institutions and national centers for natural disaster mitigation National Disaster Management Authority (NDMA): structure and functional responsibilities, National Disaster Response Force (NDRF): Role and responsibilities, National Institute of Disaster Management (NIDM): Role and responsibilities. 	08
		Total Hours:	60
TEXT BOOKS		<ul style="list-style-type: none"> Disaster Management by B. Narayan, APH Publishing Corporation Natural Hazards and Disaster Management: Vulnerability and Mitigation Reprint Ed. by R B Singh, Rawat Publications Disaster Mitigation: Experiences and Reflections by Alka Dhameja and Pardeep Dhameja, PHI Disaster Management by Dr. S. L. Goel and Dr. Ram Kumar, Deep & Deep Publications 	
REFERENCE BOOKS/ SUGGESTED READING		<ul style="list-style-type: none"> Disaster Management by Vinod K. Sharma, Medtech Disaster Management in India: Challenges and Strategies by RK Dave, Prowess Publishing Disaster Management by Dr. V. K. Sethi, Maxford Books Disaster Education and Management by Rajendra Kumar Bhandari, Springer 	

Course: ORGANIZATIONAL BEHAVIOUR			Semester: VIII
Course Code: BHM 404	L T P	4 0 0	Credits: 4

OBJECTIVE	To familiarize the students with the behavioral aspects of organization, and organizational and individual variants that influence organization's effectiveness.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. To familiarize with the behavioural aspects of organization. 2. Understand organizational and individual variants that influence organization's effectiveness. 3. Comprehend organizational power and concept of conflict management. 		
COURSE DETAILS	Module No	Topic	Hours
	1	<p>Introduction</p> <p>Organizational Behaviour: Concept, significance and scope, Contributory disciplines, Levels of studying OB, OB Models.</p>	10
	2	<p>The Individual</p> <p>Learning: principles and theories, Attitude: concept, components and types, cognitive dissonance, Personality: concept, determinants, dimensions, trait and type theories of personality, Perception: concept, process, perceptual errors, application in management, Motivation: content and process theories, Monetary and non-monetary motivation.</p>	12
	3	<p>The Group</p> <p>Group: definition and classification of group, Stages of group development, Group decision making, Group dynamics, Work team, Leadership: definition, styles, and theories of leadership.</p>	12
	4	<p>Organizational Power and Politics and Conflict Management</p> <p>Organizational power: concept, sources, tactics, contingency approaches to power, Organizational Politics: definition, determinants, impression management, Organizational conflict: concept, sources, types, classification of conflict: intra-individual and inter-personal, Inter-group, process and resolution of conflict.</p>	12

	5	The Organization System Organizational change: nature and forces of change, Resistance to change nature, reasons, overcoming resistance to change, Change process, Organizational development: concept, process, and interventions. Organizational culture: concept, functions, creating and sustaining organizational culture.	14
		Total Hours:	60
TEXT BOOKS	<ul style="list-style-type: none"> • Organizational Behavior by Robbins, S. P., Judge, Timothy A, Vohra, N., Pearson Education • Organizational Behavior by Luthans, McGraw Hill Education 		
REFERENCE BOOKS/ SUGGESTED READING	<ul style="list-style-type: none"> • Organizational Behavior by Newstorm, and Davis, McGraw Hill • Management of Organizational Behavior by Hersey, Blanchard and Johnson, Pearson Education 		

Course: RESEARCHING FOR HOSPITALITY			Semester: VIII
Course Code: BHM 405	L T P	4 0 0	Credits: 4

OBJECTIVE	The students undertaking this course should be able to understand effective research and its tools.		
LEARNING OUTCOME	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Demonstrate knowledge of research processes. 2. Describe sampling methods, measurement scales, techniques, and appropriate uses of each. 3. Perform literature reviews using print and online databases and employ American Psychological Association (APA) formats for citations of print and electronic materials. 4. Integrate the information to design an appropriate study for dissertation. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Understanding Research Methodology A. Meaning and Definition B. Scope and Purpose of Doing Research C. Types of Research D. Areas of Research E. Applications of Research F. Research Process - Identifying Problem	08
	2	Project Theme A. Identifying the theme of project B. Criteria for selecting the title of project. C. Statement of research problem and research objective D. Rationale for conducting study.	08
	3	Research Design and Data Collection A. Hypothesis i. Meaning and Types ii. How to Formulate a Hypothesis? B. Research Design i. Meaning, Types of Research Design ii. Primary Research and Secondary Research C. Research Approaches i. Observation ii. Experiment, Survey, Census Survey, Sample Survey D. Research instrument i. Questionnaire ii. Interview iii. Mechanical iv. Questionnaire Vs Schedule	08

	4	Sampling Plan A. Meaning and Types of sampling B. Probability sampling and non-probability sampling C. Sample design, Sampling unit, Sampling size, Sampling media D. Sample selection process	10
	5	Field Work A. Planning B. Organizing C. Supervising the field work	08
	6	Data Analysis A. Classification B. Tabulation, Analysis, and Interpretation of data C. Role of computers in educational research	08
	7	Report Writing and Citation A. Types of report B. Report format, Executive summary C. Literature Review D. Findings, conclusions, and recommendations E. Referencing vs. Bibliography F. Referencing Style <ul style="list-style-type: none"> • APA • MLA • Chicago 	10
		Total Hours:	60
TEXT BOOK	<ul style="list-style-type: none"> • Business Research Methods by Alan Bryman and Emma Bell, Oxford University Press. • Applied General Statistics by Croxton, Pitman Publishing • Research Methodology by C.R. Kothari and Gaurav Garg, New Age International Publishers 		
REFERENCE BOOK/ SUGGESTED READING	<ul style="list-style-type: none"> • How to Complete your research Project Successfully by Judith Bell, UBS Publisher • How to research and write a thesis in Hospitality & Tourism by James M. Paynter, Wiley & Sons, USA • Quantitative Approaches to Management by Levin, Richard, McGraw Hill Inc., US 		

Course: PROJECT REPORT			Semester: VIII
Course Code: BHM 406	L T P	000	Credits: 6

OBJECTIVE	Project work is aimed at sharpening the research skills, develop a practical understanding of the Hospitality system, attaining some field experience etc.	
COURSE OUTCOMES	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Develop understanding of research methodology. 2. Practice research techniques to learn about various hospitality issues. 3. Identify the potential and improve organizing and managerial skills. 	
COURSE DETAILS	Module No	Topic
		<p>Keeping in view the diverse nature of tourism and hospitality industry and its long- term implications on the economy, society, culture and environment, it is mandatory to do some project work so as to sharpen the research skills, develop a practical understanding of the Hospitality system, attain some field experience etc. Students are required to prepare a project on a topic of their choice approved from Faculty from Institute/Head of Department (Front Office/ F& B Service/ Food Production/ Accommodation Operation) Computer Typed {Times New Roman} compiled and Hard bound copy (Two print Copies) and One soft copy in C.D.</p> <p>The Project should include: -</p> <ul style="list-style-type: none"> • The First page should include Name of the Institute / University, Project undertaken, Roll Number and Name. • Certificate by Candidate of genuine work. • Acknowledgement. • Certificate of approval. • Introduction to the topic. • Problem Definition <ul style="list-style-type: none"> - Need of study - Problem Definition - Research objective - List of Information • Research Methodology <ul style="list-style-type: none"> - Research design - Source of data - Instrumentation of data collection - Sampling Design • Analysis, Findings, and Interpretation. • Suggestions and Recommendations.

	<ul style="list-style-type: none">• Conclusion or Salient Findings• Limitation• Bibliography• Annexure Selecting a topic: - <p>Selecting a topic is the first issue. The only thing you will be sure of should be that do you want to write on a subject that directly relates to hotels or is associated with tourism. A lot of thinking and creativity is required at planning stage.</p> <p>Sample themes of Research are: -</p> <p>Accommodation Management-- “Technology in Hotel Accommodation Services: - A case study of Hotel- ABC.” Various topics can be selected suggested themes are-</p> <ul style="list-style-type: none">- Surveying of Guest Behavior- Surveying of Environment Conservation- Surveying of Negative impacts of System
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Course: PERSONALITY DEVELOPMENT			Semester: VIII
Course Code: BHM 407P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course will prepare the learner for industry through training in personality development practice sessions.		
COURSE OUTCOMES	<p>Upon completing this course, students will be able to:</p> <ol style="list-style-type: none"> 1. Develop/ his/her personality for hospitality industry. 2. Enhance the personal grooming, interpersonal skills, communication skills and presentation skills. 3. Have awareness about the hospitality company's profile. 		
COURSE DETAILS	Module No	Topic	Hours
		<p>The student is required to maintain a file to document Practical. Every week one current affair issue is to be discussed and recorded in the student files.</p> <ol style="list-style-type: none"> 1. Personality Enrichment Practical: Practice training on Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good conversation, Art of intelligent listening. 2. Personality Development Strategies: Practice training in Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance, and art of 'Small Talk' before serious business. 3. Practice training Interpersonal Skills: Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc. at workplace through role plays. 4. Telephone conversation: Practicing the voice modulation, tone, dos and don'ts, manners and accent and mock telephonic interviews. 5. Presentation skills, seminar skills role – plays Participating in a debate, group Discussion and Case study Analysis. 6. Electronic Communication Techniques: practice sessions on writing E mail, Fax letters, etc. 7. Practice of Travel and Hospitality Etiquettes phrases: Bus, Train, Flight, and Hotel Manners 8. Making short presentations on current hospitality topics using trade magazines and journals as resources to be followed by a Q and A session. 9. Information on personalities in Hospitality and other services business to be collected and discussed. 10. Hospitality company profile / History / culture to be collected and discussed. 	
		Total Hours :	60

Course: BASIC STATISTICS FOR HOSPITALITY			Semester: VIII
Course Code: BHM 408	L T P	3 0 0	Credits: 3

OBJECTIVE	To familiarize the students with the basic concepts of statistics and their applications in hospitality operation.		
COURSE OUTCOMES	Upon completion of the course students should be able to: <ol style="list-style-type: none"> 1. Organize and summarize operational data in hotels. 2. Represent hospitality data visually through charts and graphs. 3. Apply measures of central tendency and dispersion in business decisions. 4. Interpret basic correlation and apply regression in hospitality data. 		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Introduction to Statistics and Data Types : Meaning, scope, and importance of statistics in hospitality, Types of data: primary vs. secondary; qualitative vs. Quantitative, Methods of data collection and classification, Application: Recording guest preferences, daily revenue logs	06
	2.	Data Presentation: Tabular presentation, Diagrams and graphs: bar charts, pie charts, histograms, line graphs, Application: Sales trends, customer satisfaction reports, inventory charts	06
	3.	Measures of Central Tendency: Mean (Simple and Weighted), Median, Mode, Application: Average occupancy rate, F&B consumption, pricing analysis	06
	4.	Measures of Dispersion: Range, Quartile Deviation, Standard Deviation (conceptual understanding), Coefficient of Variation, Application: Variability in daily sales, staff scheduling	06
	5.	Correlation and Regression (Introductory): Concept of correlation, Karl Pearson's Correlation Coefficient (basic calculation), Introduction to simple linear regression, Application: Relationship between promotion and occupancy, staff-to-guest ratio vs. guest satisfaction	06
	6.	Exercises using hospitality-related data sets: (Occupancy, revenue, complaints, menu analysis), Use of Excel or Google Sheets for tabulation and graph plotting, Mini project: Analyze one operational dataset (e.g., F&B sales or guest feedback), Group presentation: Visualize and interpret data	15
		Total Hours	45
TEXT BOOKS	1. Fundamentals of Statistics – S.P. Gupta		

REFERENCE BOOKS/ SUGGESTED READIN	<ol style="list-style-type: none">1. Statistics for Business and Economics – R.P. Hooda2. Customized handouts and caselets from hotel data3. Excel/Google Sheets tutorial for statistical functions
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Course: DIGITAL AND TECHNOLOGICAL SOLUTIONS - II			Semester: VIII
Course Code: BHM 409	L T P	3 0 0	Credits: 3

OBJECTIVE	This course is designed to provide students with an intermediate-level understanding of digital tools, hospitality software systems, data management, and digital marketing. It emphasizes the practical application of technology in hotel operations, guest engagement, and ethical data use to support decision-making and service excellence.		
COURSE OUTCOMES	<p>Upon completion of the course students should be able to:</p> <ol style="list-style-type: none"> 1. Apply advanced office tools like Excel and PowerPoint in hospitality data analysis and presentation tasks. 2. Illustrate the functionality of PMS, POS, and CRM systems in managing hotel operations and guest services. 3. Interpret basic digital marketing strategies and tools relevant to hospitality branding and reputation. 4. Analyze guest data using simple visualization tools and evaluate ethical considerations related to digital practices and data protection. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Advanced Office Tools <ul style="list-style-type: none"> • Excel for data analysis: formulas, charts, pivot tables • PowerPoint for marketing and training presentations 	9
	2	Hospitality Software Systems <ul style="list-style-type: none"> • In-depth study of PMS (e.g., Opera, eZee) • POS integration with inventory and billing • CRM systems in guest relationship management 	9
	3	Digital Marketing Fundamentals <ul style="list-style-type: none"> • Introduction to SEO, SEM, and social media marketing • Role of digital branding in hospitality • Online reputation management 	9
	4	Data Management and Analytics <ul style="list-style-type: none"> • Basics of data collection and storage • Introduction to data visualization tools • Case studies on guest feedback analysis 	9
		Legal and Ethical Aspects	

	5	<ul style="list-style-type: none"> • Data protection laws (e.g., GDPR) • Ethical use of guest data and digital tools 	9
		Total Hours	45
TEXT BOOKS		<ul style="list-style-type: none"> • Walker, J. R. (2021). Introduction to Hospitality Management (7th ed.). Pearson Education. • McFedries, P. (2022). Excel Data Analysis for Dummies (5th ed.). Wiley. • Chaffey, D., & Ellis-Chadwick, F. (2019). Digital Marketing (7th ed.). Pearson Education. • Andrews, S. (2020). Hotel Housekeeping and Property Management Systems. McGraw Hill. 	
REFERENCE BOOKS / SUGGESTED READING		<ul style="list-style-type: none"> • Kotler, P., Bowen, J. T., & Makens, J. C. (2017). Marketing for Hospitality and Tourism (7th ed.). Pearson. • Gretzel, U., Sigala, M., Xiang, Z., & Koo, C. (2015). Smart Tourism: Foundations and Developments. Springer. • Bradley, T. (2023). Essential Cybersecurity for Hospitality Operations. CRC Press. • O'Connor, P. (2021). Using Technology to Improve Customer Service. Hospitality Press. 	