



Bachelor of Hotel Management **(Four -Year, Semester Based, Full Time Program)** **Effective from Academic Session 2024-25**

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.

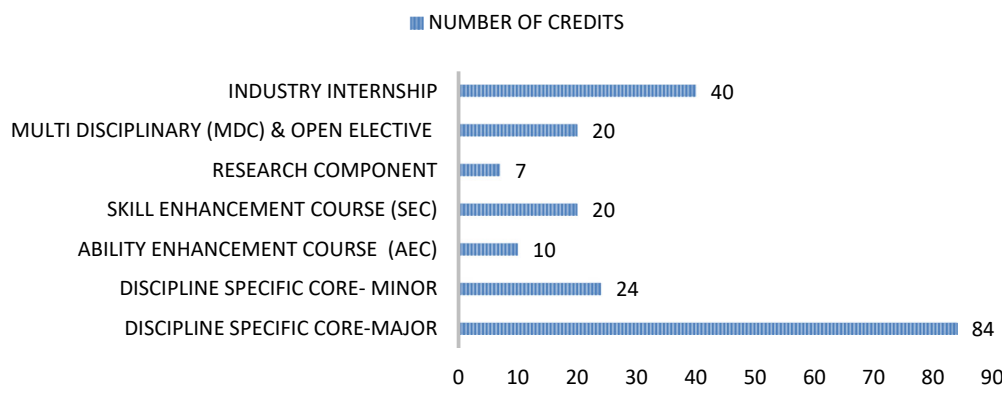
- PO7.** Ability to develop sustainable solutions and understand their effect on society and environment.
- PO8.** Ability to make effective oral presentations and communicate technical ideas to a broad audience using written and oral means.
- PO9.** Ability to work as a member of a team, to plan and 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

DISTRIBUTION OF COURSE IN BHM PROGRAM

TYPE OF COURSES		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 ALLOCATED
1	Discipline Specific Courses – Core (Major)	22	22	22		6	6		6	84
2	Discipline Specific Courses – Core (Minor)					8	12		4	24
3	Multi- Disciplinary Courses (MDC) / Open Elective (Optional- 3 Credit)					8	4		8	20
4	Ability Enhancement Courses (AEC)			3		4	3			10
5	Skill Enhancement Courses (SEC)	3	3	1		3	3		7	20
6	Industry Internship				20			20		40
7	Research Project/Dissertation								7	7
TOTAL CREDITS		25	25	26	20	29	28	20	32	205 + 3 (optional through open elective) =208
CONTACT HOURS		34	34	33	40	34	33	40	34	

DISTRIBUTION OF CREDITS IN VARIOUS COURSES OF BHM PROGRAM

Semester -I

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	BHM 101	Food Production Foundation-I	4	0	0	4	Major
2	BHM 101P	Food Production Foundation-I (Practical)	0	0	4	2	Major
3	BHM 102	Food and Beverage Service Foundation-I	4	0	0	4	Major
4	BHM 102P	Food and Beverage Service Foundation-I (Practical)	0	0	4	2	Major
5	BHM 103	Front Office Operation Foundation -I	4	0	0	4	Major
6	BHM 103P	Front Office Operation Foundation-I (Practical)	0	0	2	1	Major
7	BHM 104	Accommodation Operation Foundation -I	4	0	0	4	Major
8	BHM 104P	Accommodation Operation Foundation -I (Practical)	0	0	2	1	Major
9	BHM 105P	English Communication-I	0	0	4	2	SEC
10	BHM 106P	Application of Computers - I (Practical)	0	0	2	1	SEC
Total Credits						25	
Current Total Contact Hours Per Week			16	0	18	34	

Semester –II

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	BHM 107	Food Production Foundation-II	4	0	0	4	Major
2	BHM 107P	Food Production Foundation-II (Practical)	0	0	4	2	Major
3	BHM 108	Food and Beverage Service Foundation-II	4	0	0	4	Major
4	BHM 108P	Food and Beverage Service Foundation-II (Practical)	0	0	4	2	Major
5	BHM 109	Front Office Operation Foundation –II	4	0	0	4	Major
6	BHM 109P	Front Office Operation Foundation-II (Practical)	0	0	2	1	Major
7	BHM 110	Accommodation Operation Foundation –II	4	0	0	4	Major
8	BHM 110P	Accommodation Operation Foundation –II (Practical)	0	0	2	1	Major
9	BHM 111P	English Communication-II	0	0	4	2	SEC
10	BHM 112P	Seminar Presentation – I	0	0	2	1	SEC
Total Credits						25	
Current Total Contact Hours Per Week			16	0	18	34	

Semester -III

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	BHM 201	Introduction to Indian Cookery	4	0	0	4	Major
2	BHM 201P	Introduction to Indian Cookery (Practical)	0	0	4	2	Major
3	BHM 202	Food and Beverage Service Operation -I	4	0	0	4	Major
4	BHM 202P	Food and Beverage Service Operation-I (Practical)	0	0	4	2	Major
5	BHM 203	Front Office Operation-I	4	0	0	4	Major
6	BHM 203P	Front Office Operation –I (Practical)	0	0	2	1	Major
7	BHM 204	Accommodation Operation-I	4	0	0	4	Major
8	BHM 204P	Accommodation Operation –I (Practical)	0	0	2	1	Major
9	BHM 205	Healthy Living and Fitness	3	0	0	3	SEC
10	BHM 206P	Application of Computers - II (Practical)	0	0	2	1	SEC
Total Credits						26	
Current Total Contact Hours Per Week			19	0	14	33	

Semester –IV**Industrial Internship – Practical Module only**

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

Semester –V

Specialization offered in:

1. Advance Food Production -I
2. Advance Food and Beverage Service Operation
3. Front Office Management-I
4. Accommodation Operation Management -I

SPECIALIZATION: ADVANCE FOOD PRODUCTION -I

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	AFP 301	Advance Food Production-I	4	0	0	4	Major
2	AFP 301P	Advance Food Production-I (Practical)	0	0	4	2	Major
3	BHM 302	Introduction to Management	4	0	0	4	MDC
4	BHM 303	Accounting Skills for Managers	4	0	0	4	MDC
5	BHM 304	Catering Science	4	0	0	4	Minor
6	BHM 305	Hospitality Marketing	4	0	0	4	Minor
7	BHM 306	Nature and Sustainability	4	0	0	4	AEC
8	BHM 307P	Seminar Presentation – II	0	0	6	3	SEC
Total Credits						29	
Current Total Contact Hours Per Week			24	0	10	34	

SPECIALIZATION: ADVANCE FOOD AND BEVERAGE SERVICE OPERATIONS

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	AFB 301	Advance Food and Beverage Service Operation	4	0	0	4	Major
2	AFB 301P	Advance Food and Beverage Service Operation (Practical)	0	0	4	2	Major
3	BHM 302	Introduction to Management	4	0	0	4	MDC
4	BHM 303	Accounting Skills for Managers	4	0	0	4	MDC
5	BHM 304	Catering Science	4	0	0	4	Minor
6	BHM 305	Hospitality Marketing	4	0	0	4	Minor
7	BHM 306	Nature and Sustainability	4	0	0	4	AEC
8	BHM 307P	Seminar Presentation – II	0	0	6	3	SEC
Total Credits						29	
Current Total Contact Hours Per Week			24	0	10	34	

SPECIALIZATION: FRONT OFFICE MANAGEMENT -I

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	FOM 301	Front Office Management-I	4	0	0	4	Major
2	FOM 301P	Front Office Management –I (Practical)	0	0	4	2	Major
3	BHM 302	Introduction to Management	4	0	0	4	MDC
4	BHM 303	Accounting Skills for Managers	4	0	0	4	MDC
5	BHM 304	Catering Science	4	0	0	4	Minor
6	BHM 305	Hospitality Marketing	4	0	0	4	Minor
7	BHM 306	Nature and Sustainability	4	0	0	4	AEC
8	BHM 307P	Seminar Presentation – II	0	0	6	3	SEC
Total Credits						29	
Current Total Contact Hours Per Week			24	0	10	34	

SPECIALIZATION: ACCOMODATION OPERATION MANAGEMENT-I

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	AOM 301	Accommodation Operation Management-I	4	0	0	4	Major
2	AOM 301P	Accommodation Operation Management-I (Practical)	0	0	4	2	Major
3	BHM 302	Introduction to Management	4	0	0	4	MDC
4	BHM 303	Accounting Skills for Managers	4	0	0	4	MDC
5	BHM 304	Catering Science	4	0	0	4	Minor
6	BHM 305	Hospitality Marketing	4	0	0	4	Minor
7	BHM 306	Nature and Sustainability	4	0	0	4	AEC
8	BHM 307P	Seminar Presentation – II	0	0	6	3	SEC
Total Credits						29	
Current Total Contact Hours Per Week			24	0	10	34	

Semester –VI

Specialization offered in:	Open Electives (Optional) offered in:
1. Advance Food Production - II 2. Food and Beverage Service Management - I 3. Front Office Management - II 4. Accommodation Operation Management - II	A Choice of elective available from Management, Commerce, Arts, Hospitality Management and Law stream will be announced before the commencement of the semester.

SPECIALIZATION: ADVANCE FOOD PRODUCTION -II

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	AFP 308	Advance Food Production -II	4	0	0	4	Major
2	AFP 308P	Advance Food Production -II (Practical)	0	0	4	2	Major
3	BHM 309	Human Values & Ethics	3	0	0	3	AEC
4	BHM 310	Facility Planning	4	0	0	4	Minor
5	BHM 311	Human Resource Management	4	0	0	4	MDC
6	BHM 312P	Career Readiness Skills-I (Practical)	0	0	6	3	SEC
7	BHM 313	Researching for Hospitality	4	0	0	4	Minor
8	BHM 314	Principles of Tourism	4	0	0	4	Minor
Total Credits						28	
Current Total Contact Hours Per Week			23	0	10	33	
9	OE 315	Open Elective (Optional)	3	0	0	3	

SPECIALIZATION: FOOD AND BEVERAGE SERVICE MANAGEMENT – I

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	FBM 308	Food and Beverage Service Management - I	4	0	0	4	Major
2	FBM 308P	Food and Beverage Service Management – I (Practical)	0	0	4	2	Major
3	BHM 309	Human Values & Ethics	3	0	0	3	AEC
4	BHM 310	Facility Planning	4	0	0	4	Minor

5	BHM 311	Human Resource Management	4	0	0	4	MDC
6	BHM 312P	Career Readiness Skills-I (Practical)	0	0	6	3	SEC
7	BHM 313	Researching for Hospitality	4	0	0	4	Minor
8	BHM 314	Principles of Tourism	4	0	0	4	Minor
Total Credits						28	
Current Total Contact Hours Per Week			23	0	10	33	
9	OE 315	Open Elective (Optional)	3	0	0	3	

SPECIALIZATION: FRONT OFFICE MANAGEMENT -II

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	FOM 308	Front Office Management -II	4	0	0	4	Major
2	FOM 308P	Front Office Management –II (Practical)	0	0	4	2	Major
3	BHM 309	Human Values & Ethics	3	0	0	3	AEC
4	BHM 310	Facility Planning	4	0	0	4	Minor
5	BHM 311	Human Resource Management	4	0	0	4	MDC
6	BHM 312P	Career Readiness Skills-I (Practical)	0	0	6	3	SEC
7	BHM 313	Researching for Hospitality	4	0	0	4	Minor
8	BHM 314	Principles of Tourism	4	0	0	4	Minor
Total Credits						28	
Current Total Contact Hours Per Week			23	0	10	33	
9	OE 315	Open Elective (Optional)	3	0	0	3	

SPECIALIZATION: ACCOMODATION OPERATION MANAGEMENT-II

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	AOM 308	Accommodation Operation Management - II	4	0	0	4	Major
2	AOM 308P	Accommodation Operation Management – II (Practical)	0	0	4	2	Major
3	BHM 309	Human Values & Ethics	3	0	0	3	AEC
4	BHM 310	Facility Planning	4	0	0	4	Minor

5	BHM 311	Human Resource Management	4	0	0	4	MDC
6	BHM 312P	Career Readiness Skills-I (Practical)	0	0	6	3	SEC
7	BHM 313	Researching for Hospitality	4	0	0	4	Minor
8	BHM 314	Principles of Tourism	4	0	0	4	Minor
Total Credits						28	
Current Total Contact Hours Per Week			23	0	10	33	
9	OE 315	Open Elective (Optional)	3	0	0	3	

Semester –VII**Specialization stream - Industry exposure**

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

Semester –VIII

Specialization offered in:

1. Advance Food Production - III
2. Food and Beverage Service Management - II
3. Front Office Operation and Management
4. Accommodation Operation and Management

SPECIALIZATION: ADVANCE FOOD PRODUCTION – III

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	AFP 402	Advance Food Production – III	4	0	0	4	Major
2	AFP 402P	Advance Food Production – III (Practical)	0	0	4	2	Major
3	BHM 403	Disaster Management	4	0	0	4	Minor
4	BHM 404	Entrepreneurship Development	4	0	0	4	MDC
5	BHM 405	Organizational Behavior	4	0	0	4	MDC

6	BHM 406	Project Report	0	0	0	6	Research
7	BHM 407P	Personality Development (Practical)	0	0	4	2	SEC
8	BHM 408P	Career Readiness Skills – II (Practical)	0	0	6	3	SEC
9	BHM 409P	Seminar Presentation – III	0	0	4	2	SEC
Total Credits						32	
Current Total Contact Hours Per Week			16	0	18	34	

SPECIALIZATION: FOOD AND BEVERAGE SERVICE MANAGEMENT – II

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	FBM 402	Food and Beverage Service Management- II	4	0	0	4	Major
2	FBM 402P	Food and Beverage Service Management- II (Practical)	0	0	4	2	Major
3	BHM 403	Disaster Management	4	0	0	4	Minor
4	BHM 404	Entrepreneurship Development	4	0	0	4	MDC
5	BHM 405	Organizational Behavior	4	0	0	4	MDC
6	BHM 406	Project Report	0	0	0	6	Research
7	BHM 407P	Personality Development (Practical)	0	0	4	2	SEC
8	BHM 408P	Career Readiness Skills – II (Practical)	0	0	6	3	SEC
9	BHM 409P	Seminar Presentation – III	0	0	4	2	SEC
Total Credits						32	
Current Total Contact Hours Per Week			16	0	18	34	

SPECIALIZATION: FRONT OFFICE OPERATION AND MANAGEMENT

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	FOM 402	Front Office Operation and Management	4	0	0	4	Major
2	FOM 402P	Front Office Operation and Management (Practical)	0	0	4	2	Major
3	BHM 403	Disaster Management	4	0	0	4	Minor
4	BHM 404	Entrepreneurship Development	4	0	0	4	MDC

5	BHM 405	Organizational Behavior	4	0	0	4	MDC
6	BHM 406	Project Report	0	0	0	6	Research
7	BHM 407P	Personality Development (Practical)	0	0	4	2	SEC
8	BHM 408P	Career Readiness Skills – II (Practical)	0	0	6	3	SEC
9	BHM 409P	Seminar Presentation – III	0	0	4	2	SEC
Total Credits							32
Current Total Contact Hours Per Week			16	0	18	34	

SPECIALIZATION: ACCOMODATION OPERATION AND MANAGEMENT

S. No	Course Code	Course Name	Periods			Credits	Course Status
			L	T	P		
1	AOM 402	Accommodation Operation and Management	4	0	0	4	Major
2	AOM 402P	Accommodation Operation and Management (Practical)	0	0	4	2	Major
3	BHM 403	Disaster Management	4	0	0	4	Minor
4	BHM 404	Entrepreneurship Development	4	0	0	4	MDC
5	BHM 405	Organizational Behavior	4	0	0	4	MDC
6	BHM 406	Project Report	0	0	0	6	Research
7	BHM 407P	Personality Development (Practical)	0	0	4	2	SEC
8	BHM 408P	Career Readiness Skills – II (Practical)	0	0	6	3	SEC
9	BHM 409P	Seminar Presentation – III	0	0	4	2	SEC
Total Credits							32
Current Total Contact Hours Per Week			16	0	18	34	

Total Credits (Semester I-VIII): 200

Note: L: Lecture, **T:** Tutorial, **P:** Practical

Minimum Credits Required for Award of Degree: 197

OPTIONS FOR SPECIALIZATION

Semester –V

Specialization offered in:

1. Advance Food Production -I
2. Advance Food and Beverage Service Operation
3. Front Office Management-I
4. Accommodation Operation Management -I

Semester –VI

Specialization offered in:

1. Advance Food Production - II
2. Food and Beverage Service Management - I
3. Front Office Management - II
4. Accommodation Operation Management - II

Semester –VII

1. Industry Internship (Specialization)

Semester –VIII

Specialization offered in:

1. Advance Food Production - III
2. Food and Beverage Service Management - II
3. Front Office Operation and Management
4. Accommodation Operation and Management



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	4 0 0	Credits: 4

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Professional Kitchen and Cooking 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.	07
	2	Kitchen Equipment's, Fuels and Safety Kitchen Equipment's, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care and Maintenance of Workstations, Safety Procedures. Fuel – Types, Usage and Precautions. Fire – Introduction, Types and handling fires and usage of extinguishers, Basic First Aid- Burns, Scalds, Cuts.	08

	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 	15
	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 	15
	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. 	15
		Total Hours	60
TEXT BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. To identify various areas in professional kitchen with understanding layout and organization of kitchen department. 2. To identify common ingredients, kitchen equipment(s), fuel(s), fire safety and first aid procedures. 3. To demonstrate the preparation of stocks, sauces, soups, and sandwiches. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	<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	4 0 0	Credits: 4

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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 <ol style="list-style-type: none"> A. Introduction to the Food and Beverage Industry. B. Classification and description of Catering Establishments 	03
	2	Food Service Areas <ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> 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 	08

		F. Coordination of F and B dept. within and with other departments.	
	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	15
	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	15
	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	15
		Total Hours	60
TEXT BOOK	<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 		

	<ul style="list-style-type: none">• Dennis R.Lillicrap. and John A. Cousins. Food and Beverage Service, Publisher: ELBS
REFERENCE BOOK/ 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 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Understanding Food Service Outlets and Ancillary F and B Service Areas	02
	2	Understanding Personal Hygiene and Food Service Hygiene	02
	3	Familiarization of F and B Service Equipment, Care and Maintenance	04
	4	Cleaning and polishing of EPNS items by <ul style="list-style-type: none"> • Plate Powder method • Polivit method • Silver Dip method • Burnishing method 	02
	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	Basic Technical Skills <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	4 0 0	Credits: 4

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Hospitality Industry- An introduction 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.	10
	2	Introduction to Guest Cycle Pre-Arrival, Arrival, Occupancy, Departure and Post Departure	08
	3	Bell Desk Operation <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. 	10
	4	Front Office Product: Types of Rooms, Types of Room Rates, Types of Plans, Room Status, Layout of room	10
	5	Hotel Organization Organization structure and Depart mentation 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.	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.	12
		Total Hours	60
TEXT BOOK	<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 BOOK/ 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 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	<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 	
		Total Hours	30

Course: ACCOMMODATION OPERATION FOUNDATION -I			Semester: I
Course Code: BHM 104	L T P	4 0 0	Credits: 4

OBJECTIVE	The course familiarizes students with the operations of the housekeeping department, its various controls, and personnel along with its relationship with other departments.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	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)	06
	2	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	15
	3	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.	07
	4	Organization of Housekeeping Department: <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 	15
	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. 	15

		<ul style="list-style-type: none"> Chambers Maids Carts. Guest room status. Guestroom checks list: Furniture/Fixtures/Fittings/Soft/Furnishings/Accessories/Guest Supplies/Amenities in a guest room. 	
	6	Types of Beds and Mattresses	02
		Total Hours	60
TEXT BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	<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 	
		Total Hours	30

Course: ENGLISH COMMUNICATION -I			Semester: I
Course Code: BHM 105P	L T P	0 0 4	Credits: 2

OBJECTIVE	To acquaint students with their discovery and improving spoken English language skills, grammar and speaking skills.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Use their strengths and weaknesses to become better professionals. 2. Understanding the usage of grammar. 3. Practice effective communication, speaking and presentation skills. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	SWOT Analysis: <ul style="list-style-type: none"> • What is SWOT Analysis? • Importance of SWOT Analysis • How to use SWOT for one's growth? Activity – As the first step, students do their own SWOT Analysis to understand their personality traits and the opportunities and threats in the environment. This is followed by a detailed discussion. A sample SWOT is discussed to give them clarity. Goal Setting: <ul style="list-style-type: none"> • What is your goal? • Importance of Goals • SMART Goals and their significance • Personal Action Plans Activity – After detailed examples and discussion, the students develop their own Personal Action Plan (PAP). These action plans are then discussed by the trainer/facilitator and the students to evaluate and fine tune these	12
	2	Importance of English: <p>The significance of English in the globalized environment</p> Activity – Video on Why English Applied Grammar Fundamentals / English Enhancement Parts of Speech, Tenses, Articles and Modals, Prepositions, Subject Verb Agreement, Punctuation, Practice Tests Activity – Explanation of Rules with the help of pictures and daily life examples	10

	3	Communication Skills: <ul style="list-style-type: none"> • Process of Communication • One way and 2-way Communication • Written and Spoken Communication • Face to face and Virtual Communication • Verbal and Non-Verbal • Feedback • Barriers and Filters Activity – Small case studies to understand and apply the concepts	14
	4	Speaking Skills <ul style="list-style-type: none"> • Speech Structuring • Articulation • Common syllables and mis-pronounced words • Accent Neutralization - MTI and ways to overcome it. • Speaking Practice Sessions Activities Public Speaking Activity to make the students understand the concept of speech structuring followed by 2-3 structured public speaking rounds. Panel Discussion Case Study Analysis and Group Presentation Chain Story Building All these are group activities where students are given time to prepare and then they perform in front of the class. The trainer/facilitator notes down the mistakes and the areas of improvement and after they have spoken, gives them detailed feedback on various parameters.	24
		Total Hours	60

Course: APPLICATION OF COMPUTERS-I (PRACTICAL)			Semester: I
Course Code: BHM 106P	L T P	0 0 2	Credits: 1

OBJECTIVE	The objective of this course is to build computer application skills in the student		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Understand basic Computer Applications Software. 2. Understand and apply the use of MS Word 3. Understand the practical concept of Internet usage. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	MS WINDOWS, COMPUTER BASICS: <ul style="list-style-type: none"> • Computer Basic • Creating Folder, Paint • Directories, input units, Output unit • Central Processing Units • What is hardware, what is Software, and Windows shortcut keys? 	15
	2	MS WORD: <ul style="list-style-type: none"> • Text Basics, Typing the text, Alignment of text. • Editing Text: Cut, Copy, Paste, Select All, Clear, Find & Replace • Font Size, Font Style, Font Colour, Use Bold, Italic, and Underline • Change the Text Case, Line spacing, and Paragraph spacing. • Shading text and paragraph, Working with Tabs, and Indents • Shapes, Clipart and Pictures, Word Art, Smart Art • Columns and Orderings - To Add Columns to a Document, Change the Order of Objects Page Number, Date & Time • Inserting Text boxes, Inserting Word art, inserting symbols, Inserting Chart • Inserting custom Header and Footer - Inserting objects in the header and footer • Add a section break to a document. 	15
		Total Hours	30

SEMESTER – II

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

OBJECTIVE	This course gives an insight into the basic processes used in cooking with egg, meat, and fish cookery. Understanding vegetable cookery		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Brief Introduction to international cuisine <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 	15
	2	Eggs, Poultry and Meat <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. Fishes in Cooking <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 	15

		<ul style="list-style-type: none">Common cooking methods used for sea food.	
	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 FactorsBread and Rolls: Overview of Production; Bread making Methods, Common Problems, Faults, and remedies in their preparation. common breadTypes of sponge (rich sponge, lean sponge, Genoese sponge, gel sponge)	15
	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.	15
		Total Hours	60
TEXT BOOK	<ul style="list-style-type: none">Krishna Arora, Theory of Cookery, Frank BrothersParvinder S Bali, Food Production Operations, Oxford University PressPhilip E. Thangam, Modern Cookery, Orient Longman		
REFERENCE BOOK/ SUGGESTED READING	<ul style="list-style-type: none">Kinton and Cesarani, Practical Cookery, Hodder EducationKauffman and Cracknell, Practical Professional Cookery, Cengage Learning EMEAWayne Gislen, Professional Cooking, Publisher Le Cordon BleuAndrew 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. To demonstrate egg cookery. 2. Apply various methods of cooking. 3. Practice vegetable cuts and cooking vegetables and Indian breakfast dishes. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	<ul style="list-style-type: none"> • Cooking in Professional Kitchen – Dos and Don'ts • Understanding Eggs and Their Simple Breakfast Preparations: • 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: • 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	4 0 0	Credits: 4

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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 <ol style="list-style-type: none"> A. Introduction and Importance of meal B. Types of Meals <ol style="list-style-type: none"> i. Early Morning Tea ii. Breakfast (English, American, Continental, Indian) iii. Elevenses iv. Brunch v. Lunch vi. Afternoon/High Tea vii. Dinner viii. Supper 	07
	2	Menu Planning <ol style="list-style-type: none"> 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 	15
	3	Sales Control System <ol style="list-style-type: none"> A. Order Taking Methods <ol style="list-style-type: none"> i. Triplicate System ii. Duplicate System iii. Service with Order 	08

		iv. Computerized System B. Circumstantial KOTs C. Billing Methods D. Cash Handling Equipment	
	4	Handling Situation A. Unavailability of Table/reservation B. Serving Spoiled Dish C. Unavailability of Food items D. Handling Special Requests E. Order Delays, Spillages F. Lost and found properties. G. Illness H. Drunken Guest, Unsatisfactory appearance of Guest I. Dealing with children, Guest with special needs, physically challenged guest, old age guest, Customer with communication difficulties. J. Accident, Fire Accident K. Suspicious Items and Package L. Bomb threat	15
	5	Tobacco A. Introduction, History B. Production Process C. Cigar - Parts, Structure, Colors, Shapes and Sizes, Storage, Brands, Lighting and Service D. Cigarettes - Processing, Parts, Types, Brands and Service E. Pipe Tobacco – Types and Brand names F. Health hazards	15
		Total Hours	60
TEXT BOOK	<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 BOOK/ 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 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 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
	1	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 	06
	2	Tray/Trolley Set-Up and Service: Room Service Tray/Trolley Setup	06
	3	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 	06
	4	French Classical Menu: <ul style="list-style-type: none"> • Writing a Menu in French and its Equivalent in English • Practicing the cover setup 	06

	5	Service of Tobacco: Cigarettes and Cigars	06
	6	Bar Fairing Practice session:	30
		Total Hours:	60

Course: FRONT OFFICE OPERATIONS FOUNDATION-II			Semester: II
Course Code: BHM 109	L T P	4 0 0	Credits: 4

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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. 	10
	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. 	15

	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 • Information Services, Message and Mail Handling, Key Handling, Room Selling Technique, Hospitality Desk, Complaints Handling, Guest Handling, Guest Profile, Guest Paging. 	10
	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. 	15
	6	Front Office Coordination With Other Departments of Hotel	05
		Total Hours:	60
TEXT BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	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
	1	<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	4 0 0	Credits: 4

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Routine Cleaning of Housekeeping Department: <ul style="list-style-type: none"> • General principles of cleaning. • 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	Cleaning of Guest Rooms: <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 Public Areas such as: <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. • Functions performed by C.D. • Importance of Housekeeping supervision. • Checklist for inspection. • Dirty Dozen. • Paging systems and methods • Telephone handling skills 	10
	4	Lost and Found Procedure: <ul style="list-style-type: none"> • Procedure for Guest articles. • Procedure for Lost Hotel Property. • Records maintained. 	10
	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. 	10
	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 	10
	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. 	05
		Total Hours:	60
TEXT BOOK	<ul style="list-style-type: none"> • Joan Branson and Margaret Lennox, Hotel, Hostel and Hospital Housekeeping, Hodder Education 		

	<ul style="list-style-type: none"> • Sudhir Andrews, Hotel Housekeeping: A Training Manual, McGraw Hill Education • G. Raghubalan and S. Raghubalan, Hotel Housekeeping Operations and Management, Oxford University Press 	
REFERENCE BOOK/ 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	<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 	30
		Total Hours:	30

Course: ENGLISH COMMUNICATION-II			Semester: II
Course Code: BHM 111P	L T P	0 0 4	Credits: 2

OBJECTIVE	To make students effective communicators by improving their language skills with a major focus on effective communication, speaking skills and presentation skills.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Use speaking, writing and presentation skills. 2. Practice Group Discussion skills 3. Practice writing skills. 		
COURSE DETAILS	Module No	Topic	Hours
	1	BODY LANGUAGE: Importance of Body Language, Understanding various postures and gestures, Practice Session Activity - PPT and Videos are shown to demonstrate the right body postures and gestures and subsequently all the students are made to practice these. Listening Skills: Hearing vs. Listening vs. Active Listening, Techniques for Developing Active Listening, Strategies for Effective Listening Activity – Chinese Whispers Game is played to highlight the importance of listening and demonstrate how it can lead to distortion in communication.	10
	2	VOCABULARY BUILDING: Vocabulary building methods, Root Words, Suffixes, Prefixes, Spellings and Common Errors. Activity –Vocabulary Game	05
	3	BEHAVIOURAL SKILLS: Confidence Building, Self-Esteem, Positive Attitude Activity – Short exercises to explain the concepts, Presentations for Assessments	03
	4	APPLIED GRAMMAR FUNDAMENTALS / ENGLISH ENHANCEMENT: Common Errors in English Language, Language Quiz, Verbal Aptitude, Sentence Correction Activity – Language Quiz with focus on grammar application	02
	5	SPEAKING SKILLS: Effective Public Speaking, Questioning Skills, Art of Positive Communication, Stress and Intonation Activity –Creating organizational situations to master the	10

		<p>techniques of positive communication Poster Reading Activity Hot Spot Forum Celebrity Talk Show</p> <p>These are activities which are performed to build up the confidence to communicate in English language and also face an audience while overcoming the stage fear. The students are divided into groups and then they prepare and perform in front of the class. This is followed by a feedback session.</p>	
	6	<p>READING SKILLS:</p> <p>Speed reading, Skimming and Scanning, Comprehension and retention of key concepts, Eye Span</p> <p>Activity – RC passages are given out and after completion, there is a discussion. Time management techniques coupled with strategies to enhance reading and understanding are discussed.</p>	05
	7	<p>GROUP DISCUSSION LEVEL 1:</p> <p>Introduction to Group Discussions, Types of GDs, Performance Evaluation Criterion, Initiation Techniques, Summarization Techniques</p> <p>Activity – After taking the students through various aspects of Group Discussions, simple topics are taken up in groups of 10-15 students. Knowledge based and</p> <p>Opinion based topics are taken up followed by evaluation and value addition by the trainer/facilitator.</p> <p>Presentation Skills Level 1:</p> <p>Basics of Presentation Skills</p> <p>Designing an effective presentation:</p> <p>Techniques of delivering an effective presentation.</p> <p>Activity – Groups are formed, and different topics are given. The students in groups design and deliver a presentation followed by feedback and value addition by the trainer.</p>	10
	8	<p>VOCABULARY BUILDING:</p> <p>Synonyms/Antonyms, Homonyms, Strategies to enhance vocabulary and practice.</p> <p>Activity - Vocabulary Game</p>	05
		<p>BEHAVIORAL SKILLS:</p> <p>Assertive Behaviour, Working in Teams, Time Management, Personal Grooming, Creative Thinking</p> <p>Activities –Flight to Moon activity for assertive behaviour. This is a group activity where different students are given different roles and out of a group of 8 students, only 6 would be a part of the final team. They have to convince the group about the importance of their roles and finally people who are able to assert themselves are the ones who are able to sail through. Movie</p>	05

		Making activity for team building and creativity.	
		BUSINESS WRITING SKILLS: ABC of Writing, KISS Concept, Precis Writing Activity – Writing Practice for report writing and précis writing. Presentations for Assessments	05
		Total Hours:	60

Course: SEMINAR PRESENTATION			Semester: II
Course Code: BHM 112P	L T P	0 0 2	Credits: 1

OBJECTIVE	To inculcate self-learning and communication skills. It will help to develop competencies in information retrieval, identify reliable sources, organize the information, and communicate it effectively to peers using available information technology tools		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Deal with public speaking anxiety and think more positively about public speaking. 2. Consider ways of grabbing the listener's attention, holding their interest, and concluding strongly 3. Deliver an enthusiastic and well-practised presentation 		
COURSE DETAILS	Module No.	Topic	Hours
	1	The students are expected to prepare and conduct presentation on allotted topic from core or ancillary subjects which they have studied during the semester.	
		Total Hours:	30

SEMESTER – III

Course: INTRODUCTION TO INDIAN COOKERY			Semester: III
Course Code: BHM 201	L T P	4 0 0	Credits: 4

OBJECTIVE	This course introduces Indian kitchen with understanding spices and condiments, masala, pastes and gravies, tandoor, and regional cuisine of India.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Basics of Indian Cooking 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. Role of spices in Indian cookery <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. 	15
	2	Tandoor and Curries <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. 	15

	3	Indian Regional Cuisine <ul style="list-style-type: none"> Brief Study of Regional Cuisine- South Indian, Goa, Hyderabad, Bengal, Gujrat, Rajasthan, Awadh, Punjab, Kashmir, and Uttarakhand Traditional Cooking Methods and Famous Dishes with Accompaniments. Traditional Tools and Equipment's. 	15
	4	Cakes and Pastries Introduction to cakes <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 Introduction to Pastries <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 	08
	5	Quantity Kitchen Operations <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 	07
		Total Hours:	60
TEXT BOOK	<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 BOOK/ 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: 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	<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	4 0 0	Credits: 4

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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 <ol style="list-style-type: none"> 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 	15
	2	Wines <ol style="list-style-type: none"> 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. 	15
	3	Spirits <ol style="list-style-type: none"> A. Introduction, Manufacturing Process, Types, Brands <ul style="list-style-type: none"> • Whisky • Rum 	15

		<ul style="list-style-type: none"> • Gin • Brandy • Vodka • Tequilla <p>B. Brief Introduction of other Spirits</p> <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)	05
	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	06
		Total Hours:	60
TEXT BOOK		<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 BOOK/ 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 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	Organizing Mise-en-place: <ul style="list-style-type: none"> • Wine service equipment • Beer service equipment Service of Wines: <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 Service of Spirits and Liqueurs <ul style="list-style-type: none"> • Different Service Styles • Mixers • Service of Whisky/Vodka/Rum/Gin/Brandy/Tequila Service of Beer and Other Fermented Beverages <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	4 0 0	Credits: 4

OBJECTIVE	This course gives idea of how different types of safety and Security systems are used in the hotel, for guest and staff.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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 	10
	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 	15
	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 	15

	4	Room Selling Techniques <ul style="list-style-type: none"> • Targeting The Market • Front Office Selling Tips • Selling Techniques • Up Selling, • Discounts 	10
	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 	10
		Total Hours:	60
TEXT BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	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
	1	<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	4 0 0	Credits: 4

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	CONTRACT CLEANING: <ul style="list-style-type: none"> • Definition, Concept. • Jobs given on contract by Housekeeping. • Advantages and Disadvantages. • Pricing contracts. 	10
	2	PEST CONTROL: <ul style="list-style-type: none"> • Types of Pests. • Preventive and Control Measures. 	10
	3	LINEN/ UNIFORM / TAILOR ROOM: <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 	15
	4	LAUNDRY: <ul style="list-style-type: none"> • Commercial and On-site Laundry • Flow process of Industrial Laundering-OPL 	15

		<ul style="list-style-type: none"> • Stages in the Wash Cycle • Laundry Equipment and Machines • Layout of the Laundry • Laundry Agents 	
	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 	10
		Total Hours:	60
TEXT BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	<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: HEALTHY LIVING AND FITNESS			Semester: III
Course Code: BHM 205	L T P	3 0 0	Credits: 3

OBJECTIVE	Prepare students to imbibe principles of wellness, health, fitness and nutrition and their importance for hospitality professionals		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Demonstrate understanding of health principles incorporating a wide variety of aspects from nutrition to aging. 2. Demonstrate understanding of self-responsibility for personal health and wellness. 3. Understand implications of lifestyle diseases, addictions, and their prevention. 4. To think and act ethically in the context of health, nutrition, and wellness. 		
COURSE DETAILS	Module No	Topic	Hours
	1	Human body: Awareness of important body organs, their location and broad function	05
	2	Diet and Health: <ul style="list-style-type: none"> • Importance of breakfast fruits, whole grain • knowledge about constituent of diet (Proteins, fats, carbohydrates, vitamins, and minerals) • Importance of fibers in diet 	05
	3	Lifestyle diseases: <ul style="list-style-type: none"> • Harmful effect of junk/processed foods • Dangers of obesity • Disease ensuing because of lifestyle e.g., diabetes heart diseases etc. 	10
	4	Exercise: <ul style="list-style-type: none"> • Different types of Exercises • Benefits of yoga and exercise 	10
	5	Addictions: <ul style="list-style-type: none"> • Tobacco Chewing • Drinking • Smoking • Drugs addiction 	10
	6	Importance of Mental Health: <ul style="list-style-type: none"> • Stress management • Anxiety and depression • Awareness of commonly encountered diseases ailments 	05
		Total Hours:	45

TEXT BOOK	<ul style="list-style-type: none"> • C. Corbin, G. Welk, W. Corbin, K. Welk, Corbin's Concepts of Fitness and Wellness: A Comprehensive Lifestyle Approach, McGraw Hill Education • K. Puri, S. Chandra., Health and Physical Education, Surjeet Publications • J. Williams, The Principles of Physical Education, W.B.Saunders Company, Philadelphia 	
REFERENCE BOOK/ SUGGESTED READING	<ul style="list-style-type: none"> • B.C.Rai, Health Education and Hygiene, Prakashan Kendra, Lucknow • Norman Bezzant, Help! First Aid for everyday emergencies, Jaico Publishing House • Les Snowdan and Maggie Humphrey, Fitness walking, Mainstream Publishing • W. Cunningham, T. Cooper, E. Gorham and M. Hepworth, Environmental Encyclopedia, Jaico Publishing House 	

Course: APPLICATION OF COMPUTERS-II (PRACTICAL)			Semester: III
Course Code: BHM 206P	L T P	0 0 2	Credits: 1

OBJECTIVE	The objective of this course is to build computer application skills in the student		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Understand Computer Applications Soft wares. 2. Understand and apply the use MS Excel. 3. Understand the practical concept of MS PowerPoint. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	MS EXCEL: <ul style="list-style-type: none"> • Introduction to Excel, Introduction to Excel interface • Understanding rows and columns, Naming Cells • Working with Excel workbooks and sheets • New, Open, Close, Save, Save As · Formatting Text: Font Size, Font Style, Font Colour, • Use the Bold, Italic, and Underline, Wrap text, Merge, and Centre • Currency, Accounting, and other formats, Modifying Columns, Rows & Cells • Creating Simple Formulas, Setting up your own formula • Date and Time Functions, Financial Functions, Logical Functions, • Lookup and Reference · Functions Mathematical Functions, Statistical Functions, Text Functions 	15
		MS POWERPOINT: <ul style="list-style-type: none"> • New, Open, Close, Save, Save As · Typing the text. • Alignment of text · Formatting Text: Font Size, Font Style · Font Colour, Use the Bold, Italic, and Underline · Cut, Copy, Paste, Select All, Clear text, Find & Replace • Working with Tabs and Indents • Inserting new slides, Changing the layout of slides, Duplicating slides • Copying and pasting slides, Applying themes to the slide layout. • Changing theme colour, Slide background, Formatting slide background, Using slide views • Multilevel numbering and Bulleting 	15

		<ul style="list-style-type: none"> • Creating List, Page bordering, Page background, Aligning text • Text directions, Columns option 	
		Total Hours:	30

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	WHAT TO OBSERVE- FOOD PRODUCTION <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. 	140

	2	WHAT TO OBSERVE -FOOD AND BEVERAGE SERVICE Banquets <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. Restaurants <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. Bar <ul style="list-style-type: none"> • Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles 	140
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		<ul style="list-style-type: none"> • Types of glasses used in bar service and types of drinks served in each glass. • Liaison with f and b controls for daily inventory • 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 	
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	3	<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 • 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. 	140
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		Public Area <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. • 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. 	
	4	WHAT TO OBSERVE-IN FRONT OFFICE <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 	140

		<ul style="list-style-type: none"> • Baggage, maintenance of records, Errands made, briefings etc. • Layout of Room • Cleaning Equipment and Usage 	
		Total Hours:	560

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Introduction To Molecular Gastronomy: <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. 	16

		<ul style="list-style-type: none"> The art of 7: - Jellification, Specification, Emulsification, Siphon Whipping, Suspension, Powdering, and Instant Freezing (N2) 	
		Total Hours:	60
TEXT BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	<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 OPERATION			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.		
LEARNING OUTCOME	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	Review of Semester IV	06
	2	Wine Producing Countries A. Old World wines <ul style="list-style-type: none"> • France • Germany • Italy • Spain • Portugal (Principal wine regions, wine laws, grape varieties, production, and brand names) B. New World Wines <ul style="list-style-type: none"> • USA • Australia • India • Chile • South Africa • New Zealand (Principal wine regions, wine laws, grape varieties, production, and brand names)	12
	3	Wine and Food Harmony Understand and Apply the Art and Science of Food and Wine Pairing	08
	4	Bar Operations A. Introduction and organizational structure B. Physical Layout of Bar <ul style="list-style-type: none"> • Front Bar 	08

		<ul style="list-style-type: none"> • 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>	
	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	<p>Cocktails</p> <p>A. Introduction and History</p> <p>B. Types and preparation</p> <p>C. Classical Cocktail, Recipes and Garnishes</p> <p>D. Innovative Cocktails and Mocktails</p> <p>E. Costing</p> <p>F. Cocktail Bar, Equipment, Garnishes, Decorative Accessories</p> <p>G. Interaction with Guest, Suggestive Selling.</p>	08

	7	Gueridon Service A. Definition, History B. Staffing and equipment used. C. Ingredients Used, Common Preparation, Flambé Dishes D. Carving, Salad Making etc. E. Types of Trolleys Trolley Service – Beverages, Starters, High-Tea, Desserts etc.	08
		Total Hours:	60
TEXT BOOK	<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 BOOK/ 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 OPERATION (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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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. 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
	1	Matching Wines with Food <ul style="list-style-type: none"> • Menu Planning with accompanying Wines • Table laying and Service of menu with accompanying Wines. Bar Setup and Operations <ul style="list-style-type: none"> • Understanding and observing Bar Layout • Taking Bar inventory and Practicing Bar stock maintenance • Preparing Bar menus • Interaction with guest and Suggestive selling Buffet and Banquet <ul style="list-style-type: none"> • Planning and organizing various types of Buffets setups. • Planning and organizing various types of Banquets and ODC setups. Cocktail and Mocktails Preparation <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 Gueridon Service <ul style="list-style-type: none"> • Practicing Flambé dishes. • Practicing - Carving, Salad making etc. • Practicing Trolley service – Beverages, Starters, High-tea, Desserts etc. 	

		F&B Financial <ul style="list-style-type: none"> • Budget Preparation • F&B Costing • P&L Statement • Daily revenue report 	
		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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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 Rati 	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 	12
	5	Forms, Formats and Reports Generated In Front Office.	12
		Total Hours:	60

TEXT BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	<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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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 Boutique Hotel Concept Special Provision for Physically Challenged Guest 	10
	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 Starting Up Housekeeping Operation	04
		Total Hours:	60
TEXT BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	Planning and Budgeting Skills <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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Nature and Functions <ul style="list-style-type: none"> • Importance of Management • Definition of Management • Management Functions • Role of a Manager • Management Skills 	08
	2	Development of Management Thought <ul style="list-style-type: none"> • Early Classical Approaches • Neo Classical Approaches • Modern Approaches 	06
	3	Planning and Decision Making <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	Organizing <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. 	06

		<ul style="list-style-type: none"> Training methods - On the job Training and off the job Training 	
	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 i. Two Factor Theory ii. Hierarchy of Needs Theory iii. Theory ‘X’ and Theory ‘Y’	10
		Total Hours:	60
TEXT BOOK	<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 BOOK/ 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 		

Course: ACCOUNTING SKILLS FOR MANAGERS			Semester: V
Course Code: BHM 303	L T P	4 0 0	Credits: 4

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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 	16
	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. 	16
	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 	16
	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 	12
		Total Hours:	60

TEXT BOOK	<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 BOOK/ 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: CATERING SCIENCE			Semester: V
Course Code: BHM 304	L T P	4 0 0	Credits: 4

OBJECTIVE	At the end of the course the students will be able to understand the importance of nutrition, eating habits, calorific value of food, balanced diet, constituents, types of food contaminants.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Understand the importance of Nutrition, composition, calorific value of food in day-to-day life. 2. Explain the concept of balanced diet and its constituents. 3. List the importance of HACCP 4. Identify types of micro-organisms, pathogens, food contaminants and adulterants. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	Introduction <ul style="list-style-type: none"> • Definition and Importance of nutrition in day-to-day life. • Eating habits of Indian people: Factors which affect the eating habits, Good and bad Eating habits, Effects of eating habits on the health. 	08
	2	Calorific value <ul style="list-style-type: none"> • Calorific values of food, its importance and definition, Daily requirements of energy by man, Woman, and children 	10
	3	Nutritional Composition <ul style="list-style-type: none"> • Composition, classification, Sources, function, effects of excess and deficiency of Carbohydrates, fats, lipid, proteins, minerals, and salts. 	10
	4	Balance Diet <ul style="list-style-type: none"> • Balanced Diet / Menu planning: Definition, importance of balanced diet, RDA for various nutrients – age, gender, physiological state, planning of nutritionally balanced meals based upon the three-food group system, factors affecting meal planning. 	10
	5	Micro- organisms in food and disease <ul style="list-style-type: none"> • Introduction to different types of microorganisms and factors affecting their growth in food (intrinsic and extrinsic) • Common diseases caused by food borne pathogens. • Preventive measures (HACCP) 	10

	6	Food contaminants and adulterants: <ul style="list-style-type: none"> Types of food contaminants Pesticides residues, Bacterial toxins or mycotoxins, Sea food toxins, Metallic contaminants, residues from packaging material) Common adulterants in food. Method of their detections (Basic Principles) 	12
		Total Hours:	60
TEXT BOOK	<ul style="list-style-type: none"> Handbook for safe food service management by National Assessment Institute, B. Bax, Prentice Hall Food Facts and Principles by N. Many, New Age Modern Food Microbiology by D. Golden, J. Jay and M. Loessner, Springer-Verlag New York Inc Food Microbiology 5th Ed. by W. Frazier, D. Westhoff and N. Vanitha, McGraw Hill 		
REFERENCE BOOK/ SUGGESTED READING	<ul style="list-style-type: none"> Theory of Catering by D. Foskett and V. Ceserani, Hodder & Stoughton Practical Cookery by Kinton and Cesserani, Hodder & Stoughton Essential of Cooking by James Peterson, Artisan 		

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.		
LEARNING OUTCOME	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 • New Product Development, Product Life Cycle • Product Differentiation 	10
	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 <ol style="list-style-type: none"> Hotel Representatives National/ Regional/ Local/ Tourist agencies CRS/INTERNET based Reservation Systems • Modern methods of Distribution <ol style="list-style-type: none"> Franchising 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 BOOK	<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 BOOK/ 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: NATURE AND SUSTAINABILITY			Semester: V
Course Code: BHM 306	L T P	4 0 0	Credits: 4

OBJECTIVE	This course is aimed at creating awareness and sensitization of environmental resources so as to provide insights for sustainability.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 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	Ecosystems: <ul style="list-style-type: none"> • Concept of an ecosystem · Structure and function of an ecosystem · Producers, consumers, and decomposers · 	10

		<ul style="list-style-type: none"> • Energy flow in the ecosystem · Ecological succession · Food chains, food webs and ecological pyramids · I • 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	Biodiversity and its conservation: <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 	10
	5	Environmental Pollution Definition: Causes, effects, and control measures of: <ul style="list-style-type: none"> • Air pollution b. • 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 • Pollution case studies • Disaster management: floods, earthquake, cyclone, and landslides 	10
	6	Social Issues and the Environment: From unsustainable to sustainable development <ul style="list-style-type: none"> • Urban problems and related to energy · 	10

		<ul style="list-style-type: none"> 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. Case studies. Wasteland reclamation · Consumerism and waste products · 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. 	
	7	Human Population and the Environment: <ul style="list-style-type: none"> Population growth, variation among nations Population explosion – Family Welfare Programs · Environment and human health Human Rights · Value Education · HIV / AIDS Women and Child Welfare · Role of Information Technology in Environment and Human Health · Case Studies 	10
		Total Hours:	60
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: SEMINAR PRESENTATION - II			Semester: V
Course Code: BHM 307P	L T P	0 0 6	Credits: 3

OBJECTIVE	To inculcate self-learning and communication skills. It will help to develop competencies in information retrieval, identify reliable sources, organize the information, and communicate it effectively to peers using available information technology tools		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Deal with public speaking anxiety and think more positively about public speaking. 2. Consider ways of grabbing the listener's attention, holding their interest, and concluding strongly 3. Deliver an enthusiastic and well-practised presentation. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	The students are expected to prepare and conduct presentation on allotted topic from core or ancillary subjects which they have studied during the semester.	
		Total Hours:	90

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	LARDER: <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	CHARCUTERIE: <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 BOOK	<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 BOOK/ 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		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	<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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Planning and Operating Various Fand B Outlet <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	Inventory Control <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 	10

		<ul style="list-style-type: none"> Preparation of breakage report 	
	3	Cost, Sales and Profit <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	Budgetary Control <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	Food and Beverage Control <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"> Purchasing Control Receiving Control Storing and Issuing Control Production Control Sales Control <p>D. Beverage Control Cycle</p> <ol style="list-style-type: none"> Purchasing Control Receiving Control Storing and Issuing Control Production Control Standard Recipe Standard Portion Size Bar Frauds Books Maintained Beverage Control 	10
	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 BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	Planning a Layout for <ul style="list-style-type: none"> • Coffee Shop • Fine Dine Restaurant, • Take Away • Cafeteria 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 F and B Outlets Calculating Costs for Various F and B Outlets Practicing Menu Merchandising	
		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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Front Office Accounting: <ul style="list-style-type: none"> • Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers • FO accounting cycle 	12

		<ul style="list-style-type: none"> • Creation and maintenance of accounts • Guest and non-guest accounts • Accounting system – non automated, semi-automated and fully automated 	
		Total Hours:	60
TEXT BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	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
	1	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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Textiles: <ul style="list-style-type: none"> • Classification of fibers with examples. • Characteristics and uses of fabrics used in the Hotel Industry. 	08
	2	Floor and Wall Coverings: <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	Environmental Practices in Housekeeping: <ul style="list-style-type: none"> • Eco-friendly cleaning supplies. • Waste reductions program. • Recycling of materials. Energy and water conservation Economy in electricity usage - Guidelines for housekeeping staff	08
	4	Windows, Soft furnishing, and Guestroom accessories: <ol style="list-style-type: none"> 1. Types and design of windows. 2. Window treatments: <ul style="list-style-type: none"> ▪ Stiff window treatment. ▪ Soft window treatment 	10

		<ul style="list-style-type: none"> ▪ Types and care of soft furnishing. ▪ Types of accessories (functional and decorative). 	
	5	Ecotels <ul style="list-style-type: none"> • Ecotels certification • Choosing an Eco-friendly site • Hotel Design and Construction • Eco friendly amenities, Products, Process • Environment friendly Housekeeping 	08
	6	Purchasing System <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Reasons to Renovate. • Types of Renovation • Subsidiary Process in Renovation 	06
		Total Hours:	60
TEXT BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	<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: HUMAN VALUES & ETHICS			Semester: VI
Course Code: BHM 309	L T P	3 0 0	Credits: 3

OBJECTIVE	To help the students to discriminate between valuable and superficial in the life. To help students develop sensitivity and awareness; leading to commitment and courage to act on their own belief.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Understand the core values that shape the ethical behavior of an individual. 2. Understand the core values that shape the ethical behavior of an individual. 3. Understand practically the importance of trust, mutually satisfying human behavior and enriching interaction with nature. 4. Develop appropriate technologies and management patterns to create harmony in professional and personal life. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	Human values <ul style="list-style-type: none"> • Concept of human values and value education • Aim of education and value education • Evolution of value-oriented education 	10
	2	Personal Development <ul style="list-style-type: none"> • Self-Analysis • Sensitization towards gender equality, physically challenged, intellectually challenged. • Respect to - age, experience, maturity, family members, neighbours 	10
	3	Value Education <ul style="list-style-type: none"> • Value education towards national and global development • Constitutional or national values - Democracy, socialism, secularism, equality, justice, liberty, freedom, and fraternity • Social Values - Pity and probity, self-control, universal brotherhood • Professional Values - Knowledge thirst, sincerity, ethics, punctuality, and faith 	10
	4	Global Development <ul style="list-style-type: none"> • Impact of global development on ethics and values • Conflict of cross- cultural influences, mass media and cross-border 	05

		<ul style="list-style-type: none"> Therapeutic measures: Control of the mind through physical exercise, meditation 	
	5	Human Rights <ul style="list-style-type: none"> Concept and evolution of Human Rights Human rights and Indian Constitution Human rights of women and children and Institutions for implementation 	10
		Total Hours:	45
TEXT BOOK	<ul style="list-style-type: none"> A Foundation Course in Value Education by R R Gaur, R Sangal, G P Bagaria, Excel Books Human Values by A.N. Tripathy, New Age International Private Limited Science and Humanism by PL Dhar and RR Gaur, Commonwealth Publishers. 		
REFERENCE BOOK/ SUGGESTED READING	<ul style="list-style-type: none"> Ethics in the Workplace: Tools and Tactics for Organizational Transformation by Craig E. Johnson, Sage Publications Inc Responsibility: Readings & Cases in a Global Context by Andrew Crane, Dirk Matten and Laura Spencer, Routledge Human Values and Professional Ethics by J. Suresh, B.S Raghavan, S. Chand. 		

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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Engineering and maintenance <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. • Energy conservation – Necessity, energy conversation Program in hotels, Energy conservation in different areas of hotel, energy wastage in hotel, energy management • Concept of Green Buildings and Green Hotels 	12
		Total Hours:	60
TEXT BOOK	<ul style="list-style-type: none"> • Service and Maintenance for Hotels and Residential Establishments Reprint Ed. by Rosemary Hurst, Heinemann • Systematic Layout Planning by Richard Muther, CBI Publishing Co Inc., U.S • Management Operations & Research by N. Saytanarayan & Latika Raman, Himalaya Publishing House 		
REFERENCE BOOK/ SUGGESTED READING	<ul style="list-style-type: none"> • The Management of Maintenance and Engineering systems in Hospitality Industry by Frank. D. Borsenik, John Wiley and Sons • Maintenance and Engineering for Lodging and Food Service Facilities by R. Frank D. Borsenik, Educational Institute of the American Hotel & Motel Association • Managing Hospitality Engineering System by Michael. H. Redlin and David. M. Stipanuk, Educational Inst of the Amer Hotel • Hospitality Facilities Management and Design by David M. Stipanuk, Amer Hotel & 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.		
LEARNING OUTCOME	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 <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 	12
	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 BOOK	<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 BOOK/ 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: CAREER READINESS SKILLS -I (PRACTICAL)			Semester: VI
Course Code: BHM 312P	L T P	0 0 6	Credits: 3

OBJECTIVE	At the end of the course the students will be able to know the correct usage of speech, tenses, active and passive voice, synonyms, antonyms, report writing, essay writing.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Understand correct usage of speech, tenses, punctuation. 2. Learn & practice the use of Synonyms, Antonyms. 3. Understand Paragraphing and its uses. 4. Draft how to write reports and its uses & develop skills of writing essays, notes, and letters. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	Functional grammar <ul style="list-style-type: none"> • Correct usage of parts of speech[syntax] • Parts of speech • Agreement of verb with the subject • Active and Passive Voice • Tenses • Punctuations • Sentence completion • Jumbled sentence 	20
	2	Vocabulary building <ul style="list-style-type: none"> • One word substitution • Synonyms • Antonyms • Phrasal verbs • Homonyms • Idioms and phrase 	25
	3	Reading comprehension <ul style="list-style-type: none"> • Skimming • Scanning 	20
	4	Writing skills <ul style="list-style-type: none"> • Paragraphing • Letters and Emails • Report writing • Essay writing 	25
		Total Hours:	90

Course: RESEARCHING FOR HOSPITALITY			Semester: VI
Course Code: BHM 313	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	Upon completing this course, students will be able to: <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 <ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> A. Hypothesis <ol style="list-style-type: none"> i. Meaning and Types ii. How to Formulate a Hypothesis? B. Research Design <ol style="list-style-type: none"> i. Meaning, Types of Research Design ii. Primary Research and Secondary Research C. Research Approaches <ol style="list-style-type: none"> i. Observation ii. Experiment, Survey, Census Survey, Sample Survey D. Research instrument <ol style="list-style-type: none"> i. Questionnaire 	08

		ii. Interview iii. Mechanical iv. Questionnaire Vs Schedule	
	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: PRINCIPLES OF TOURISM			Semester: VI
Course Code: BHM 314	L T P	4 0 0	Credits: 4

OBJECTIVE	To inculcate the fundamental idea of tourism, its allied sectors, functioning, effect on economy, organizations influencing local, national, and international tourism.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Introduction to Tourism <ul style="list-style-type: none"> • Classification of travellers • Factors influencing the growth of tourism. • Basic components of tourism • Types of tourism 	12
	2	Elements of Tourism <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 	12
	3	Travel Motivations - <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. 	12
	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) 	12

		<ul style="list-style-type: none"> • Role of Transportation in Tourism (Airlines, Railways, Cruises, Coaches, Car Rentals) • Tourism in India/Uttarakhand- An Overview 	
	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 	12
		Total Hours:	60
TEXT BOOK	<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 BOOK/ 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: OPEN ELECTIVE (OPTIONAL)			Semester: VI
Course Code: OE 315	L T P	3 0 0	Credits: 3

COURSE DETAILS	Module No.	Topic	Hours
	1	A Choice of elective available from MOOCs or offline courses from stream of Management, Commerce, Arts, Hospitality Management and Law stream will be announced before the commencement of the semester.	
		Total Hours:	45

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.
LEARNING OUTCOME	<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	<p style="text-align: center;">NOTE ON SPECIALIZATION TRAINING</p> <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:</p> <p>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 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</p>

	<p>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:</p> <p>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.</p> <p>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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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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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 4. plating styles. 5. Describe fundamentals of Ayurveda cuisine and its segments. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	Oriental and Mediterranean Cuisine <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	Production Management <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	Food Quality Laws. <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 	12

		<ul style="list-style-type: none"> Understanding relationship between Ahar and Vata,Pitta, Kapha Cooking with organic ingredients techniques and benefits Learning the Art of Detoxification Body, mind and soul by use of detox ingredients. <p>Modern Indian cuisine</p> <ul style="list-style-type: none"> Concept of innovative plating in Indian cuisine Understanding fusion with western ingredients and recipes 	
	5	<p>Artisan breads and rolls</p> <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 BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	<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.		
LEARNING OUTCOME	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 <ol style="list-style-type: none"> A. KOT/Bill Control System B. Making Bill, Editing, Void, Re-Print, Managers Role 	10

		C. Cash Handling Equipment, Record Keeping D. Importance of Billing System	
	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 BOOK	<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 BOOK/ 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.		
LEARNING OUTCOME	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
	1	<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 OPERATION AND MANAGEMENT			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.		
LEARNING OUTCOME	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 BOOK	<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 BOOK/ 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 OPERATION AND MANAGEMENT (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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 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
	1	<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 AND MANAGEMENT			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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Pre-Requisites in Housekeeping <ul style="list-style-type: none"> • Opening New Hotels and Role of Housekeeping, • Linen Management, Guest Laundry Services, Valet Services, • Managing Pests Control, Outsource 	06

		<ul style="list-style-type: none"> Management Practices in Housekeeping, Housekeeping Beyond hotels i.e., Libraries, Hospitals, Airports, and others. Entrepreneurship Opportunities in Housekeeping 	
	5	Laundry: <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	Laundry Planning and Operations: <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. Hotel Laundry Services, Records and Registers	10
	7	Managing Guest Laundry: <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. Promotional Strategy, Effective customer service	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 BOOK	<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 BOOK/ 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 AND MANAGEMENT (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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	<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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 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, 	14

		<p>Preparedness through (IEC) Information, education, and Communication; Pre-disaster stage (mitigation), Disaster resistant house construction, Population reduction in vulnerable areas, Awareness.</p> <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	<p>Disaster Management Laws and Policies in India</p> <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 BOOK	<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 BOOK/ 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: ENTREPRENEURSHIP DEVELOPMENT			Semester: VIII
Course Code: BHM 404	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.		
LEARNING OUTCOME	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.) 	08

		<ul style="list-style-type: none"> Understanding Market, analyzing market viz- a- viz project concept. 	
	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 BOOK	<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 BOOK/ 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
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Course: ORGANIZATIONAL BEHAVIOUR			Semester: VIII
Course Code: BHM 405	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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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	Introduction Organizational Behaviour: Concept, significance and scope, Contributory disciplines, Levels of studying OB, OB Models.	10
	2	The Individual 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.	12
	3	The Group Group: definition and classification of group, Stages of group development, Group decision making, Group dynamics, Work team, Leadership: definition, styles, and theories of leadership.	12
	4	Organizational Power and Politics and Conflict Management 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.	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 BOOK	<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 BOOK/ 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: PROJECT REPORT			Semester: VIII
Course Code: BHM 406	L T P	0 0 0	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.		
LEARNING OUTCOME	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	Hours
	1	<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 	

		<ul style="list-style-type: none"> • Analysis, Findings, and Interpretation. • Suggestions and Recommendations. • Conclusion or Salient Findings • Limitation • Bibliography • Annexure <p>Selecting a topic: - 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: - 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 	
		Total Hours:	60

Course: PERSONALITY DEVELOPMENT (PRACTICAL)			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.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <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
	1	<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. Application of stress management techniques like Yoga could be incorporated on a weekly basis.	
		Total Hours:	60

Course: CAREER READINESS SKILLS -II (PRACTICAL)			Semester: VIII
Course Code: BHM 408P	L T P	0 0 6	Credits: 3

OBJECTIVE	This course gives idea about Communication and English including written and oral English skills with their errors and correction.		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Distinguish among various levels of organizational communication and communication barriers while developing an understanding of Communication as a process in an organization. 2. Draft effective business correspondence with brevity and clarity. 3. Create a professional resume and job application that highlights your accomplishments and professional skills. 4. Demonstrate their verbal and non-verbal communication ability through presentations. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	Communication: <ul style="list-style-type: none"> • Introduction to communication • Importance of Business Communication in today's world • Paraphrasing, Summarizing. • Designing Business Letters • Writing Effective Emails, Report Writing 	20
	2	Effective presentation skills: <ul style="list-style-type: none"> • Purpose of making presentation. • Factors affecting presentation. • Principles for effective presentation • Designing and delivery of presentation • Elements. 	20
	3	Speaking and Conversation skills: <ul style="list-style-type: none"> • Thought organization and Extempore. • Conversation Skills • Stress and intonation 	25
	4	Soft skills: <ul style="list-style-type: none"> • Group discussion- purpose, process, dos and don'ts, exercise • Interviews- definition, purpose, preparation, types, dos and don'ts simulation exercise • Job application and resume writing 	25
		Total Hours:	90

Course: SEMINAR PRESENTATION - III			Semester: VIII
Course Code: BHM 409P	L T P	0 0 4	Credits: 2

OBJECTIVE	To inculcate, self-learning and communication skills. It will help to develop competencies in information retrieval, identify reliable sources, organize the information and communicate it effectively to peers using available information technology tools		
LEARNING OUTCOME	Upon completing this course, students will be able to: <ol style="list-style-type: none"> 1. Deal with public speaking anxiety and think more positively about public speaking. 2. Consider ways of grabbing the listener's attention, holding their interest, and concluding strongly 3. Deliver an enthusiastic and well-practised presentation. 		
COURSE DETAILS	Module No.	Topic	Hours
	1	The students are expected to prepare and conduct presentations on allotted topic from core or ancillary subjects which they have studied during the semester.	60
		Total Hours:	60