

KAZI NAZRUL UNIVERSITY



SYLLABUS

**BACHELOR OF HOTEL MANAGEMENT
[4-YEAR]**

UNDER CHOICE BASED CREDIT SYSTEM

2019-20

PREAMBLE

The Bachelor of Hotel Management (BHM) Program of Kazi Nazrul University was introduced in the academic session 2019-20 under the Choice Based Credit System as per the LOCF framework. It is a four-year professional degree course spread over eight semesters that addresses the operational and managerial aspects of the hospitality industry. The core hospitality subjects with a good blend of management disciplines, practical and theory prepare students to acquire the leadership skills needed in the hospitality industry. The course caters to the current trends in the industry such as environmental concerns apart from management inputs in functional areas of business such as Human Resource Development, Hospitality Marketing, Financial Management, Hospitality Law, Facilities Planning, Entrepreneurship Development, etc. In addition to the core requirements, students choose their electives in the fifth and sixth semesters, undergo industrial training in the fourth semester, and engage in a project in the sixth semester.

BHM Program Objective

The fundamental objective of the BHM program is to provide the necessary knowledge, skills, practical training, and values to competent young men and women to occupy apposite management and administrative positions in the hospitality industry.

BHM Program Outcomes

General Outcomes

The expected general outcomes of the BHM program is depicted keeping in mind the fundamental objective stated above. After successful completion of the program, students shall be able to -

- Apply knowledge of the hotel, hospitality, and tourism to solve complex hotel management problems.
- Identify, frame, and analyze complex hospitality problems using management principles to reach proven conclusions.
- Use research-based knowledge and research methods to provide valid conclusions after going through the experiment design, data analysis, and data interpretation.
- Generate, choose, and apply appropriate techniques, resources, and modern management and IT tools.
- Design solutions to multidisciplinary hospitality-related problems and design system components or processes that meet specified requirements for public health, safety, and cultural, social, and environmental considerations with due deliberation.
- Understand the impact of the hotel, hospitality, and tourism in societal and environmental contexts, and demonstrate the need for sustainable development.

- Apply ethical principles and shall be committed to professional ethics and responsibilities.
- Function effectively as an individual and as a member or leader in diverse teams and multidisciplinary settings.
- Communicate effectively on hospitality activities with the professional community and society at large.

Specific Outcomes

The expected specific outcomes of the BHM program is depicted keeping in mind the fundamental objective stated above. After successful completion of the program, students shall be able to -

- Demonstrate the core technical, analytical, and conceptual skills appropriate for hospitality.
- Understand and express written and oral communication appropriate to the hospitality environment.
- Comprehend the concepts and application of managerial, financial, computer, and technical skills needed to succeed within the hospitality industry.
- Show ability to apply strategies for managing diverse, multicultural hospitality.
- Expose clear understanding and necessity of professional and ethical responsibility in all aspects of conduct.
- Find gainful employment and/or entry into the hospitality industry.
- Demonstrate an ability to manage professional preparation, presentation, and quality food service.
- Develop the right attitude to function effectively in operational, managerial, and administrative positions.

BHM Program Structure- Types of Courses, Distribution of Courses and Credits, and Semester-wise Distribution of Courses

Under the BHM program, there shall be different types of courses-

Core Course (CC): A course, which should compulsorily be studied by a candidate admitted to a discipline under a course of study as a core requirement of the discipline is termed as a Core course.

Discipline Specific Elective (DSE) Course: Generally, a course that can be chosen from a pool of courses that is very specific or specialized or advanced or supportive to the discipline a student is admitted to is referred to as Discipline Specific Elective course.

Ability Enhancement Courses (AEC): AEC are the courses that are based on the content that leads to knowledge enhancement and personality development of the students.

Skill Enhancement Courses (SEC): For the purpose of skill enhancement of a student in respect with his/her selected discipline and to widen the job opportunity in the global market SEC courses are introduced. These courses may be chosen from a pool of courses designed to provide value-based and/or skill-based knowledge and should contain both theory and lab/hands-on training/fieldwork. The primary purpose of these courses is to provide students with life skills in a hands-on mode to increase their employability.

A student of the BHM Course of Study has to pursue **176** credits.

Distribution of Courses in BHM

Course Components	BHM
Core Course	12
Discipline Specific Elective (DSE) Course	12
Ability Enhancement Compulsory Courses(AEC)[Elective]	2
Skill Enhancement Courses (SEC)	6
Total	32

Credit Distribution of BHM

Semester	Core Course (12) of 6 Credits each	Ability Enhancement Compulsory Course (AEC) (2) of 4 Credits each	Discipline Specific Elective (DSE) (12) of 6 Credits each	Skill Enhancement Course (SEC) (6) of 4 Credits each
I	CC-1			
	CC-2			
	CC-3			
		AECC-1		
II	CC-4			
	CC-5			
	CC-6			
		AECC-2		
III	CC-7			
	CC-8			
	CC-9			
				SEC-1
IV	CC-10			
	CC-11			
	CC-12			
				SEC-2

V			DSEC-1	
			DSEC-2	
			DSEC-3	
				SEC-3
VI			DSEC-4	
			DSEC-5	
			DSEC-6	
				SEC-4
VII			DSEC-7	
			DSEC-8	
			DSEC-9	
				SEC-5
VIII			DSEC-10	
			DSEC-11	
			DSEC-12	
				SEC-6

Semester-wise Distribution of Courses

BHM (Semester I)

Course Name	Course Details	Course Code
Foundation Course in Food Production-I	CC-1	BHMC101
Foundation Course in Food and Beverage Service-I	CC-2	BHMC102
Foundation Course in Accommodation and Front Office-I	CC-3	BHMC103
Environment Studies	AECC-1	AEE101

BHM (Semester II)

Course Name	Course Details	Course Code
Foundation Course in Food Production-II	CC-4	BHMC201
Foundation Course in Food and Beverage Service-II	CC-5	BHMC202
Foundation Course in Accommodation and Front Office-II	CC-6	BHMC203
English/MIL Communication	AECC-2	See Pool

Pool of English/MIL Communication:

Course Name	Course Details	Course Code
English Communication	(Any One)	AECCE201
Bengali Communication		AECCE201
Hindi Communication		AECCH201
Urdu Communication		AECCE201

BHM (Semester III)

Course Name	Course Details	Course Code
Food Production Operation (Indian Regional Cuisine) and Management	CC-7	BHMC301
Food and Beverage Service Operations	CC-8	BHMC302
Accommodation and Front Office Operations	CC-9	BHMC303
Hotel Accountancy	SEC-1	BHMSE301

BHM (Semester IV)

Course Name	Course Details	Course Code
Food Production Operations Industry Exposure	CC-10	BHMC401
Food and Beverage service Operations Industry Exposure	CC-11	BHMC402
Accommodation and Front Office Industry Exposure	CC-12	BHMC403
Personality Skills and Etiquette for Hospitality- Learning from Industry	SEC-2	BHMSE401

BHM (Semester V)

Course Name	Course Details	Course Code
International Cuisines – I	(Any One)	BHMDSE501
Food and Beverage Service Management - I		BHMDSE502
Accommodation Management – I		BHMDSE503
Research Methodology for Hospitality and Tourism Management	DSEC-2	BHMDSE504
Hospitality Laws	DSEC-3	BHMDSE505
Foreign Language Skills – I	SEC-3	BHMSE501

BHM (Semester VI)

Course Name	Course Details	Course Code
International Cuisines – II	(Any One)	BHMDSE601
Food and Beverage Service Management - II		BHMDSE602
Accommodation Management – II		BHMDSE603
Project Work	DSEC-5	BHMDSE604
Hospitality Marketing	DSEC-6	BHMDSE605
Foreign Language Skills – II	SEC-4	BHMSE601

BHM (Semester VII)

Course Name	Course Details	Course Code
Human Resource Management	DSEC-7	BHMDSE701
Nutrition and Food Safety	DSEC-8	BHMDSE702
Food Service Management	DSEC-9	BHMDSE703
Application of Computers in Hospitality and Tourism	SEC-5	BHMSE701

BHM (Semester VIII)

Course Name	Course Details	Course Code
Human Resource Management	DSEC-10	BHMDSE801
Nutrition and Food Safety	DSEC-11	BHMDSE802
Food Service Management	DSEC-12	BHMDSE803
Application of Computers in Hospitality and Tourism	SEC-6	BHMSE801

SEMESTER-I

Course Name: Foundation Course in Food Production-I

Course Code: BHMC101; Course Type: Core; Course Details: CC-1

L-T-P: 2 -0 -8; Course Credit: 6

Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;

Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course introduces all the fundamentals of working in a professional kitchen while maintaining safe and hygienic cooking practices.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the basic operations of a professional kitchen concerning safety procedures and hygiene.
- Identify different types of equipment and their safety operating procedures and know the various kinds of modern cooking equipment and their uses in the kitchen.
- Familiarize with various cooking methods concerning taste and texture and to know the utensils and equipment used in various cooking methods
- Comprehend various types of stocks, and sauces; to know their preparation, storage criteria and their uses in the kitchen.

Course Contents:

Unit: 1

Professional Kitchen & Cooking: - Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes;coordination of kitchen with other departments.

Unit:2

Kitchen Equipments, Fuels & Safety: Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, different companies and suppliers for kitchen equipments, along with their price and catalogs, HACCP specification on professional kitchen equipment Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts

Unit 3

Ingredients used in cooking: Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations

and their key uses in kitchen

Unit 4

Stocks, Sauces, Soups and Salads: Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends, premix food concept, use, price, variation, costing, different companies and their strategy.

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment-15 and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Practical

1. Understanding Personal Hygiene & Kitchen Hygiene
2. Grooming for Professional Kitchen – Do's & Don't's
3. Understanding kitchen Layouts.
4. Familiarisation with kitchen equipments and tools
5. Fuels –Their usage and precautions
6. Kitchen First Aid
7. Handling Fire
8. Familiarization, identification of commonly used ingredients in kitchen
9. Preparation of Stocks, Mother Sauces and at least two derivatives each.
10. Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups,
11. Bisques, Cold Soups, Chowders and others)

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
 - Cooking Essentials for the New Professional Chef
 - Food Production Operations: Parvinder S Bali, Oxford University Press
 - Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
 - Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
 - Practical Cookery By Kinton & Cessarani
 - Practical Professional Cookery By Kauffman & Cracknell
 - 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
 - The Professional Chef: Le Rol A. Polsom
 - Theory of Catering By Kinton & Cessarani
 - Theory of Cookery By K Arora, Publisher: Frank Brothers
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Course Name: Foundation Course in Food and Beverage Service-I
Course Code: BHMC102; Course Type: Core; Course Details: CC-2
L-T-P: 4 -0 -4; Course Credit: 6
Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course provides comprehensive knowledge and develops technical skills in the fundamental aspects of food and beverage service operations in the hotel industry.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Demonstrate knowledge of key functional areas of food and beverage operations.
- Examine the suitability of different methods of food and beverage service to manage customer expectations.
- Inculcate the knowledge of F&B Management.
- identify, use and care for various tools and equipment used in the Food and Beverage Department

Course Contents:

Unit 1

Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarization with their Layouts(Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments, F&B Management - Introduction, Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management, Basic Policies -financial, marketing and catering, Control & Performance Measurement, Material Management - Introduction, concepts,

Unit 2

Food Service Equipments, Fuels & Safety: Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.

Unit 3

Food Service -1: Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.

Unit 4

Food Service-II : Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Practical

1. Understanding Personal Hygiene & Food Service Hygiene
 2. Grooming for Professional Food Service – Do's & Don't's
 3. Understanding Food Service Outlets.
 4. Familiarisation with Food Service equipments and tools
 5. Fuels –Their usage and precautions while dealing with them in F&B Outlets
 6. Handling Fire and Emergency Procedures
 7. Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
 8. Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques,
 9. Cold Soups, Chowders and others)
 10. Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.
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Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
 - Food & Beverage Service Management – Brian Varghes
 - Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.
 - Food & Beverage Service Lillicrap & Cousins, ELBS
 - Introduction F & B Service- Brown, Heppner & Deegan
 - Menu Planning- Jaksa Kivela, Hospitality Press
 - Modern Restaurant Service- John Fuller, Hutchinson
 - Professional Food & Beverage Service Management – Brian Varghese
 - The Restaurant (From Concept to Operation)
 - The Waiter Handbook By Graham Brown
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Course Name: Foundation Course in Accommodation and Front Office -I
Course Code: BHMC103; Course Type: Core; Course Details: CC-3
L-T-P: 4 -0 -4; Course Credit: 6
Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course provides an overview of the duties and responsibilities of the staff in the Front Office and House Keeping Department and its areas of work, the growth and development of the hotel industry in India and abroad, their facilities, and security procedures, different types of hotels, rooms and staff specifications.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Classify and identify various hotel chains of the world
- Recognize the different function areas of the hotel.
- Identify various guest accommodation and services.
- Describe various duties and responsibilities of front office personal.

Course Contents:

Unit 1

Accommodation Sector: - Introduction, Concept, and its importance; Types & classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton,Marriott, Hyatt

Unit 2

The Guest Accommodation: Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies

Unit 3

Hotel Front Office : Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organization structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards, Types of hotel uniform on the basis of hotel's theme.

Unit 4

Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), 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, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel, Modern terms for Housekeeping personnel in different brands

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Practical

1. Understanding Personal Hygiene Grooming Standards
2. Understanding Layouts of Front Office and Housekeeping.
3. Familiarisation with equipments and tools
4. Rooms layout and standard supplies. (Amenities)
5. DO'S and Don'ts for new entrants/employees in the front office
6. Hotel terminology

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
 - Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
 - Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
 - Housekeeping and Front Office – Jones
 - Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
 - The Professional Housekeeper – Tucker Schneider,; Wiley Publications
 - Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
 - Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
 - Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
 - Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
 - Front Office Operations – Colin Dix & Chris Baird.
 - Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
 - Managing Front Office Operations By Kasvan & Brooks
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Course Name: Environment Studies
Course Code: AEE101; Course Type: AE; Course Details: AECC-1
L-T-P: 4 -0-0; Course Credit: 4
Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Common Syllabus to be provided by the University

SEMESTER-II

Course Name: Foundation Course in Food Production-II

Course Code: BHMC201; Course Type: Core; Course Details: CC-4

L-T-P: 2 -0 -8; Course Credit: 6

Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;

Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course gives an insight into the fundamental processes used in cooking with egg, meat, fish and vegetable cookery.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Learn methods of cooking applied in the kitchen
- Understand egg cookery, poultry, and meat cookery.
- Comprehend fish and seafood cookery.
- Recognize vegetable cuts and cooking vegetables.

Course Contents:

Unit 1

Methods of Cooking: Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens, Use of different cooking method in different kitchen (as QSR, Cloud, flight kitchen, train kitchen), Ingredients used in cooking- Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen

Unit 2

Eggs, Poultry and Meat: 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 Criterion, Cuts of Poultry, Yield and simple Indian preparations Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for seafood. Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling.

Unit 3

Vegetable, Cuts & Cookery: Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat

on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

Unit 4

Food Cost & menu planning: Introduction to food cost, concept of costing in food production, use of different cost in food production, introduction to menu planning, different types of menu, use of menu, yield management, process of implementation of yield management. Forecasting and Budgeting, Production planning and Scheduling, Production Quality and Quantity Control, Yield Management, Food cost control, waste management

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Practical

1. Understanding Methods of Cooking & HACCP Standards
2. Cooking in Professional Kitchen – Do's & Don't's
3. Understanding Eggs and their simple Breakfast Preparations ;Preparation of:
 - Hard & soft boiled eggs.
 - Fried eggs.
 - Poached eggs.
 - Scrambled eggs.
 - Omelet's (Plain, Spanish, Stuffed)
4. Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking
5. Vegetables –Their usage and cooking precautions
6. Cuts of vegetables
 - Julienne
 - Jardiniere
 - Dices
 - Cubes
 - Macedoine
 - Paysanne
 - Shredding
 - Mire- poix
7. Blanching of Tomatoes and Capsicum.
8. Cooking vegetables:
9. Boiling (potatoes, peas)
10. Frying (Aubergine, Potatoes)
11. Steaming (Cabbage)
12. Braising (Potatoes)
13. Braising (Onions, cabbage)
14. Simple Vegetable and Meat Cookery
15. Identification of types of rice varieties & pulses.
16. Simple preparation of Boiled rice (Draining & Absorption) method.
17. Fired rice.
18. Simple dal preparation
19. Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.
20. Simple Breakfast Preparations:

21. Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura,
22. Preparation of Continental Breakfast

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
 - Cooking Essentials for the New Professional Chef
 - Food Production Operations: Parvinder S Bali, Oxford University Press
 - Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
 - Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
 - Practical Cookery By Kinton & Cessarani
 - Practical Professional Cookery By Kauffman & Cracknell
 - 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
 - The Professional Chef: Le Rol A. Polsom
 - Theory of Catering By Kinton & Cessarani
 - Theory of Cookery By K Arora, Publisher: Frank Brothers
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Course Name: Foundation Course in Food and Beverage Service-II
Course Code: BHMC202; Course Type: Core; Course Details: CC-5

L-T-P: 4 -0 -4; Course Credit: 6

Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course focuses on providing information about non-alcoholic beverages and mocktails & understanding widely used commodities like Tea, Coffee, Juices and shakes.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the classifications of Beverage and their importance with the standards of serving the same.
- Prepare various beverage menus for different occasions keeping in mind the standards of menu making.
- Understand the process of food and beverage control through various forms and formats used in restaurants.
- Establish the coordination of Food & Beverage with Other Departments.

Course Contents:

Unit 1

Non Alcoholic Beverages & Mocktails: Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques

Unit 2

Coffee Shop & Breakfast Service: Introduction, Coffee Shop, Layout, Structure, Breakfast: Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features.

Unit 3

Food and Beverage Services in Restaurants: - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organisational Structure, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Theme and Specialty Restaurants, Celebrity Restaurants, FnB Business pockets in the city, How to get business for the company, Scope of Entrepreneurship in FnB services.

Unit 4

Room Service/ In Room Dinning: Introduction, Concept of Room Service/ In Room Dinning, Their

Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's, Packages for Functions, how to sell and how to make package.

Practical [50]: Continuous Assessment-30 [Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment-15 and Viva-5]

Practical

1. Understanding Non Alcoholic Beverages, Types & Service Techniques
 2. Guest Interactions while on Food Service – Do's & Don't's
 3. Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails)
 4. Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
 5. Familiarisation with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
 6. Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures
 7. Room Service Practical, Taking of Orders, Delivery of Food Services, 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
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Suggested Reading:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousines. Publisher: ELBS
 - Food & Beverage Service – Sudhir Andrews, Tata Mc Graw Hill.
 - Food & Beverage Service Lillicrap & Cousins, ELBS
 - Introduction F & B Service- Brown, Heppner & Deegan
 - Modern Restaurant Service- John Fuller, Hutchinson
 - Professional Food & Beverage Service Management – Brian Varghese
 - The Restaurant (From Concept to Operation)
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Course Name: Foundation Course in Accommodation and Front Office-II

Course Code: BHMC203; Course Type: Core; Course Details: CC-6

L-T-P: 4 -0 -4; Course Credit: 6

Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;

Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course help to understand front office operations and equipment, cleaning equipment and their uses, filling up of front office forms and formats, welcoming the guest, and guest room services.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Acquire knowledge about cleaning agents and cleaning equipment.
- know about the different types of reports, formats & keys used in the hotels.
- Get the knowledge regarding the various equipment used in front office and the reservation process.
- Learn about the process of cleaning the guest rooms.

Course Contents:

Unit 1

Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Brand study of Cleaning agents and equipment, Price review, Placing tender and choosing suppliers of cleaning agents, Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal, Brand study on Floor finishes and Price review.

Unit 2

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

Unit 3

Basic Front Office Operations: Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling,

Unit 4

The Guest Room Servicing: Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy, Guest room maintenance cost calculation.

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Practical

1. Identification and familiarization with cleaning equipments and agents.
2. Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
3. Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
4. Identification and familiarisation with front desk equipments and Performa's.
5. Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling
6. Skills to handle to telephones at the reception- receive/ record messages.
7. Skills to handle guest departure (fits and groups)
8. Preparation and study of countries, capitals, currencies, airlines and flags chart
9. Role play:
 - a. At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy
 - b. At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.
 - c. Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
 - Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
 - Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
 - Housekeeping and Front Office – Jones
 - Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
 - The Professional Housekeeper – Tucker Schneider,; Wiley Publications
 - Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
 - Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
 - Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
 - Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
 - Front Office Operations – Colin Dix & Chris Baird.
 - Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
 - Managing Front Office Operations By Kasvan & Brooks
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Course Name: English/MIL Communication
Course Code: See Pool; Course Type: AE; Course Details: AECC-2
L-T-P: 4-0-0; Course Credit: 4
Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Common Syllabus to be provided by the University

Pool of Communication Courses offered as Ability Enhancement Compulsory Courses														
Discipline	Semester	Course Name	Course Type	Course Code	Course Details	L - T - P	Course Credit	Sem Credit	CA Marks		ESE Marks		Total Marks	Sem Marks
									Practical	Theoretical	Practical	Theoretical		
English/MIL Communication	II	English Communication	(Any One)	AE	AECCE201	4 - 0 - 0	4	NA		10		40	50	NA
		Bengali Communication			AECCEB201	4 - 0 - 0				10		40		
		Hindi Communication			AECCH201	4 - 0 - 0				10		40		
		Urdu Communication			AECU201	4 - 0 - 0				10		40		

SEMESTER-III

Course Name: Food Production Operation (Indian Regional Cuisine) and Management

Course Code: BHMC301; Course Type: Core; Course Details: CC-7

L-T-P: 2 -0 -8; Course Credit: 6

Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;

Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course gives an introduction to Indian kitchen with understanding spices and condiments, masala, pastes and gravies used in Indian regional cuisine.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Identify various cooking styles and methods used for the preparation of Indian regional cuisines.
- Analyze and describe the features of Indian Regional cuisines.
- Classify the ingredients and their usage in various regional cuisines of India.
- Identify the health benefit of Indian herbs & spices

Course Contents:

Unit 1

Indian Cooking: - Introduction, Philosophy of Indian Food, The great Indian Cuisine – Key features, Regional influences on Indian Food, Popular foods of India (At least one simple three course or four course menu from each region of India: North - Kashmir, Punjab, Rajasthan, South - Kerala, Tamilnadu, Karnataka, East- Bengal, Bihar, Odisha, West- Maharashtra, Gujarat, Goa & North East- 7 sisters), Trend of changing the food culture in today's Indian cuisine.

Unit 2

Condiments, Herbs and Spices Used in India Cuisine: Introduction, Condiments, Herbs and Spices used in Indian Cuisine (Allspice, Ajowan, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usage tips.

Unit 3

Masalas, Pastes and Gravies in Indian cooking: Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations. Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations.

Unit 4

Commodities and their usage in Indian Kitchens: Introduction, Souring Agents, Colouring Agents,

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Practical

1. Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course or four course menu from each region of India: North - Kashmir, Punjab, Rajasthan, South - Kerala, Tamilnadu, Karnataka, East- Bengal, Bihar, Odisha, West- Maharashtra, Gujarat, Goa & North East- 7 sisters).
2. Condiments, Herbs & Spices in Indian Kitchen – Do's & Don't's
3. Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Preparation of:
 - (i) Makhni Gravy
 - (ii) Green Gravy
 - (iii) White Gravy
 - (iv) Lababdar Gravy
 - (v) Kadhai Gravy
 - (vi) Achari Gravy
 - (vii) Malai Kofta Gravy
 - (viii) Yakhni Gravy
 - (ix) Yellow Gravy
 - (x) Korma Gravy
4. Familiarization with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.

Suggested Readings:

- Food Production Operations: Parvinder S Bali, Oxford University Press
 - Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
 - Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
 - Practical Cookery By Kinton & Cessarani
 - Practical Professional Cookery By Kauffman & Cracknell
 - Theory of Catering By Kinton & Cessarani
 - Theory of Cookery By K Arora, Publisher: Frank Brothers
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Course Name: Food and Beverage Service Operations
Course Code: BHMC302; Course Type: Core; Course Details: CC-8
L-T-P: 4 -0 -4; Course Credit: 6
Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course focuses on providing operational and planning techniques used by Food and Beverage departments all over world; it also provides an overlook to planning and running a restaurant or any other F&B outlet. It gives an idea about various F&B control systems and make students aware of modern day practices applies in the process.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the importance of planning and controlling in running a restaurant.
- Prepare various menus for different occasions keeping in mind the standards of menu making.
- Aware of various factors affecting restaurant planning & purchase process.
- Understand the process of food and beverage control through various forms and formats used in restaurants and budgetary control.

Course Contents:

Unit 1

Restaurant Planning: Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors- Concept, Menu, Space & Lighting, Colors and Market, Restaurant Design team. Restaurant Problems and Guest Situation Handling – (thumb rules), Hosting Theme Functions/ Lunches/Events, Preparation of Flamb'es & Gueridon Service

Unit 2

Buffet: Introduction, Types, Buffet Sectors, Equipments used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function, Function Administration & Organization- Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off- Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, Afternoon & High Teas: Introduction, Menu, Cover & Service.

Unit 3

F & B Control- Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F & B Control, Personnel Management in F & B Control. Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sale defined, Ways of expressing sales concepts. Cost Volume/ Profit Relationships (Break- even analysis).

Unit 4

Budgetary Control: Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F & B Operations
Food & Beverage Control: Purchasing Control, Receiving Control, Storing and Issuing Control, Menu

Management: Introduction, Types of Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In- House Marketing, Tool.

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Practical

1. Restaurant Set –ups of different types & services
2. Service of Afternoon & High teas
3. Buffet Lay –up, theme Buffets set up
4. Theme Parties
5. Role Plays & Situation handling in Restaurant
6. Gueridon Service

Suggested Readings:

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
 - Food & Beverage Control By: Richard Kotas and Bernard Davis
 - Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
 - Food & Beverage Management By: Bernard Davis & Stone
 - Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
 - Food & Beverage Service Management- Brian Vargese
 - Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
 - Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
 - Introduction F & B Service- Brown, Heppner & Deegan
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Course Name: Accommodation and Front Office Operations
Course Code: BHMC303; Course Type: Core; Course Details: CC-9
L-T-P: 4 -0 -4; Course Credit: 6
Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course gives idea of how different types of safety and Security systems are used in the hotel, for guest and staff. It covers the detail of cash handling in the hotel, also how complete night auditing is done.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Gain knowledge about hotel public areas and the cleaning procedures.
- Improvem knowledge about guest's safety & security.
- Understand the guest cycle in the hotel.
- Get knowledge about the departure formalities and procedures.

Course Contents:

Unit 1

Cleaning of Public Areas: Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), Manpower planning for public areas- Contract and outsources, Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

Unit 2

Special Provisions for Guests, Safety, Security and First Aid: Guest room features for differently abled – added features and modifications, Public Areas: Wash – rooms, restaurants, main entrance etc. added features and modifications. Situation Handling/ Service Design, for typical Market Segment (Safety, security & Comfort); Airlines crew guest rooms, single lady guests, Children. The Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/ Staff/ Public areas/ Rooms/ Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration, Fire-fighting workshop by the fire-department.

Unit 3

The Guest Stay with Hotel: Registration: concept, systems and its procedure, Registration form and C Form, No Shows, Rooming of Guests, Message Handling, Dealing with Guests Requests and Complaints, Travel Desk and Concierge: functions; luggage, paging, message and left luggage handling procedure, foreign currency handling, Room selling techniques, Communicating with guests.

Unit 4

The Guest Departure and Post Departure Services at Front Desk: The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, over and shorts, settlement of bills, credit card handling, handling vouchers of – room rate, food sales, laundry, other guest

services, miscellaneous charges, credit security measures, cash and credit control, express check out, early and late check outs, group departures, post departure courtesy services

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Practical

1. Identification and familiarization with cleaning of Public Areas in Hotels.
2. Develop an understanding about requirements of different guests, with children, business travellers, single woman traveller, differently abled travellers 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.
3. Handling guest Check - In , Registration, Facilitation during stay at Hotel, Billing, Related Performa's.
4. Skills to handle guest accounting and departure (fits and groups)
5. Role play: In ref to the theory syllabus

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
 - Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
 - Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
 - Housekeeping and Front Office – Jones
 - Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
 - Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A. Jones, Wiley Publications
 - Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
 - The Professional Housekeeper – Tucker Schneider,; Wiley Publications
 - Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
 - Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
 - Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
 - Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
 - Front Office Operations – Colin Dix & Chris Baird.
 - Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
 - Managing Front Office Operations By Kasvan & Brooks
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Course Name: Hotel Accountancy
Course Code: BHMSE301; Course Type: SE; Course Details: SEC-1
L-T-P: 4-0-0; Course Credit: 4
Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

The objective of the course is to introduce students to the fundamental accounting instruments, categories, bookkeeping process, financial statements, accounting regulations and international financial reporting standards.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the basic terminology, need and purpose of accounting for hospitality industry
- Use specific accounting terminology in interpretation of accounting data connected with specific needs of management in the hospitality industry companies
- Apply the principles of the balance equation when recording data in the general ledger, as well as in the process of preparing financial statements.
- Understand the role of Computers in Hospitality Accounting.

Course Contents:

Unit 1

Accounting: Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.

Unit 2

Account Records: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.

Unit 3

Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,

Unit 4

Depreciation Reserves and Provisions – Meaning, basic Methods, Computer Application- Preparation of Records and Financial Statements

Suggested Readings:

- Hospitality Management Accounting, Michael M Coltman
- Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana
- Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River New Jersey
- Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
- Accounting in Hotel & Catering Industry – Richard Kotas- International Textbook Company

SEMESTER-IV

INDUSTRIAL EXPOSURE (SEMESTER – IV)

Duration of Exposure: 15-18 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (15 weeks x 06 days = 90 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The training in IV semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.

Training Schedule

IV Semester

Housekeeping: 3-4 weeks; Front Office: 2-3 weeks; Food and Beverage Service: 4- 5 weeks; Food Production: 4-5 weeks; others (In the areas of Interest) Floating weeks may be availed

Total weeks: 15-18 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade.

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in IV semester on completion of training in that respective department. A PowerPoint presentation (based on the report) Should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed.

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

- a) The typing should be done on 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) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

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

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

For distribution of marks refer to details on Course structure/ Credit Distribution During the tenure of Industrial Exposure, apart from carrying out the assigned jobs, The learners are suggested to make the following observations in the departments of internship:

Course Name: Food Production Operations Industry Exposure
Course Code: BHMC401; Course Type: Core; Course Details: CC-10
L-T-P: 0 -0 -12; Course Credit: 6
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Course Objective:

The objective of doing the Industrial Training in food production operations is to learn various sections and types of food production areas.

Course Learning Outcomes:

After completing the Industrial training, the student shall be able to:

- Learn various sections of the kitchen.
- Know the different types of kitchens available in a star hotel.
- Familiarize themselves with different types of cuisine offered in the kitchen.
- Absorb the art of cooking food.

Course Contents:

WHAT TO OBSERVE

Food Production

1. Area & Layout of the Kitchen
 2. Study of Standard Recipes
 3. Indenting, Receiving & Storing
 4. Preparing of batters, marinations and seasonings
 5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
 6. Daily procedure of handover from shift to shift
 7. Recipes and methods of preparation of all sauces
 8. Quantities of preparation, weekly preparations and time scheduling
 9. Stock preparation and cooking time involved
 10. Cutting of all garnishes
 11. Temperatures and proper usage of all equipment
 12. Plate presentations for all room service and a la cart orders
 13. Cleaning and proper upkeep of hot range
 14. Cleanliness and proper upkeep of the kitchen area and all equipment
 15. Yield of fresh juice from sweet lime / oranges
 16. Storage of different mise-en-place – (Raw, Semi-Processed)
 17. Bulk preparations
 18. Finishing of buffet dishes
 19. Recipes of at least 10 fast moving dishes
 20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
 21. Rechauffe/ Leftover Cooking
-

Course Name: Food and Beverage service Operations Industry Exposure
Course Code: BHMC402; Course Type: Core; Course Details: CC-11
L-T-P: 0 -0 -12; Course Credit: 6
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Course Objective:

The objective of doing the Industrial Training in food and beverage operations is to learn and observe various sections and types of food and beverage areas.

Course Learning Outcomes:

After completing the Industrial training, the student shall be able to:

- Know the types of restaurant available in hotel.
- Understand the type of services provided to the guests in a hotel.
- Identify the types of bar available in hotel.

Course Contents:

WHAT TO OBSERVE
Food & Beverage Service

BANQUETS

1. What is banquetting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance

9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

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

ROOM SERVICE/INROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

Course Name: Accommodation and Front Office Industry Exposure
Course Code: BHMC403; Course Type: Core; Course Details: CC-12
L-T-P: 0 -0 -12; Course Credit: 6
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]

Course Objective:

The objective of doing the Industrial Training in Accommodation and Front Office operations is to learn and observe various types of rooms & sections in room division.

Course Learning Outcomes:

After completing the Industrial training, the student shall be able to:

- Understand different types of rooms and their facility.
- Comprehend room cleaning and maintenance of the hotel.
- Learn Operational Areas work.
- Observe front desk operation.

Course Contents:

WHAT TO OBSERVE: ACCOMMODATION OPERATIONS ROOMS

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C , T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

THE CONTROL DESK

1. Maintenance of Log Book
2. Understand the functions in different shifts

3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

PUBLIC AREA

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

WHAT TO OBSERVE: FRONT OFFICE

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

Course Name: Personality Skills and Etiquette for Hospitality- Learning from Industry

Course Code: BHMSE401; Course Type: SE; Course Details: SEC-2

L-T-P: 0-0-8; Course Credit: 4

Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] &

End Semester Examination-20 [Experiment -15 and Viva-5]

Course Objective:

The objective of doing the Industrial Training in Personality Skills and Etiquette for Hospitality is to develop personality skills by observing and doing during Industrial Training.

Course Learning Outcomes:

After completing the Industrial training, the student shall be able to:

- Develop personality skills that are required to be a successful hospitality.
- Make themselves more fluent in oral communication.
- Enhance presentation skills.

Course Contents:

WHAT TO OBSERVE

- (a) Personality Enrichment-** Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language, Art of good Conversation, Art of Intelligent Listening
 - (b) Etiquettes & Manners-** Social & Business Dining Etiquettes, Social & Travel Etiquettes
 - (c) Personality Development Strategies-** Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business
 - (d) Interpersonal Skills-** Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place
 - (e) Group Discussion-** Team behaviour, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression
 - (f) Telephone conversation-** Thumb rules, voice modulation, tone, do's & don'ts, manners and accent
 - (g) Presentation-** Presentation skills, seminars skills role – plays
 - (h) Electronic Communication Techniques:** E mail, Fax,
-

SEMESTER-V

Course Name: International Cuisines – I

Course Code: BHMDSE501; Course Type: DSE; Course Details: DSEC-1

L-T-P: 2 -0 -8; Course Credit: 6

Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;

Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course gives an idea about the preparation of oriental cuisine especially famous cuisines of China, Italy, Thailand and Japan.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the basics of the preparation of oriental cuisine.
- Demonstrate the ability to improve the level of accuracy in the planning and development of oriental cuisine.
- Get acquainted with the various modern operating techniques used in cooking oriental cuisine.
- Increase knowledge about internationally renowned oriental cuisines.

Course Contents:

Unit – 1: Cuisine of China- : - Introduction to Chinese Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences Methods of cooking, Equipment & utensils, Ingredients & Dishes, country specific menu planning, improvisation of Indian taste choice, conceptual food (research base)

Unit – 2: Cuisine of Italy - : - Introduction to Italian Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences Methods of cooking, Equipment & utensils, Ingredients & Dishes, country specific menu planning, improvisation of Indian taste choice, conceptual food (research base)

Unit – 3: Cuisine of Thailand- : - Introduction to Thai Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences, Methods of cooking, Equipment & utensils, Ingredients & Dishes, country specific menu planning, improvisation of Indian taste choice, conceptual food (research base)

Unit – 4: Cuisine of Japan - : - Introduction to Japanese Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences , Methods of cooking, Equipment & utensils, Ingredients & Dishes, country specific menu planning, improvisation of Indian taste choice, conceptual food (research base)

**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15
and Viva-10] & End Semester Examination-20 [Experiment-15 and Viva-5]**

Practical

May be planned in accordance to theory (Suggested Menus include)

- MENU 01: Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork Hakka Noodles
 - MENU 02 :Hot & Sour soup, Beans Sichwan, Stir Fried Chicken & Peppers Chinese Fried Rice
 - MENU 03 :Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice,
 - MENU 04 :Wonton Soup, Spring Rolls, Stir Fried Preparations & Celery Chow Mein,
 - MENU 05 :Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noodles
 - MENU 06:Minestrone, Ravioli Arabeata, Fettocine Carbonara, Pollo Alla Cacciatore, Medanzane Parmigiane, Grissini, Tiramisu
 - MENU 07: Coconut, vegetable and lemon grass soup, Thai red curry chicken, Steamed aromatic rice, & Lychee with ice cream
 - MENU 08: Tofu soup with mushroom and tomato, Aromatic broth with roast duck, Pak choi and egg noodles & Tapioca pudding
 - MENU 09: Piquant prawn laska soup, Choi sum and mushroom stir-fry, Thai veg. curry with lemon grass rice & Sweet rice dumpling in ginger syrup
 - MENU 10: Sushi, Vegetable Tempura, Chicken yakitori & Steamed sticky rice
 - MENU 11: Daikon and miso soup, Fish teriyaki, Glass Noodles & Assorted ice cream
-

Suggested Readings:

- Nita Mehta – Italian Vegetarian Cookery, Snab Publishers.
- Alberto Capatti - Arts and Traditions of the Table: Perspectives on Culinary History, Columbia University Press
- Italian Cooking by Sanjeev Kapoor
- Ken Hom – Chinese Cookery, BBC Books
- Funchsia Dunlop - The Revolutionary Chinese Cookbook, Ebury Press
- Eileen Yin-Fei Lo – Mastering the Art of Chinese Cooking, Chronicle Books
- Su Huei Huang, Lai Yen-Jen – Chinese Cuisine, Wei-Chuan Publishing
- E N Anderson – The Food of China, Yale University Press
- Parvinder S Bali – International Cuisine & Food Production – Oxford University Press

Course Name: Food and Beverage Service Management - I
Course Code: BHMDSE502; Course Type: DSE; Course Details: DSEC-1
L-T-P: 4 -0 -4; Course Credit: 6

Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course focuses on providing knowledge about bar operations, various types and classification of equipment's used in bars. It further provides knowledge about various alcoholic beverages like- Beer and Whiskey & Rum with their manufacturing, uses and service technique to be applied.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Gain knowledge about the bar like layout, types, parts, and equipment used in the bar.
- Understand bar menus, records, licenses, and mise-en-place activities at the bar.
- Classify various types of beer, their manufacturing process.
- Know the different types of spirits and its manufacturing processes, service, and storage.

Course Contents:

- Unit – 1: Bar & Bar Management** – Introduction & importance of bar, Organization structure of bar, Types of Bar, Bar layout, Bar equipment, Bar sanitation, Preparation of bar menus, Introduction to bar management, Beverage control (Purchasing, Receiving Storing, Issuing), Daily Bar Stock Register Maintaining , Employee management, Legal aspects of bar- How to apply for Bar License, Authority to approve, Excise department importance.
- Unit – 2: Alcoholic Beverages:** Introduction and definition of alcoholic beverages, Classification of alcoholic beverages with examples, Production of alcoholic beverages (Fermentation process, Distillation process), Different Proof Spirits (American proof, British proof /Sikes scale, OIML Scale).
- Unit – 3: Beer:** Introduction & definition of beer, Ingredients used in beer, Production of beer, Types and brands of beer, Storage of beer, Service of bottle, canned and draught beer.
- Unit – 4: Spirits:** Introduction & definition of spirits, Production, types & Brands of spirits (Whisky, Rum, Gin, Brandy, Vodka, Tequila, Other spirits), Service of spirits.
-

**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15
and Viva-10] & End Semester Examination-20 [Experiment-15 and Viva-5]**

Practical

- Bar setup of different types & operations.
 - Table setup for alcoholic beverages.
 - Service of beer.
 - Service of spirits.
 - Conducting briefing/ de- briefing for F & B outlets.
 - Preparation bar menus.
-

Suggested Readings:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS.
- Food & Beverage Service Management- Brian Varghese.
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.
- Introduction F& B Service – Brown, Heppner & Deegan.
- Menu Planning – Jaks Kivela, Hospitality Press.
- Modern Restaurant Service – John Fuller, Hutchinson.
- Professional Food & Beverage Service Management – Brian Varghese.
- The Restaurant (From Concept to Operation).
- The Waiter Handbook – Graham Brown. Publisher: Global Books & Subscription Services, New Delhi.
- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi.
- Food & Beverage Cost Control- Lea R Dopson. Publisher: Wiley Publishers.
- Food & Beverage Management - Bernard Davis & Stone.
- The Bar and Beverage Book, 5th Edition - Costas Katsigris, Chris Thomas. Publisher: Wiley Publications.
- Principles and Practices of Bar and Beverage Management – James Murphy. Publisher: Goodfellow Publishers.
- Manage First: Bar and Beverage Management – National Restaurant Association.
- Grossmans Guide to Wines, Spirits and Beers – Harold J. Grossman. Publisher: Scribner.
- The Ultimate Encyclopedia of Wine, Beer, Spirits and Liqueurs – Stuart Walton & Brian Glover. Publisher: Hermes House.
- Alexis Lichine's Encyclopedia of Wines & Spirits – Alexis Lichines. Publisher: Cassell Ltd.
- The World Atlas of Whisky – Dave Broom. Publisher: Mitchell Beazley.

Course Name: Accommodation Management – I
Course Code: BHMDSE503; Course Type: DSE; Course Details: DSEC-1
L-T-P: 4 -0 -4; Course Credit: 6
Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course gives idea of the different aspect of accommodation management especially housekeeping supervision, housekeeping panning, front office accounting and night auditing.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Gain knowledge about the different aspects of housekeeping supervision.
- Understand the techniques of housekeeping planning.
- Classify various types of budgeting techniques applied in hospitality industry.
- Comprehend the front office accounting and night auditing.

Course Contents:

Unit – 1: Housekeeping Supervision: Importance of inspection, Check- list for inspection, Typical areas usually neglected where special attention is required, Self- supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff., staffing matrix, duty roasters, staff appraisals.

Unit – 2: Planning Trends in Housekeeping: (a) Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, planning for the provision of Leisure facilities for the guest, Boutique hotel concept. (b) Planning and Organizing in the House Keeping: Area Inventory list, Frequency schedules, Performance standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning duty roster.

Unit – 3: Budgeting: Budget and budgetary controls, The budget process, Planning capital budget, Planning operation budget, Operating budget – controlling expenses – income statement, Purchasing systems – methods of buying, Stock records – issuing and control

Unit – 4: Front Office Accounting and Night Auditing: Introduction to Accounting fundamentals, Guest and non-guest accounts, Accounting system, Non automated, semi-automated and fully automated), Night Auditing: Introduction, Objective and job description of Night Auditor Night Audit process, Preparing night audit reports

**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15
and Viva-10] & End Semester Examination-20 [Experiment-15 and Viva-5]**

Practical

- Preparing Guestroom and public area checklists
- Preparing Duty Roasters, Understanding Staff Matrix.
- Planning layouts of Guest Rooms, Boutique hotels, PowerPoint's on salient features in respect to accommodation of Hotels.
- Understanding Hotel Accommodation Budgets
- Preparing for Interviews of Assistants as Supervisors and Facing Supervisors Interviews.

Suggested Readings:

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal
- House Keeping Management for Hostels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping management – Margaret M. Leappa & Aleta Netschke
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press
- In House Management by A.K Bhatiya
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes

Course Name: Research Methodology for Hospitality and Tourism Management

Course Code: BHMDSE504; Course Type: DSE; Course Details: DSEC-2

L-T-P: 6 -0 -0; Course Credit: 6

Marks: Theory [100]: Continuous Assessment-20 & End Semester Examination-80;

Course Objective:

This course gives impression of the connotation & importance of research methodology in the field of tourism & hospitality.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Apply the fundamental principles of research and objectives of doing research.
- Identify the different types of research process and research designs.
- Design and develop learning other kinds of research sampling.
- Learn skills of writing research report.

Course Contents:

Unit-1: Introduction to research methodology: Meaning, definition, characteristics and types of research, Methodology of research, formulation of research problem
Research Design: Meaning, characteristics of research design, steps in research design. Concept of Hypothesis

Unit-2: Sampling Design and Data Collection: Meaning of sampling, aims in selection a sample, Types of sample design. Data collection –Meaning, types of data, methods of collecting primary data-observation, interview and questionnaire, Sources of secondary data.

Unit-3: Processing and Analysis of data: Editing, Coding, Classification and tabulation, Graphical presentation of Data-Bar-chart, pie-chart and curves Interpretation of Data meaning, methods of data analysis

Unit-4: Report Writing: Meaning, types and steps involved in writing report, layout of the research report, mechanics of writing a research report, challenges of a good writing

Suggested Readings

- Kumar Ranjit: Research Methodology: A Step by Step Guide for Beginners, Sage Publication, 2014.
- Kothari C.R.: Research Methodology, New Age International, 2011.
- Shajahan S.: Research Methods for Management, 2004.
- Mustafa A.: Research Methodology, 2010.
- Thanulingom N : Research Methodology, Himalaya Publishing
- C. Rajendar Kumar : Research Methodology , APH Publishing

- Gupta Hitesh and Gupta S. L. : Research Methodology, International Book House, 2011.
- J. R. Brent Ritchie, Charles R. Goeldner : Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers, Wiley Publishers
- Peter Mason: Researching Tourism, Leisure and Hospitality for your Dissertation; Good Fellow Publishers Ltd, UK

Course Name: Hospitality Laws
Course Code: BHMDSE505; Course Type: DSE; Course Details: DSEC-3
L-T-P: 6 -0 -0; Course Credit: 6
Marks: Theory [100]: Continuous Assessment-20 & End Semester Examination-80;

Course Objective:

This course gives idea of how law is enforced in hotel industry, what are the different types of licences required to open a hotel, legal perspectives, and law related to public safety.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the legal prospective and key issues related to hotel industry.
- Learn about doing hotel business in India, business contracts, Labor law, and public laws, health and environment laws.
- Get knowledge regarding the law related to food and beverage and food legislation.
- Comprehend the relation of these laws in regards to hospitality Industry.

Course Contents:

- Unit – 1 Introduction to Indian Hospitality & Related Laws in India:** The Indian Contract Act - Introduction, Legal Perspectives, Key Issues, the legal requirements prior and at the time of doing Hotel Business, definition of contract-essential elements of a valid contract, classification of contracts, voidable contract, void contract, minor's agreement, minor's liability, mis-representations, fraud, undue influence, coercion and their effects.
- Unit – 2 Laws Related to Hotel Operations in India:** Doing Hotel Business in India, Business Contracts, Hotel Licenses and Regulations, Hotel Insurance, Shops and Establishment Act, Industrial Legislation - factories Act, Payment of Wages Act, Industrial Disputes Act, Apprentices Act, Provident Fund Act, Trade Unions Act (each Act to be discussed in brief with particular reference to hotel industry), Law of Tenancy - rent control act, distinction between guest and tenant, inn keeper, guest relationship, inn-keeper's lien, bye laws as affecting catering establishments, (to be discussed in details).
- Unit – 3 Laws Related to Employees, Guests, Public Health & Safety:** Introduction and Overview of Labour Laws, Consumer Protection Act - consumer protection councils, procedure for redressal of grievances, Food Adulterations Act - what is food adulteration - laws for prevention of it in India - ISI standard, prevention of food adulteration act, AGMARK. and Environmental Laws - powers of the central Govt. prevention and control of environment pollution, Prevention of Sexual harassment at workplace.
- Unit – 4 Laws Related to Food & Beverage Services:** Licenses and permits for hotels and catering establishments-procedure for procurement, bye laws of hotels & restaurant under municipal corporation-renewal suspension and termination of licenses, Food Legislation and Liquor Licensing, Food Laws and Regulations: National – PFA Essential Commodities Act (FPO,

MPO etc.); International – Codex Alimentarius, ISO; Regulatory Agencies – WTO; Consumer Protection Act, Essential commodities, ISU, AGMARK

Suggested Readings:

- Hotel Law by Amitabh Devendra , Oxford University Press
- Hotel & Tourism Laws by Jagmohan Negi
- Related Guidelines & Reports from Ministry of Tourism, Govt of India
- Mercantile law - N. D. Kapoor
- Mercantile law- S.P. Iyengar
- Principles of Business Law - Aswathappa .K
- Business Law - M. C .Kuchal
- Bare Acts of respective legislation Shops and Establishments Act

Course Name: Foreign Language Skills - I (French)
Course Code: BHMSE501; Course Type: SE; Course Details: SEC-3
L-T-P: 4 -0 -0; Course Credit: 4

Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;

Course Objective:

The course is aimed at developing French language skills in hospitality students.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand Pronunciation of French alphabets & counting.
- Give their Self Introduction in French.
- Make Simple translation from English to French.
- Make Conversation in French by different Role-plays.

Course Contents:

Unit - 1: Pronunciation - The Alphabet - The Accents; 'Formules de politesse'; The numbers: Cardinal– Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs : etre and avoir

Unit - 2: Self introduction; presenting and introducing other person; Name of vegetables and fruits; Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles

Unit - 3: Name of the Countries and their Nationalities; Conjugation of second group of verbs; Adjectives of place; Preposition of place; Describing a place (your city/ tourist place)

Unit - 4 : Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs : venir, aller; Demonstrative Adjectives
Simple translation

(Oral)

Role-playing of different situations, Understanding questions, Conversation, Picture composition

Suggested Readings:

- Larousse compact Dictionary: French-English/ English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hotel by A. Talukdar
- A Votre Service 1
- French for Hotel and Torism Industry by S.Bhattacharya
- Jumelage 1 by Manjiri Khandekar and Roopa Luktuke
- Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

SEMESTER-VI

Course Name: International Cuisines – II

Course Code: BHMDSE601; Course Type: DSE; Course Details: DSEC-4

L-T-P: 2 -0 -8; Course Credit: 6

Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;

Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course gives an idea about the preparation of international cuisine especially famous cuisines of France, Mexico, Lebanon and Germany.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the basics of the preparation of International cuisine.
- Demonstrate the ability to improve the level of accuracy in the planning and development of international cuisine
- Get acquainted with the various modern operating techniques used in cooking international cuisine.
- Increase knowledge about internationally renowned cuisines.

Course Contents:

Unit – 1: Cuisine of France- Introduction to French Cuisine, Historical Background, Regions Regional Cooking Styles, Staple food with regional Influences, Methods of cooking, Equipment & utensils, Ingredients & Dishes country specific menu planning, improvisation of Indian taste choice, conceptual food (research base)

Unit – 2: Cuisine of Mexico: Introduction to Mexican Cuisine, Historical Background, Regions Regional Cooking Styles, Staple food with regional Influences, Methods of cooking, Equipment & utensils, Ingredients & Dishes, country specific menu planning, improvisation of Indian taste choice, conceptual food (research base)

Unit – 3: Cuisine of Lebanon : - Introduction to Lebanese Cuisine, Historical Background, Regions Regional Cooking Styles, Staple food with regional Influences, Methods of cooking, Equipment & utensils, Ingredients & Dishes, country specific menu planning, improvisation of Indian taste choice, conceptual food (research base)

Unit – 4: Cuisine of Germany:- - Introduction to German Cuisine, Historical Background, Regions Regional Cooking Styles, Staple food with regional Influences, Methods of cooking, Equipment & utensils, Ingredients & Dishes, country specific menu planning, improvisation of Indian taste choice, conceptual food (research base)

**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15
and Viva-10] & End Semester Examination-20 [Experiment-15 and Viva-5]**

Practical

May be planned in accordance to theory (Suggested Menus include)

- MENU 01: French: Champignon Farcis, Ratatouille, Pommes de terre Parsilles, Illes Flotanes, Waldorf Salad
- MENU 02: Mexican: Lemon Pepper Burrito, quesidallas with cilantro lime sour cream, bean enchilada, sopa de tortilla, morisqueta michoacana
- MENU 03: German: Lox, Bruxelloise Egg, Spatzle, linsensuppe, german potato salad
- MENU 04: Lebanese: Hummus, Pita bread, Awamat, falafel, mujadara, Fattoush

Suggested Readings:

- Hongwiwat N. (2000). *Spicy Thai Cuisine*, Sangdad Publishing Co. Ltd.
- David Thompson, *Classic Thai Cuisine*, 145 pages, Berkeley: Ten Speed Press, 1993, ISBN 0-89815-563-0
- Vatcharin Bhumichitr, *The Essential Thai Cookbook*, 192 pages, New York: Clarkson N. Potter Inc., 1994, ISBN 978-0517596302
- Padoongpatt, Mark (September 2017). *Flavors of Empire: Food and the Making of Thai America. American Crossroads (Book 45) (1st ed.)*. Berkeley: University of California Press. ISBN 9780520293748. Retrieved 17 July 2019.
- Joe Cummings, *Lonely Planet World Food Thailand*, 288 pages, Lonely Planet Publications, 2000, ISBN 978-1-86450-026-4
- Andy Ricker, *Pok Pok: Food and Stories from the Streets, Homes, and Roadside Restaurants of Thailand*, 304 pages, Berkeley: Ten Speed Press, 2013, ISBN 978-1607742883
- ML Sirichalerm Svasti (Chef McDang), *The Principles of Thai Cookery*, 304 pages, McDang dot Com Company, Limited, 2010, ISBN 978-6-16906-010-9
- Leela Punyaratabandhu, *Simple Thai Food: Classic Recipes from the Thai Home Kitchen*, 236 pages, Berkeley: Ten Speed Press, 2014, ISBN 978-1607745235
- Cwierka, Katarzyna Joanna (2006), *Modern Japanese Cuisine: Food, Power And National Identity*, Reaktion Books, ISBN 978-1-86189-298-0
- Francks, Penelope. "Diet and the comparison of living standards across the Great Divergence: Japanese food history in an English mirror." *Journal of Global History* 14.1 (2019): 3-21.
- Rath, Eric C. (2010), *Food and Fantasy in Early Modern Japan*, University of California Press, ISBN 978-0-520-26227-0

Course Name: Food and Beverage Service Management - II
Course Code: BHMDSE602; Course Type: DSE; Course Details: DSEC-4
L-T-P: 4 -0 -4; Course Credit: 6

Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course provides knowledge about various types of wine like – Still Wine, Fortified, and Red & Sparkling with their manufacturing, uses and service technique to be applied. Course also introduces students with various cocktails, their ingredients, brief history and importance of cocktails and other mixed beverages.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Describe and classify various types of wine, their manufacturing process and service.
- Define various Cocktails with their ingredients and innovations.
- Identify various distilled beverages, their manufacturing process and style of service.
- Communicate various technical skills related to beverage management

Course Contents:

- Unit – 1: Wines-I:** Introduction & definition of wines, Classification of wines with examples (Still/Table wine, Sparkling wine, Fortified wine, Aromatized wine), Production of each wine classification, Food & wine harmony, Wine service equipments, Storage & service of wines, Wine terminology (English & French).
- Unit – 2: Wines-II:** Principal wine regions, wine laws, grape varieties, production and brand names - Old world wines (France, Germany, Italy, Spain, Portugal), New world wines (USA, Australia, India, Chile, South Africa, Algeria, New Zealand), Vermouth (definition, types & brand names).
- Unit – 3: Liqueurs & Tobacco:** Introduction & definition of liqueurs, Production of liqueurs, Broad Categories of liqueurs, Popular liqueurs (Name, colour, predominant flavour & country of origin), Bitters (definition, types & brand names), Tobacco (History, Processing for cigar, cigarettes & pipe tobacco), Cigars (Shapes, Sizes, Colours & Brand names), Cigarettes (Types & Brands) & Pipe tobacco (Types & Brands), Storage of tobacco products.
- Unit – 4: Cocktails:** Introduction & definition, Classification, Recipe, Preparation and Service of Popular Cocktails (Martini, Manhattan, Rob Roy, Pink Lady, Sidecar, Tom Collins, Gin Fizz, Between the Sheets, Daiquiri, Bloody Mary, Screwdriver, Tequila Sunrise, Planters punch, Singapore Sling, Pina colada, Rusty Nail, Black Russian,

Margarita, Gimlet, Cuba Libre, Whiskey Sour, Blue Lagoon).

Practical [50]: Continuous Assessment-30 [Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment-15 and Viva-5]

Practical

- Service of Wines (Service of red wine, Service of white/rose wine, Service of sparkling wines, Service of fortified wines, Service of aromatized wines).
 - Reading Wine Labels.
 - Matching wines with food (Menu planning with accompanying wines, Table laying & service of menu with accompanying wines).
 - Service of liqueurs.
 - Preparation & service of cocktails.
 - Service of cigars, cigarettes & pipe tobacco.
 - Role play & situation handling in bar.
-

Suggested Readings:

- Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS.
- Food & Beverage Service Management- Brian Vargese.
- Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
- Introduction F & B Service- Brown, Heppner & Deegan.
- Beverage Management: Product Knowledge & Cost Control – Coltman, Michael M. Publisher: Van Nostrand Reinhold.
- The Ultimate Book of Cocktails – Stuart Walton. Publisher: Hermes House.
- Larousse Encyclopedia of Wine – Christopher Foulkes. Publisher: Hamlyn.
- The Wine Bible – Karen MacNeil. Publisher: Workman Publishing Company.
- The Encyclopedia Atlas of Wine: A Comprehensive guide to the world's greatest wines and wineries – Catherine Fallis MS. Publisher: Global Book Publishing.
- Larousse Cocktails – Fernando Castellon. Publisher: Hamlyn.
- F & B Service Simplified – Vara Prasad, Gopi Krishna. Publisher: K.P. House Publications.
- Beverages - Kartik R. Bhat. Publisher: Pearson

Course Name: Accommodation Management – II
Course Code: BHMDSE603; Course Type: DSE; Course Details: DSEC-4
L-T-P: 4 -0 -4; Course Credit: 6
Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Theory [50]: Continuous Assessment-10 & End Semester Examination-40

Course Objective:

This course provides the idea of interior Decoration, colors, floor specifications, how and why to use computer application in hospitality industry.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Learn about the interior decoration and its importance in housekeeping and the overall impression of the hotel.
- Know different color schemes, types & its application in interior decoration.
- Absorb knowledge about the types of floor & wall covering and its cleaning processes.
- Obtain understanding about the PMS and some front office calculation using different formulas.

Course Contents:

- Unit- 1:** **Interior Decoration:** Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture, Flower Arrangement: Concept & Importance, Types & Shapes and Principles, Equipment and material required for flower arrangement, Conditioning of plant material, Indoor Plants care and role of housekeeping.
- Unit – 2:** **Colors:** Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. **Lighting:** Classification, Types & Importance, Applications. **Furniture Arrangements:** Principles, Types of Joints, Selection.
- Unit – 3:** **Floor & Wall Covering:** Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. **Windows, Curtains, and Blinds** **Soft Furnishings and Accessories:** Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative,
- Unit – 4:** **Computer Applications in Hotel Accommodation:** Introduction to Hotel Software's, Operating Procedures, Salient Features Merits & Challenges, Handling Guest and non guest accounts, Preparing reports, Giving Maintenances,; **Planning & Evaluating Front Office Operations:** Forecasting techniques, Forecasting Room availability, Useful forecasting data, (• % of walking, • % of overstay, • % of under stay) Forecast formula, Sample forecast forms; **Yield Management - Concept**

and importance, Applicability to rooms division (Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team

Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment-15 and Viva-5]

Practical

- Hands on practice of computer application (Hotel Management System) related to Rooms Division procedures as covered in syllabus
 - Presentations on Interior Decorations
 - Flower Arrangements Workshops
 - Visit to Local Resources
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Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- House Craft – Valerie Paul
- House Keeping Management for Hostels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping management – Margaret M. Leappa & Aleta Netschke
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press
- In House Management by A.K Bhatiya
- Front office operations by colin Dix & Chirs Baird
- Hotel front office management by James Bardi
- Management front office operations by Kasavana & Books
- Front office training manual by Sudhir Andrews
- Managerial accounting and hospitality accounting by Raymond S Schmidgall
- Managing computers in hospitality industry by Michael Kasavana and Cahell

Course Name: Project Work
Course Code: BHMDSE604; Course Type: DSE; Course Details: DSEC-5
L-T-P: 2 -0 -8; Course Credit: 6
Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;
Practical [50]: Continuous Assessment-30 & End Semester Examination-20

Course Objective:

This course aimed at sharpening the research skills, develop a practical understanding of the Hospitality system, attain some field experience etc.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Demonstrate the ability to describe in detail about the hospitality related issues.
- Understand the research skills to solve complex situations.
- Identify the problems and the solution of the given situations to meet out hospitality standards.
- Justify the need of the subject study on which he or she is preparing project.

Course Contents:

Keeping in view the diverse nature of tourism & hospitality industry & its long- term implications on the economy, society, culture & 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 (F.O/ F&Bs/ F.P/ A.Op) Computer Typed {Times New Roman} compiled & Hard bound copy (Two print Copies) and One soft copy in C.D.

The Project should include:-

- The First page should include Name of The Institute / University, Project undertaken, Roll Number & Name.
- Certificate by Candidate of genuine work.
- Acknowledgement.
- Certificate of approval.
- Introduction to the topic.
- Problem Definition
 - Need of study
 - Problem Definition
 - Research objective
 - List of Information
- Research Methodology
 - Research design
 - Source of data
 - Instrumentation of data collection

- Sampling Design
- Analysis, Findings & Interpretation.
- Suggestions & Recommendations.
- Conclusion or Silent Findings
- Limitation
- Bibliography
- Annexure

Selecting A Topic:-

Selecting a topic is the first issue. About 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 & creativity is required at planning stage.

The purpose of project for you is to-

- Learn about various hospitality issues.
- Learn how to evaluate the potential.
- Improve organizing & managerial skills.

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-

- Surveying of Guest Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System
- Segmentation of Guest staying in unit.
- Profiling of Tourists/ Guests
- Comparative analysis of Tariff Strategies.
- Linkages amongst various constituents of Hospitality industry
- HRD- Policies of Unit/ Chain
- Cost Control in Housekeeping/ Kitchen
- Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. The candidates are free to select a topic of their choice with due consultation with the faculty member who is mentoring the candidate in the Institute.

Course Name: Hospitality Marketing
Course Code: BHMDSE605; Course Type: DSE; Course Details: DSEC-6
L-T-P: 6 -0 -0; Course Credit: 6
Marks: Theory [100]: Continuous Assessment-20 & End Semester Examination-80;

Course Objective:

The objective of this subject is to make the students understand the concept of Marketing from the Point of view of the hotel. Understanding the products offered by the hotel and understanding the environment and the various channels how business flows in coordination of the marketing channels for a Hotel.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the different concepts of marketing used to satisfy this want when the product to be offered is the hotel.
- Describe what consumers think and how does the marketing affect their way of thinking.
- Explain the various ways in which products reach the end consumers who are guests from the hotel's point of view.
- Analyze the role of personal relationships, a good personality trait for communication and marketing plays a vital role in creating a good marketing structure for a hotel to grow business.

Course Contents:

Unit I: Introduction to Hospitality Marketing

Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process, Service Characteristic of Hospitality and Tourism Business

Unit II: Marketing Environment, Consumer Markets and Consumer Buyer Behavior in Hospitality and service sector

Micro and Macro Environment, Characteristics, Factors Affecting Consumer Behaviour, Buying Decision Behaviour, The Buyer Decision Process.

Unit III: Distribution Channels, Product Pricing and Services Strategy

Nature and Importance of Distribution System, Marketing Intermediaries, What is Product, Product Classification, Individual Product Decisions, Product Life Cycle, Approaches to hospitality service pricing.

Unit IV: Public Relations, Sales Promotions and Integrated Marketing Communication

The Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Marketing Communication, Advertising, Sales Promotion, Public Relations, The Public Relation Process, Personnel Selling, Direct Marketing,

Technology and its applications in Hospitality Marketing.

Suggested Readings:

- Services Marketing – Ravishankar
- Services Marketing – Zeital Valerire – A and Mary Jo Baiter Publisher: Mc Graw Hill Company
- Service Marketing - Wood ruffe Helen Publisher Macmillan
- Foundation and Practices Marketing of Services – Strategies for Success, Harsh V. Verma, Professional Manager’s Library, Global Business Press
- Marketing Management, Philip Kotler, Prentice – Hall of India, New Delhi
- Hospitality & Travel Marketing, Alastair M. Morrison
- Strategic Hotel and Motel Marketing – Hart & Troy
- Marketing for Hospitality Industry – Robert
- Marketing Management in South Asian Perspective, Kotler, Philip, Kevin Keller, A. Koshy and M.Jha,- Pearson Education, New Delhi
- Marketing – Kerin, Hartley, Berkowitz and Rudeliu, TMH, New Delhi
- Marketing: Concepts and Cases – Etzel, Micael J, TMH, New Delhi
- Tourism Marketing – Manjula Chaudhary, Oxford University Press

Course Name: Foreign Language Skills – II (French)
Course Code: BHMSE601; Course Type: SE; Course Details: SEC-4
L-T-P: 4 -0 -0; Course Credit: 4
Marks: Theory [50]: Continuous Assessment-10 & End Semester Examination-40;

Course Objective:

The course is aimed at developing French terminology used in the hospitality industry.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand various French terminologies used in hotel business.
- Get better understanding of French wines and French classical menus.
- Make Simple translation from English to French.
- Make Conversation in French by different Role-plays.

Course Contents:

Unit-1 : Restaurant Brigade; Hotplate language and terminology; Name of herbs and spices; Plural of Nouns; Possessive adjectives; Conversation basic: Introducing each other, Short Guest Interactions.

Unit-2 : Kitchen Brigade; Name of Meat, Poultry and Game; Conjugation of irregular verbs : partir, faire, prendre, sortir, voir, vouloir, pouvoir; The interrogation with <est-ce que, qu'est-ce que et qui est-ce> ; Conversation basic : In the restaurant (how to place/take order, billing etc.)

Unit- 3 : Name of French wines , French cheese and seasonings ; Reading a wine lable ; The recent past tense ; The immediate future tense ; Conversation basic: hotel room reservation (to make/cancel the reservation)

Unit - 4: The French Classical Menu with classic - examples of each course; Hot plate language and terminology; Interrogation; Conversation basic: Making/Cancelling a reservation (in train/on flight)

(Oral)

Role-playing of different situations, Understanding questions, Conversation, Picture composition

Suggested Readings:

- Larousse compact Dictionary: French-English/ English-French
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hôtel by A. Talukdar
- French for Hotel and Torism Industry by S.Bhattacharya
- Jumelage 1 by Manjiri Khandekar and Roopa Luktuke
- Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

SEMESTER-VII

Course Name: Human Resource Management

Course Code: BHMDSE701; Course Type: DSE; Course Details: DSEC-7

L-T-P: 6 -0 -0; Course Credit: 6

Marks: Theory [100]: Continuous Assessment-20 & End Semester Examination-80;

Course Objective:

The objective of this course is to reveal how Human Resource Management works in hotel through various training and recruitment practices adopted by Human resource department in the hotel.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Explore the concept and importance of Human resource management.
- Design HR framework based on practical exposure through field study.
- Face the challenges imposed by the Employees' needs and expectations specifically from HRM aspects.
- Gain knowledge of theories related to employee motivation, compensation and benefit management to solve complex hospitality problems.

Course Contents:

- Unit – 1: Introduction to Human Resource Management:** Introduction, Definition & Concept, Growth Drivers in India, Importance of HRM, Hospitality Industry Characteristics, Human Resource Roles, HR Challenges. Manpower Planning, Process, Managing Workers, gender sensitization.
- Unit – 2: Recruitments, Learning & Development, Performance Appraisal:** Recruitments-Introduction & Sources, What to look for in prospective candidates, Recruitments Policy and Techniques. Selection, Learning & Development- Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, Organisational Culture & Training. Performance Appraisal - Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, The 360 Degree Feedback System, Managing Employee Performance
- Unit – 3: Employee Motivation, Compensation & Benefit Management:** Employee Motivation, Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinners Reinforcement Theory), Motivating Employees & Measurement. Compensation & Benefits: Policy, Components, Determinants, Theories, Feedback and Exit Interviews, Employee Compensation Practices in India
- Unit – 4: Job Satisfaction, Organisational Culture, Disciplinary Action:** Introduction to

job satisfaction, Importance of Job Satisfaction, Measuring Job Satisfaction. Organisational Culture: Introduction, Observational Aspects, Functions, Cultural Models, Positive or Negative Organisational Cultures, Managing and Changing Organisational Cultures, Intercultural relationships. Disciplinary Action: Introduction, Principles of Natural Justice, Counselling, Disciplinary Guidelines, Disciplinary Process, Charge Sheet

Suggested Readings:

- Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, Nirmal Singh
- Principles and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan Negi
- Human Resource Development Practice in Travel and Tourism – S.C. Bagri
- Human Resource Management in Hospitality – Malay Biswas

Course Name: Nutrition and Food Safety
Course Code: BHMDSE702; Course Type: DSE; Course Details: DSEC-8
L-T-P: 6 -0 -0; Course Credit: 6
Marks: Theory [100]: Continuous Assessment-20 & End Semester Examination-80;

Course Objective:

The objective of this course is to highlight the need for food safety and hygiene, nutrition in different types of food and micro-organisms in food.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the concept and importance of food safety.
- Demonstrate principles of food safety and sanitation through professional work habits.
- Comprehend the meaning and characteristics of micro-organism in food.
- Relate the food physiognomies with requirement of nutrition.

Course Contents:

Unit 1: Introduction: Basic introduction to Food Safety; Food Hazards & Risks; Contaminants and Food Hygiene; Food Borne Diseases- Types (Infections and intoxications), Common diseases caused by food borne pathogens, Preventive measures; Food Contaminants & Adulterants- Introduction to Food Standards, Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material), Common adulterants in food, Method of their detection (basic principle)

Unit 2: Micro-organisms in food: General characteristics of Micro-Organisms based on their occurrence and structure; Factors affecting their growth in food (intrinsic and extrinsic); Common food borne micro-organisms- Bacterian (spores/capsules), Fungi, Viruses, Parasites; Fermentation & Role of lactic and bacteria; Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages)

Unit 4: Hygiene and Sanitation in Food Sector: General Principles of Food Hygiene; GHP for commodities, equipment, work area and personnel; Cleaning and disinfect ion (Methods and agents commonly used in the hospitality industry); Safety aspects of processing water (uses & standards); Waste Water & Waste disposal, HACCP.

Unit 4: Food & Nutrition: Major Nutrients - Their characteristics, functions, metabolism, and food sources, deficiencies, Carbohydrates, Lipids, Proteins, Vitamins & Minerals. Classification of raw materials into food groups - Cereals, Pulses, Milk & milk products, pasteurization and boiling, Eggs, Meat varieties, Fish, Fruit & Vegetables, Nuts & dried fruits, Sweet foods & sweetening agents, emulsions, colloids. 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, critical evaluation of few

meals served at the Institutes/Hotels based on the principle of meal planning, calculation of nutritive value of dishes/ meals.

Suggested Readings:

- Modern Food Microbiology- Jay. J.
- Food Microbiology- Frazier and Westhoff
- Food Safety- Bhat & Rao
- Safe Food Handling - Jacob M
- Food & Nutrition - Dr. M. Swaminathan
- Food Processing - Hobbs Betty
- PFA Rules
- Clinical dietetics & nutrition - F. P. Anita
- Nutritive value of Indian foods. Indian Council of Medical Research
- Fundamentals of food and nutrition, Mudambi & Rajgopal 4th edition 2001
- Principles of Food Technology by P.J.Fellows
- Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Tata Mc Graw Hill)

Course Name: Food Service Management
Course Code: BHMDSE703; Course Type: DSE; Course Details: DSEC-9
L-T-P: 6 -0 -0; Course Credit: 6
Marks: Theory [100]: Continuous Assessment-20 & End Semester Examination-80;

Course Objective:

This course keeps an emphasis on the concept of F&B Controls, Food Control Functions, Beverage Control Functions and F&B Management.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the F&B Control management.
- Classify various controlling actions like – Purchasing , receiving and store management and co ordination
- Comprehend the various beverage control function.
- Planning and design, Equipment and Furnishings after getting the concept of F&B Management.

Course Contents:

- Unit – 1: F&B Controls - Overview:** Introduction, Objectives of F&B Control, Problems in F&B Control, Methodology of F&B Control, Personnel Management in F&B Control, Cost and Sales Concept - Definition of Cost, Elements of Cost, Classification of Cost, Sales defined, Ways of expressing sales concepts. Cost/Volume/Profit Relationships (Break-even analysis), Budgetary Control - Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F&B Operations.
- Unit – 2: The Food Control Functions:** Food Purchasing Control, Food Receiving Control, Food Storing and Issuing Control, Food Production Control, Food Cost Control, Food Sales Control, Standard Yield, Standard Portion Sizes, Standard Recipes, Menu Management - Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as an In-House Marketing Tool.
- Unit – 3: The Beverage Control Functions:** Beverage Purchasing Control, Beverage Receiving Control, Beverage Storing and Issuing Control, Beverage Production Control, Beverage Cost Control, Beverage Sales Control, Inventory Control - Importance, objectives, methods, levels & technique, perpetual inventory, monthly inventory, pricing of commodity, comparison of physical and perpetual inventory, Frauds in Purchasing, Receiving, Storing, Issuing, Preparing and Selling Stages of F&B Control, Prevention of Frauds.
- Unit – 4: The Management Functions:** F&B Management - Introduction, Objectives of F&B

Management, Responsibilities of F&B Management, Constraints to F&B Management, Basic Policies -financial, marketing and catering, Control & Performance Measurement, Material Management - Introduction, concepts,

Suggested Readings:

- Food & Beverage Management 3/e John Cousins, David Foskett & Andrew Pennington, Good Fellow Publishers
- Foodservice Management: Principles and Practices by June Payne-Palacio Ph.D. RD and Monica Theis, Prentice Hall Publishers
- Foodservice Management Fundamentals by Dennis R. Reynolds; Wiley Publishers
- Food & Beverage Management By: Bernard Davis & Sally Stone Published by: Butterworth-Heinemann Ltd. UK
- Food & Beverage Control By: Richard Kotas and Bernard Davis Published by: International Text book Company Limited, Glassgow.
- Food & Beverage Operation - Cost Control & Systems Management, Charles Levinson, Prentice Hall
- Principles of Food , Beverage, and labour Cost Control By: Paul R. Dittmer Published by: John Wiley & Sons, INC.

Course Name: Application of Computers in Hospitality and Tourism

Course Code: BHMSE701; Course Type: SE; Course Details: SEC-5

L-T-P: 0 -0 -8; Course Credit: 4

Marks: Practical [50]: Continuous Assessment-30 & End Semester Examination-20;

Course Objective:

This course gives about the basics of computers and basic software used by computers such as MS. Office, MS Excel, MS Power point and enlighten students on the use of social media and internet practices.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Explore the basics of computer operations.
- Compare and contrast the various components and classification of computers.
- Classify the types of software with their suitability to the operations.
- Justify the applicability of computer software in hotels.

Course Contents:

Unit I : **Introduction to Computers:** Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer,

Unit II: **Introduction to Computers Software:** Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS- Word. MS- Excel and MS- Power Point

Unit III: **Internet & Applications:** Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email

Unit IV: **Social Media Applications and Hospitality:** Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications.

Suggested Reading:

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Date Communications & Compute4r Network, Thomson Learning, Bombay.
- Computers in Hotels – Concepts & Applications : Partho P Seal Oxford University Press

SEMESTER-VIII

Course Name: Tourism Management

Course Code: BHMDSE801; Course Type: DSE; Course Details: DSEC-10

L-T-P: 6 -0 -0; Course Credit: 6

Marks: Theory [100]: Continuous Assessment-20 & End Semester Examination-80;

Course Objective:

This course creates a sense of importance and establishes a link between the tourism industry and the hotel industry and to highlight the tourism industry as an alternative career path.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Explore the various aspects of tourism phenomenon.
- Understand the functioning areas of travel agencies.
- Gain knowledge in operational areas of tour operators.
- Compare and contrast the various components and classification of computers.
- Classify the types of tourism and documentations and legal formalities required for that.

Course Contents:

Unit 1: Tourism Phenomenon: Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination; Types of Tourism: - Various Motivators Holiday, Social & Cultural, MICE Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Sustainable Tourism, Eco Tourism, Agro Rural Tourism; Growth of Tourism / Evolution /History of Tourism & Present status of tourism in India.

Unit 2: Travel Agency: Meaning & Definition of Travel Agent; Types of Travel Agent-Retail & Wholesale; Functions of Travel Agent -Provisions of Travel Information, Ticketing, Itinerary Preparation, Planning & Costing, Settling of Accounts, Liaisons with service providers; Role of Travel Agent in promotion of Tourism.

Unit 3: Tour Operator: Meaning & Definition of Tour Operator; Types of Tour operator- Inbound, Outbound & Domestic; Tour Packaging – definition, components of a tour package; Types of Package Tour- Independent Tour, Inclusive Tour, Escorted Tour, Business Tour; Guides & escorts – Their role and function Qualities required to be a guide or escort.

Unit 4: Travel Formalities & Regulations: Passport – Definition, issuing authority, Types of Passport, Requirements for passport; Visa – Definition, issuing authority, Types of visa Requirements for visa; Health Regulation – Vaccination, Health Insurance. Economic Regulation – Foreign Exchange

Suggested Readings:

- Introduction to Travel & Tourism-Michael M. CottmanVan Nostrand Reinhold New York, 1989
- Travel Agency & Tour Operation Concepts & Principles-Jagmohan Negi - Kanishka Publishes, Distributors, New Delhi, 1997
- International Tourism – Fundamentals & Practices -A . K. Bhatia -Sterling Publishers Private Limited, 1996
- A Textbook of Indian Tourism -B. K. Goswami & G. Raveendran -Har – Anand Publications Pvt. Ltd., 2003
- Dynamics of Modern Tourism -Ratandeep Singh -Kanishka Publishes, Distributors, New Delhi, 1998
- Tourism Development, Principles and Practices -Fletcher & Cooper-ELBS

Course Name: Facility Planning
Course Code: BHMDSE802; Course Type: DSE; Course Details: DSEC-11
L-T-P: 6 -0 -0; Course Credit: 6
Marks: Theory [100]: Continuous Assessment-20 & End Semester Examination-80;

Course Objective:

This course gives an overview of the hospitality industry from a technical point of view and explains the knowledge required behind the physical setting up of any hotel or related project.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Get information about how projects like Hotels and Restaurants are conceptualized on the drawing board, and the processes that are involved in the completion of the project.
- Obtain basic knowledge about the various kinds of engineering services that go into the planning and execution of these projects.
- Find ways and means of optimization of these services for an efficient and functionally successful project.
- Classify various types of star hotels.

Course Contents:

Unit 1: Facilities Planning: The systematic layout planning pattern (SLP); Planning consideration- Flow process & Flow diagram, Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel; Architectural consideration- Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas), Approximate cost of construction estimation, Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room, Approximate requirement and Estimation of water/electrical load gas, ventilation.

Unit 2: Star Classification of Hotels: Star Classification of Hotels- Criteria for star classification of hotels (Five, four, three, two, one & heritage); Various licenses & statutory approvals required as per municipal bylaws for starting and running hotel and catering services.

Unit 3: Planning of offices & F & B Service outlet areas : Planning of management areas like - General Manager's Office, Offices of all H.O.D's and other services related to it like meeting room, toilets etc; Planning of F & B Service outlet areas- Planning of physical layouts of function and supporting area, Production area - Pre-preparation, preparation, kitchen stewarding, stores, hot-plate, Chef's Office, Service Area - Reception and waiting lounge, dining area, pantry, dish washing, pick -up, Bar, Room Service Area, Service Bar.

Unit 4: Planning of staff facilities areas & service support areas: Planning of staff facilities areas- Time office, cloak room, staff cafeteria, uniform exchange, laundry area, EDR, Co-operative Canteen; Planning of service support areas- Planning of material management, area-receiving,

stores, bar stores, cellar, beverage store, cold room, banquets utility area, furniture storage area, garbage disposal, gas bank, and maintenance area, fire exits.

Suggested Readings:

- Production Management – S.K. Hajra Choudhry
- Hospitality Facility Management & Design – David M Stipanuk & Harold Roffmann, Published: Educational Institute, AHMA
- Building Construction By Sushil Kumar, Published: Standard Publishers Distributors, Delhi
- Systematic layout planning – Richard Muther Cahners
- Food Service Planning: Layout & Equipment – Lendal H Kotschevar, Margaut E Terrell
- Management operations and Research – N.Sathyanarayana
- The Management of Maintenance and Engineering System in the Hospitality Industry By Frank D Borsenik & Alan T. Stuts, Publisher John Willey & Sons Inc NY
- Designe & Layout of Food Service Facilities, Second Edition By John C. Birchfield and Raymond T Sparrowe, Publisher John Willey & Sons Inc NY

Course Name: Financial Management
Course Code: BHMDSE803; Course Type: DSE; Course Details: DSEC-12
L-T-P: 6 -0 -0; Course Credit: 6
Marks: Theory [100]: Continuous Assessment-20 & End Semester Examination-80;

Course Objective:

The course ensures best practices of financial management in the hospitality industry which includes annual budgeting, detailed financial plan preparation, project appraisal through capital budgeting techniques and working capital requirement forecasting for hotels.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the need and importance of financial management in hospitality industry.
- Able to prepare different budget for hotels.
- Finalize the selection criteria of project evaluation through capital budgeting techniques.
- Frame and analyze the financing planning and decision.

Course Contents:

Unit 1: Introduction: Financial management- Meaning, Objectives and major decision areas; Financial Statement Analysis- Meaning and types, advantages and Limitations; Techniques of financial analysis- Ratio Analysis: Meaning, Classification of ratios- Profitability ratios, Liquidity ratios, Turnover ratios, Financial ratios; Cash flow analysis- Meaning and preparation of cash flow statement.

Unit 2: Financing Planning and Financing Decision: Meaning of Financial Planning and its importance; Meaning of Capital Structure, Factors determining capital structure; Cost of Capital- Specific costs of capital, weighted average cost of, calculation of Cost of Capital.

Unit 3: Capital Budgeting Decision: Nature, significance and kinds of capital budgeting decisions. Importance of Capital Budgeting; Methods of Capital budgeting; Capital budgeting decision under certainty: Non Discounted cash flow criteria- Payback, ARR; Discounted Cash flow criteria- NPV, IRR, and PI. Capital rationing techniques.

Unit-4: Working Capital Management: Concept and types of working capital; Operating cycle and cash cycle; Estimation of working capital requirement; Approaches of working capital financing; Determinants of working capital;

Suggested Readings:

- Hotel Operations and Auditing Manual By Gail Sammons, Patrick J. Moreo, Publisher: Amajon.com
- Hotel Accounting & Financial Control- Ozi A.D'Cunha & Gleson O. D'Cunha Publisher: Dicky,s Enterprize, Mumbai
- Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley

- Hospitality Management Accounting By Martin G Jagles & Michael M Coltman, Publisher Wiley
- Chandra, Prasanna., Financial Management-Theory and Practice, Tata McGraw Hill.
- Khan, M.Y. and Jain, P.K., Financial Management-Text and Problems, Tata McGraw Hill.
- Pandey, I. M., Financial Management, Vikas Publishing House Pvt. Ltd.
- Van Horne, J C., Financial Management and Policy, Prentice Hall of India.

Course Name: Property Management System in Hospitality
Course Code: BHMSE801; Course Type: SE; Course Details: SEC-6
L-T-P: 0 -0 -8; Course Credit: 4

Marks: Practical [50]: Continuous Assessment-30 & End Semester Examination-20;

Course Objective:

This course provides detailed knowledge of property management systems, their components and property management software.

Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the concept and importance of property management systems in hospitality industry.
- Able to consider various requirements before setting up a proper property management system for hotels.
- Comprehend the various components of suitable property management system for hotels.
- Choose best property management system software for hotels.

Course Contents:

Unit 1: Introduction of Property management system (PMS): Meaning, Needs & Benefits of PMS, Types of hotel PMS, Hotel PMS integration, Hotel PMS characteristics, Cloud based PMS

Unit 2: Selecting a Property Management System: Physical Structure and Positioning of the Front Desk; Need Analysis, Importance of Need Analysis; Procedure for Performing a Needs Analysis, Factors to consider in choosing a PMS- Software, Hardware, other consideration and Financial Consideration

Unit 3: Components of a Property Management System: Reservations, Back Office, Yield Management, Housekeeping, Registration, Food and Beverage, Room Status, Maintenance, Posting, Security, Call Accounting, Marketing and Sales, Checkout, Personnel, Night Audit, Electronic Mail, Inquiries/Reports and Time Clock; Key Control System- Types of Keys and Keys Control procedure

Unit 4: Property Management Software: Reservations Management Software & Rooms Management Software

Suggested Readings:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers

- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum
- Check-In Check-Out: Managing Hotel Operations, Gary K Vallen and Jerome J Vallen
- Revenue Superstar!: The Simple Rules of Hotel Revenue Management, Johan Hammer