ORDINANCE

FOR

BACHELOR OF SCIENCE (HOTEL MANAGEMENT)

GNA UNIVERSITY

Inspiring Innovation.....

APPLICABLE W.E.F. ACADEMIC SESSION 2019-2020

SRI HARGOBINDGARH, PHAGWARA – HOSHIARPUR ROAD,PHAGWARA 144401, PUNJAB

ORDINANCE FOR
BACHELOR OF SCIENCE (HOTEL MANAGEMENT)

SHORT TITLE AND COMMENCEMENT

I. This ordinance shall be called the ordinance for the Bachelor of Science (Hotel Management) of GNA University, Phagwara.

II. This ordinance shall come into force with effect from academic session 2019-20.

1. Name of Program: Bachelor of Science (Hotel Management)

2. Name of Faculty: Faculty of Hospitality

3. Program Outcomes: After the completion of Bachelor of Science (Hotel Management) program, students will be able to:

- **PO-1** Exhibit in depth industry integrated operational & technical knowledge of the core hotel departments.
- **PO-2** Perform work activities effectively and efficiently to the expected standards of hospitality industry.
- **PO-3** Creatively solve daily challenges in the workplace with professional competence.
- **PO-4** Become familiar with the practical aspects of the hospitality industry.
- **PO-5** Communicate effectively in a multi-cultural environment.

4. Program Specific Outcomes: After the completion of Bachelor of Science (Hotel Management) program students will be able to:

- **PSO1** Enhance and express the core technical, analytical and conceptual skills appropriate for hospitality industry.
- **PSO2** Develop the concepts and application of managerial, financial, computer and technical skills that are needed to be successful within the hospitality industry.
- **PSO3** Develop clear understanding about the impacts of tourism, airline and hospitality industry in societal and environmental context and demonstrate the knowledge needed for sustainable development in general and sustainable tourism development in particular.
- **PSO4** Demonstrate clear understanding of professional necessities and ethical responsibility in all aspects of conduct

- **PSO5** Make students industry ready for entry level management positions with a specific focus on individual, social and environmental perspectives.

5. General Regulations for Faculty of Hospitality:

- The University may introduce programs under Faculty of Hospitality which are specified under the UGC Act 1956. The Governing Body may approve the introduction, suspending or phasing out a program on the recommendation of the Academic Council either on its own or on the initiative of faculty.
- The admissions to a Faculty of Hospitality programs shall be generally governed by the rules of the UGC/AICTE or any other competent authority of the MHRD or as approved by Governing Body of University and shall be as notified in the admission notification of the respective academic year.
- The minimum entry qualification for admission to the students of Faculty of Hospitality shall be such as may be laid down in the regulations or specified by the Governing Body like Minimum qualification for admission to the first year program of Faculty of Hospitality shall be the Senior Secondary School Certificate (10+2) examination. While deciding the admission procedure, the University may lay down compulsory subjects in qualifying examination for admission for various programs in the admission policy.
- A student shall be required to earn a minimum number of credits through various academic components of a curriculum, as provided for in the regulations.
- A student shall be required to complete all the requirements for the award of the degree within such period as may be specified in the regulations.
- A student may be granted such scholarship as may be specified in accordance with the directions of the Governing Body from time to time or regulations laid down for the same.
- A student admitted to the programs shall be governed by the rules, regulations and procedures framed and implemented by the University from time to time.
- The students shall abide by the regulations mentioned in student handbook issued by the University. These standing regulations shall deal with the discipline of the students in the Hostels, Faculty, and University premises or outside. The standing orders may also deal with such other matters as are considered necessary for the general conduct of the students' co-curricular and extra-curricular activities.
- In exceptional circumstances the chairman of Academic Council may, on behalf of the Council, approve amendments, modifications, Insertions or deletions of an Ordinance(s) which in his/her opinion is necessary or expedient for the smooth running of the program: provided all such changes are reported approved to the Council in its next meeting.

6. General Regulations for the B.Sc. HM Programs:

- **Short Title and Commencement:** These regulations shall be called regulations for the UG program in Faculty of Hospitality of the University and shall come into force on such a date as the Academic Council may approve.
- **Duration:** The duration of the UG program leading to degree of B.Sc. HM shall be minimum three years and each year will comprise of two semesters. However, the duration may be extended up-to five years from the registered batch. The maximum duration of the programs excludes the period of withdrawal, due to medical reasons. However, it shall include the period of rustication or any other reason of discipline /academics e.g. detention, willful absence by the student, not getting promotion to the next class due to poor academic performance etc. Under detention, the student shall attend the University for an additional semester or more time, as equated to period of absence/suspension.
- **Starting or Phasing out of Program:** A program may be phased out on recommendations of the Academic Council and approval of the Governing Body, on account of continuous low registration in the program or any other justifiable reason like becoming obsolete etc. Similarly, the Academic Council may approve starting of a new program or modifying the existing one on the recommendations of the Academic Council.
- **Admissions:** The centralized admission cell shall make selection for admission to the program. Admission to this program shall be made as per procedure to be approved by the Academic Council, and further by Board of Management and Governing Body and may be reviewed periodically as required. Eligibility criteria for the program, meriting and selection policy, fee structure, refund policy, total number of seats etc. shall be defined in the admission policy.
- **Eligibility for Admission:** 10+2 or equivalent with 50% (45 % for SC/ST/OBC) marks in aggregate from any recognized board or as per AICTE Norms.
- **Semester System:** The B.Sc. HM academic program in the University shall be based on Semester System, namely, Even (Jan to June) and Odd (July to Dec) Semesters, in an academic year. The courses whether offered in regular semester shall be evaluated as per

the policy and procedure laid down.

- **Semester Duration:** A semester will be of approximately 18-20 weeks duration. Of these, 90 days will be available for actual instructions including Mid Semester Exam.

7. Curriculum: The 3 years curriculum has been divided into six semesters and shall include lectures/ tutorials/ laboratory work/ field work/ outreach activity/ project work/ viva/ seminars/ presentations/ term papers/assignments etc. or a combination of some of these. The curriculum will also include other curricular, co-curricular and extra-curricular activities as may be prescribed by the university from time to time.

8. Choice Based Credit System:

The University has adopted Choice Based Credit System (CBCS), which provides an opportunity to the students to choose courses from the offered courses comprising of Core, Elective, Ability Enhancement and Audit Courses. The choice based credit system provides a "flexible" approach in which the students can take courses of their choice, learn at their own pace, undergo additional courses and acquire more than the required credits, and adopt an interdisciplinary approach to learning.

9. Courses:

I. Core Course: A course, which should compulsorily be studied by a candidate as a core requirement to complete the requirement of program in a said discipline of study.

II. Elective Course: Generally, a course which can be chosen from a pool of courses and which may be very specific or specialized or advanced or supportive to the discipline/subject of study or which provides an extended scope or which enables an exposure to some other discipline/subject/domain or nurtures the candidate's proficiency/skill is called an Elective Course.

i. Discipline Specific Elective (DSE) Course: Elective courses may be offered by the main discipline/subject of study, is referred to as Discipline Specific Elective. The University/Institute may also offer discipline related Elective courses from unrelated discipline (to be offered by main discipline/subject of study).

ii. Generic Elective (GE) Course: An elective course chosen generally from an unrelated discipline/subject, with an intention to add generic proficiency to the students.

Note: A core course offered in a discipline/subject may be treated as an elective by other discipline/subject and vice versa and such electives may also be referred to as Generic Elective.

Elective Course(s) may also be called an "**Open Elective**"

III. Foundation Course: The Foundation Courses may be of two kinds: Compulsory Foundation and Elective foundation. "Compulsory Foundation" courses are the courses based upon the content that leads to Knowledge enhancement. They are mandatory for all disciplines.

IV. Ability Enhancement Courses (AEC): The Ability Enhancement (AE) Courses may be of two kinds: Ability Enhancement Compulsory Courses (AECC) and Skill Enhancement Courses (SEC). "AECC" courses are the courses based upon the content that leads to Knowledge enhancement; i. Environmental Science and ii. English/MIL Communication. These are mandatory for all disciplines. SEC courses are value-based and/or skill-based and are aimed at providing hands-on-training, competencies, skills, etc.

i. Ability Enhancement Compulsory Courses (AECC): Environmental Science, English Communication/MIL Communication.

ii. Skill Enhancement Courses (SEC): These courses may be chosen from a pool of courses designed to provide value-based and/or skill-based knowledge.

10. Medium of Instructions:

10.1. The medium of instructions and examination will be English.

10.2. Practical work/Project Work / Project Report / Dissertation / Field Work Report / Training Report etc., if any, should be presented in English.

11. Mode: The program is offered in 'Full Time' mode of study only.

12. Attendance Requirement to be Eligible to Appear in End Semester Examination:

12.1 Every student is required to attend at least 75% of the lectures delivered squaring tutorials, practical and other prescribed curricular and co-curricular activities.

12.2 Dean of Faculty may give a further relaxation of attendance up to 5% to a student provided that he/she has been absent with prior permission of the Dean of the Faculty for the reasons acceptable to him/her.

12.3 Further, relaxation up to 10% may be given by the Vice Chancellor to make a student eligible under special circumstances only.

12.4 No student will be allowed to appear in the end semester examination if he/she does not satisfy the attendance requirements. Further, the attendance shall be counted from the date of admission in the University or commencement of academic session whichever is later.

12.5 Attendance of N.C.C/N.S.S. Camps or Inter collegiate or Inter University or Inter State or International matches or debates or Educational Excursion or such other Inter University activities as approved by the authorities involving journeys outside the city in which the college is situated will not to be counted as absence. However, such absence shall not exceed four weeks per semester of the total period of instructions. Such facility should not be availed twice during the course of study.

13. Credit: A unit by which the course is measured. It determines the number of hours of instruction required per week.

Each course, except a few special audit courses, has a certain number of credits assigned to it depending upon its lecture, tutorial and/or laboratory contact hours in a week.

A letter grade, corresponding to specified number of grade points, is awarded in each course for which a student is registered. On obtaining a pass grade, the student accumulates the course credits as earned credits. A student's performance is measured by the number of credits that he/she has earned and by the weighted grade point average. A minimum number of credits should be acquired to qualify for the programs.

Earned Credits (EC): The credits assigned to a course in which a student has obtained 'D' (minimum passing grade) or a higher grade will be counted as credits earned by him/her. Any course in which a student has obtained F, or W or "I" grade will not be counted towards his/her earned credits.

Contact Hours per Week	Credit Assigned
1 Hr. Lecture (L) per week	1 credit
1 Hr. Tutorial (T) per week	1 credit
2 Hours Practical (Lab) per week	1 credit

14. Program Structure: As per GNA University.

Details of Courses under Bachelor of Science (Hotel Management)

Course	*Credits	
	Theory	Practical
I. Core Course (Discipline Specific Core Course-DSC)		
	2 courses of 3 credit each = 06	4 courses of 2 credit each = 08
	4 courses of 4 credit each = 16	2 courses of 3 credit each = 06
II. Domain Specific Electives-DSE		
	8 courses of 4 credit each = 32	4 courses of 2 credit each = 08
		1 course of 6 credit = 06
		1 course of 22 credits = 22
III. Ability Enhancement Compulsory		
	2 courses of 2 credit each = 04	2 courses of 1 credit each =02
	1 course of 4 credit each = 04	
IV. Skill Enhancement Elective Courses		
	2 courses of 2 credits each = 04	
	1 courses of 4 credits each = 04	
Total credits	**70(A)**	**52(B)**

Program Structure Bachelor of Science (Hotel Management)
A) Core Courses (Discipline Specific Core Course-DSC)

Course Code	Course Name
BHM101	Food Production Foundation
BHM102	Food & Beverage Service Foundations
BHM103	Accommodation & Hotel Front Office Foundations
BHM121	Food Production Foundations Lab
BHM122	Food & Beverage Service Foundation Lab
BHM123	Accommodation & Hotel Front Office Foundations Lab
BHM201	Food Production Operations
BHM202	Food & Beverage Service Operations
BHM203	Accommodation & Hotel Front Office Operations
BHM221	Food Production Operations Lab
BHM222	Food & Beverage Service Operations Lab
BHM223	Accommodation & Hotel Front Office Operations Lab

B) Domain Specific Electives-DSE

Course Code	Course Name
BHM401	Regional Cuisines of India
BHM421	Regional Cuisines of India Lab
BHM402	Housekeeping Operations and Design
BHM403	Food Nutrition & Hygiene
BHM422	Housekeeping Operations and Design Lab
BHM501	International Cuisines
BHM521	International Cuisines Lab
BHM502	Art of Baking
BHM522	Art of Baking Lab
BHM504	Researching for Hospitality & Tourism Management
BHM505	Hospitality Laws
BHM601	Food & Beverage Service Management
BHM602	Accommodation Management
BHM603	Hospitality Marketing
BHM604	Hospitality Project
BHM621	Food & Beverage Service Management Lab
BHM622	Accommodation Management Lab

C) Ability Enhancement Compulsory Courses

Course Code	Course Name
COM101	English Communication
COM121	English Communication Lab
COM201	Business Communication
COM221	Business Communication Lab
ENS001	Environmental Studies

D) Skill Enhancement Elective Courses

Course Code	Course Name
BHM404	Accounting Skills in Hospitality
BHM503	Foreign Language Skills (French)
BHM605	Personality Skills for Hospitality

Program Scheme: Semester I

Sr.No.	Pre-requisite	Course Code	Course Name	Contact Hours			Credits
				L	T	P	
1	N.A.	BHM101	Food Production Foundation	3	0	0	3
2	N.A.	BHM102	Food & Beverage Service Foundation	4	0	0	4
3	N.A.	BHM103	Accommodation and Hotel Front Office Foundations	4	0	0	4
4	N.A.	BHM121	Food Production Foundation Lab	0	0	6	3
5	N.A.	BHM122	Food & Beverage Service Foundation Lab	0	0	4	2
6	N.A.	BHM123	Accommodation and Hotel Front Office Foundations Lab	0	0	4	2
7	N.A.	COM101	English Communication	2	0	0	2
8	N.A.	COM121	English Communication Lab	0	0	2	1
						Total Credits	**21**

Semester II

Sr.No.	Pre-requisite	Course Code	Course Name	Contact Hours			Credits
				L	T	P	
1	BHM101	BHM201	Food Production Operations	3	0	0	3
2	BHM102	BHM202	Food and Beverage Service Operations	4	0	0	4
3	BHM103	BHM203	Accommodation and Hotel Front Office Operations	4	0	0	4
4	BHM122	BHM221	Food Production Operations Lab	0	0	6	3
5	BHM122	BHM222	Food and Beverage Service Operations Lab	0	0	4	2
6	BHM123	BHM223	Accommodation and Hotel Front Office Operations Lab	0	0	4	2
7	COM101	COM201	Business Communication	2	0	0	2
8	COM121	COM221	Business Communication Lab	0	0	2	1
9	-	ENS001	Environmental Studies	4	0	0	4
						Total Credits	**25**

Semester III

Sr.No.	Pre-requisite	Course Code	Course Name	Contact Hours			Credits
				L	T	P	
1	N.A.	BHM301	Industry Exposure Programme **(22 weeks)**	0	0	0	22
						Total Credits	**22**

Semester IV

Sr.No.	Pre-requisite	Course Code	Course Name	Contact Hours			Credits
				L	T	P	
1	BHM101	BHM401	Regional Cuisines of India	4	0	0	4
2	BHM103, BHM203	BHM402	Housekeeping Operations and Design	4	0	0	4
3	N.A.	BHM403	Food Nutrition & Hygiene	4	0	0	4
4	N.A.	BHM404	Accounting Skills in Hospitality	4	0	0	4
5	BHM121	BHM421	Regional Cuisines of India Lab	0	0	4	2
6	BHM123, BHM223	BHM422	Housekeeping Operations and Design Lab	0	0	4	2
						Total Credits	**20**

Semester V

Sr.No.	Pre-requisite	Course Code	Course Name	Contact Hours			Credits
				L	T	P	
1	N.A.	BHM501	International Cuisines	4	0	0	4
		BHM502	Art of Baking				
2	N.A.	BHM503	Foreign Language Skills (French)	2	0	0	2
3	N.A.	BHM504	Research for Hospitality & Tourism Management	4	0	0	4
4	N.A.	BHM505	Hospitality Laws	4	0	0	4
5	N.A.	BHM521	International Cuisines Lab	0	0	4	2
		BHM522	Art of Baking Lab				
						Total Credits	**16**

Semester VI

Sr.No.	Pre-requisite	Course Code	Course Name	Contact Hours			Credits
				L	T	P	
1	N.A.	BHM601	Food & Beverage Service Management	4	0	0	4
		BHM602	Accommodation Management				
2	N.A.	BHM603	Hospitality Marketing	4	0	0	4
3	N.A.	BHM604	Hospitality Project and Seminar	0	0	0	6
4	N.A.	BHM605	Personality Skills for Hospitality	2	0	0	2
5	N.A.	BHM621	Food & Beverage Service Management Lab	0	0	4	2
		BHM622	Accommodation Management Lab				
						Total Credits	**18**

15. Industry Exposure Program:

At the end of the first year, every student shall undertake an internship in a Hotel for a period of twenty two weeks during the summer vacation. This industry exposure program is compulsory and an integral part of the Program. The Placement Office will assist the students in finding suitable summer assignments / projects.

The summer placement aims at achieving the following objectives:

(a) Application of knowledge and techniques learnt in the first year to real life situation and make them better prepared to enrich their learning in the upcoming semesters.

(b) Appreciating the inter-linkage among different functions and developing a realistic perspective about organizations in their totality. The students should take the internship seriously. They are expected to diligently in the job. A faculty member will work closely with the company to define the scope of the internship and ensure proper understanding of the terms of engagement by all concerned. The student should be ready to not only learn from the followed practices in the Hotel but also present a professional front i.e. being punctual at the workplace, well behaved and appropriately dressed. At the end of the internship, the student should submit a brief report explaining briefly the key learning points and the insights gained. A 'certificate of completion' from the host organization is essential. The Industry internship shall be credited as approved in the curricula. Students undergoing for Industrial Exposure program at locations out of states can choose to appear for exam through video conference.

16. Examination/Evaluation System: The evaluation system of the University shall be oriented to encourage the academic qualities. The University follows two components to evaluate student's performance:

16.1. **Internal Assessment:** which is to be marked by respective teacher includes attendance, mid semester examination and other components (Assignment, Snap Test, Project, Practical Lab Continuous Assessment, Quiz, Multiple Choice Questions, Case Study, Field Survey/Field Report etc.) carrying a weightage of 40%. This is applicable for all theory courses.

16.2. **Practical Courses:** The examination/evaluation criteria of the practical courses shall be decided by the respective faculty member and wherever required on the availability of the external experts/visiting faculty. Faculty may set/design the practical exercises out of any marks but the overall weightage shall be in pre-defined percentage, which the concerned faculty/course coordinator shall announce in the first class of the semester and upload on the GU-MS. Methodology for evaluation of Lab component may include day to day work, lab records, quantity/quality of work and Viva/Seminar/Practical as may be decided.

16.3. **External Assessment:** i.e. End Semester Examination, carrying a weightage of 60%.

a) **End Semester Examination:** These examinations shall be conducted under Controller of Examination. The examination dates and schedule shall be released by the University's Controller of Examination.

b) Similar division of marks may be created for special courses like Major Projects, seminars, term papers, internship etc. by respective faculty but same shall also be predefined.

c) Every student has to score at least 25% marks each in Continuous Assessment and End Semester examination. The minimum pass percentage is 40% in aggregate. In case a student scores more than 25% each in Continuous Assessment and End Semester Examination, but overall percentage in the concerned subject remains less than 40%, then student has to repeat End Semester Examination in that subject.

16.4. **Failing to meet Attendance Requirement:**

a) A student is required to attend all the classes.

b) If the attendance profile of a student is unsatisfactory, he/she will be debarred. Any student, who has been debarred due to attendance shortage, shall not be allowed to take the supplementary Examination. The student shall have to register for the course in the regular semester when offered.

16.5. **Make Up Examinations for Mid Semester Examination:** A student may apply for a makeup examination where he/she is not able to attend the examination schedule due to reasons of personal medical condition or compassionate reason like death of a very close relative. No other contingencies are acceptable. Except in case of medical emergency, a student needs to seek advance approval from appropriate authority before missing the Examination.

Theory Courses:

- A student missing Mid Term Examination only shall be required to take a make-up Examination.
- The students must put-up the request for make-up Examination along with the medical documents to prove the genuineness of the case (for having missed the Examination) within 5 days of last date of Examination.
- The genuineness shall be reviewed and approved by the Vice Chancellor, whose decision shall be final.
- In case a student misses the make-up Examination also, then no further chance will be provided.
- The duration of Examination shall be as decided by the Faculty member.
- Genuine approved cases shall be notified by the Controller of Examination based on the requests received and only such students shall be allowed to take make-up Examination in the subjects where approval has been granted.
- The date sheet need not be taken out as the makeup examination shall be conducted under arrangement concerned faculty, who after evaluation and sharing the evaluated answer sheet with student shall submit marks to the Controller of Examination.

16.6. **Makeup of End Semester Examination:** It is mandatory to appear the end semester major examination to obtain any grade for a course. A student who misses the end semester major examination shall follow a similar procedure as outlined above, to obtain approval of the Vice Chancellor to prove genuineness of the case. The student whose case is approved as genuine shall be awarded "I" Grade in the semester results in the given subject. The student shall be allowed to appear in the supplementary examination of the said subject. However, the grades shall be worked out by computing the marks obtained by students in Mid Term Exams, TA, Lab and supplementary examination (equated to the weightage of end semester examination). The total marks shall be compared with the marks of the class as in the regular semester for award of grade.

16.7. **Makeup of End Semester Viva of Projects:** It is mandatory to appear in the final Viva examination to obtain any grade for a project course. In case of student missing the same for genuine reasons; similar method as given for written examination of theory courses shall be followed.

16.8. **Procedure to be adopted by students in case of missing any of the specified Examination(s):** Following procedure shall be adopted for establishing genuineness of the case.

a. Action by the student (Medical Cases)

I. They should report absence from the Examination(s) by fastest possible means to the Controller of Examination. It could be email or written communication by speed post or sent by hand through any means. In case of Hosteller's, if a student falls sick while residing in the hostel, he/she should seek advice of the available qualified doctor.

II. The said report should preferably be sent prior to the Examination, but not later than 5 days after the last date of the said Examination.

III. The student should on rejoining:

a. Report to the Controller of Examination with complete medical documents to include referral/Prescription slip of the doctor specifically indicating the disease and medicine prescribed, investigation/Lab reports and discharge slip in case of admission should be provided.

b. Submit the Documents to the Controller of Examination, not later than 5 days after the last date of Examination.

b. Action by students (any other reason)

In case the student must miss Examination due to genuine reason other than medical, prior written sanction of Vice Chancellor and in his absence Dean is mandatory. No post facto requests shall be accepted in any case. The approval should be deposited with the Controller of Examination before the examination.

17. Supplementary Examination:

17.1. The supplementary examinations shall be held for each commiserating semester in December for Odd semester and May/June for Even semester respectively. For the

final semester students, there is privilege to appear in the supplementary exams of all pervious semester.

17.2. Eligibility: Student with 'F' grade is eligible to appear in the Supplementary Examination.

17.3. Supplementary for Projects: There shall be no supplementary examinations for the projects, except make up examination for missing the final viva as per rules outlined above.

18. Grading System: University follows eight letter grading system (A+, A, B+, B, C+, C, D, and F) that have grade points with values distributed on a 10 point scale for evaluating the performance of student. The letter grades and the corresponding grade points on the 10-point scale are as given in the table below.

Academic Performance	Range of Marks	Grades	Grade Points
Outstanding	≥90	A+	10
Excellent	≥80 & < 90	A	9
Very Good	≥70 & < 80	B+	8
Good	≥60 & < 70	B	7
Fair	≥50 & < 60	C+	6
Average	>40 & < 50	C	5
Minimally Acceptable	40	D	4
Fail	< 40	F	0
Incomplete		I	-
Withdrawal		W	-
Grade Awaited		GA	-
S-Satisfactory, US-Unsatisfactory Minor Project		**S/US**	

18.1 Description of Grades:

A. D Grade: The D grade stands for marginal performance, i.e. it is the minimum passing grade in any course.

B. F Grade: The 'F' grade denotes a very poor performance, i.e. failing a course. A student has to repeat all courses in which she/he obtains 'F' grade, until a passing grade is obtained. In the case of 'F', no Grade points are awarded. However, the credits of such courses shall be used as denominator for calculation of GPA or CGPA.

C. W Grade: The 'W' grade is awarded to a student if he/she is allowed to withdraw for an entire Semester from the University on medical grounds for a period exceeding five weeks.

D. 'I" Grade: The 'I' grade is awarded when the student is allowed additional opportunity like make up Examination etc. based on which the grade is to be decided along with other components of the evaluation during the semester. An incomplete grade of 'I' may be given when an unforeseen emergency prevents a student from completing the work in a course. The 'I' must be converted to a performance grade (A to F) within 90 days after the first day of classes in the subsequent regular semester.

E. X Grade: It is equivalent to Fail grade but awarded due to student falling below the laid down attendance requirement. Students having X grade shall be required to re-register for the course, when offered next.

18.2. Cumulative Grade Point Average (CGPA), it is a measure of overall cumulative performance of a student over all semesters. The CGPA is the ratio of total credit points secured by a student in various courses in all Semesters and the sum of the total credits of all courses in all the semesters. It is expressed up to two decimal places.

NB: The CGPA can be converted to percentage by using the given formula:

CGPA x 10 = %

e.g. 7.8 x 10 = 78%

18.3. Based on the grades earned, a grade certificate shall be issued to all the registered students after every semester. The grade certificate will display the course details (Course title, number of credits, grade secured) along with SGPA of that semester and CGPA earned till that semester.

19. General Rules: Examinations:

a) Showing the Answer Scripts: The answer scripts of all written Examinations i.e. Mid Term or end semester examination or any other written work conducted by a teacher shall be shown to the students. Students desirous of seeing the marked answer scripts of end Semester Examination, has to ensure their presence before results are declared, as per dates notified by the Controller of Examination.

b) Marks/Answer Sheets of all other tests shall also be shared with the students and thus, there shall be no scrutiny of grades. However, before the grades are forwarded to Registrar/Controller of Examination, they should be displayed on GU-MS and time given to students, to discuss the same with respective faculty.

c) No appeal shall be accepted for scrutiny of grades.

d) Examination Fee for Supplementary. A fee of **Rs.1000**/- per course or as decided by the Management from time to time will be charged from the students.

21. Improvement of overall Score: A candidate having CGPA < 5.5 and wishes to improve his/her overall score may do so within two academic years immediately after passing the degree program by reappearing into maximum four course(s)/subject(s). The improvement would be considered if and only if the CGPA becomes > 5.5.

22. Program qualifying criteria: For qualifying the Program every student is required to earn prescribed credits **(i.e. 122).** If any student fails to earn prescribed credits for the program, then he/she will get a chance to complete his/her Program in two more years than the actual duration of degree.

23. Revision of Regulations, Curriculum and Syllabi: The University may revise, amend, change or update the Regulations, Curriculum, Syllabus and Scheme of examination through the Board of Studies and the Academic Council as and when required.

24. Conditions for Award of a Degree: Should complete the requirements of the Degree in maximum duration specified for the program. Semester withdrawals due to medical reasons are not counted in five years. However, forced withdrawal of students e.g. rustication or expulsion or nonattendance by student due to any other reasons, shall count in the maximum period of five years and minimum period of three years.

BHM101: Food Production Foundation
Credits: 3
LTP 300

Course Description: The course aims to equip the students with basic knowledge of kitchen operations. This course will help the students to understand, develop & exhibit the use of various techniques & products in kitchen. The course includes the duties & responsibilities of various kitchen professionals along with kitchen terminology, cooking methods, commodities & basic understanding of kitchen. It also includes the history of cooking & how it evolved over the centuries to where it is today.

Course Outcomes (CO): Upon successful completion of the course, the students should be able to:

CO1: Explore the classical & modern brigade of the kitchen with their duties and responsibilities
CO2: Differentiate the equipment and fuels used in kitchen.
CO3: Relate the common terminology used in kitchen
CO4: Recognize & use the different commodities in kitchen.
CO5: Classify the pulses, cereals, vegetables, fruits, spices etc.

Course Content:

Unit I

Introduction to Cookery, **Hierarchy and Layout of the kitchen Department:** Introduction, Levels of skills and experiences, Attitude and behavior in the kitchen, Personal hygiene and food safety, contamination of food. History of cooking. Classical and modern kitchen brigade, Organizational structure of the kitchen, Co-operation with other departments, Duties and responsibilities of kitchen staff, Layout of kitchen (Main kitchen, Commissary, Garde Manger, Butchery and Bakery and confectionery)

Unit II

Aims, Objectives and Methods of Cooking: Effects of cooking, Characteristics of Raw materials (Salt, Liquids, Sweetening, Fats and Oils, Raising Agents, Thickening Agents), Preparation of Ingredients, Texture ,Cooking techniques methods of heat transfer, Basic methods of cooking, special methods of cooking foods (infrared cooking, microwave, réchauffé)

Unit III

Equipment and Fuels used in kitchen & Kitchen Communication: Introduction, fuel used in the kitchen, Equipment used in the kitchen, commonly used equipment, largest equipment used and their operating procedures. Common Terminology used in kitchen, Techniques used in pre-preparation, Techniques used in preparation, Forms and formats used in kitchen, Coordination of kitchen with other departments.

Unit IV

Commodities used in the Catering Industry: Basic understanding of the commodities (Composition, uses, types or varieties)Cereals, grains & pulses (Wheat, Rice & Other millets, Bengal gram, Green gram, Red gram, Soya beans, kidney bean, double beans, locally available cereals and

pulses) Sweeteners (Sugar, Honey, Jaggery) Vegetables (Root, Stem, Leafy)Fruits (Fresh, Dried, Canned) Spices, Herbs, Condiments & Seasonings (Used in Western & Indian Cooking)

Textbook:

1 Parvinder S. Bali, (2014) *Food production operations, 2nd edition* Oxford University Press

Suggested Readings:

1. Krishna Arora, (2013) *Theory of Cookery*, Frank Bros & Co.
2. Foskett & Paskins, (2016) *Theory of hospitality & Catering,* 13TH edition (Hodder Education)
3. Thangam E. Philip, (2014) *Modern Cookery* for Teaching and Trade V*ol-1*, *(6th Edition)*, Orient Black Swan

Web Links:

1. https://www.slideshare.net/Senthil13k/bsc-food-production-1st-year-notes

2. https://www.tutorialspoint.com/food_production_operations/food_production_operations_tutorial.pdf

3. https://www.bngkolkata.com/web/kitchen-organization-structure/

4. https://www.slideshare.net/HarshalKamble3/fuels-used-in-kitchen

BHM102: Food & Beverage Service Foundation
Credits: 4
LTP 400

Course Description: The course aims to equip the students with knowledge of various aspects of food and beverage service. The course includes providing students information about the food and beverage service industry, the career opportunities available after students graduate and demonstrating the departmental organization structure which they will witness in the industry.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Expand their knowledge about food and beverage service.
CO2: Demonstrate the duties and responsibilities of the food and beverage personnel.
CO3: Practice and identify different food service areas and their equipment's.
CO4: Handle different situations in different conditions during operations.

Course Content:

Unit I

Food Service Industry: Introduction to Food Service Industry, History, and Sectors of Food service Industry, Types of Restaurants and their characteristics, Personal Hygiene, Uniform & Grooming Standards, Career Opportunities.

Unit II

Departmental Organization & Staffing: Organization of F&B department of hotel, Principal staff of various types of F&B operations, French terms related to F&B staff and operations, Duties & responsibilities of F&B staff, Inter and intra departmental relationships.

Unit III

Food Service Areas and Equipment's: Room Service, Still Room, Stores, Linen store, Kitchen Stewarding, Hot Sections, Specialty Restaurants, Coffee Shop, Banquets and Bar, Furniture, Linen, Glassware, Tableware, Special and Miscellaneous Equipment and their Usage, Care & Maintenance, Side Station and its importance.

Unit IV

Styles of Food Service and Handling Different Situations: Waiter service, Self-service, assisted service, Gueridon Service, Service sequence, factors influencing styles of service, Dealing with different situations and guests in dining area.

Textbook:

1 R. Singaravelavan (2016), Food and Beverage Service, (2nd Edition), Oxford University Press

Suggested Readings:

1. Sudhir Andrews (2013), Food & Beverage Service Training Manual, (3rd Edition), Tata Mc Graw Hill.

2. John Cousins, Dennis Lillicrap, Suzanne Weekes (2014), Food and Beverage Service, (9th Edition), Hodder

Web Links:

1. https://www.slideshare.net/SunilKumar148/food-beverage-service-basic-notes
2. https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_tutorial.pdf
3. https://setupmyhotel.com/...hotels/food-and-beverage.../493-f-and-b-organization.htm...
4. https://www.tutorialspoint.com › ... › F & B Services – Organization

BHM103: Accommodation and Hotel Front Office Foundations
Credits: 4
LTP 400

Course Description: The course aims to equip the students with the basic working knowledge of Hotel Housekeeping and Front Office Operations. The course includes study of how the hospitality industry evolved over time along with basic working knowledge of Hotel Front Office and Hotel Housekeeping operations.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Describe the history of hospitality industry and figure out the organization structure of hotel sector
CO2: Perform the role and functions of the front office & housekeeping department
CO3: Demonstrate the basic skills related to the front office & housekeeping department
CO4: Coordinate with their colleagues of other departments

Course Content:

Unit I

Introduction to Hospitality Industry : Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and other types of hotels in India, Origin, growth and development of Hotel Sector in India (ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt, Organization Structure of Hotels.

Unit II

Hotel Front Office: Front Office: Introduction; Functions and importance, Different sections of the front office department and their layout : Reservation, Reception, Concierge, Bell desk, Lobby, Telephone, Cashier, Inter and Intra- department coordination, Organization structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards, a career in the front office department

Unit III

Hotel Housekeeping: Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department, Attributes and Qualities of the Housekeeping staff, Hygiene and Grooming Standards of Housekeeping Personnel, 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, Inter departmental Coordination with front office and the Maintenance department.

Unit IV

The Guest Accommodation and Tariff Structure: Guest Rooms, Types, Layouts, Salient Features, Guest Room amenities, supplies and services, Floors, Floor Pantries, Guest Safety on Floors, plans, Basis of Room charging, Tariff fixation

Textbook:

1 Bhatnagar S.K (2013). Front Office Management (2nd ed.). New Delhi, India: Frank Brothers.
2 Raghubalan G. (2016). Hotel Housekeeping Operations & Management (3rd ed.). New Delhi, India: Oxford University Press.

Suggested Readings:

1. Tiwari Jatashankar R. (2016). Hotel Front Office (2nd ed.). New Delhi, India: Oxford University Press.
2. Andrews Sudhir. (2013). Hotel Front Office a Training Manual (3rd ed.). New Delhi, India: Tata McGraw-Hill.
3. Andrews Sudhir. (2013). Hotel Housekeeping a Training Manual (3rd ed.). New Delhi, India: Tata McGraw-Hill.

Web Links:

1. http://tourism.gov.in/sites/default/files/guideline/HRACC%20Guidelines%20for%20Hotels2.pdf
2. https://www.slideshare.net/indianchefrecipe/layout-and-sections-of-front-office
3. https://warigunawan.wordpress.com/2013/11/25/housekeeping-department-in-the-organization

BHM121: Food Production Foundation Lab
Credits: 3
LTP 006

Course Description: The course aims to equip the students with hands on practice of basic kitchen operations. This course will help the students to use various techniques & products in kitchen.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Make variety of stocks.
CO2: Cut the vegetables in different shapes & sizes.
CO3: Relate the common terminology used in kitchen.
CO4: Make variety of dressings, sauces, salads etc.
CO5: Demonstrate various cuts of poultry, deboning, cuts of fish & appropriate dishes as per cuts.

Course Content:

S. No.	Topic
01	i) Equipment - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling
02	Identification and Selection of Ingredients - Qualitative and quantitative measures. i) Safety and security in kitchen
03	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoine, brunoise, paysanne, mignonette, dices, cubes, shred, mirepoix iii) Preparation of salad dressings
04	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)
05	Stocks - Types of stocks White and Brown stock Fish stock Emergency stock Fungi stock
06	Sauces - Basic mother sauces • Béchamel • Espagnole • Velouté • Hollandaise • Mayonnaise • Tomato

07	Simple potato preparations (Any 1) • Baked potatoes • Mashed potatoes • French fries • Roasted potatoes • Boiled potatoes Vegetable preparations (Any 1) • Boiled vegetables • Glazed vegetables • Fried vegetables • Stewed vegetables. Salad Preparations (Any 1) • Cole slaw, • Potato salad, • Beet root salad, • Green salad, • Fruit salad,
08	Egg cookery - Preparation of variety of egg dishes • Boiled (Soft & Hard) • Fried (Sunny side up, Bull's Eye, Double fried) • Poached egg • Scrambled • Omelette (Plain, Stuffed, Spanish) • en cocotte (eggs Benedict)
09	Soups (1 each) Cream soup Thin soups Thick soup Cold Soup
10	Poultry Chicken cuts, Deboning Boneless Chicken preparation (Grilled, With bone Preparation (Roasted, Fried)
11	Fish Filleting of Fish Fish Cuts (Goujons, Darne, Paupiette) Fish Preparations (Grilled, Fried, Pan seared)

Bakery and confectionery Practical

1	**Breads** • White bread • Brown bread • Soft Rolls • Soup sticks • Pizza • Hot dogs • Burger Buns • French bread • Grissini
	Cakes • Sponge cake • Genoise sponge • Chocolate sponge

2	• Muffins • Fruit cake • Madeira Cake • Brownie • Swiss Roll
3	**Cookies** • Butter biscuits • Cashew nut cookies • Choco chip cookies • Walnut cookies • Ice box cookies • Pista butter biscuits • Melting moments
4	**Hot/Cold Desserts** • Pine apple soufflé • Chocolate mouse • Cold cheese cake • Bread and butter pudding • Caramel custard • Baklava •
5	**Pastries** • Puff pastry • Choux pastry • Short crust pastry • Phillo Pastry

Textbook:

1 Parvinder S. Bali (2014), Food production operations, Oxford printing press

Suggested Readings:

1. David Foskett and Patricia Paskins (2011), Theory of hospitality & Catering, ELBS Hodder Education

2.Thangam E. Philip, (2014) Modern Cookery for Teaching and Trade Vol-2, (6th Edition), Orient Black Swan

BHM122: Food & Beverage Service Foundation Lab

Credits: 2

LTP 004

Course Description: The course aims to equip the students with knowledge of various aspects of food and beverage service. The course includes providing students information about personal hygiene and grooming criteria of food and beverage personnel, providing him practical knowledge of restaurant's equipment's and how to operate in a restaurant before, during and after service.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Expand their knowledge about food and beverage service.
CO2: Demonstrate the duties and responsibilities of the food and beverage personnel.
CO3: Practice and identify different food service areas and their equipment's.
CO4: Handle different situation in different conditions during operations.

List of Experiments:

S. No.	**Topic**
01	Identification of F&B Service equipment, Care & Maintenance of F&B Service equipment
02	Holding Service Spoon & Service Fork and performing different methods of service
03	Carrying a Service Tray/Salver
04	Basic service sequence, Greeting, Escorting and Seating of guest
05	Laying and Re-laying of Tablecloth before, after & during service
06	Setup of basic table cover
07	Stocking & maintenance of Sideboard
08	Service of Water.
09	Using Service Plate & Crumbing Down
10	Napkin folding
11	Clearance of table during and after operations

BHM123: Accommodation and Hotel Front Office Foundations Lab
Credits: 2
LTP 004

Course Description: The course aims to equip the students with the basic working knowledge of Hotel Housekeeping and Front Office Operations. The course includes study of how the hospitality industry evolved over time along with basic working knowledge of Hotel Front Office and Hotel Housekeeping operations.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Describe the history of hospitality industry and figure out the organization structure of hotel sector
CO2: Perform the role and functions of the front office & housekeeping department
CO3: Demonstrate the basic skills related to the front office & housekeeping department
CO4: Coordinate with their colleagues of other departments

List of Practical's:

1. Preparation and study of 20 countries capitals, currencies, airlines and flags
2. Identification of Front Office equipment's
3. Identification of various vouchers used in Front office
4. Hotel Terminology
5. Layout of Housekeeping and Front Office Department
6. Room layout and Guest Room supplies
7. Identification of Cleaning Equipment's
8. Identification of Cleaning Agents
9. Room status codes
10. Sweeping and Mopping – dry, wet
11. Cleaning of Glass surfaces

COM101: English Communication

Credits: 4

LTP 200

Course Description: The course aims to equip the students with comprehensive view of communication, effective writing skills along with enriching vocabulary and oral delivery. The course includes Listening, Speaking, reading & Writing/LSRW.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Employ pre-reading, skimming, and prewriting techniques efficiently

CO2: Demonstrate a significant increase in word knowledge.

CO3: Heighten awareness of correct usage of English grammar in writing and speaking

CO4: Plan, draft, revise and edit writing passages effectively

Course Content:

Unit I

Reading Skills: Comprehension of Unseen Passage [Reading articles (1A-6D)] (Intermediate) Summary Paraphrasing, Translation and Precis Writing

Unit II

English Grammar and Usage: Parts of speech (Unites 4A, 5B, 6B, 4B and 3A), common errors in writing (based on Parts of Speech) Tenses (Units 2A, 2B, 6A and 6B), Change of Voice, Transformation of Sentences

Unit III

Basic Writing Skills and Writing Practices: Paragraph/essay writing, short life story writing (6D), Notice (General like trip, change of name, function) making notes and Letter writing

Unit IV

Vocabulary Enhancement: Synonym, antonym, idioms and phrasal verbs

Textbook:

1 Cambridge English Empower Elementary Student's Book by Cambridge University Press.

Suggested Readings:

1. Practical English Usage. Michael Swan OUP. 1995
2. On Writing Well. William Zinsser. Harper Resource Book. 2001
3. Communication Skills (2nd edition) Sanjay Kumar and Pushp Lata Oxford University Press. 2015
4. Exercises in Spoken English. CIEFL, Hyderabad. Oxford University Press

Web Link:

1. https://www.englishgrammar101.com/
2. http://learnenglish.britishcouncil.org/en/english-grammar
3. http://www.englishgrammarsecrets.com/
4. http://www.myenglishpages.com/
5. http://www.english-for-students.com/Homonyms-B.html

COM121: English Communication Lab
Credits: 4
LTP 002

Course Description: The course aims to equip the students with focus on the production and practice of sounds of language and familiarizes the students with the use of English in everyday situations both in formal and informal contexts. The course includes description of sights seen in everyday life, pronunciation of different words and its correct usage.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Develop better understanding of nuances of English language through audio- visual experience and group activities

CO2: Hone speaking skills with clarity and confidence

CO3: Have better comprehension of accent of people of different backgrounds and regions

CO4: Use English grammar accurately

Course Content:

Unit I

Daily Discourse: Common Everyday Situations: Conversations and Dialogues (Unit 1-6), Monologue (2D/4D/5D/6D), and Communication at workplace.

Unit II

Listening Skills: Listening skills on Social Interactions (Unit 1), work and study (Unit 2), daily life (Unit 3), food (Unit 4), Places (Unit 5) and Family (Unit 6)

Unit III

Phonetic Skills: Pronunciation, Intonation, Stress (Unit 1-6) and Rhythm

Unit IV

Speaking Skills: Group Discussion / Debate, Role Plays

Textbook:

1 Cambridge English Empower Elementary Student's Book by Cambridge University Press

Suggested Readings:

1. Exercises in Spoken English. Parts. I-III. CIEFL, Hyderabad. Oxford University Press
2. Study Writing. Liz Hamp-Lyons and Ben Heisley, Cambridge University Press.2006.
3. On Writing Well. William Zinsser. Harper Resource Book. 2001
4. Practical English Usage. Michael Swan. OUP. 1995.

BHM201: Food Production Operations
Credits: 3
LTP 300

Course Description: The course aims to equip the students with sense of cooking the basic food items (Stock, sauce, soup etc.) right to perfection which will pave the path for them to establish themselves in culinary world. This course also includes the study of different meats & study of dairy products which are used every day in kitchen.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Prepare various types of stocks, soups, sauces & their derivatives.
CO2: Use the different cuts of different meats in various dishes.
CO3: Make various dairy products from milk which is used in kitchen in everyday operations.
CO4: Differentiate between sauce & gravies.
CO5: Plan the menu considering principles of menu planning.

Course Content:

Unit I

Basic Menu Planning: Introduction of Menu, History of menu, Types of menu, Principles of menu planning, Factors affecting menu planning, Examples of various places with different menus

Unit II

Stocks, Soups, Sauces & Gravies: Introduction to stocks, types & preparations of various stocks. Introduction and classification of soups, Making of good soups, International soups with their country of origin. Introduction of sauces. Classification of sauces (mother Sauces, proprietary sauces, contemporary sauces), Different Mother Sauces and derivatives to mother sauces, Contemporary and Proprietary Sauces. Introduction to Indian gravies, Classification of gravies, Difference between sauce and gravy

Unit III

Meat & Fish Cookery: Introduction to meat cookery, Meat terminology, slaughtering & stages of slaughtering

- Beef & Veal-Introduction, Composition, difference, cuts, cooking methods, Storage
- Lamb & mutton-Introduction, Composition, difference, cuts, cooking methods, Storage
- Pork, Ham & Gammon -Introduction, Composition, difference, cuts, cooking methods
- Poultry-Introduction, Composition, difference, cuts, cooking methods, Storage
- Introduction to fish cookery, Classification of fish with examples, composition of fish, Cuts of fish, Selection of fish and shellfish cooking of fish (effects of heat)

Unit IV

Dairy Commodities: Milk Introduction, Processing of Milk, types of milk, Nutritive value/composition, Pasteurization, Homogenization, Types of Milk – Skimmed, Powdered, Flavored and Condensed, Nutritive Value Cream: - Introduction, Processing of Cream, Types of Cream

,Cheese- Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter- Introduction, Processing of Butter, Types of Butter**.**

Textbook:

1 Parvinder S. Bali (2014), Food production operations 2nd edition, Oxford University press

Suggested Readings:

1. Krishna Arora, (2013) Theory of Cookery, Frank Bros & Co.
2. David Foskett and Patricia Paskins (2011), Theory of hospitality & Catering, ELBS Hodder Education
3. Thangam E. Philip, (2014) Modern Cookery for Teaching and Trade Vol-2, (6th Edition), Orient Black Swan

Web Links:

1. https://www.bcit.cc/site/handlers/filedownload.ashx?moduleinstanceid=8388&dataid=29491&FileName=soups_and_Sauces_Chapter_20.pdf
2. http://www.kerryabetutors.ie/wp-content/uploads/9.-Stocks-Soups-and-Sauces.pdf
3. http://web.uvic.ca/~ccgarden/wp-content/uploads/2015/10/Soups-Stocks-Stews.pdf
4. https://www.bcit.cc/site/handlers/filedownload.ashx?moduleinstanceid=8388&dataid=29491&FileName=soups_and_Sauces_Chapter_20.pdf

BHM202: Food and Beverage Service Operations
Credits: 4
LTP 400

Course Description: The course aims to equip the students with basics of food service department and general etiquettes toward guest. The course includes restaurant preparation, room service procedure, Proper menu planning and restaurant order taking method and settlement of guest's bill.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Laying and re-laying restaurant covers for different meals.
CO2: Exhibit IRD practices and the way of service in the rooms with standards.
CO3: Design a good quality menu with profit making presentation.
CO4: Receive guests and take orders in the restaurants.

Course Content:

Unit I

Preparing the Restaurant–Before and After the Service: Mise-en-place, Mise-en-Scene, Restaurant, Types of Covers, Points to be observed while laying the cover, Physical inventory, Service Procedure: Rules to be Observed While Waiting at the Table, Service Procedure for A 'la carte menu, Table d'hôte menu, Different Breakfasts (Indian, English, American and Continental) Lunch or Dinner, Menu, Menu and Covers for various types of Breakfast.

Unit II

Room Service: Introduction about Room Service or IRD. Location and equipment's required. Room Service procedure, Order taking for IRD, Guest expectations in Room Service, Satisfaction of Guest. R.S.O.T. Execution of room service order Set up of Trays & Trolleys, Up-keep and Storage, Service Tools, Clearance, Presentation of Bills.

Unit III

Menu Planning Introduction: Origin, Points to be considered while planning a menu, Compiling of different types of Menu (A 'la carte menu, TDH menu, Breakfast menu, Lunch or Dinner menu etc.) French Classical Menu. French and culinary terms.

Unit IV

Order Taking and Billing Methods: Introduction, Methods of taking food order, K.O.T, Different types of K.O.T, Computerized billing system. Different types of billing. Different modes of payment.

Textbook:

1 Singaravelavan R, Food and Beverage Service, 2nd Edition 2016, Oxford University Press

Suggested Readings:

1. Sudhir Andrews, Food & Beverage Service Training Manual, 3rd Edition 2017, Tata Mc Graw Hill.
2. John Cousins, Dennis Lillicrap, Suzanne Weekes, Food and Beverage Service, 9th Edition, Hodder Education.

Web Links:

1. https://www.jetro.go.jp/ext_images/en/reports/survey/pdf/2015_03_biz4.pdf
2. https://www.ggra.org/wp-content/uploads/2014/11/pre_opening_checklist.pdf
3. https://www.worldskills.org › ... › Skills Explained › Social and Personal Services
4. https://www.hospitality-school.com/how-to-take-food-order-in-restaurant-sop

BHM203: Accommodation and Hotel Front Office Operations
Credits: 4
LTP 400

Course Description: The course aims to equip the students with the operational knowledge and awareness about front office and housekeeping departments. The course includes overview of guest reservation, guest registration procedure, guest checkout, cleaning science and housekeeping procedures.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Process guest reservation and handle guest check-in.
CO2: Handle checkout request and process guest billing.
CO3: Identify the complexities of various housekeeping procedures.
CO4: Recognize and use the correct cleaning agents & equipment's used in cleaning hotel guestroom.

Course Content

Unit I

Front Office Operations: Introduction to 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, Registration: concept, systems and its procedure, Registration form and C Form, No Shows, Rooming of Guests, Message Handling, left luggage handling procedure, foreign currency handling, Room selling techniques, During the stay activities.

Unit II

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

Unit III

Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment, Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment.

Unit IV

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

Textbook:

1 Bhatnagar S.K (2013). Front Office Management (2nd ed.). New Delhi, India: Frank Brothers.

2 Raghubalan G. (2016). Hotel Housekeeping Operations & Management (3rd ed.). New Delhi, India: Oxford University Press.

Suggested Readings:

1. Tiwari Jatashankar R. (2016). Hotel Front Office (2nd ed.). New Delhi, India: Oxford University Press.
2. Andrews Sudhir. (2009). Hotel Front Office A Training Manual (2nd ed.). New Delhi, India: Tata McGraw-Hill.
3. Andrews Sudhir. (2013). Hotel Housekeeping A Training Manual (3rd ed.). New Delhi, India: Tata McGraw-Hill.

Web Links:

1. https://setupmyhotel.com/train-my-hotel-staff/front-office-training/131-the-guest-cycle-in-hotel.html
2. https://study.com/academy/lesson/the-guest-cycle-in-hotels.html
3. http://www.bngkolkata.com/web/registration/
4. https://setupmyhotel.com/train-my-hotel-staff/hk/584-kitchen-cleaning-agents-taski-suma.html
5. https://setupmyhotel.com/train-my-hotel-staff/hk/604-types-of-cleaning-procedures-in-hotel-housekeeping.html

BHM221: Food Production Operations Lab
Credits: 3
LTP 006

Course Description: The course aims to equip the students with hands on practice making various dishes covering the basics of the kitchen. This course includes the varieties of menus that are designed to provide the practice to the students in order to work on their basics.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Make variety of Gravies
CO2: Use different types of cooking methods according to dishes they are preparing.
CO3: Relate the common terminology used in kitchen.
CO4: Make variety of dressings, sauces, salads etc.
CO5: Understand the characteristics of egg, poultry & meat.

Course Content:

S. No.	Topic (Menu to be comprised of dishes which will demonstrate following techniques/dishes)
01	Salads Preparations: Coleslaw, Russian, Niçoise, Walldorf, German potato, Fruit Salad
02	Sandwiches: Types of sandwiches (Ribbon, Open, Pinwheel, Club, double decker, Finger or cocktail Sandwiches) Cutting of sandwiches Parts of Sandwiches
03	Variety of Soups
04	Fish cookery Cuts of fish Fish Preparations (Colbert, poached, Florentine, Mornay, Meuniere, Orlay)
05	Poultry cookery Cuts of chicken Poultry Preparation (Poulet a la rex, Poulet sauté chasseur, Maryland, Roasted Chicken, Poulet a la king)
06	Meat cookery Cuts of lamb Lamb Preparations (Lamb steak, Lamb stew, Roasted lamb chops, Hot pots)
07	Vegetable Preparations (boiled, glazed, fried, stewed, braised)

08	Potatoes/Side dishes
09-11	Comprise 3 menus containing variety of Indian dishes listed below
	Gravies Onion tomato masala Makhni gravy White gravy Hariyali gravy Kadhai gravy Yellow gravy Yakhni gravy Rice Preparation Breads (Indian) Vegetables Preparation

Bakery and confectionery Practical

1	**Breads** • Milk bread(open top) • Multigrain bread • Hard Rolls • Grissini • Pita bread • Hot Cross buns • Sweet Buns • French Baguettes • Bread Display
2	**Cakes** • Black Forest Cake • Red velvet Cake • Chocolate Truffle Cake • Blue berry Muffins • Marble cake • Madeira Cake • Plum cake • Mud Cake
3	**Cookies** • Marble biscuits • Macaroons • Choco chip cookies • Almond Flakes cookies • Ajwain biscuits • Jeera cookies • Oat meal cookies • Chocolate cookies • Salted Biscuits

4	**Hot/Cold Desserts** • Pine apple soufflé • Chocolate mouse • Cold cheese cake • Bread and butter pudding • Caramel custard
5	**Pastries** • Puff pastry (Veg & non veg Puff) • Flaky Pastry (Vol-au-vents) • Choux pastry(Croquembouche, Éclairs, swans, Profit Rolls) • Short crust pastry(Lemon curd Tarts, Apple Pies) • Phillo Pastry(Baklava)

Textbook:

1 Thangam E. Philip, (2014) Modern Cookery for Teaching and Trade Vol-2, (6th Edition), Orient Black Swan

Suggested Readings:

1. David Foskett and Patricia Paskins (2011), Theory of hospitality & Catering, ELBS Hodder Education

BHM222: Food & Beverage Service Operations Lab
Credits: 2
LTP 004

Course Description: The course aims to equip the students with basics of food service department and general etiquettes toward guest. The course includes restaurant preparation, room service procedure, Proper menu planning and restaurant order taking method and settlement of guest's bill.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Laying and re-laying restaurant covers for different meals.
CO2: Exhibit IRD practices and the way of service in the rooms with standards.
CO3: Design a good quality menu with profit making presentation.
CO4: Receive guests and take orders in the restaurants.

List of Experiments:

S. No.	Topic
01	Breakfast Table Lay–out & Service (Indian, American, English, Continental)
02	Receiving and taking care the guests while waiting at the table.
03	Laying a Table d'hôte & A la Carte Cover
04	Different styles of service (Silver service, American service, French service, Gueridon service).
05	Writing a Menu in French & its Equivalent in English
06	Order taking, KOT making and bill presentation in restaurants.
07	Order taking process for IRD.
08	Trolley/Tray set up for room service. Service procedure and bill presentation in room.
09	Different situation handling in restaurant and during room service.
10	Planning Menu for the Restaurant
11	Mock Restaurant Operations

BHM223: Accommodation and Hotel Front Office Operations Lab
Credits: 2
LTP 004

Course Description: The course aims to equip the students with the operational knowledge and awareness about front office and housekeeping departments. The course includes overview of guest reservation, guest registration procedure, guest checkout and housekeeping procedures.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Process guest reservation and handle guest check-in.
CO2: Handle checkout request and process guest billing.
CO3: Perform the control desk operations.
CO4: Clean guest rooms and do the bed making.

List of Experiment:

1. Reservation Role Plays
2. Handling Reception & Information Services
3. Pre- arrival procedures
4. Handling check-ins - FIT, GIT and VIP and FFIT
5. Guest Check-out at the Front Desk
6. Foreign Exchange at the front Desk
7. Handling Guest Complaints and their follow up
8. Bed-making procedure
9. Housekeeping Control Desk operations
10. Cleaning of guest rooms
11. Equipping Maids Carte / Trolley

COM201: Business Communication
Credits: 2
LTP 200

Course Description: The course aims to equip techniques about presentations, communication at the workplace, and also the vocabulary used in the business-to-business (b2b) language. The course includes Strategic approach to communication including written and oral messages, inform and persuade, individual and team presentations, and tools and processes to increase collaboration among peers.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Use persuasive and professional language in speech and writing
CO2: Demonstrate advanced interpersonal communication, business etiquette and relationship building skills
CO3: Develop a good understanding and delivering effective presentations
CO4: Discuss the importance of ethical communication Ethics in Business Communication

Course Content

Unit I

Theory of Communication: Process of Communication, Verbal and Non-verbal communication, Modes of Communication, and Barriers to Communication

Unit II

Nature and Style of sensible Writing: Memorandum, Notices, Quotations/Tenders, Report Making, Minutes of Meeting, E-Mail (7D, 9D, 12D) Press Note, Resume, Complaint Letter, Inquiry Letter, Cover Letter, Confirmation Letter, Resignation Letter, Permission Letter and Job Application

Unit III

Vocabulary Building: Words Often Confused and Words Often Misspelt, standard abbreviations, word formation, prefix, suffix, root words from foreign languages, punctuation (1D), phrases and clauses (1A-6B)

Unit IV

Grammar: Conditional Sentences, and Degrees of Comparison

Textbook:

1 Cambridge English Empower Elementary Student's Book by Cambridge University Press

Suggested Readings:

1. Exercises in Spoken English. Parts. I-III. CIEFL, Hyderabad. Oxford University Press
2. Study Writing. Liz Hamp-Lyons and Ben Heisley, Cambridge University Press.2006.

3. On Writing Well. William Zinsser. Harper Resource Book. 2001
4. Practical English Usage. Michael Swan. OUP. 1995.

Web Links:

1. https://www.cls.utk.edu/pdf/ls/Week1_Lesson7.pdf
2. http://www.pathways.cu.edu.eg/subpages/downloads/Communication_Chapter_1.pdf
3. https://www2.ed.gov/programs/readingfirst/2008conferences/meaningful.pdf

COM221: Business Communication Lab
Credits: 4
LTP 002

Course Description: The course aims to equip the students with business communication principles through creation of effective business and oral presentations. Includes study and application of team communication and use of technology to facilitate the communication. The course includes designing and mastering the most important communication skills, from professional writing presentations.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Acquire in-depth knowledge of principles of business communication.
CO2: Discuss the use of video in business messages
CO3: Deliver high-quality oral presentations
CO4: Execute Nonverbal communication, interview preparation, resume writing

Course Content

Unit I

Listening Skills: Listening Exercises on Journeys (Unit 7), Fit and healthy (Unit 8), Clothes and shopping (Unit 9), Communication (Unit 10), Entertainment (Unit 11) and Travel (Unit 12)

Unit II

Presentation Skills: Making PPT and Presenting Power Point Presentation

Unit III

Phonological Skills: Pronunciation, syllables and word stress.

Unit IV

Speaking Skills, Interview skills

Textbook:

1 Cambridge English Empower Elementary Student's Book by Cambridge University Press

Suggested Readings:

1. Exercises in Spoken English. Parts. I-III. CIEFL, Hyderabad. Oxford University Press
2. Study Writing. Liz Hamp-Lyons and Ben Heisley, Cambridge University Press.2006.
3. On Writing Well. William Zinsser. Harper Resource Book. 2001
4. Practical English Usage. Michael Swan. OUP. 1995.

Web Links:

1. http://thesis.univ-biskra.dz/1696/11/chapterII.pdf

2. https://www.getting-in.com › GCSE › English Language › Speaking and Listening

3. http://www.masscommunicationtalk.com › Language Skills & Communicative Abilities

ENS001: Environmental Studies

Credits: 4

LTP 400

Course Description: The course aims to equip the students with causes and consequences of different kinds of global environmental problems and develop the thinking about the remedial measures of these problems.

The course includes the scope of environmental study, ecosystem, natural resources, biodiversity and its conservation, various types of environmental pollutions, policies & practices.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Describe the structure and function of eco system
CO2: Introduce renewable and non-renewable resources of energy
CO3: Become familiar with biodiversity and its conservation
CO4: Analyze the various environmental practices, policies and pollutions

Course Content:

Unit I

Introduction to environmental studies

Multidisciplinary nature of environmental studies; components of environment – atmosphere, hydrosphere, lithosphere and biosphere.

Scope and importance; Concept of sustainability and sustainable development.

Unit II

Ecosystems

What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem: food chain, food web and ecological succession. Case studies of the following ecosystems:

a) Forest ecosystem
b) Grassland ecosystem
c) Desert ecosystem
d) Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

Unit III

Natural Resources: Renewable and Non-renewable Resources

Land Resources and land use change; Land degradation, soil erosion and desertification.

Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations.

Water: Use and over-exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter-state).

Heating of earth and circulation of air; air mass formation and precipitation.

Energy resources: Renewable and non-renewable energy sources, use of alternate energy sources, growing energy needs, case studies.

Unit IV

Biodiversity and Conservation

Levels of biological diversity :genetic, species and ecosystem diversity; Biogeography zones of India; Biodiversity patterns and global biodiversity hot spots
India as a mega-biodiversity nation; Endangered and endemic species of India
Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions; Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity.
Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.

Unit V

Environmental Pollution

Environmental pollution : types, causes, effects and controls; Air, water, soil, chemical and noise pollution
Nuclear hazards and human health risks
Solid waste management: Control measures of urban and industrial waste..
Pollution case studies.

Unit 6

Environmental Policies & Practices

Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture.
Environment Laws : Environment Protection Act; Air (Prevention & Control of Pollution) Act; Water (Prevention and control of Pollution) Act; Wildlife Protection Act; Forest Conservation Act; International agreements; Montreal and Kyoto protocols and conservation on Biological Diversity (CBD). The Chemical Weapons Convention (CWC).
Nature reserves, tribal population and rights, and human, wildlife conflicts in Indian context

Unit 7

Human Communities and the Environment

Human population and growth: Impacts on environment, human health and welfares.
Carbon foot-print.
Resettlement and rehabilitation of project affected persons; case studies.
Disaster management: floods, earthquakes, cyclones and landslides.
Environmental movements: Chipko, Silent valley, Bishnios of Rajasthan.
Environmental ethics: Role of Indian and other religions and cultures in environmental conservation.
Environmental communication and public awareness, case studies (e.g., CNG vehicles in Delhi).

Unit 8

Field work

Visit to an area to document environmental assets; river/forest/flora/fauna, etc.
Visit to a local polluted site – Urban/Rural/Industrial/Agricultural.
Study of common plants, insects, birds and basic principles of identification.
Study of simple ecosystems-pond, river, Delhi Ridge, etc

Recommended Books / Suggested Readings:

1. Carson, R. 2002. Silent Spring. Houghton Mifflin Harcourt.
2. Gadgil, M., & Guha, R.1993. This Fissured Land: An Ecological History of India. Univ. of California Press.
3. Gleeson,B. and Low, N. (eds.) 1999. Global Ethics and Environment, London, Routledge.
4. Gleick, P.H. 1993. Water in Crisis. Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute, Oxford Univ. Press.
5. Groom, Martha J. Gary K. Meffe, and Carl Ronald carroll. Principles of Conservation Biology.

Sunderland: Sinauer Associates, 2006.

6. Grumbine, R. Edward, and Pandit, M.K. 2013. Threats from India's Himalaya dams. Science, 339: 36-37.
7. McCully, P.1996. Rivers no more: the environmental effects of dams(pp. 29-64). Zed Books.
8. McNeil, John R. 2000. Something New Under the Sun: An Environmental History of the Twentieth Century.
9. Odum, E.P., Odum, h.T. & Andrews, J.1971. Fundamentals of Ecology.

Philadelphia: Saunders.

10. Pepper, I.L., Gerba, C.P. & Brusseau, M.L. 2011. Environmental and Pollution Science. Academic Press.
11. Rao, M.N. & Datta, A.K. 1987. Waste Water Treatement. Oxford and IBH Publishing Co. Pvt. Ltd.
12. Raven, P.H., Hassenzahl, D.M. & Berg, L.R. 2012. Environment. 8th edition. John Wiley & Sons.
13. Rosencranz, A., Divan, S., & Noble, M.L. 2001. Environmental law and policy in India. Tripathi 1992.
14. Sengupta, R. 2003.Ecology and economics: An approach to sustainable development. OUP.
15. Singh, J.S., Singh, S.P. and Gupta, S.R. 2014. Ecology, Environmental Science and Conservation. S. Chand Publishing, New Delhi.
16. Sodhi, N.S., Gibson, L. & Raven, P.H. (eds). 2013. Conservation Biology: Voices from the Tropics. John Wiley & Sons.
17. Thapar, V. 1998. Land of the Tiger: A Natural History of the Indian Subcontinent.
18. Warren, C.E. 1971. Biology and Water Pollution Control. WB Saunders.
19. Wilson, E.O. 2006. The Creation: An appeal to save life on earth. New York: Norton.
20. World Commission on environment and Development. 1987. Our Common Future. Oxford University Press.
21. www.nacwc.nic.in
22. www.opcw.org

BHM301: Industry Exposure Program

Credits: 22

Contents:

In this semester the student shall be sent for industrial training for a period of 22 Weeks, where they would work in all departments of Classified star Hotels of the level of three star and above category. The student shall maintain a logbook on daily basis. At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department. The training report is to be prepared by the student in two typed copies and to be submitted to the Head of faculty within the stipulated time for assessment. The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the viva-voce. The training report will be assessed by a panel of examiners comprising of two external examiners (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner.

BHM401: Regional Cuisines of India
Credits: 4

LTP 400

Course Description: The course aims to equip the students with know the importance of Indian regional cuisines in the Hospitality Industry.

The course includes Regional Cuisines of India.

Course Outcomes (CLO): Upon successful completion of the course, the students should be able to:

CO1: Integrate flavors, ingredients, Indian spices and cooking techniques of the various regions of India.

CO2: Organize workstations for cooking service.

CO3: Compile different types of dishes & menu from different regions of India.

CO4: Formulate the specialty cuisine of different regions for festival.

Course Content:

Unit I

Introduction of Indian Cooking:

Introduction to Indian cooking, philosophy of Indian food, influence of the Invaders and travelers on Indian cuisine, regional and religious influences on Indian cuisine, Equipment used in Indian cooking, Techniques employed in Indian cooking, concept of slow food and organic food.

Condiments: Souring agents, colorings agents, thickening agents, tenderizing agents, Flavoring and aromatic agents and spicing agents used in Indian cooking.

Commodities: Spices used in Indian cooking.

Unit II

Masalas and Pastes, Basic Indian Gravies:

Introduction of masalas and pastes, blending of spices and concept of masalas, concept of dry and wet masalas, paste used in Indian cooking. Introduction to gravies and curries, Regional gravies, Preparation of gravies.

Regional Cuisines of India: Regional Tastes and Flavors, Factors influenced to regional cuisine of Indian, Geographical, climate and availability of Ingredient.

Introduction to North Indian cuisine (Kashmiri, Punjab, Uttar Pradesh-Awadhi). Introduction to Western India (Rajasthan, Gujarat, Maharashtra), Introduction to Eastern and Central India

(Bengal, Orissa, Bihar and Madhya Pradesh). Introduction to Southern India (Kerala, Tamil Nadu, Karnataka and Andhra).

Unit III

Dum Cooking

Origin of dum cooking, special equipment and their use, classical dishes.

Tandoor cooking: Origin and history of Tandoor cooking, types of Tandoor and their uses, Fabrication of a Tandoor, installing a new Tandoor, Basic meat processing and marinating, Techniques for making Kebabs, Basic Indian Breads made in Tandoors, workstation set-up and workflow, silent safety features while operating a Tandoor.

Unit IV

Rice Cooking: Introduction, origin and history of the cultivation of rice, types of rice, basic rice preparation methods.

Indian Sweets: Origin and history of Indian sweets, ingredients used in Indian sweets, regional influences on Indian sweets, equipment used in preparing Indian sweets.

Textbook:

1. Bali Parvinder S, Food Production Operations, Oxford University Press, India, second edition 2014.
2. Dubey Krishna Gopal, The Indian Cuisine, Ashok K. Gosh Publication, 2011
3. Bali Parvinder S, Food Production Operations and Indian Cuisine, Oxford University Press, India, seventh edition 2015.

Recommended Books / Suggested Readings:

Punjabi Camellia, 50 Great curries of India, Rupa Publishers, 2014

Rai Ranjeet, Tandoor, Penguin Publishers, 2006

Web Links:

1. https://www.slideshare.net/sandeepkagra/introduction-to-indian-cuisine
2. https://www.slideserve.com/SmithSimon/tandoor
3. https://indianhealthyrecipes.com/recipes/sweets-desserts/
4. https://bieap.gov.in/Pdf/HOPaperIYR2.pdf

BHM421: Regional Cuisines of India lab

Credits: 2

LTP 0 0 4

Course Description: The course aims to equip the students with know the importance of Indian regional cuisines in the Hospitality Industry.

The course includes Regional Cuisines of India.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Integrate flavors, ingredients, Indian spices and cooking techniques of the various regions of India.

CO2: Organize workstations for cooking service.

CO3: Prepare different types of dishes & menu from different regions of India.

CO4: Formulate the specialty cuisine of different regions for festival.

List of Experiments:

1. **Indian Gravies:** Tomato Gravy, Brown Gravy/Vegetable Gravy, White Gravy, Onion Tomato Masala/ Lababdar Gravy
2. **Punjabi Cuisine-:** Pindi Channa, Bhatura, Butter chicken, Kheer
3. **Maharashtrian:** Masala Bhat, Kolhapuri Mutton, Batata Bhaji, Koshimbir, Shrikhand
4. **Awadh:** Yakhni Pulao, Mughlai Paratha, Paneer Pasanda, Gosht Korma, Bakarkhani, Badam ka sheera
5. **Rajasthani**: Besan Ke Gatte, Gatte Ka Pulao, Lal Maas, Dal Batti Churma, Dal Halwa.
6. **Kashmiri:** Kashmiri Pulao, Girdeh (bread), Rogan Josh, Kashmiri Dum Aloo, Kongeh Phirin (Sooji phirni with Saffron)
7. **Bengal:** Khasta Kachori, Maachher Jhol, Ghee Bhaat, Baida Paratha, Mishti Doi
8. **Andhra Pradesh:** Chhas Ka Shorba, Chicken Nizami, Nizami Veg Biryani, Pyaz ka Raita, Hydrabadi phirnee.
9. **Goan cuisine:** Cabbage sauté, Dal and Vegetable sorak, Goan Fish curry, Rice, Dodol
10. **Himachali cuisine**: Chana madra, Dal mach, oriya kaddu, turkiya bhaat, Aktori, babru, boondi ka mitha

BHM402: Housekeeping Operations and Design
Credits: 4
LTP 400

Course Description: The course aims to equip the students with enhanced skills related to Housekeeping Operations in an organization. The course includes training of Public area cleaning, Pest Control laundry operations and management along with planning considerations for the operations and interior design.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Practice competitive Public area Cleaning skills.
CO2: Handle Laundry Operations and Linen Management.
CO3: Prepare and Develop Housekeeping operations documents.
CO4: Relate to the interior design principles.

Course Content

Unit I

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), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

Unit II

Laundry, Linen and Uniform Room: In-house Laundry v/s contract Laundry: merits & demerits, Layout, Laundry Flow process, Equipment, Care of fabrics of different types, laundry agents, typical fabrics used in hotels, handling guest laundry**,** Layout of Linen Room, Classification & Selection of Linen, Classification of Bed, Bath, & Restaurant Linen, Sizes of Linen, Linen Inventory, Par stock, Discard management Selection and Design of uniform, storage and advantages of providing staff uniform

Unit III

Planning Housekeeping Operations and Supervision: The Planning Process – Division of work document, Area inventory lists, Frequency schedules, Performance standards, Productivity standards, Equipment & operating supply inventory level, work schedules. 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 IV

Interior Decoration: Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture etc.

Textbook:

1. Raghubalan G. (2016). Hotel Housekeeping Operations & Management (3rd ed.). New Delhi, India: Oxford University Press.

Suggested Readings:

2. Andrews Sudhir. (2013). Hotel Housekeeping A Training Manual (3rd ed.). New Delhi, India: Tata McGraw-Hill.

Web Links:

1. https://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/280-hotel-lobby-cleaning.html
2. https://www.cintas.com/ready/healthy-safety/9-ways-to-help-boost-hotel-security-for-guests-and-employees/
3. https://careertrend.com/about-6403393-duties-responsibilities-housekeeping-supervisor.html
4. http://www.academia.edu/7601924/Planning_and_Organizing_The_Housekeeping_Department
5. https://www.slideshare.net/nicolehaywalters/unit-2-planning-and-organizing-the-hk-department
6. http://ihmhoteliers.blogspot.com/2014/08/planning-organising-housekeeping.html

BHM403: Food Nutrition & Hygiene
Credits: 4
LTP 400

Course Description: The course aims to equip the students with all aspects of Food Nutrition & Hygiene and, at the same time, to develop the skills and attitudes required for working in the broad field, Hospitality Industry. The course includes the Basic information of Food Nutrition, Components of Nutrients, Energy and Basic Concepts of Food spoilage, Food Borne Diseases, Food Preservation, Contaminants and Adulterants.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Utilize knowledge from Physical, biological and chemistry sciences as a basic for understanding the role of food and nutrients in health.
CO2: Describe about the Nutrients in detailed such as carbohydrates, fats, proteins Vitamins, and Minerals.
CO3: Present in deep knowledge of Basic concept of Energy required for a body through food and energy density of food assessment of diet quality and the impact of diet on nutritional status and health.
CO4: Facilitate basic information about food safety, hazards and contamination.
CO5: Explain about food spoilage and food borne diseases.
CO6: Familiarize with the concepts of food preservation and adulteration.

Course Content

Unit I

Nutrition: Definition, nutrition/ food science, scope of and its relationship with food, Chemistry, food microbiology and food processing, Importance of food - physiological, psychological and social function of food.

Unit II

Nutrients: Definition of Nutrients, Components of Nutrients **Carbohydrates:** Definition, Classification Dietary source, functions, Significance of dietary (Preventions/ / diseases) and Effect of heat, **Fats:** Definition, Classification, Dietary source, functions, Significance of dietary (Preventions/ / diseases), **Proteins**: Definition, Classification, Dietary source, functions, Significance of dietary (Preventions/ / diseases), **Vitamins**: Definition, Classification, Dietary source, functions, Significance of dietary (Preventions/ treatment/ diseases),**Minerals**: Definition, Classification ,Dietary source, functions, Significance of dietary (Preventions / diseases).

Unit III

Energy: Need for energy for voluntary and involuntary activities, Growth and SDA, RDA for energy, Dietary sources of energy, Balanced diet- Definition, Importance of balanced diet, Quantity and quality depending on age, sex, occupation and climate.

Unit IV

Basic Introduction of Spoilage, Food Borne Diseases, Food Preservation, & Adulterants: Food Safety, Food Hazards and food Hygiene, Bacterial Growth Curve Activity, Factors affecting their growth in food.

Food Spoilage, Food Borne Diseases: Types and causes, Sources of contamination, Spoilage of different products, Infections and Intoxications, Common food borne microorganisms, Common diseases caused by food pathogens, Preventive measures.
Food Preservation, & Adulterants: Basic principles of food preservation, Methods of food preservation, Types of food additives, Introduction to food standards, Common adulterants in Food.

Textbook:

1. Food Science & Nutrition- Roday Sunetra, Second Edition, Oxford University Press, 2012

Suggested Readings:

2. Food Quality Assurance - Inteaz Ali, CRP Press,2016

Web Links:

1. https:// www.hanoverhornets.org/pe/wp-content/uploads/2017/01/nutritionnotes-2.pdf

2. https://download.nos.org/srsec321newE/321-E-Lesson-4.pdf

3. https://testbook.com/blog/nutrition-and-deficiency-static-gk-notes-pdf-3/

4. https:// www.wasatch.edu /CMS/lib/UT01000315/Centricity/.../exsci%20lecture%20notes.pdf

5. https://academic.oup.com/nutritionreviews/article-pdf/45/.../nutritionreviews45-0319.pdf

BHM404: Accounting Skills in Hospitality

Credits: 4
LTP 400

Course Description: The course aims to equip the students with the basic knowledge about the various accounting procedures. The course includes basic knowledge about accounting, primary and secondary books, cash book, trial balance and depreciation.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Develop the ability to use a basic accounting system.
CO2: Expand their knowledge about all entries in book and about all journals used in accounting.
CO3: Use the accounting information to solve a variety of business problems.
CO4: Apply the accounting rules in determining financial results.

Course Content

Unit I

Introduction to Accounting-Meaning and definition; Types and classification; Principles of accounting.

Unit II

Primary and Secondary Books-Journal and Journalizing; Format; Rules of debit and credit; opening entry; simple and compound entry.

Unit III

Cash Book-Meaning, Advantages; Simple, double and triple column cash book; petty cash book with impress system; subsidiary books; Trial Balance: Meaning, Methods, Advantages, Limitations

Unit IV

Final Accounts: Meaning, Procedure for preparation of final accounts; Trading accounts; Profit and Loss accounts and balance sheet; Depreciation: Meaning, Types and advantages

Textbook:

1. Rawat, G. S., Negi, J. S. M. and Gupta N. K. (2017). Elements of Hotel Accountancy *(8th ed.)*. New Delhi, India: Aman Publications.

Suggested Readings:

2. Sofat, R. and Hiro, P. (2014), *Basic Accounting (2nd ed.)*, New Delhi, India: PHI Learning.

Web Links:

1. https://www.rasmussen.edu/.../business/.../basic-accounting-terms-acronyms-and-abbre...
2. https://www.accountingformanagement.org/business-transaction/
3. https://www.accounts-assignment.com/basic-accounting-terminology
4. https://www.kkhsou.in/main/management/final_accounts.html

BHM421: Regional Cuisines of India Lab

Credits: 2
LTP 004

Course Description: The course aims to equip the students with know the importance of Indian regional cuisines in the Hospitality Industry.

The course includes Regional Cuisines of India.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:
CO1: Integrate flavors, ingredients, Indian spices and cooking techniques of the various regions of India.
CO2: Organize workstations for cooking service.
CO3: Prepare different types of dishes & menu from different regions of India.
CO4: Formulate the specialty cuisine of different regions for festival.

List of Experiments:

S. No.	Topic
01	Introduction to Indian gravies Onion tomato masala White gravy Hariyali gravy Kadhai gravy Makhni gravy Yakhni gravy Yellow gravy
02	Four course menu of Andhra Pradesh cuisine
03	Four course menu of Awadhi cuisine
04	Four course menu of Bengali cuisine
05	Four course menu of Goan cuisine
06	Four course menu of Kashmiri cuisine
07	Four course menu of Punjabi cuisine
08	Four course menu of South Indian cuisine
09	Four course menu of Rajasthani cuisine
10	Four course menu of Gujrati cuisine
11	Four course menu of Maharashtra cuisine

BHM422: Housekeeping Operations and Design Lab

Credits: 2
LTP 004

Course Description: The course aims to equip the students with enhanced skills related to Housekeeping Operations in an organization. The course includes training of Public area cleaning, Pest Control laundry operations and management along with planning considerations for the operations and interior design.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Practice competitive Public area Cleaning skills.
CO2: Handle Laundry Operations and Linen Management.
CO3: Prepare and Develop Housekeeping operations documents.
CO4: Relate to the interior design principles.

Contents:

1. Public area cleaning
2. Cleaning routine of Restaurants / Admin offices / Elevators
3. Forms and Formats used in Linen Room
4. Identification of Laundry equipment's
5. Identification of fabrics used in Laundry
6. Brassware and silverware cleaning
7. Preparing Guest Room and public area checklists
8. Preparing Duty Roasters
9. Understanding Staff Matrix.
10. Guestroom Inspection checklist
11. PowerPoint's on salient features in respect to accommodation of Hotels.

BHM501: International Cuisines
Credits: 4
LTP 400

Course Description: The course aims to equip the students with sense of analyzing different cuisines across the world. This course includes the History of various cuisines along with its present-day scenario. It also enables the students to use various equipment & tools in order to make various international dishes.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Recognize various cuisines of the world.
CO2: Develop & demonstrate unique cooking techniques that are used in making food across the globe.
CO3: Make some popular dishes of the world.

Course Content:

Unit I

Oriental Cuisine: Introduction to Chinese cuisine, Regions of Chinese cuisine, commonly used ingredients in Chinese cuisine, Specialty dishes of Chinese cuisine, Tools and equipment's of Chinese cuisine.
Introduction to Thai cuisine, Regions of Thai cuisine, commonly used ingredients in Thai cuisine, Specialty dishes of Thai cuisine, Tools and equipment's used in Thai cuisine.
Introduction to Japanese cuisine, Geographical location of Japan influencing its cuisine, Ingredients used in Japanese cuisine, Styles of cooking in Japanese cuisine, Specialty dishes of Japanese cuisine, Special equipment's used in Japanese cuisine.

Unit II

French, Italian, UK and Scandinavian Cuisine: Introduction to French cuisine, Regions of French cuisine, popular ingredients used in French cooking, Special equipment's used in French cuisine, Introduction to Italian cuisine, Regions of Italian cuisine, Special ingredients used in Italian cuisine, Special equipment's used in Italian cuisine, Special Italian dishes ,Introduction to cuisine of UK and Scandinavian countries, popular ingredients of the cuisine of UK, Regions of Scandinavian cuisine, popular ingredients of Scandinavian cuisine

Unit III

Mediterranean Cuisine: Introduction to Mediterranean cuisine, Regions comprising Mediterranean cuisines, Cuisine of Lebanon, Cuisine of Greece, Cuisine of Spain, Cuisine of Turkey.

Unit IV

North American Cuisine (Mexico): Introduction to Mexican cuisine, Special ingredients used in Mexican cuisine, Special equipment's used in Mexican cuisine, Special Mexican dishes.

Textbook:

1. Parvinder S. Bali (2012), International cuisine and Food Production Management (1st Edition), Oxford University Press

Suggested Readings:

2. Thangam E. Philip, (2014) Modern Cookery for Teaching and Trade Vol-1, (6th Edition), Orient Black Swan
3. David Foskett and Patricia Paskins (2011), Theory of hospitality & Catering, ELBS Hodder Education

Web Links:

1. https://tygroupa.files.wordpress.com/.../chapter-24-introduction-to-chinese-cookin.pdf
2. https://www.slideshare.net/worldlanguages/chinese-cuisines
3. https://www.slideshare.net/Hawker23/thai-food-9383796
4. https://www.slideshare.net/HarinChevaNat/thai-cuisine-66866214
5. https://www.slideshare.net/aicceldelacruz/mediterranean-cuisine-34038233
6. https://www.slideshare.net/ShakirChataiwala/french-cuisine-ppt
7. https:// aculty.ccri.edu/panaccione/fall2011/Evolution_of_French_Cuisine.ppt

BHM502: Art of baking
Credits: 4
LTP 400

Course Description: This course will provide students with the basic skills for work in the baking and pastry industry. These skills include: working in a safe and sanitary manner; teamwork; reading and accurately following a recipe; proper measuring techniques and equipment identification; make-up and baking of yeast breads, quick breads, pies, pastries, tarts, cakes, decorating icings, cookies, custards, scuffles, frozen desserts, chocolate and sugar techniques and plating . Topics include baking terminology, tool and equipment use, formula conversions, functions of ingredients, and the use of proper flours**.**

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:
CO1: Identify various types of raw material for bread making and understand various types of steps involved in production of breads.
CO2: Rectify the external and internal faults in bread making, diseases thereof.
CO3: Recognize the various technique used in preparing pastry goods and the importance of each with regard to the texture of the product.
CO4: Identify different types of cake faults then making of icings and cookies.

Course Content

Unit I

Bakery - Introduction, scope, bakery culinary terms, organization chart of bakery, importance of hygiene. **Wheat and Flour** - Different types of flours, W.A.P, pH value of flour, gluten. **Raw material required for bread making** Role of flour, water, yeast, salt, sugar, milk and fats, bread improvers. **Oven & Baking-**knowledge and working of various types of oven, baking temperatures for bread and confectionery good. **Bread making method** - Straight dough method, Salt delay method, No dough time method, Sponge and dough method, Ferment and dough method, process step by step.

Unit II

Characteristics of bread – External characteristics - Volume, shape, bloom, crust color, evenness of bake, oven break, cleanliness. **Internal characteristics** - Crumb color and structure, crumb clarity and elasticity, sheen and texture, taste and flavor, moisture, cleanliness. **Bread Faults and their cause - External bread faults and their causes** - Lack of volume, too much volume, crust color too pale, crust color too dark, cracking of crust, crust too thick, crust too hard, crust blister, leathery crust, irregularity of shape, shelling of top crust, lack of cleanliness. **Internal bread faults and their causes**-Holes and tunnels, poor taste and flavor, coarse grain, gray and streaky crumb, poor keeping quality, poor texture. **Bread diseases** - Rope, mold, stainless in bread. **Bakery layout** - Selection of site, selection of equipment, layout design electricity.

Unit III

Confectionery - Ingredients used in cake making - Flour, sugar with their types, shortening-fats and oil, eggs, moistening agents, leavening agents. **Methods of cake making** - Sugar batter method, flour batter method, genoise method, blending and rubbing method, boiled method, sugar water method, all-in-process method, foaming method. **Basic Pastries** - Puff, short crust, flaky, choux. **Characteristics of cakes or scoring of cake** - Volume, color of crust, symmetry of foam, crust character, bloom, grain, crumb color, aroma, taste, texture, shelf life.

Unit IV

Cake faults and their causes - **External cake faults and their cause** - Crust too dark, too small cakes, a spot-on cake, shrinkage of cake, cake bursts on top, cakes peak on top, cakes crack on top, crust too thick, crust too pale. **Internal cake faults and their causes** - Unevenness texture, holes and tunnels, coarse and irregular grain, poor flavor, sinking of fruit, fruit cake crumbles when cut, pale crumb color, dense, poor keeping quality, quick staling. **Types of icing** - Butter cream, American butter cream, swiss butter cream, French butter cream, royal icing, marzipan, gum paste, fondant, glace icing. **Cookies and biscuits - Ingredients of cookies and functions** - Flour, sugar, fat, chemicals, flavors. **Methods for mixing cookies** - Single or one stage method, creaming or sugar batter method, blending method, foaming method, flour batter method. **Types of cookies** - Sheeted, piped, bar, dropped, and rolled. **Faults and their causes in making of cookies** - Hard, tough, dry, pale in color, spreading, sugar crust, lack of flavor, crumbly.

Textbook:

1. Yogambal Ashok Kumar, Textbook on Bakery and Confectionary 2nd edition (2018), PHI Learning Pvt Ltd

Suggested Readings:

1. John Kingslee, A Professional Text To Bakery And Confectionary (2006), New Age International
2. The Culinary Institute of America, Baking and Pastry: Mastering the Art and Craft (2009), John Wiley & Sons

Web Links:

1. https://www.slideshare.net/ChefSchram/baking-basics

2. ihmgwalior.blogspot.com/2012/10/bakery-theory-notes.html

3. www.jimssouthdelhi.com/studymaterial/BHM4/FP.pdf

4. https://www.slideshare.net/vlaparna/bakery-and-confectionery-final

5. www.powershow.com/search/presentations/bakery_and_confectionery

6. https://www.slideshare.net/SunilKumar148/confectionery-65536832

BHM503: Foreign Language Skills (French)
Credits: 2
LTP 200

Course Description: The course aims to equip the students with basic concepts of French language and role of language in hotel industry. The course includes beginner level of language with the help of basic conversation and other important French vocabulary used in hospitality industry.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Use French vocabulary
CO2: Start Basic conservation (French to English / English to French)
CO3: Recognize spelling Error and alphabets
CO4: Eligible to handle query about guest if guest is speaking French

Course Content:

Unit I

France: Basic introduction about France, Geographical location of France -Important facts of France related hospitality.

Unit II

Introduction of language: Alphabets and pronunciation of the words- Accents used in French

Unit III

Basics of the language: Days and months Name- Greetings- Numbers 1 to 100- Time - Personal Introduction-Basic conversation -vocabulary.

Unit IV

French in hotel industry: Role of French language in hotel industry- Name of vegetables- Fruits, Spices and meats- Name of sea foods- Name of Kitchen Professional- French Menu Terminology- Utensils and family Members- Conversation at the restaurant, Front desk

Textbook:

1. Rosemary, S, (2018), Learn French-for Beginners, Manu graphic publisher

Suggested Readings:

2. Bhavna. C, (2013). Learn French in 30 Days through English (1ST ed.). Diamond Pocket Books publisher.

Web Link:

1. https://www.slideshare.net/merina_90/basic-french-lesson

2. https://www.wiziq.com/tutorial/31473-For-beginning-French

3. https://www.slideshare.net/JDRillo/introduction-to-french-language-55399104

BHM504: Research for Hospitality & Tourism Management
Credits: 4
LTP 400

Course Description: The course aims to equip the students with know the role of research as a means to more effective decision-making and to make them research oriented. The course includes basic concepts of research, process of conducting research and report writing.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Select and define appropriate research problem and parameters to in order to organize and conduct research.
CO2: Formulate and evaluate research questions and objectives.
CO3: Identify various sources of information for literature review and gain experience with various methods of data collection.
CO4: Exhibit the methods of presenting research results in written and oral form.

Course Content

Unit I

Introduction: Research – Meaning, concept and significance; Types of Research; Characteristics of research; Criteria of a good research; Research ethics; Overview of Hospitality & Tourism Research.

Unit II

Research Process: Identifying research problem: importance, sources and steps; Literature Review; Variables: meaning and types; Hypothesis: meaning, function, characteristics and types; Research Design: meaning, functions and types.

Unit III

Sampling and Data Collection: Sampling: concept, principles, criteria for good sampling and types of sampling methods; Data collection: types, methods and ethical issues; Techniques of questionnaire designing.

Unit IV

Report Writing: Meaning, significance, types and steps in report writing; Art of Citing References, Written & Oral Presentation

Textbook:

1. Kothari, C. R. and Garg, G. (2016). *Research Methodology: Methods and Techniques (4th ed.).* New Delhi, India: New Age International Publishers.

Suggested Readings:

1. Kumar, K. (2009). *Research Methodology (2nd ed.).* New Delhi, India: Pearson.

2. Majhi, P. R., and Khatua, P. K. (2013). *Research Methodology (2nd ed.)*. Mumbai, India: Himalaya Publishing House.

Web links:

1. https://www.e-elgar.com/.../handbook-of-research-methods-for-tourism-and-hospitalit...
2. https://www.nyu.edu/classes/bkg/methods/005847ch1.pdf
3. https://www.slideshare.net/shahrukhkh/ethics-in-tourism
4. https://www.slideshare.net/.../importance-of-ethics-in-hospitality-and-tourism-industry
5. https://gess.uni-mannheim.de/.../PDFs/The_Oxford_Handbook_of_Quantitative_Method...

BHM505: Hospitality Law
Credits 4
LTP 400

Course Description: The course aims to equip the students to get a complete idea of the fundamental aspects of hotel laws. The course includes necessary information about hotel laws, contracts and overview of labor laws and food and safety standards.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Implement the use of legal documents of Indian hospitality Industry.
CO2: Familiarize students with different aspects of business contracts and licenses.
CO3: Examine the impact of hotel operations on environment and recommend steps to develop ecofriendly hotel operations
CO4: A broad discussion on the food safety and standards and tenets of liquor licensing policy

Course Content

Unit I

Introduction to Indian Hospitality & Hotel Operations in India: Introduction to Indian Hotel Law, what is Hotel Law? Role of the Legislative, Executive and the Judiciary, Classification of Laws, Doing Hotel Business in India, Types of business formation.

Unit II

Business Contracts, Licenses and Regulations: What is Contract? Indian Contract Act, 1872, Elements of Contract, Types of Contract, Hotel Operating Licenses, Hotel Insurance. Trademarks and unfair competition, Franchising- Domestic and International, Copyrights and Patents.

Unit III

Laws Related to Employees, Guests and Public Health & Safety: Introduction and Overview of Labour Laws, Hospitality Laws, Duties of hotelier towards guest, Public Health and Environmental Laws, Waste management programme

Unit IV

Laws Related to Food & Beverage Services:
Food Legislation, Prevention of food adulteration act, 1954, Adulterants and Additives, food safety and standards Act, 2006, and Liquor Licensing.

Textbook:

1. Hotel Law, Amitabh Devendra, (2013), Oxford University Press

Suggested Readings:

1. Stephen C. Barth, David K. Hayes, Hospitality Law: Managing Legal Issues in the Hospitality Industry, (2nd Edition), John Wiley & Sons

Web Links:

1. https://www.slideshare.net/harshhanu/intellectual-property-rights-13551183
2. https://www.slideshare.net/enigmisha/food-adulteration-52244831
3. https://www.slideshare.net/critima/hospitality-law
4. https://www.docsity.com/en/subjects/business-law/

BHM521: International Cuisines Lab
Credits: 2
LTP 004

Course Description: The course aims to equip the students with hands on practice making famous dishes from different cuisines of the world.

Course Outcomes (CLO):
Upon successful completion of the course, the students should be able to:

CO1: Make dishes from Oriental kitchen i.e. Thai, Japanese, and Chinese etc.
CO2: Use different types of cooking methods according to dishes they are preparing.
CO3: Make own pasta with the help of rolling machine to cook in Italian style.
CO4: Cook European, Mediterranean & Mexican dishes.

Course Content:

S. No.	Topic
01	Introduction to International cuisine
02	Five course menu of Italian cuisine
03	Five course menu of Mexican cuisine
04	Five course menu of UK cuisine
05	Five course menu of Scandinavian cuisine
06	Five course menu of French cuisine
07	Five course menu of Chinese cuisine
08	Five course menu of Japanese cuisine
09	Five course menu of Thai cuisine
10	Five course menu of German cuisine
11	Five course menu of Mediterranean cuisine

Textbook:

1. Parvinder S. Bali, International cuisine and Food Production Management Oxford University Press, India, first Edition, 2012

Suggested Readings:

2. Thangam E. Philip, (2014) Modern Cookery for Teaching and Trade Vol-2, (6th Edition), Orient Black Swan

BHM522: Art of Baking Lab
Credits: 2
LTP 004

Course Description: This course is a study of the fundamentals of baking including, dough, quick breads, pies, cakes, cookies, tarts and basic items made in a bakery. Topics include baking terminology, tool and equipment use, formula conversions, functions of ingredients, and the use of proper flours

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Identify various types of raw material besides equipment and know the characteristics of the same.
CO2: Appreciate the different principle of bread making and know about various steps involved into it.
CO3: Rectify the many techniques used in preparing pastry goods and the importance of each with regard to the texture of the product.
CO4: Prepare various kinds of creams and understand the different desserts made from them.

Course Content

Unit I

Bakery- Introduction to ingredients/ equipment - identification and uses of equipment – large, small and utilities. **Ingredients** - types of flour, sugar, nuts and dry fruits, shortening, leaving. **Quality checking and basic mixing methods** - flour: W.A.P test, gluten content, yeast: flying fermentation. **Mixing methods** - basic steps involved in mixing ingredients- kneading, stirring, whipping, creaming. **Simple yeast fermented products** -bread sticks, fancy shape bread rolls, soft and hard rolls.

Unit II

Flavored breads - basic buns, fruit buns, hot dog, hot cross buns, herbs rolls, garlic rolls, pizza base.
Rich yeast fermented breads - brioche, fermented doughnuts, baba-aurum, savarin. **Bread loafs** - Milk bread, open top bread loaf, currant loaf, whole meal bread, masala bread, raisin bread. **International breads** - French baguette, pita, challah, brown bread, bagel. **Laminated yeast bread** -Danish and croissant.

Unit III

Confectionery - Basic cake making - plain sponge, Madeira cake, fruit cake slice, muffins, fatless rolls, swiss rolls, genoise sponge. **Biscuits and cookies** - plain biscuits; cherry knobs; langue- de-chats (cat tongue) salted biscuits; nuts biscuits; coconut biscuits; melting moments; macaroons; ice box cookies; nan khatai; besan khatai. **Pastry and derivatives** (short crust pastry, jam tarts, lemon curd tart, apple pie, flan. Choux pastry (chocolate éclairs, profit role, cream puff), Puff pastry and flaky pastry (khara biscuits, veg patties, chicken patties, mutton patties, cheese straws, vol-au-vents, Mille-Feuille, jalousie, apple strudel.

Unit IV

Icings and toppings - American frosting; butter cream icing; royal icing; gum paste; marzipan; marshmallows; lemon meringue; almond paste; glace icing. Pastries special cakes (chocolate icing pastry, pineapple pastry, baked and cold cheesecake, baba-au rum. **Icing cakes** - birthday cake, wedding cakes. **Gateaux** -Black forest, mixed fruits.

Textbook:

2. Yogambal Ashok Kumar, Textbook on Bakery and Confectionary 2nd edition (2018), PHI Learning Pvt Ltd

Suggested Readings:

3. John Kingslee, A Professional Text To Bakery And Confectionary (2006), New Age International
4. The Culinary Institute of America, Baking and Pastry: Mastering the Art and Craft (2009), John Wiley & Sons

BHM601: Food & Beverage Service Management

Credits: 4

LTP 400

Course Description: The course aims to equip the students with managing & maintaining Food and Beverage department smoothly and with profit. The course includes Food & Beverages Cost control methods, Purchase cycle in food and beverage department and to calculate profit and loss statement.

Course Outcomes (CLO)

Upon successful completion of the course, the students should be able to:

CO1: Calculate the food & beverage cost for various F&B service outlets.
CO2: Maintain proper store cycle in the hotels with proper hygiene standards.
CO3: Use different beverage cost control procedure in food industry.
CO4: Calculate break even analysis of food outlets.

Course Content:

Unit I

Food and Beverage: Cost Control Management:
Introduction Causes of high food cost, Food and Beverage cost control, Principles and objectives of Food and Beverage Control system (Planning Phase, Operational Phase, Management Control Phase).

Unit II

Purchasing, Receiving, Storing and issuing Management:
Purchase procedure and standard purchase specification, Proper receiving procedures and control, storing control of food, Storing practices, Issuing control management,

Unit III

Beverage Cost Control Procedures:
Sources of supply, Beverage purchase, receiving and storing specifications, The Cellar, Cellar issuing and Records maintenance, Refrigeration & Storage Conditions, Menu & menu planning.

Unit IV

Break-even Analysis: Cost Volume Profit Relationship.
Introduction, Classification of cost (Fixed cost, Variable cost, Simi-variable cost, Unit variable cost) Changes in Break-even Sales, Inventory and Inventory control, Preparation of food & beverage food cost and sales reports.

Textbook;

1. Sudhir Andrews (2007), Food and Beverage Management, (1st edition), McGraw Hill Education

Suggested Readings:

2. Jay Prakash Kant (2015), Food and Beverage Management and Cost Control, (1st Edition), Aman Publications.

Web Links:

https://www.coursehero.com › ... › FOOD AND BEVERAGE 1

https://setupmyhotel.com/train-my-hotel-staff/f-and-b/366-glasswares-types.html

https://www.slideshare.net/lafarge777/types-of-bars-food-service

https://hospitalitynu.blogspot.com/2012/06/control-system-for-bar.htm

https://possector.com/management/how-to-control-inventory-in-restaurant-or-bar

https://www.drinksmixer.com › Bartender guide › Section (1) The Basics

BHM602: Accommodation Management
Credits: 4
LTP 400

Course Description: The course aims to equip the students with management level knowledge and competencies to manage the accommodation department. The course includes planning, organizing, managing personnel, budgeting, auditing and yield management practices.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Implement fundamentals of planning guest rooms and other provisions for better guest experience.
CO2: Plan budgets for accommodation department.
CO3: calculate occupancy percentages, average daily rate, revenue per available room and actual percentage of potential rooms revenue
CO4: Apply yield management tactics to increase revenue

Course Content

Unit I

Planning Trends in Housekeeping: Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, planning for the provision of Leisure facilities for the guest, Boutique hotel concept. 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, Guest room features for differently abled – added features and modifications, Public Areas: Wash – rooms, restaurants, main entrance etc. added features and modifications.

Unit II

Managing Personnel and Budgeting: Documents for Personnel management, Recruiting, selecting, Hiring, Orienting and training scheduling, performance appraisal, Time and Motion study, 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 III

Front Office Accounting and Night Auditing 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 software, Yield management team

Unit IV

Computer Applications in Hotel Accommodation and Yield Management: Introduction to Hotel Software's, Operating Procedures, Salient Features Merits & Challenges, Handling Guest and non-guest accounts, preparing reports, Giving Maintenances. 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.

Textbook;

1. Bhatnagar S.K (2013). Front Office Management (2nd ed.). New Delhi, India: Frank Brothers.
2. Raghubalan G. (2016). Hotel Housekeeping Operations & Management (3rd ed.). New Delhi, India: Oxford University Press.

Suggested Readings:

3. Tiwari Jatashankar R. (2016). Hotel Front Office (2nd ed.). New Delhi, India: Oxford University Press.
4. Andrews Sudhir. (2013). Hotel Front Office a Training Manual (3rd ed.). New Delhi, India: Tata McGraw-Hill.
5. Andrews Sudhir. (2017). Hotel Housekeeping a Training Manual (3rd ed.). New Delhi, India: Tata McGraw-Hill.

Web Links:

1. http://www.bngkolkata.com/web/color-for-hotel/
2. https://www.slideshare.net/KanchanSaxena6/colour-schemes-69500871.
3. http://ihmkolkata.blogspot.com/2013/05/wall-coverings.html
4. http://www.bngkolkata.com/web/tag/relevance-of-computer-application-in-hospitality-industry/
5. https://www.scribd.com/doc/259887389/Computer-Application-in-Hospitality-and-Tourism-Industry
6. https://rategain.com/yield-management-hospitality-revenue-strategy/
7. http://ranjanachand.blogspot.com/2013/08/16-front-office-planning-evaluation_1.htmlhttp://wayanlaba.blogspot.com/2012/10/rooms-division-budgeting.html
8. https://www.tutorialspoint.com/front_office_management/front_office_management_night_audit.htm

BHM603: Hospitality Marketing
Credits: 4
LTP 400

Course Description: The course aims to equip the students with the fundamental of marketing aspects of hospitality and tourism sector with new technology. The course includes about marketing and selling techniques with the help of advertisement and public relation

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Identify unique marketing challenges due to the nature of the tourism and hospitality industry structure and its diverse products
CO2: Develop strategies and tactics that may be used to avoid challenges and turn them into opportunities
CO3: Analyze behavior in tourism consumption for segmentation and target marketing
CO4: Develop and manage tourism and hospitality products for diverse consumers

Course Content

Unit I

Introduction: Definition- Marketing Concepts (Need, Want, Demand, TQM, Product, Customer value, Customer satisfaction, Exchange &Transaction, Market), Difference between marketing and Selling, Marketing Orientation (Product concept, Production concept, Selling concept, Marketing concept, Societal marketing concept).

Unit II

Marketing Mix Elements: 7 P's of marketing –Product (Levels, Classification, Branding, Packaging, PLC), Place (Distribution channels -Channel functions- marketing intermediaries in hospitality industry) - Tourism marketing system internal environment- external microenvironment- environment.

Unit III

Modern marketing Public Relations :Concepts (Green marketing, Mobile marketing, Cross-cultural marketing, Web marketing, Tele marketing, Relationship marketing, Buzz marketing-need for public relations, the concept of public – internal / external publics, Comparison between advertising, promotion, publicity and PR, PR tools – media / non-media, PR Campaign, PR in Tourism Definition, sales person's role, prospect management, buying process, AIDA's theory of selling, personal selling process, closing strategies, function of sales management

Unit IV

Technology in Tourism Marketing: Introduction, technology in tourism marketing, multimedia, virtual reality and virtual tour, online travel or electronic tourism, using website for tourism marketing, impact of online business on existing intermediaries.

Textbook;

1.Philip, K, John, T& James M, (2016) Marketing for hospitality and tourism, (6^{TH} ed) publisher, Pearson India education service pvt ltd.

Suggested Readings:

1.Prasana, K, (2016) Marketing of hospitality and tourism services (2nd ed) Mc Graw Hill education India pvt ltd.
2.Devashish.d(2011) Tourism marketing (1st ed) publisher, Pearson India education service pvt ltd.

Web Links:

1. https://opentextbc.ca/introtourism/chapter/chapter-8-services-marketing/

2. https://learn.org/articles/What_is_Hospitality_Marketing.html

3. https://learn.org/articles/What_is_Hospitality_Marketing.html

4. https://www.slideshare.net/aabhas19871/market-segmentation-ppt

5. http://www.ln.edu.hk/mkt/staff/l2peng/bus205/Chapter07.ppt

BHM604: Hospitality Project and Seminar
Credits: 6

Course Description: 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.O) 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 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 is to-

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

BHM605: Personality Skills for Hospitality
Credits: 2
LTP 200

Course Description: The course aims to equip the students with the level of skill to do their job effectively. The course includes Ability to multi-task, great language skills, Flexibility and a Positive Attitude.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Utilize interpersonal skills
CO2: Demonstrate the ability to work in a professional Environment
CO3: Applying the comprehensive set of skills and knowledge for life success
CO4: Deal with "real life" experience in the hospitality industry.

Course Content

Unit I

Personality Development and Personality Enrichment: Introduction/Activity, meaning of Personality, Determinants of Personality, know your Personality - Positive Thinking, How to Build Positive Self-esteem, SWOT analysis. Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language, Art of good Conversation, Art of Intelligent Listening.

Unit II

Attitude Building: Introduction and icebreaker, meaning and need for building positive attitude, Concept of attitude, positive attitude, benefits of having positive attitude, ways to acquire positive attitude

Unit III

Time Management and Leadership Skills: Introduction and icebreaker, myths about time management, time interrupters, techniques of time management, importance of time management, Icebreakers/Activities, concept and need, types of leaders, techniques of acquiring leadership skills

Unit IV

Interview Skills and Resume Writing: Introduction meaning and importance, professional dress code and body language, Introduction and activities need for resume writing, formats, types, and tips for creating impressive resumes, internet resume and video resume.

Textbook:

1 R. Stephen Covey, (2013). The 7 Habits of Highly Effective People (15th ed.) Simon & Schuster; India edition.

Suggested Readings:

1. Shiv Khera, (2005). You Can Win (1st ed.). Macmillan India Ltd.

Web Links:

1. https://www.slideshare.net/10041976/personal-hygiene-13156885
2. https://www.slideshare.net/anuannie1/personal-hygiene-27616948
3. https://www.byui.edu/.../Telephone%20Etiquette%20and%20Customer%20Service%2.
4. www.bsmcpss.com/resources/study-guides/OPH%2001%2001-101.pdf
5. https://www.slideshare.net/sekharkls/group-discussion-ppt
6. https://www.tutorialspoint.com/interpersonal_skills/interpersonal_skills_tutorial.pdf

BHM621: Food & Beverage Service Management Lab
Credits: 2
LTP: 004

Course Description: The course aims to equip the students with managing & maintaining Food and Beverage department smoothly and with profit. The course includes Food & Beverages Cost control methods, Purchase cycle in food and beverage department and to calculate profit and loss statement.

Course Outcomes (CLO)

Upon successful completion of the course, the students should be able to:

CO1: Calculate the food & beverage cost for various F&B service outlets.
CO2: Maintain proper store cycle in the hotels with proper hygiene standards.
CO3: Use different beverage cost control procedure in food industry.
CO4: Calculate break even analysis of food outlets.

List of Experiments:

S. No.	Topic
01	Service (Cover Setup for different courses)
02	Methods of Making Cocktails
03	Inventory & Record Maintenance
04	Requisitioning, Indenting and Ordering of Items
05	Bar Order taking, BOT making and bill presentation in a bar.
06	Demonstration about storage and stocking of alcoholic beverages.
07	Planning & Designing Menu of Bar
08	Planning & Designing Menu for Restaurant
09	Calculating Food and Beverage cost
10	Creating Daily Sales Report and Logbook
11	Planning and Designing a Bar

BHM622: Accommodation Management Lab
Credits: 2
LTP 004

Course Description: The course aims to equip the students with management level knowledge and competencies to manage the accommodation department. The course includes planning, organizing, managing personnel, budgeting, auditing and yield management practices.

Course Outcomes (CLO):

Upon successful completion of the course, the students should be able to:

CO1: Implement fundamentals of planning guest rooms and other provisions for better guest experience.
CO2: Plan budgets for accommodation department.
CO3: calculate occupancy percentages, average daily rate, revenue per available room and actual percentage of potential rooms revenue
CO4: Apply yield management tactics to increase revenue

List of Experiments

1. Establishing par level for linen and uniforms
2. Establishing minimum and maximum levels for non-recycled inventory items
3. Preparing Standard Operating Procedures
4. Preparing Area Inventory List
5. Preparing capital & Operating budgets
6. Physical inventory of Par stock
7. Preparing for Interviews of Assistants as Supervisors and Facing Supervisors Interviews.
8. Preparing night audit reports
9. Hands on practice of computer application
10. Prepare revenue reports
11. Situation handling – handling guests & internal situations requiring management tactics/strategies