

# ORDINANCE

FOR

**BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY  
(BHMCT)**



(THIS ORDINANCE HAS BEEN APPROVED IN THE MEETING OF  
BOARD OF STUDIES HELD ON DATED 11 June, 2022)

**APPLICABLE W.E.F. ACADEMIC SESSION 2022-2023**



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

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ROAD, PHAGWARA 144401, PUNJAB



## **ORDINANCE FOR BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)**

### **SHORT TITLE AND COMMENCEMENT**

I. This ordinance shall be called the ordinance for the Bachelor of Hotel Management and Catering Technology of GNA University, Phagwara.

II. This ordinance shall come into force with effect from academic session 2022-23.

**1. Name of Program: Bachelor of Hotel Management and Catering Technology**

**2. Name of Faculty: Faculty of Hospitality**

**3. Program Outcome: After the completion of BHMCT program, students will be able to:**

### **5. Program Educational Outcomes (PEO):**

- **PO-1** Exhibit in depth industry integrated operational & technical knowledge of the all core departments of Hotel.
- **PO-2** Perform work activities effectively and efficiently to the expected standards of hospitality industry.
- **PO-3** Creatively solves daily challenges in the workplace with professional competence.
- **PO-4** Become familiar with the practical aspects of the hospitality industry.
- **PO-5** Demonstrate ability to apply strategies for managing diverse, multicultural hospitality.
- **PO-6** Communicate effectively in a multicultural environment
- **Program Specific Outcomes (PO):**
- **PSO-1:** Enhance and express the core technical, analytical and conceptual skills appropriate for hospitality industry.
- **PSO-2:** Develop the concepts and application of managerial, financial, computer and technical skills that are needed to be successful within the hospitality industry.
- **PSO-3:** Demonstrate clear understanding of professional necessities and ethical responsibility in all aspects of conduct
- **PSO-4:** Problem Solving: Ability to use knowledge gained for solving complex problems using Computational sciences.

- **PSO-5** Practice and exhibit in depth industry integrated operational knowledge, technical skills regarding front office, housekeeping, F&B service and Food production.

**4. Program Duration:** Total duration of the Program shall be of Four years and each year will comprise of two semesters. In addition, each semester shall normally have 90 working days and Program has total 240 seats. As per the New Education Policy (NEP2020) student attending Two Semester and willing to exit the course will be awarded with **Certificate in Hotel Management**, exiting after Four Semesters will be awarded with **Diploma in Hotel Management**, exiting after Six semesters will be Awarded with **Bachelor of Science-Hotel Management** concurrently completing all eight semesters will award **Bachelor of Hotel Management & Catering Technology**. Rejoining the course tenure will be as per the policies set under NEP 2020.

**5. Eligibility for Admission:** 10+2 or equivalent with 50% (45 % for SC/ST/OBC) marks in aggregate from any recognized board.

**6. Admission Process:** The centralized admission cell shall make selection for admission to the program. The selection of the candidate shall be strictly on merit basis, subject to fulfillment of eligibility criteria. Candidates are required to fill the prescribed application form and submit the same to the admission cell. The admission cell after verifying the eligibility will forward the form to the Office of Registrar for further processing. If the candidate is selected, he/she is required to deposit the prescribed fee along with the application form and the required documents to the Office of Registrar.

**7. Curriculum:** The three 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. Following are the types of courses and structure for the program:

#### **As per UGC**

**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.

#### 9. 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.

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

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

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

**11.2** 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.

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

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

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

### 13. Program Structure:

#### UGC

#### Details of Courses under Bachelor of Hotel Management and Catering Technology

Course	Credits	
	Theory (A)	Practical (B)
<b>I. CORE Courses (Discipline Specific Core Course-DSC)</b>		
	4 courses of 3 credit each = 12	1 courses of 2 credit each = 02
	4 courses of 2 credit each = 08	5 courses of 1 credit each = 05
		2 courses of 4 credit = 8
		1 courses of 22 credits each = 22
<b>II. Domain Specific Electives-DSE</b>		
	11 courses of 4 credit each = 44	4 courses of 2 credit each = 08
	2 courses of 2 credit = 04	1 course of 6 credits each = 06
	2 courses of 3 credit = 06	1 courses of 22 credits each = 22
<b>III. Ability Enhancement Courses</b>		
	3 courses of 2 credit each = 06	2 courses of 1 credit each = 02
<b>IV Skill Enhancement Elective Courses</b>		
	3 courses of 2 credits each = 06	
	2 course of 4 credits = 08	
	1 course of 1 credit = 1	
<hr/>		
<b>Total Credits =</b>	<b>95 (A)</b>	<b>77(B)</b>

**Core Courses (Discipline Specific Core Course-DSC)**

BHM101: Food Production Foundation  
 BHM102: Food & Beverage Service Foundation  
 BHM103: Accommodation & Hotel Front Office Foundations  
 BHM121: Food Production Foundation 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

**Domain Specific Electives-DSE**

BHM301: Industry Exposure Programme  
 BHM401: Regional Cuisine of India  
 BHM407: Food and Beverage Control  
 BHM405: Accommodation Operation  
 BHM421: Regional Cuisine of India Lab  
 BHM427: Food and Beverage Control Lab  
 BHM425: Accommodation Operation Lab  
 BHM403: Food Nutrition & Hygiene  
 BHM406: Research for Hospitality Management  
 BHM512: Advance Food Production  
 BHM502: Art of Baking  
 BHM506: Advance Food and Beverage Service  
 BHM507: Advance Front Office  
 BHM508: Advance Housekeeping  
 BHM532: Advance Food Production Lab  
 BHM522: Art of Baking Lab  
 BHM526: Advance Food and Beverage Service Lab  
 BHM527: Advance Front Office Lab

BHM528: Advance Housekeeping Lab  
 BHM509: Principles of Management  
 BHM505: Hospitality Laws  
 BHM510: Tourism & Cultural Heritage of India  
 BHM511 Synopsis  
 BHM606: International Cuisine  
 BHM607: Advance Patisserie  
 BHM611: Food and Beverage Service & Bar Operation  
 BHM608: Front Office Management  
 BHM602: Accommodation Management  
 BHM626: International Cuisine Lab  
 BHM627: Advance Patisserie Lab  
 BHM631: Food and Beverage Service & Bar Operation Lab  
 BHM628: Front Office Management Lab  
 BHM622: Accommodation Management Lab  
 BHM603: Hospitality Marketing  
 BHM609: Strategic Management  
 BHM610: Facility Planning  
 BHM701: Human Resource Management  
 BHM702: Retail Management  
 BHM704: Laundry Management  
 BHM724: Laundry Management Lab  
 BHM705: Specialized Food Service Management  
 BHM725: Specialized Food Service Management Lab  
 BHM706: Room Divisions Management  
 BHM726: Room Divisions Management Lab  
 BHM707: Culinary Management  
 BHM727: Culinary Management Lab  
 BHM708: Bakery Management  
 BHM728: Bakery Management Lab  
 BHM709: Event Management  
 BHM729: Event Management Lab  
 BHM801: On the Job Training

**Ability Enhancement Compulsory Courses**

COM101: English Communication

COM121: English Communication Lab

COM201: Business Communication

COM221: Business Communication Lab

EVS101: Environmental Science

**Skill Enhancement Elective Courses**

BHM404: Accounting Skills in Hospitality

BHM424: Personality Skill

BHM503: Foreign Language Skills (French)

BHM605: Personality Skills for Hospitality

BHM710: Safety, Security and Travel Documentation

BHM711: Multimedia &amp; Journalism in Hospitality

BHM712: Application of Computers in Hospitality &amp; Tourism

BHM713: Web Applications in Hospitality &amp; Tourism

**PROGRAM SCHEME SEMESTER I**

Sr. No	Pre-Requisites	Course Code	Course Title	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	3	0	0	3
3	N/A	BHM105	Front Office Foundation	2	0	0	2
4	N/A	BHM106	Housekeeping Foundation	2	0	0	2
5	N/A	BHM121	Food Production Foundation Lab	0	0	8	4
6	N/A	BHM122	Food & Beverage Service Foundation Lab	0	0	4	2
7	N/A	BHM125	Front Office Foundation Lab	0	0	2	1
8	N/A	BHM126	Housekeeping Foundation Lab	0	0	2	1
9	N/A	COM101	English Communication	2	0	0	2
10	N/A	COM121	English Communication Lab	0	0	2	1
Total Credits							21

**SEMESTER II**

Sr. No	Pre-Requisites	Course Code	Course Title	Contact Hours			Credits
				L	T	P	
1	BHM101	BHM201	Food Production Operations	3	0	0	3
2	BHM102	BHM202	Food & Beverage Service Foundation	3	0	0	3
3	BHM103	BHM204	Front Office Operations	2	0	0	2
4	BHM104	BHM205	Housekeeping Operations	2	0	0	2
5	BHM121	BHM221	Food Production Operations Lab	0	0	8	4
6	BHM122	BHM222	Food and Beverage Service Operations Lab	0	0	2	1
7	BHM123	BHM224	Front Office Operations Lab	0	0	2	1
8	BHM124	BHM225	Housekeeping Operations Lab	0	0	2	1
9	COM101	COM201	Business Communication	2	0	0	2
10	COM121	COM221	Business Communication Lab	0	0	2	1
11	-	ENS001	Environmental Science	2	0	0	2
Total Credits							22

**SEMESTER III**

Sr. No	Pre-Requisites	Course Code	Course Title	Contact Hours			Credits
				L	T	P	
1	N/A	BHM301	Industry Exposure Programme (22 weeks)	3	0	0	3
Total Credits							22

**SEMESTER IV**

Sr. No	Pre-Requisites	Course Code	Course Title	Contact Hours			Credits
				L	T	P	
1	BHM201	BHM401	Regional Cuisines of India	3	0	0	3
2	BHM202	BHM407	Food and Beverages Control	4	0	0	4
3	BHM203	BHM405	Accommodation Operations	4	0	0	4
4	N/A	BHM403	Food Nutrition & Hygiene	2	0	0	2
5	N/A	BHM404	Accounting Skills in Hospitality	2	0	0	2
6	NA	BHM406	Research for Hospitality Management	4	0	0	4

6	BHM121	BHM421	Regional Cuisines of India Lab	0	0	4	2
7	BHM222	BHM427	Food and Beverages Control Lab	0	0	2	1
8	BHM223& BHM224	BHM425	Accommodation Operations Lab	0	0	2	1
9	NA	BHM424	Personality Skills	0	0	2	1
<b>Total Credits</b>							<b>24</b>

**SEMESTER V**

Sr. No	Pre-Requisites	Course Code	Course Title	Contact Hours			Credits
				L	T	P	
1	N/A	BHM512	Advance Food Production	4	0	0	4
		BHM502	Art of Baking				
		BHM506	Advance Food & Beverage Service				
		BHM507	Advance Front Office				
		BHM508	Advance Housekeeping				
2	N/A	BHM503	Foreign Language Skills (French)	0	0	4	2
3	N/A	BHM509	Principles of Management	4	0	0	4
4	N/A	BHM505	Hospitality Laws	4	0	0	4
5	N/A	BHM510	Tourism & Cultural Heritage of India	3	0	0	3
6	N/A	BHM511	Synopsis	0	0	0	6
7	N/A	BHM532	Advance Food Production Lab	0	0	4	2
		BHM522	Art of Baking Lab				
		BHM526	Advance Food & Beverage Service (Lab)				
		BHM527	Advance Front Office (Lab)				
		BHM528	Advance Housekeeping (Lab)				
Total Credits							25

**SEMESTER VI**

Sr. No	Pre-Requisites	Course Code	Course Title	Contact Hours			Credits
				L	T	P	
1	N/A	BHM606	International Cuisines	4	0	0	4
		BHM607	Advance Patisserie				
		BHM601	Food & Beverage Service & Bar Operation				
		BHM608	Front Office Management				
		BHM508	Accommodation Management				
2	N/A	BHM603	Hospitality Marketing	4	0	0	4
3	N/A	BHM609	Strategic Management	2	0	0	2
4	N/A	BHM604	Hospitality Project	0	0	8	8
5	N/A	BHM610	Facility Planning	4	0	0	4
6	N/A	BHM626	International Cuisines (LAB)	0	0	4	2
		BHM627	Advance Patisserie Lab				
		BHM621	Food & Beverage Service & Bar Operation (LAB)				
		BHM628	Front Office Management (LAB)				
		BHM622	Accommodation Management (LAB)				
	Total Credits						25

**SEMESTER VII**

Sr. No	Pre-Requisites	Course Code	Course Title	Contact Hours			Credits
				L	T	P	
1	N/A	BHM701	Human Resource Management	4	0	0	4
2	N/A	BHM702-BHM709	Choose any 1Course from List	4	0	0	4
3	N/A	BHM710	Safety, Security & Travel Documentation	4	0	0	4
4	-	BHM722 -729	Choose the same course in practical from List (BHM702-BHM709)	0	0	4	2
5	N/A	BHM711	Multimedia & Journalism in Hospitality	4	0	0	4
		BHM712	Application of Computers in Hospitality & Tourism				
		BHM713	Web Applications in Hospitality & Tourism				
Total Credits							18

### SEMESTER VIII

Sr. No	Pre-Requisites	Course Code	Course Title	Contact Hours			Credits
				L	T	P	
1	N/A	BHM801	On the Job Training	0	0	0	22
Total Credits							22

#### 14. Examination/Continuous Assessment System (CAS):

For CAS two assessment components are adopted to evaluate student's performance.

**14.1** Internal Assessment, which includes attendance, mid semester examination and other components (Assignment, Snap Test, Project, Presentation/ Class Participation, Practical Lab Continuous Assessment, Quiz, Multiple Choice Questions, Case Study, Field Survey/Field Report etc.) carrying a weightage of 40%.

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

**14.3** 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.

**14.4** Students who undergo for On the job training outside Punjab state have a provision to appear online for the final viva-voce. An approval of the Dean of the faculty is required to appear for online viva voce.

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	–
<b>S-Satisfactory, US- Unsatisfactory Minor Project</b>		<b>S/US</b>	

**15. Re-appear:** Student with backlog of one semester will be carried forward to next semester.

Re-appear examinations will be conducted twice in a year after ESE of every semester.

**16. 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. We only use Absolute Grading System.

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

$$\text{CGPA} \times 10 = \%$$

e.g.  $7.8 \times 10 = 78\%$

**Note:** 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. 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



**16.1 Acceptance of MOOC courses**

Faculty of Hospitality accepts the MOOC course available on SWAYAM platform for credit transfer. 40% of the courses can be taken from the available list of MOOCs on SWAYAM.

**Instructions for MOOC courses**

1. MOOC courses taken for credit transfer must be approved and recommended by Dean Academics and Dean of the Faculty before the start of the semester.
2. The copy of the list of courses taken by the students for any course has to be submitted to the Controller of the Examination.
3. MOOC course should be done from SWAYAM platform as per the guidelines of UGC.
4. To obtain the credit the student needs to complete the assessment of the course and provide the certificate of the course issued by the SWAYAM/NPTEL. After completing the certificate, the student must submit the certificate within a week to the department.
5. The fees (if any) for the registration and / or assessment of the MOOC course must be borne by the student only.
6. The student can opt for a particular online MOOC course if and only if the credit of that course is equivalently mapped with the program structure.
7. If the student obtains the same course credit which mapped with the course then credit shall be considered for this course and the grade/marks provided by the accessing authority shall be transfer to the student. The result of the MOOC shall be taken on record by the university examination cell and a result declared for these papers.
8. For any particular semester, all results for the MOOC course must be submitted along with the marks of other papers of the same semester by the course coordinator.
9. MOOC course coordinators shall be appointed for each of the course taken by the student.

**17. 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.

**18. Program qualifying criteria:** For qualifying the Program every student is required to earn prescribed credits (i.e. 172). 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.

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





## Annexure-I

### BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

#### 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 (CLO):

Upon successful completion of the course, the students should:

**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 Vol-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](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 : 3****LTP 300**

**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 and food service areas

**CO3:** Practice and identify different food service areas and their equipment's.

**CO4:** Know about nonalcoholic Beverages such as tea, coffee etc.

**Course Content****Unit I****INTRODUCTION TO FOOD AND BEVERAGE INDUSTRY:-**

Introduction to Food & Beverage Service Industry, History, Types of catering operations—commercial, welfare, transport, others. Role of catering establishment in the hospitality industry, Personal Hygiene, Uniform & Grooming Standards, Career Opportunities.

**Unit II****FOOD SERVICE AREAS (F & B OUTLETS)**

Restaurants, Coffee Shop, Bar, Banquet, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Vending Machines, Discothèque. ANCILLIARY DEPARTMENTS:-Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding.

**DEPARTMENTAL ORGANISATION & STAFFING:** Organization of F&B department of hotel, Principal staff of various types of F&B operations, Job Descriptions & Job Specifications of F&B Service Staff, French terms related to F&B staff, Attributes of F&B Personnel, Inter and Intra departmental relationship.

**Unit III****F & B SERVICE EQUIPMENT**

Familiarization & Selection factors of:- Cutlery, Crockery, Glassware, Flatware, Hollow ware, Equipment and their Usage, Care & Maintenance, Side Station and its importance. All other equipment used in F&B Service, French terms related to the above.

**Unit IV****PREPARATION FOR SERVICE: Organising Mise-en-scene, Organising Mise-en-place**

NON-ALCOHOLIC BEVERAGES: Classification (Nourishing, Stimulating and Refreshing), Tea- Origin, Manufacture, Types & Brands, Coffee, Juices and Soft Drinks, Cocoa & Malted Beverages- Origin & Manufacture.

**Text book:**

1. R. Singaravelan (2016), Food and Beverage Service, (2nd Edition), Oxford University Press
2. Food & Beverage Service- R. Singaravelan, Oxford University Press, New Delhi.
3. Food & Beverage Service - Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS

**WebLinks:**

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](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->

## **BHM105: Front Office Foundation**

**Credits : 2**

**LTP 200**

**Course Description:** The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.

### **Course Outcomes (CLO):**

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

**CO1:** Recognize and handle various functions of front office.

**CO2:** Identify and practice work ethics towards customer care and satisfaction.

### **Course Content**

#### **Unit I**

##### **INTRODUCTION TO HOSPITALITY INDUSTRY**

Hospitality and its origin, Tourism and hotel Industry, its importance, and scope, Evolution of Tourism and Hotel Industry, Introduction of World's leading Hotel Operators and their brands, Introduction to Indian leading, and emerging Hotel Operators and their brands, Role of Tourism industry in Indian economy with a special emphasis on Hotel Industry.

#### **Unit II**

##### **CLASSIFICATION OF HOTELS**

A brief introduction to hotel core areas, Classification of Hotels on the basis of Size, Location, Type of guest, Length of stay of guest, Ownership basis:- Independent Hotels, Chain Hotels, Franchise and Management Contracts Hotels, Marketing/Retailing/Consumer's Co-operatives/Referral ,Groups with examples, Vacation ownership/Time share and Condominium Hotels with examples of hotel groups involved in this business concept,

##### **STAR CLASSIFICATION OF HOTELS**

Government's Classification Committee, Star ratings and Heritage Classifications adopted in India, Basis on which Star ratings are granted along with the Performa of Star Classification.

##### **OVERVIEW OF OTHER CONCEPTS**

Spa, Boutique hotels, All Suite, Budget Hotels, Green Hotels, Ecotels etc. Supplementary/Alternative Accommodations, examples of National and International

Hotels with its type, category and classification.

#### **Unit III**

##### **FRONT OFFICE ORGANIZATION & PERSONNEL**

Introduction to Front Office in Hotels, Types of Rooms, Sub-sections/Function areas in Front Office Department and their functions in Front Office and hotel in details, Layout of Front Office.

Department. Personality traits, Duties and Responsibilities, Hierarchy/ Organizational chart of Front Office Department – Large, Medium and Small Hotels/Resorts/Spa.

#### **Unit IV**

##### **VACATION OWNERSHIP AND CONDOMINIUMS**

Vacation Ownership/Timeshare, Condominium, How are they different from Hotel business? Deeded ownership and Right to use ownership Types of timeshares/Vacation ownerships, Examples with list of hotel operating companies offering vacation ownerships and Condominium concepts. Front Office Equipment:- automated, semi automated, non automated

### **Textbook:**

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

### **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.

### **Online Links:**

<https://www.rdaep.com/blogs/evolution-hospitality-industry/>

<https://hmhub.in/hotels-their-evolution-and-growth-introduction-to-tourism-hospitality-hotel-industry/>

## **BHM106: House Keeping Foundation**

**Credits : 2**

**LTP 200**

**Course Description:** The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness

### **Course Outcomes (CLO):**

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

**CO1:** Recognize organization of housekeeping, its systems and functions.

**CO2:** Identify and practice work ethics towards customer care and satisfaction.

### **Course Content**

#### **Unit I**

##### **THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION**

Role of Housekeeping in Guest Satisfaction and Repeat Business, Personality Traits of housekeeping Management Personnel, Layout of the Housekeeping Department overview of sub section of housekeeping department, Role of housekeeping in other institutes

#### **Unit II**

##### **ORGANIZATION CHART OF THE HOUSEKEEPING DEPARTMENT**

Hierarchy in small, medium, large and chain hotels, (from 1st to 2nd) Identifying Housekeeping Responsibilities, Duties and Responsibilities of Housekeeping staff, Different types of room in a hotel along with their status, standard supplies & amenities of a guest room.

#### **Unit III**

##### **CLEANING ORGANISATION**

Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special, Design features that simplify cleaning, Use and care of Equipment, CLEANING OF GUEST ROOM :- type of soil, nature of soil, standard of cleaning, Cleaning of public area, HOUSEKEEPING INVENTORIES: equipments, agents, supplies, linen, uniform

#### **Unit IV**

##### **PEST CONTROL**

Areas of infestation, Preventive measures and Control measure

**WASTE DISPOSAL AND POLLUTION CONTROL:** Solid and liquid waste, sullage and sewage, disposal of solid waste, Sewage treatment, Pollution related to hotel industry, Water pollution, sewage pollution, Air pollution, noise pollution, thermal pollution, Legal Requirements.

**INTER DEPARTMENTAL RELATIONSHIP:** With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department

### **Textbook:**

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

### **Suggested Readings:**

1. Andrews Sudhir. (2013). Hotel Housekeeping A Training Manual (3rd ed.). New Delhi, India: Tata McGraw-Hill.
2. Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret
3. Lennox, ELBS with Hodder & Stoughton Ltd.

**BHM121: Food Production Foundation Lab****Credits : 4****LTP 008**

**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 <ul style="list-style-type: none"> <li>• Béchamel</li> <li>• Espagnole</li> <li>• Velouté</li> <li>• Hollandaise</li> <li>• Mayonnaise</li> <li>• Tomato</li> </ul>
07	Simple potato preparations (Any 1) Salad Preparations (Any 1) <ul style="list-style-type: none"> <li>• Baked potatoes</li> <li>• Mashed potatoes</li> <li>• French fries</li> <li>• Roasted potatoes</li> <li>• Boiled potatoes</li> <li>• Vegetable preparations (Any 1)</li> <li>• Boiled vegetables</li> <li>• Glazed vegetables</li> <li>• Fried vegetables</li> <li>• Stewed vegetables.</li> <li>• Cole slaw,</li> <li>• Potato salad,</li> <li>• Beet root salad,</li> <li>• Green salad,</li> <li>• Fruit salad,</li> </ul>
08	<ul style="list-style-type: none"> <li>• Egg cookery - Preparation of variety of egg dishes</li> <li>• Boiled (Soft &amp; Hard)</li> <li>• Fried (Sunny side up, Bull's Eye, Double fried)</li> <li>• Poached egg</li> <li>• Scrambled</li> <li>• Omelette (Plain, Stuffed, Spanish)</li> <li>• en cocotte (eggs Benedict)</li> </ul>
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, Darné, Paupiette) Fish Preparations (Grilled, Fried, Pan seared)

**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.

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

**BHM125: Front Office Foundation Lab****Credits : 1****LTP 002**

**Course Description:** The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.

**Course Outcomes (CLO):**

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

**CO1:** Recognize organization of housekeeping, its systems and functions.

**CO2:** Identify and practice work ethics towards customer care and satisfaction.

**List of Experiment:**

1. Grooming and Hospitality etiquettes
2. Personality traits of front office personnel
3. Identification of equipments and furniture used in Front Office Department
4. Front Desk Counter and Bell Desk
5. Countries, their capitals, currencies, airlines and their flags
6. Role Play: Reservations: FIT, Corporate guest and group.
7. Luggage Handling: FIT, Walk-in, Scanty Baggage, regular, crew and group
8. Great Personalities of Hotel Industry (min 3 personalities to be given as assignment)

**BHM126: House Keeping Foundation Lab****Credits : 1****LTP 002**

**Course Description:** The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness

**Course Outcomes (CLO):**

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

**CO1:** Recognize organization of housekeeping, its systems and functions.

**CO2:** Identify and practice work ethics towards customer care and satisfaction.

**List of Experiment:**

1. Cleaning Equipment-(manual and mechanical), Familiarization, Different parts, Function, Care and maintenance.
2. Cleaning agents, familiarization according to classification, functions.
3. Maid's trolley: Contents and set up
4. Sample Layouts of Guest Rooms: Single, double, Twin and Suites.
5. Guest Room Supplies and Position: Standard room, Suite, VIP room
6. Public Area Cleaning Procedure

**A. SILVER/ EPNS**

- Plate powder method
- Polivit method
- Proprietary solution (Silvo)

**C. BRASS**

- Traditional/ domestic 1 Method
- Proprietary solution 1 (brasso)



#### D. GLASS

- Glass cleanser
- Economical method(newspaper)

#### E. WALL - care and maintenance of different types and parts

- Skirting
- Dado
- Different types of paints(distemper Emulsion, oil paint etc)

#### COM101: English Communication

**Credits : 2**

**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.englishgrammarssecrets.com/>
4. <http://www.myenglishpages.com/>
5. <http://www.english-for-students.com/Homonyms-B.html>

**COM121: English Communication Lab****Credits : 1****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.

**SEMESTER II****BHM-201: 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 are 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 &

- 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](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>
- [https://www.bcit.cc/site/handlers/filedownload.ashx?moduleinstanceid=8388&dataid=29491&FileName=soups\\_and\\_Sauces\\_Chapter\\_20.pdf](https://www.bcit.cc/site/handlers/filedownload.ashx?moduleinstanceid=8388&dataid=29491&FileName=soups_and_Sauces_Chapter_20.pdf)

## BHM202: Food and Beverage Service Operation

**Credits : 3**

**LTP 300**

**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, menu planning room service procedure, Proper menu planning and restaurant order taking method and settlement of guest's bill. The students will be well versed with tobacco and its manufacturing process.

#### Course Outcomes (CLO):

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

**CO1:** Practice about various types of food service

**CO2:** Design a good quality menu with profit making presentation.

**CO3:** Exhibit IRD practices and the way of service in the rooms with standards.

**CO4:** Determine the practice about tobacco and cigarettes.

#### Course Content

##### Unit I

**TYPES OF FOOD SERVICE:** Silver service, American service, French service, Russian service, Gueridon service, assisted service, Self-service, Single point service, Specialised Service. Service Procedure

##### Unit II

**MENU PLANNING:** Origin of Menu, Objectives of Menu Planning, Factors to be considered while planning a menu, Menu terminology, Types of Menu, Courses of French Classical Menu Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes

**Types of Meals:** Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper

##### Unit III

**ROOM SERVICE:** Introduction, personnel, taking the order, routing the order, preparing the order, delivering the order, providing amenities, Room service menu, sequence of service, Forms & formats.

**SALE CONTROL SYSTEM:** KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Check and bill system, Service with order, computerized system, circumstantial KOT, Alcoholic Beverage order, Billing

#### **Unit IV**

**TOBACCO:** History, Processing for cigarettes, pipe tobacco & cigars,

**Cigarettes:** Types and Brand names, Pipe Tobacco – Types and Brand names Cigars – shapes, sizes, colours and Brand names, Care and Storage of cigarettes & cigars

#### **Textbook:**

1. Food & Beverage Service- R.Singaravelavan, Oxford University Press, New Delhi.
2. Food & Beverage Service- Dennis R. Lillicrap & John A. Cousins. Publisher: ELBS
3. Food & Beverage Service Training Manual- Sudhir And rews, Tata McGraw Hill.

#### **WebLinks:**

1. [https://www.jetro.go.jp/ext\\_images/en/reports/survey/pdf/2015\\_03\\_biz4.pdf](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](https://www.ggra.org/wp-content/uploads/2014/11/pre_opening_checklist.pdf)
3. <https://www.worldskills.org/>...>SkillsExplained>SocialandPersonalServices>
4. <https://www.hospitality-school.com/how-to-take-food-order-in-restaurant-sop>

### **BHM205: Front Office Foundation**

**Credits : 2**

**LTP 200**

**Course Description:** The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.

#### **Course Outcomes (CLO):**

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

**CO1:** Recognize and handle various functions of front office.

**CO2:** Identify and practice work ethics towards customer care and satisfaction.

#### **Course Content**

##### **Unit I**

#### **Tariff Structure**

Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use, Hotel Day rate, Basis of Charging Room Rent, Various factors affecting Room rent, Fixing Room Tariffs through Cost based pricing & Market based pricing, Rule of Thumb, Hubbart formula Front Office, Coordination, Meal Plans, and Type of Guests, Role of Tour operators and Travel agents in hotel business, Meal Plans – Type, needs and use of such plans, Type of Guests – FIT, VIP, CIP, GIT, Business travellers, Special interest tours, domestic, foreigner etc, Front Office coordination with different departments in hotels.

##### **Unit II**

#### **GUEST CYCLE AND RESERVATIONS**

Introduction to guest cycle – Pre arrival, Arrival, During guest stay, Departure and After departure, Reservation and its importance, Basic tools of reservation – Room Status Board, ALC, DCC with formats, Handling reservation and reservation form with formats, Modes of Payment while reservation - an introduction, Sources of Reservation, Systems of Reservation, Types of Reservations, Cancellations and Amendments, Reservation reports and statistics Overbooking, Upselling, No show, Walk-in guest, scanty baggage, stay over, over stay, under stay, early arrival, turn away, time limit, overstay etc

### Unit III

#### REGISTRATION

Registration and its importance, Types of registration records – Bound book register, loose leaf register and Guest Registration Card (GRC) and their formats GUESTHANDLING, Pre registration activities, Procedure of Guest Handling – Pre arrival, On Arrival and Post Arrival procedures, Handling reserved guests, Procedure for Handling Free Individual Traveller (FIT), Chance guests, VIP, Group arrival, Foreigner guest (C-forms, Foreign currency exchange), Single Lady guest, Corporate guest, Layover passenger, Check-in for guest holding Discount voucher, Turn-away guest

### Unit IV

#### FRONT DESK FUNCTIONS

Procedure for Room Assignment, Room not clear, Wash and Change Room, Complimentary stay, Suite Check-in, Upgrading a guest, Downgrading a guest, Handling request for Late Check-out, Precautions for Scanty Baggage guest, Guest Stationery, Handling request for Rental Equipment, Up selling, Material Requisition, Shift Briefing, Morning and Afternoon Shift Handover, Night Shift Handover, Guest Relations, Courtesy Calls, Room amenities for Corporate/VVIP/CIP guest, Handling Awkward guests, Room Change Procedure, Handling Mails, Message and Paging, Key control procedures.

#### Textbook:

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

#### 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

### BHM205: House Keeping Foundation

Credits: 2

LTP 200

**Course Description:** The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness

#### Course Outcomes (CLO):

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

After completing the course, the students will be able to:

**CO1:** Recognize organization of housekeeping, its systems and functions.

**CO2:** Identify and practice work ethics towards customer care and satisfaction.

**CO3:** Recognize practice routine system & records of House Keeping department

**CO4:** Sanitize about key control & maintenance operation

#### Course Content

### Unit I

#### CLEANING AGENTS

General Criteria for selection, Polishes, Floor seats, Use care and Storage, Distribution and Controls, **AREA CLEANING:** Guest rooms, Front-of-the-house Areas, Back-of-the house Areas, Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.

**WATER SYSTEMS IN HOTEL:** Water distribution system in a hotel, Cold water systems in India, Hardness of water, water softening, base exchange method (Demonstration), Cold water cistern swimming pools, Hot water supply system in hotels, Flushing system, water taps, traps and closets Classification, Use of Ecofriendly products in Housekeeping.

### Unit II

#### COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES

Metals, Glass, Leather, Leatherites, Rexines, Plastic, Ceramics, Wood, Wall finishes Floor Finishes.

### Unit III

#### ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT

Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering

Checklists, Floor Register, Work Orders, Log Sheet., Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report Handover Records, Guest's Special Requests Register, Record of Special Cleaning Call Register, VIP Lists Guest room layout, type of bed & mattresses.

#### Unit IV

##### KEYS

Types of keys, Computerized key cards, Key control, OVERVIEW OF MAINTENANCE DEPARTMENT: Roll, Responsibilities, Importance of maintenance department in the hotel industry with emphasis on it, relation with other departments of the hotel. Preventive and break down maintenance comparisons

##### Textbook:

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

##### Suggested Readings

1. Andrews Sudhir. (2013). Hotel Housekeeping A Training Manual (3rd ed.). New Delhi, India: Tata McGraw-Hill.  
 2. Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret  
 3. Lennox, ELBS with Hodder & Stoughton Ltd.

#### BHM221: Food Production Operations Lab

Credits : 4

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

01	<b>Breads</b> <ul style="list-style-type: none"> <li>• Milk bread(open top)</li> <li>• Multigrain bread</li> <li>• Hard Rolls</li> <li>• Grissini</li> <li>• Pita bread</li> <li>• Hot Cross buns</li> <li>• Sweet Buns</li> <li>• French Baguettes</li> <li>• Bread Display</li> </ul>
02	<b>Cakes</b> <ul style="list-style-type: none"> <li>• Black Forest Cake</li> <li>• Red velvet Cake</li> <li>• Chocolate Truffle Cake</li> <li>• Blue berry Muffins</li> <li>• Marble cake</li> <li>• Madeira Cake</li> <li>• Plum cake</li> <li>• Mud Cake</li> </ul>
03	<b>Cookies</b> <ul style="list-style-type: none"> <li>• Marble biscuits</li> <li>• Macaroons</li> <li>• Choco chip cookies</li> <li>• Almond Flakes cookies</li> <li>• Ajwain biscuits</li> <li>• Jeera cookies</li> <li>• Oat meal cookies</li> <li>• Chocolate cookies</li> <li>• Salted Biscuits</li> </ul>

04	<b>Hot/Cold Desserts</b> <ul style="list-style-type: none"> <li>• Pine apple soufflé</li> <li>• Chocolate mouse</li> <li>• Cold cheese cake</li> <li>• Bread and butter pudding</li> <li>• Caramel custard</li> </ul>
05	<b>Pastries</b> <ul style="list-style-type: none"> <li>• Puff pastry (Veg &amp; non veg Puff)</li> <li>• Flaky Pastry ( Vol-au-vents)</li> <li>• Choux pastry( Croquembouche, Éclairs, swans, Profit Rolls)</li> <li>• Short crust pastry( Lemon curd Tarts, Apple Pies)</li> <li>• Phillo Pastry( Baklava)</li> </ul>

#### 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 Operation****Credits : 1****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, menu planning room service procedure, Proper menu planning and restaurant order taking method and settlement of guest's bill. The students will be well versed with tobacco and its manufacturing process.

**Course Outcomes (CLO):**

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

**CO1:** Practice about various types of food service

**CO2:** Design a good quality menu with profit making presentation.

**CO3:** Exhibit IRD practices and the way of service in the rooms with standards.

**CO4:** Determine the practice about tobacco and cigarettes.

**List of Experiments**

01	Breakfast Table Lay-out & S service (Indian, American, English, Continental)
02	Receiving and taking care the guests while waiting at the table.
03	Laying a Table for 'hôte & Ala 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 setup 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	Service of Tobacco Cigarettes and Cigar.

**BHM224: Front Office Foundation Lab****Credits : 1****LTP 002**

**Course Description:** The course is aimed at familiarizing the students with various functions of front office and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.

**Course Outcomes (CLO):**

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

**CO1:** Recognize and handle various functions of front office.

**CO2:** Identify and practice work ethics towards customer care and satisfaction.

**List of Experiment:**

1. Welcoming/greeting to the guest
2. Providing information to the guest
3. Telephone handling: How to handle enquiries Suggestive selling.
4. Filling up various forms and formats
5. Registrations: FIR, groups/crews, VIP, corporate
6. Security Deposit box handling
7. Foreign Currency Exchange Procedure

**8. Introduction to PMS**

1. Hot function keys
2. Create and update guest profiles
3. Make FIT reservation
4. Send confirmation letters
5. Printing registration cards
6. Make an Add-on reservation
7. Amend a reservation
8. Cancel a reservation-with deposit and without deposit
9. Log onto cashier code
10. Process a reservation deposit
11. Pre-register a guest



12. Put message and locator for a guest
13. Put trace for guest
14. Check in a reserved guest
15. Check in day use
16. Check –in a walk-in guest
17. Maintain guest history
18. Issue a new key
19. Verify a key
20. Cancel a key
21. Issue a duplicate key
22. Extend a key
23. Programme keys continuously
24. Re-programme keys
25. Programme one key for two rooms

## BHM225: House Keeping Foundation Lab

**Credits : 1**

**LTP 002**

**Course Description:** The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness

### **Course Outcomes (CLO):**

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

**CO1:** Recognize organization of housekeeping, its systems and functions.

**CO2:** Identify and practice work ethics towards customer care and satisfaction.

**CO3:** Recognize practice routine system & records of House Keeping department

**CO4:** Sanitize about key control & maintenance operation

### **List of Experiment:**

Servicing guest room(checkout/ occupied and vacant)

#### **ROOM**

Task 1- open curtain and adjust lighting .

Task 2-clean ash and remove trays if any

Task 3- strip and make bed

Task 4- dust and clean drawers and replenish supplies

Task 5-dust and clean furniture, clockwise or anticlockwise

Task 6- clean mirror

Task 7- replenish all supplies

Task 8-clean and replenish minibar

Task 9-vaccum clean carpet

Task 10- check for stains and spot cleaning

#### **BATHROOM**

Task 1-disposed soiled linen

Task 2-clean ashtray

Task 3-clean WC

Task 4-clean bath and bath area

Task 7-clean tooth glass

Task 8-clean vanity unit

Task 9- replenish bath supplies

Task 10- mop the floor

**Bed making supplies (day bed/ night bed)**

Step 1-spread the first sheet(from one side)

Step 2-make miter corner (on both corner of your side)

Step 3- spread second sheet (upside down)

Step 4-spread blanket

Step 5- Spread crinkle sheet

Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)

Step 7- tuck the folds on your side

Step 8- make miter corner with all three on your side

Step 9- change side and finish the bed in the same way

Step 10- spread the bed spread and place pillow

**Records**

Room occupancy report Checklist

Floor register

Work/ maintenance order] Lost and found

Maid's report

Housekeeper's report Log book

**Guest special request register**

Record of special cleaning Call register

VIP list

Floor linen book/ register

**Guest room inspection**

**Minibar management**

Issue

stock taking

checking expiry date

Handling room linen/ guest supplies

maintaining register/ record replenishing floor pantry

stock taking

checking expiry date

**Handling room linen/ guest supplies**

maintaining register/ record replenishing

floor pantry

stock taking

**Guest handling**

**Guest request Guest complaints**

## COM201: Business Communication

Credits : 2

LTP 002

**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](https://www.cls.utk.edu/pdf/ls/Week1_Lesson7.pdf)

2. [http://www.pathways.cu.edu.eg/subpages/downloads/Communication\\_Chapter\\_1.pdf](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

## **EVS101: Environmental Science**

**Credits : 4**

**LTP 002**

**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:** Understand the multidisciplinary nature of environmental studies and ecosystem

**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**

##### **Ecosystems**

What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs 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 II**

##### **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 & interstate).

Energy resources: Renewable and nonrenewable energy sources, use of alternate energy sources, growing energy needs.

#### **Unit III**

##### **Biodiversity and Conservation**

Endangered and endemic species of India. Threats to biodiversity: Habitat loss, poaching of wild life, man wild life conflicts, biological invasions; Conservation of biodiversity: Insitu and Exsitu conservation of biodiversity.

#### **Unit IV**

##### **Environmental Pollution**

Environmental pollution: types, causes, effects and controls; Air, water, soil and noise pollution Nuclear hazards and human health risks Solid waste management: Control measures of urban and industrial waste. Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture. Disaster management: floods, earthquake, cyclones and landslides. Environmental movements: Chipko, Silent valley, Bishnois of Rajasthan.

### **Suggested Readings:**

1. Gleeson, B. and Low, N.(eds.)1999. Global Ethics and Environment, London, Routledge.
2. Gleick, P. H. 1993. Water in Crisis. Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute, Oxford Univ. Press.
3. Groom, Martha J., Gary K. Meffe, and Carl Ronald Carroll. Principles of Conservation Biology. Sunderland: Sinauer Associates, 2006.
4. McCully, P. 1996. Rivers no more: the environmental effects of dams (pp.29-64). Zed Books.
5. Mc Neill, JohnR. 2000. Something New Under the Sun: An Environmental History of the Twentieth Century.
6. Odum, E .P, Odum, H.T. & Andrews, J. 1971.Fundamentals of Ecology. Philadelphia: Saunders.
7. Pepper, I.L., Gerba, C.P. & Brusseau, M.L.2011. Environmental and Pollution Science. Academic Press.
8. Rao, M.N. & Datta, A.K.1987. Waste Water Treatment. Oxford and IBH Publishing Co. Pvt. Ltd.

9. Raven, P. H., Hassenzahl, D. M. & Berg, L. R. 2012. Environment. 8th edition. John Wiley & Sons.
10. Sengupta, R. 2003. Ecology and economics: An approach to sustainable development. OUP.
11. Singh, J. S., Singh, S. P. and Gupta, S. R. 2014. Ecology, Environmental Science and Conservation. S. Chand Publishing, New Delhi.
12. Sodhi, N.S., Gibson, L. & Raven, P. H. (eds). 2013. Conservation Biology: Voices from the Tropics. John Wiley & Sons.
13. Thapar, V. 1998. Land of the Tiger: A Natural History of the Indian Subcontinent. Warren, C. E. 1971. Biology and Water Pollution Control. WB Saunders.
14. Warren, C. E. 1971. Biology and Water Pollution Control. WB Saunders.

### **SEMESTER III**

#### **BHM301: Industry Exposure Program**

**Credits : 22**

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.

## SEMESTER IV

### BHM401: Regional Cuisines of India

Credits : 3

LTP 300

**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>

## **BHM407: Food & Beverage Control**

**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:** Know about food & beverage cost for various F&B service outlets and Receiving Procedure.

**CO2:** Maintain proper Purchase cycle in the hotels with proper hygiene standards.

**CO3:** Use different store and issuing control procedure in Food and Beverage industry.

**CO4:** Calculate Selling price and standard recipes for food and beverage outlets.

### **Course Content**

#### **Unit I**

**FOOD & BEVERAGE COST CONTROL:** Introduction to Cost Control, Define Cost Control, the Objectives and Advantages of Cost Control, Basic Costing, Food Costing.

**RECEIVING CONTROL:** Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment required for receiving, Documents by the Supplier (including format), Delivery Notes, Bills/Invoices, Credit Notes, Statements, Records maintained in the Receiving Department, Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving, Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department, Hygiene and cleanliness of area.

#### **Unit II**

**PURCHASING CONTROL:** Purchasing Control, Aims and objectives of Purchasing Policy, Job Description of Purchase Manager/Personnel, Types of Food Purchase, Quality Purchasing, Food Quality Factors for different commodities, Definition of Yield, Tests to arrive at standard yield, Definition of SPS (Standard Purchase Specification), Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food

Purchasing in Hotel, Purchasing by Contract, Periodical Purchasing, Open Market Purchasing, Standing Order Purchasing, Centralized Purchasing, Forms and Formats used in Purchase Department: Purchase Order Forms, Ordering Cost, Carrying Cost, Economic Order Quantity, and Sources of Supply.

#### **Unit III**

**STORING & ISSUING CONTROL:** Storing Control, Aims of Store Control, Job Description of Food Store Room Clerk/personnel, Storing Control, Facilities and Equipment required for Storing, Arrangements of Food, Location of Storage Facilities, Stock Control, and Types of Foods Received- direct stores (Perishables/non-perishables), Stock Records Maintained Bin Cards (Stock Record Cards/Books).

**ISSUING CONTROL:** Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical inventory and Book value, Stock levels, Practical Problems, Hygiene & Cleanliness of area.

#### **Unit IV**

**PRODUCTION CONTROL:** Aims and Objectives, Forecasting, Fixing of Standards, Definition of standards (Quality and Quantity), Standard Recipe: Definition and Objectives. Standard Portion Size: Definition, Objectives and equipment used, Standard Portion Cost.

**SALES CONTROL:** Definition, objective, determining sales price, Calculation of selling price, factors to be considered while fixing selling price, Matching costs with sales, Billing procedure - cash and credit sales, Cashier's Sales summary sheet, Procedure of Cash Control, Machine System, Electronic Cash Register, National Cash Register, Preset Machines, Point of Sale, Reports, Thefts, Cash Handling.

### **Suggested Readings:**

1. Jay Prakash Kant (2015), Food and Beverage Management and Cost Control, (1st Edition), Aman Publications.
2. Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
3. Hotel & Catering Costing & Budgets, RD. Boardman, Publisher: Heinemann.



**WebLinks:**

1. <https://setupmyhotel.com/train-my-hotel-staff/f-b/366-glasswares-types.html>
2. <https://www.slideshare.net/lafarge777/types-of-bars-food-service>
3. <https://hospitalitynu.blogspot.com/2012/06/control-system-for-bar.htm>
4. <https://possector.com/management/how-to-control-inventory-in-restaurant-or-bar>
5. <https://www.drinksmixer.com>› Bartenderguide›Section1

**BHM405: Accommodation Operations****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 rosters, 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:

1. 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](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: 2**

**LTP 200**

**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:

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

#### Web Links:

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

**LTP 200**

**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:**

1. 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](https://www.kkhsou.in/main/management/final_accounts.html)

**BHM406: Research for Hospitality 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 Contents:**

**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.unimannheim.de/.../PDFs/The\\_Oxford\\_Handbook\\_of\\_Quantitative\\_Method](https://gess.unimannheim.de/.../PDFs/The_Oxford_Handbook_of_Quantitative_Method)
- ..

**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:**

- 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

## **BHM425: Accommodation Operations Lab**

**Credits : 1**

**LTP 002**

**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**

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.

## **BHM424: Personality Skills**

**Credits : 1**

**LTP 002**

**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%20>
4. [www.bsmcpss.com/resources/study-guides/OPH%2001%2001-101.pdf](http://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](https://www.tutorialspoint.com/interpersonal_skills/interpersonal_skills_tutorial.pdf)

**SEMESTER V**

**BHM512: ADVANCED FOOD PRODUCTION OPERATIONS**

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with know the importance of Advance Food Production in the Hospitality Industry. The course includes Cold Food Preparation & Larder.

**Course Outcomes (CLO):**

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

**CO1:** Integrate Larder into their skill set & preparation of Sausages.

**CO2:** Illustrate the use of Aspic & Aspic Jelly & Prepare Galantine, Ballotine & Dodine.

**CO3:** Prepare different types Pates, Terrine and different appetizers

**CO4:** Differentiate Sandwiches & its types

**Contents:**

**Unit I**

**Larder or Cold Kitchen:** Introduction to larder and Larder Work, Sections and functions of a larder kitchen, Layout of a larder kitchen, Hierarchy of larder staff, Larder Equipment's, Duties and Responsibilities of Larder Staff

**Sausages:** Introduction and Elements of sausages, Sausage making, Preparation of Sausages, Popular sausages across the world

**Unit II**

**Aspic or Gelee, Ham, Bacon and Gammon :** Introduction of aspic or Gelee, Uses of Aspic or Gelatine, Proportions of Gelatine, Types of Ham and Bacon

**Galantines, Ballontines and Dodine :** Introduction of Galantine, Ballontines and Dodine, Galantine Making, Ballontine making, Dodine making

**Unit III**

**Pates and Terrines:** Introduction to pates and terrines, Components of terrine and Terrine Making, Components of pate and Pate Making, Types of Pate and terrines

**Appetizers and Garnishes:** Introduction and Classification of Appetizers, Garnishing of Hors d'oeuvres



#### Unit IV

**Sandwiches:** Introduction and Parts of Sandwiches, Types of Sandwiches, Making of Sandwiches and Storing Sandwiches, Modern Approach to Sandwiches in Hotels

**Salads:** Types of salad, Various types of lettuce used in salads, Salad Dressing, Emerging Trends in Salad Making and Salient Features of preparing good salads Wine Cookery: Introduction and Wine Pairing, Uses of Wine in cooking

#### Suggested Books:

1. Bali Parvinder S, International Cuisine & Food Production Management, Oxford University Press
2. Leto M.L & Bode W.K, The Larder Chef, Oxford University Press
3. Sharma D.D, Cold Kitchen-A Guide to Gar de Manger, Aman Publications, New Delhi

#### List of Experiments:

1. 10 varieties of Sandwiches
2. 10 varieties of Salads
3. Any 10 Appetizer

#### 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.

#### Contents:

##### 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, staleness 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, glaze 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](http://ihmgwalior.blogspot.com/2012/10/bakery-theory-notes.html)
3. [www.jimssouthdelhi.com/studymaterial/BHM4/FP.pdf](http://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](http://www.powershow.com/search/presentations/bakery_and_confectionery)
6. <https://www.slideshare.net/SunilKumar148/confectionery-65536832>

## **BHM506:Advance Food & Beverages Service**

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with advanced knowledge of wines and regions, providing students guidelines to manage a bar business. The course includes wines and its types, food and wine harmony and various regions of wines, it also includes wine and food harmony and knowledge about the cheese and pairing with wine.

### **Course Outcomes (CLO):**

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

**CO1:** Know about Introduction and types of alcoholic beverages

**CO2:** Understand detailed about Beer production brand type.

**CO3:** Understand various old world wine region with their characteristics & Laws

**CO4:** Understand about the new world wine region, Laws, Food & Cheese pairing with Wine

### **Course Contents:**

#### **Unit I**

**Introduction to Alcoholic Beverages:** Introduction and definition, Production of Alcohol, Types: Fermentation process, Distillation process, Classification of alcohols with examples. Classification of wines with their example Table, Still, Natural, Sparkling, Fortified, Aromatized, Viticulture, Vinification, Grapes varieties; Red & White.

#### **Unit II**

**BEER:** Definition & Introduction, History, Beer Ingredients, Manufacturing Process of Beer, Types, Storage, Service of Beer, Beer Based Classic Cocktails.

#### **Unit III**

**WINES I : Definition & History,** Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names): France, Germany, Italy, Spain, and Portugal.  
Food & Wine Harmony  
Storage of wines

#### **Unit IV**

**WINES II:** New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names): USA, Australia, India, Chile, South Africa, Algeria, New Zealand.

## **TABLE CHEESE**

- Introduction
- Types
- Brands and Services
- Storage

### **Suggested Readings:**

1. Singaravelavan R (2016), Food and Beverage Service, (2nd Edition), Oxford University Press
2. Stuart Walton, Brian Glover (2014), Ultimate Encyclopedia of Wine, Beer, Spirits & Liqueurs, Hermes House Publications
3. Madeline Puckett, Justin Hammack (2015), Wine Folly: The Essential Guide to Wine, Avery Publications
4. Food & Beverage Service – Denis Lillicrap
5. Food & Beverage Service – Vijay Dhawan
6. Food & beverage Service- Rao J Suhas
7. The Waiter Handbook by Graham Brown, Publisher: Global Books & Subscription Service New Delhi
8. Food & Beverage Service Training Manual-Sudhir Andrew, Tata McGraw Hill

### **WebLinks:**

1. <https://www.google.co.in/search?ei=oBhPW-XoBJjEvwTs45a4DA&q=types+of+wines>
2. <https://winefolly.com/blog>
3. <https://www.goodfellowpublishers.com/.../Chapter%204-0949256f61a3a78de6eec678>
3. <http://www.ilocis.org/documents/chpt65e.htm>

## **BHM 507: Advance Front Office**

**Credits :4**

**LTP 400**

**Course Description:** The course aims to equip the students with enhanced skills related to Advance Front Office in an organization. The course includes handling of bell desk and concierge operations, forecasting techniques, front office and guest safety and security and sales techniques of front office operations.

### **Course Outcomes (CLO):**

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

**CO1:** Handle Bell Desk and Concierge Operations.

**CO2:** Well versed with Front Office Forecasting Techniques.

**CO3:** Ensure Front Office and Guest safety and Security.

**CO4:** Make practical use of sales techniques of front office in different situations.

### **Unit I: Bell Desk & Concierge Operations:**

Introduction of Bell desk, Equipment's used in Bell desk, Functions of Bell desk, Luggage handling, Paging, Change of room etc. Functions of Concierge, Forms & Formats.

### **Unit II: FORECASTING:**

Forecast formula, Types of forecast, Sample forecast forms, Factors for evaluating front office operations. Forecasting techniques, Forecasting Room availability, Useful forecasting data (% of walking, % of overstay, % of under stay)

### **Unit III: FRONT OFFICE AND GUEST SAFETY AND SECURITY:**

Importance of security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb) Latest security measures used in hotels at the time of check-in: use of metal detectors, baggage checks, X-ray machines, bollards, collapsible gates etc.

### **Unit IV: Sales Techniques for Hotel Rooms:**

Offering Alternatives and Suggestive Selling Internal / In-house sales promotion. Direct sales – through intermediaries. Tailor made Package Plans according to seasons. Online- Selling: - Meta Search Engine, Hotel Apps & website, Social Media, OTA's, TA's, Airlines Network, Cruise-Liners, Railway Networks, CRS, Non-Affiliate Networks & GDS.

## **REFERENCES:**

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Grew Hill
- Managing Front Office Operations – Karsavina & Brooks Educational Institution HAMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar)
- Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Karsavina & Brooks
- Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International

## **BHM 508: Advance Housekeeping**

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with enhanced skills related to Advance Housekeeping in an organization. The course includes handling planning and organizing housekeeping department, preparing departmental budgets, housekeeping operations in other institutions and planning and executing contract services and safety guest safety and security in housekeeping operations.

### **Course Outcomes (CLO):**

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

**CO1:** Planning and Organizing Housekeeping Operations.

**CO2:** Preparing departmental budgets.

**CO3:** Planning Housekeeping in other Institutions.

**CO4:** Planning and drafting contract services and ensuring safety and security.

### **Course Contents:**

#### **Unit I: PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT**

Area inventory list, Frequency schedules, Performance and productivity standards, Time and motion study in housekeeping operations, Standard operating manuals – Job procedures Job allocation and work schedules, Calculating staff strength & planning duty rosters, team work and leadership in HK.

#### **Unit II: BUDGETS**

Budget and budgetary control, The budget process, Planning capital budgets, Planning operation budgets, Operating Budgets- controlling expenses- income statement, Purchasing systems- methods of buying, Stock records- issuing and control.

#### **Unit II**

**Design of Control Unit:** Control memory, design of control unit – microprogrammed, hardwired, and their comparative study. **Central Processing Unit:** General Register organization, Stack organization, Instruction formats, Addressing Modes, Data transfer and manipulations, Program control, RISC and CISC architecture

#### **Unit III: HOUSEKEEPING IN INSTITUTES OTHER THAN HOTELS**

Hospitals, Hostels, Malls, Residential establishments, Offices Universities Other commercial areas

#### **Unit IV: CONTACT SERVICES**

Types of contract services, Guidelines for hiring contract services, Advantages and disadvantages of contract services

#### **SAFETY AND SECURITY**

Safety awareness and accident prevention, Fire safety and firefighting, Crime prevention and dealing with emergency situation

### **References:**

Andrews, S. (2013). *Hotel Housekeeping: A Training Manual*. Tata McGraw-Hill Education.

Raghubalan, G., & Raghubalan, S. (2014). *Hotel housekeeping: operations and management*. Oxford University Press.

Burstein, H. (1980). *Management of Hotel and Motel Security* (Vol. 5). CRC Press.

Jones, T. J. (2007). *Professional management of housekeeping operations*. John Wiley & Sons.

Singh, M. (2012). *Hotel Housekeeping*. Tata McGraw-Hill Education.

Ghosal, S. (2011). *Hotel Engineering*. Oxford University Press.

### **BHM503: Foreign Language Skills (French)**

**Credits : 2**

**LTP 004**

**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 conversation (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 Contents:**

##### **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 III**

**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:**

1. 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](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>

## **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/>

**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/>

**BHM509 : Principals of Management****Credits : 4****LTP 400**

**Course Description:** The aims of the course are to understand the basic principles of management and the five major functions of managers - e.g. planning, organizing, leading and controlling - and how managers actually operate.

**Course Outcomes (CLO):**

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

**CO1:** Understand the basic principles of management and the four major functions of managers - e.g. planning, organizing, leading and controlling - and how managers actually operate

**CO2:** Think critically and strategically about management theories and issues, which will enable them to develop their decision-making and analytical skills.

**CO3:** Identify various Management Principles

**CO4:** Exhibit the methods of Management.

**Course Content****Unit I****INTRODUCTION TO MANAGEMENT AND ORGANIZATIONS**

Definition of Management — Science or Art — Manager Vs Entrepreneur — types of managers -managerial roles and skills — Evolution of Management — Scientific, human relations, system and contingency approaches — Types of Business organization — Sole proprietorship, partnership, company-public and private sector enterprises — Organization culture and Environment — Current trends and issues in Management.

**Unit II****PLANNING:**

Nature and purpose of planning — planning process — types of planning — objectives — setting objectives — policies — Planning premises — Strategic Management — Planning Tools and Techniques — Decision making steps and process.

### Unit III

#### ORGANISING

Nature and purpose — Formal and informal organization — organization chart — organization structure — types — Line and staff authority — departmentalization — delegation of authority — centralization and decentralization — Job Design — Human Resource Management — HR Planning, Recruitment, selection, Training and Development, Performance Management, Career planning and management

### Unit IV

#### DIRECTING

Foundations of individual and group behaviour — motivation — motivation theories — motivational techniques — job satisfaction — job enrichment — leadership — types and theories of leadership — communication — process of communication — barrier in communication — effective communication — communication and IT.

#### CONTROLLING

System and process of controlling — budgetary and non-budgetary control techniques — use of computers and IT in Management control — Productivity problems and management — control and performance — direct and preventive control — reporting.

#### Textbook:

1. Jones, G. R. & George, J. M. 2011. Contemporary management. 7th ed. New York: McGraw-Hill/Irwin.

#### Suggested Readings:

1. Koontz, H., and Weihrich, H., Essentials of Management: An International, Innovation and Leadership Perspective, 10th ed., McGraw Hill, 2015.
2. Robbins, SP, Bergman, R, Stagg, I, and Coulter, M, Management 7, Prentice Hall, 7th edition, 2015.
3. Richard I Levin, David S Rubin, Statistical management, 7th Edition, Prentice Hall India, 2011.
4. Kotler, P., Keller, Kevin Lane Keller et al. Marketing Management, 3rd Edition, 2016.
5. Eugene F. Brigham and Michael C. Ehrhardt, Financial Management: Theory and Practice, SouthWestern College Pub; 15th Edition, 2016.

#### 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.unimannheim.de/.../PDFs/The\\_Oxford\\_Handbook\\_of\\_Quantitative\\_Method](https://gess.unimannheim.de/.../PDFs/The_Oxford_Handbook_of_Quantitative_Method)

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## **BHM510: Tourism & Cultural Heritage of India**

**Credits : 3**

**LTP 500**

**Course Description:** The course aims to equip the students with the fundamental concepts of tourism industry. The course includes key concepts related to tourism industry, infrastructure requirements for a destination, impacts of tourism. The course also aims to equip the students with the rich cultural heritage of India and includes the study of architectural marvels, and experiential resources of India. The course also includes the major tourism schemes of Govt. of India.

### **Course Outcomes (CLO):**

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

**CO1:** Explain and relate the basic tourism terminology and concepts.

**CO2:** Describe the various infrastructure required for developing a destination.

**CO3:** Identify the various economic, environmental and socio-cultural impacts of tourism.

**CO4:** Create awareness about various architectural heritage, culture, fairs and festivals and dance forms of India.

**CO5:** Assess the major tourism schemes of Indian government for the development and promotion of tourism at national and global level.

### **Course Content**

#### **Unit I**

**Basics of Tourism** - Basic Concepts: Leisure, Recreation, Tourism and their Inter-relationship; Introduction to Tourism System; Definition and Differentiation: Tourist, Traveller, Visitor, Transit Visitor and Excursionist; Types and Forms of Tourism.

Historical Dimensions of Tourism- Travel and Tourism through the Ages: Early Travels, trade routes, Renaissance, Grand Tour, concept of annual holiday, Emergence of Modern Tourism, Concept of Paid holidays, Thomas cook & early organized travel, Industrial revolution and birth of mass tourism.

#### **Unit II**

**Tourism Demand, Supply and Impacts:** Tourism Demand- Concept of Demand in Tourism; Types of demand Concept of supply in tourism; Unique features of Tourism supply;

Components of tourism supply: Concept of attractions- Natural and Man-made (Built, Social and Cultural), Concept of transportation- Modes (Air, Road, Sea, Rail), Concept of accommodation- Types and forms, Amenities and Ancillary services. Travel intermediaries – concept, types and functions. Economic, Environmental and Socio-Cultural impacts of tourism.

#### **Unit III**

**Cultural Heritage of India** Culture: Meaning and concept

Monuments- Location and unique feature: Golden Triangle of India, Chandela Temples (Khajuraho), Monuments of Hampi, Great Living Chola Temples (Tamil Nadu), Konark Sun temple, Rock cut caves (Mahabalipuram), Elephanta Caves (Mumbai), Ajanta & Ellora Caves (Aurangabad), Bhimbetka Rock Shelters (Madhya Pradesh), Kakatiya Rudreshwara (Ramappa) Temple (Telangana), Statue of Unity (Gujrat).

Major fairs and festivals of India: Kumbhmela, Onam, Pongal, Bihu Festival, Pushkar fair, Surajkund Craft fair, Hornbill Festival, Rann Festival.

#### **Unit IV**

**Tourism and cultural Heritage of India –**

Major Dance Forms (Classical and Folk).

Major Tourism schemes of Govt. of India: Visa on Arrival (VoA), PRASHAD Scheme, Swadesh Darshan, Incredible India Campaign, Adopt a Heritage, Iconic Tourist Sites Development Project, Incredible India Tourist Facilitator (IITF).

### **Text Books:**

1. Swain, S. K. and Mishra, K. (2017). Tourism Principles and Practices (3rd ed.). New Delhi, India: Oxford University Press.
2. Roday, S., Biwal, A. and Joshi, V. (2015). Tourism Operations and Management (8th ed.). New Delhi, India: Oxford University Press.
3. Agarwal, N. (2015). Tourism and Cultural Heritage of India. New Delhi, India: Aman Publications.

### **Recommended Books / Suggested Readings:**

1. Kamra, K. K. and Chand, M. (2015). Basics of Tourism: Theory, Operation and Practice (2015 ed.). New Delhi, India: Kanishka Publishers, Distributors.

2. Page, S. J. (2011). Tourism Management: An Introduction (4th ed. Special Indian Edition). London and New York, USA: Routledge.
3. Goeldner, C. R. and Ritchie, R. B. (2011). Tourism Principles, Practices and Philosophies (12th Ed.). John Wiley & Sons.
4. Fletcher, J., Fyall, A., Gilbert, D. and Wanhill S. (2018). Tourism Principles and Practice (6th Ed.). Pearson
1. Gupta, S .P., Lal, K. and Bhattacharyya, M. (2002). Cultural tourism in India: Museums, Monuments & Arts: Theory and Practice. New Delhi: Indraprastha Museum of Art and Archaeology & D.K. Printworld.
2. Rajaram, K. (2018). Facets of Indian Culture (27th ed.). New Delhi, India: Spectrum.

#### **Weblinks:**

1. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCLZrJZ76d/o1A==>
2. <https://tourism.gov.in/annual-reports/annual-report-2020-21>
3. <https://www.incredibleindia.org/content/incredibleindia/en.html>
4. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCLZrJZ76d/o1A==>
5. [http://m.kkhsou.in/EBIDYA/MGMT/MODIFY\\_tourist\\_india.html](http://m.kkhsou.in/EBIDYA/MGMT/MODIFY_tourist_india.html)
6. <https://opentextbc.ca/introtourism/>

#### **BHM511: Synopsis**

**Credits : 6**

**LTP 000**

**Objectives:** The Synopsis is designed to demonstrate the accumulated learning, and training of the learners in a single original article of their choice concentrating around hospitality industry, subject to instructor's approval and under the additional supervision of a faculty mentor. The students will research topics and prepare presentations so as to publish and/or present in a seminar.

#### **The objectives are :**

1. To study recent research findings on important issues pertaining to hospitality industry
2. To acquaint students with sources of literature
3. To teach students how to research out a topic in the library and from other sources
4. To provide an opportunity for students to review literature
5. To acquaint students about writing research article
6. To develop professional skills in the area of public speaking and attending seminar

#### **Logistics**

1. Class Meetings: for group discussions, group study and presentations and peer-review
2. Assignment Submission Protocol: well drafted assignment with title, name, surname, expanded research statement, literature review, methodology, analysis, and implications, bibliography
3. Peer Review: Peer Review form to be filled honestly with full justifications.

#### **Unit II**

#### **Assignment Timeline**

**Proposal:** choose a preliminary topic, need and importance of topic

**Preliminary Bibliography :** to narrow and focus on the proposed research topic. (Use around 25-30 resources).

**Expanded and Revised Research Statement:** Introduce readers to the main aspects of the article. Formulation of research questions. Choose a provisional article title. State what the article is about, what the researcher hope to demonstrate, the significance of the research

article. Mention the sources/ theoretical to be used to analyze research question. Length : 500 - 750 words. (This assignment is subject to peer critique.)

**Literature Review / Theoretical Background :** The literature review should situate the narrow question into the broader context. Review : What has been done thus far in the field? Do you see trends and shifts in the study of your topic? Any Gap is identified? What methodologies and approaches were applied? Length : 1000-1500 words. (This assignment will be subject to peer critique.)

**Methodology :** Tells how you intend to explore your topic. A variety of approaches from textual analysis to statistical analysis may be used. Research your specific methodology and provide relevant references.

**Complete Rough Draft with conclusions and Summary:** Structure your paper with titled sections, integrate your previous assignment into a single essay, expanding and altering them as needed. Pay attention to the editorial concerns (style, referencing etc.). In the conclusion, summarize the major points of the thesis, reflect upon relevant parts from the literature review as well implications of the study). The draft may be formed under given subtitles :

Title of the Article

Instructor Name

Mentor Name

Summary

Introduction

Literature Review

Methodology

Analysis

Conclusions

Reference cited

Appendixes (if any)

**Paper Presentation:** Presentation in the class using Microsoft Power Point, plan a 15 minute talk on content of your work. Presentation should be professional, informative, clear and concise.

**Final Paper with revised conclusions and summary (in about 4000-6000 words).**

**Plagiarism Test**

## Evaluation

Attendance & Meetings with Mentor: 20 points

Peer Review: 10 Points

Paper Presentation: 20 Points

Total: 100 Points

Note :

1. No late assignment will be accepted.
2. Attendance is compulsory.

The Department shall host one-day Seminar in the above regard with an option of inviting other participants for better inputs on some pre-decided theme.

## 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; glaze 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:

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

**BHM526: Advance Food & Beverages Service (Lab)****Credits : 2****LTP 004**

**Course Description:** The course aims to equip the students with advanced knowledge of wines and regions, providing students guidelines to manage a bar business. The course includes wines and its types, food and wine harmony and various regions of wines, it also includes Beer, manufacturing and its types.

**Course Outcomes (CLO):**

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

**CO1:** Practice management of bar and equipment's

**CO2:** Analyze various wine service and reading of wine label of the world

**CO3:** Practice about service of Beer and Cheese

**CO4:** Demonstrate Role playing and situation handling in bar

**List of Practical's**

01	<b>Bar Setup and different types of Equipment's</b> <ul style="list-style-type: none"><li>• Identification of Wine service equipment</li><li>• Identification of Beer service equipment</li><li>• Identification of Cocktail bar equipment</li><li>• Identification of Liqueur / Wine Trolley</li><li>• Bar stock - alcoholic &amp; non-alcoholic beverages</li><li>• Preparation of Bar accompaniments &amp; garnishes</li><li>• Identification of Bar accessories &amp; disposables</li></ul>
02	Reading Wine Labels
03	<b>Service of Wine</b> <ul style="list-style-type: none"><li>• Service of Red Wine</li><li>• Service of White, Rose Wine.</li><li>• Service of Sparkling Wines</li><li>• Service of Fortified Wines</li><li>• Service of Aromatized Wines</li></ul>

04	<b>Service of Beer</b> <ul style="list-style-type: none"><li>• Service of Bottled &amp; canned Beers</li><li>• Service of Draught Beers</li><li>• Service of Cheese</li></ul>
05	Bar Menu Planning
06	Role playing and Situation handling
07	Mock Bar Operations Handling

**BHM 527: Advance Front Office Lab****Credits : 2****LTP 004**

**Course Description:** The course aims to equip the students with enhanced skills related to Advance Front Office in an organization. The course includes handling of bell desk and concierge operations, forecasting techniques, front office and guest safety and security and sales techniques of front office operations.

**Course Outcomes (CLO):**

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

**CO1:** Handle Bell Desk and Concierge Operations.

**CO2:** Well versed with Front Office Forecasting Techniques.

**CO3:** Ensure Front Office and Guest safety and Security.

**CO4:** Make practical use of sales techniques of front office in different situations.

- Handling Concierge operations
- Handling Bell desk Operations
- Forecasting reports for Room Availability with Individual Check-in, Check-Out, Overstay, under stay, Group Check-in & Group Checkout.
- Compare Room Tariffs of Hotels of cities / towns of Punjab on Indian OTA: -MakeMyTrip, Yatra, Goibibo, International OTA: - Expedia, Priceline.com, Booking.com, Agenda and write a review
- Check & use of Meta Search Hotel Website: - Google Hotel Ads, Trip Advisor, Kayak, and Trivago for Hotels in Panjab and write about 5 hotels opted by you as a guest with reasons.
- Handling of keys-situations related to loss of keys.

**BHM 528: Advance Housekeeping Lab****Credits : 2****LTP 004**

**Objectives:** The course aims to equip the students with enhanced skills related to Advance Housekeeping in an organization. The course includes handling planning and organizing housekeeping department, preparing departmental budgets, housekeeping operations in other institutions and planning and executing contract services and safety guest safety and security in housekeeping operations.

**Course Outcomes (CLO):**

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

**CO1:** Planning and Organizing Housekeeping Operations.

**CO2:** Preparing departmental budgets.

**CO3:** Planning Housekeeping in other Institutions.

**CO4:** Planning and drafting contract services and ensuring safety and security.

- **LAYOUT OF GUEST ROOM:** To the Scale, Earmark Pillars, Specification of Colors, Furniture, Fixture, Fitting, Soft Furnishing and Accessories Etc. Used
- **STANDARD OPERATING PROCEDURE**
- Skill Oriented Task (e.g. cleaning and polishing glass, brass etc)
- **FIRST AID:** First Aid Kit, Dealing With Emergency Situation, Maintaining Records Reporting Maintenance and Follow Ups

## Semester VI

### BHM606 : 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 Contents:

##### 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:

1. Thangam E. Philip, (2014) Modern Cookery for Teaching and Trade Vol-1, (6th Edition), Orient Black Swan
2. 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](https://aculty.ccri.edu/panaccione/fall2011/Evolution_of_French_Cuisine.ppt)



## **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, Semi-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](https://www.drinksmixer.com › Bartender guide › Section (1) The Basics)



## **BHM 604: Front Office Management**

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with enhanced skills related to Front Office Management in an organization. The course includes budgeting, time share and vacation ownership, accommodation management aspects and introduction to airline industry.

### **Course Outcomes (CLO):**

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

**CO1:** Planning and executing Front office department budgeting.

**CO2:** Improve timeshare and condominium services.

**CO3:** Planning accommodation management aspects.

**CO4:** Awareness about the airline industry.

### **Unit I: BUDGETING**

- A. Types of budget & budget cycle
- B. Making front office budget
- C. Factors affecting budget planning
- D. Capital & operations budget for front office
- E. Refining budgets, budgetary control
- F. Forecasting room revenue Advantages & Disadvantages of budgeting

### **Unit II: TIMESHARE & VACATION OWNERSHIP**

- Definition and types of timeshare options
- Difficulties faced in marketing timeshare business
- Advantages & disadvantages of timeshare business
- Exchange companies -Resort Condominium International, Intervals International
- How to improve the timeshare / referral/condominium concept in India- Government's role/industry role

### **Unit III: ACCOMMODATIONS MANAGEMENT ASPECTS**

- Effective use of SOP's in front office department.
- Establishing standards, monitoring performance,
- Tariff decisions
- Cost & pricing-Hubbart formula, Rule of the Thumb
- Marginal/Contribution pricing
- Occupancy & Revenue reports
- Equipment-management & maintenance.

### **Unit IV: INTRODUCTION TO AIRLINE INDUSTRY:**

Introduction, Structure of the Airline Industry, Major & National Carriers, Regional Carriers, Role of Regional Air Carrier. SAFETY REGULATION AND OVERSIGHT OF FLIGHT OPERATION  
Introduction, Safety Regulation of Flight Operations, Flight crew requirements for flight safety, Alternate arrangements by operator, In- flight Monitoring by Operator, Flight operation to a new station, security clearance for foreign pilot and Engineers, Flight safety manual, Safety Audit.

### **References:**

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Grew Hill
  - Managing Front Office Operations – Karsavina & Brooks Educational Institution HAMA
  - Front Office – operations and management – Ahmed Ismail (Thomson Delmar)
  - Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers
  - Managing Front Office Operations By Karsavina & Brooks
- Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International

## **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.html](http://ranjanachand.blogspot.com/2013/08/16-front-office-planning-evaluation_1.html)<http://wayanlaba.blogspot.com/2012/10/rooms-division-budgeting.html>
8. [https://www.tutorialspoint.com/front\\_office\\_management/front\\_office\\_management\\_night\\_audit.htm](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 II**

**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, (6TH 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](https://learn.org/articles/What_is_Hospitality_Marketing.html)
3. [https://learn.org/articles/What\\_is\\_Hospitality\\_Marketing.html](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

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.

## **BHM607: Advanced Patisserie**

**Credits : 4**

**LTP 400**

**Course Description:** This course will provide students with the advanced 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:** Understand the scope of professional bakers, identify various types of raw material, equipment and different types of steps involved in production of bread items with their safety measures. In addition student will also able to know how to handle all the ingredients properly from the time of receiving, storage, handling and preparation.

**CO2:** Brief overview of some of the basic mathematical formula and calculations used in the bakery and confectionery to create standardised production formulas, increase or decrease a formula's yield (a technique known as scaling), and adjust to different production needs.

**CO3:** Mastering in quick breads and cakes, cookies, and other hot and cold desserts.

**CO4:** Enhance their theoretical knowledge about different types of pies, tarts, fruit desserts along with their scientific making techniques.

### **Course Content**

#### **Unit I**

**Career opportunities for baking and pastry professionals** (Formal Education, Continuing Education, Certification, Networking, The business of baking and pastry, Managing Physical assets, Managing information, Managing Human resources)

**Important ingredients identification** (Flours, grains and meals, Types of flours, Rye flour, Rice flour other grains and cereals, Sugar, syrups, and other sweeteners, thickeners, Dairy

Products, Fermented cultured milk products, Cheese, Butter, Eggs, Oils, Shortening, and other Fats, Chocolate, Leaveners, salt, Herbs, Spices, Extracts, wines, cordials and liqueurs, Nuts, Seeds, Selecting and Handling fresh produce, Exotic or tropical fruits)

**Advanced Equipment** (Scaling and measuring tools, Volume measures, thermometers, Cutting tools, Other small tools, Hand tools for sifting, straining and pureeing, Tools for pastries, cookies and breads, Tools for décor work, Bakeware, ring, and molds, Silicon mats and parchment paper, Large equipment, Ice cream machines, Professionals and their tools)

**Advanced baking principles** (Baking Science, basic baking ingredients, stabilizers, liquefiers, sweeteners, monosaccharides and oligosaccharides, crystallization of sugar, Thickeners, gelatinization of starches, polysaccharides, Gelling and thickening agents and their uses, Pectin, Gelatin, Healthy baking, gluten free baking, baking for vegans)

**Food and Kitchen Safety** (Food borne illness, food contaminants, Bacterial growth and Hazardous foods, Proper hand washing, Keep foods out of the danger zone, HACCP, Clean and sanitize, keep out pests, Kitchen safety, work safety, Regulations, Inspection, and certification, Drug and alcohol in the workplace.

## Unit II

**Baking Formula and bakers Percentages** (Baking formulas, formula calculations, **FCF** formula conversion factor, Converting for a different serving size, **APC** as purchased cost, **EPQ** edible portion quantity, **EPC** edible portion cost, Desired dough temperature.

**Yeast-Raised Breads and Rolls** (Direct fermentation, Stages of mixing bread dough, Bulk fermentation, Retarding, Scaling and Pre-shaping, Final shaping, Finishing techniques, Scoring, Washes, Enriched dough, Lean Dough)

**Advanced Yeast Breads and Rolls** (Indirect and Pre-fermentation, Sourdough starters, Autolyse, Soakers.

**Pastry dough and Batters** (Rubbed Doughs, Short dough, Crumb crust, Laminated and strudel dough, Locking and Folding, Storage of lamination Dough)

## Unit III

**Quick Breads and Cakes** (Basic Principles of quick breads and cakes, Pan preparation, The blending mixing method, The creaming mixing method, The two stage mixing method, Foaming methods, Warm foaming method, Separated foam mixing method, Angle food mixing method, Combination mixing method)

**Cookies** (General pan Preparation for cookies, General cooling instructions for cookies, Drop cookies, Bar cookies, Traditional Rolled and cut-out cookies, stencilled cookies, molded cookies, twice-baked cookies, piped cookies)

**Custards, Creams, Mousse, and Soufflé** (Baked custard, Boiled custard, Stirred custards, Steamed Puddings, Mousse, Bavarian Cream, Hot Soufflé)

**Icings, Glazes and sauces** (Soft, medium, and hard peaks Meringues, Italian and French Meringue, Butter Cream, Italian and Swiss meringue buttercream, German butter cream, French buttercream, flavouring buttercream, whipped cream, fondant, vanilla sauce, sabayon, fruit sauce, caramel sauce, Reduction sauce)

## Unit IV

**Pies, Tarts, and Fruit Desserts** (Rolling out dough and lining a pie or tart pan, Topping pies and Tarts, Blind baking pie and tart shells, Working with puff pastry and fresh fruits, Cutting and peeling fruits technique, pitting and coring fruits, strudel)

**Filled and assembled cakes** (Cake assembly, Function of garnish, Molding cakes, Icing cakes, assembling a traditional layer cake, glazing a cake, Enrobing a cake in marzipan or other rolled icing)

**Breakfast Pastries** (Croissant and Danish dough, coffee cakes, Muffins, Doughnuts)

**Individual Pastries** (Tartlets, poached fruits, layered pastries and roulades, Pastries formed in molds, containers, Phyllo Dough, Piped pastries)

**Savoury baking** (The importance of savoury for a pastry chef or baker, Flavour profiles and food trends, Quiche, mousse, tarts, pizza and sandwiches, knife cuts, cooking and baking methods)

**Plated desserts** (Trends in plated desserts, contrast: flavour, taste, texture, temperature, and eye appeal, Contrast table, Restaurant desserts, Desserts station mise-en-place, plating frozen desserts, plated desserts at banquets)

**Chocolate and Confections** (Melting chocolate, Tempering chocolate, seed method, block method, tabling method, Cream ganache, pipping truffle, coating truffles in tempered chocolate, dipping confections, Rochers, soft caramels)

**Décor** (Tools for décor, making a parchment piping cone, to cover a cake in fondant, piping butter cream borders and flowers, working with royal icing, chocolate cigarettes, working with marzipan.

**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](http://ihmgwalior.blogspot.com/2012/10/bakery-theory-notes.html)
3. [www.jimssouthdelhi.com/studymaterial/BHM4/FP.pdf](http://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](http://www.powershow.com/search/presentations/bakery_and_confectionery)
6. <https://www.slideshare.net/SunilKumar148/confectionery-65536832>

**BHM609: Strategic Management****Credits : 2****LTP 200**

**Course Description:** The course aims to equip the students with strategic direction, competitive advantages, strategy development, and strategy implementation. Organization and operation of hospitality companies emphasizing strategic management tools. Identify internal and external strategic issues, generate future-oriented plans, and implement change in a variety of business applications. Develop a business plan for a new or existing business.

**Course Outcomes (CLO):**

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

**CO1:** Assess the core areas of corporate, business and functional level strategy relevant to the international hospitality industry.

**CO2:** Analyze the relationship between the global business environment and strategic decisions made by international hospitality organizations

**CO3:** Evaluate the role of operations in adding value and achieving sustainable competitive advantage in the international hospitality sector & explain the importance of in-depth analysis of both the organization and the external business environmental trends in assisting hospitality managers during the formulation of strategy

**CO4:** Employ analytical skills to choose appropriate structures and cultures for the successful implementation of particular strategies, & Demonstrate sensitivity to global, organizational and environmental contexts when evaluating the strategic position of hospitality organizations

& Discuss business strategy clearly and professionally &. Evaluate the appropriateness and effectiveness of various strategic evaluation methods for hospitality organizations.

**Course Content:****Unit I**

**Introduction to Strategic Hospitality Management:** Defining Strategic Management, Types of Strategies, Prescriptive versus emergent strategies, Growth and Benefits, Overview of the Strategic Management Process, **Environmental Scanning:** Concept of Analysis, Internal Analysis, External Analysis, SWOT, PEST.



## Unit II

**Corporate Strategy:** Directional Strategy , Growth/Stability/Retrenchment , Portfolio Analysis , BCG Matrix, Corporate Parenting, **Business Strategies:** Competitive & Cooperative Strategies, **Functional Strategy:** Resource Productivity, Distinctive and core competencies.

## Unit III

**Value-Chain Analysis and the Value Network:** Primary Activities, Support Activities, Outsourcing, Benchmarking; **Organisational Configuration:** Organisational Structures and processes; Strategy Implementation, **Strategy Implementation** Process, Organisational Culture, Change Management, BPR V's TQM, Continuous Improvement.

## Unit IV

**Managing People:** Competitive Advantage through People, Reasons for Failure to Deliver Success;

**Managing Finance & Technology:** Funding Strategies, Technology and Strategic Capability;

**Strategy Evaluation and Control:** What and How to measure organisational performance, Quantitative and Qualitative evaluation methods, Common problems in performance evaluation; **Corporate Governance:** The role of the BOD, The role of Top Management, Ethical versus Legal behaviour.

### Text Book:

1. Cathy A. Enz, Hospitality Strategic Management Concepts and Cases, Wiley, Second Edition

### Recommended Books / Suggested Readings:

Michael Olsen, Jinlin Zhao, Handbook of Hospitality Strategic Management, Butterworth-Heinemann, 2007

## BHM610: Facility Planning

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to make Students aware to the issues and opportunities inherent in the development and planning of hospitality facilities, specifically hotels and restaurants. Course components include the project development sequence, conceptual and space planning, architectural design criteria, construction management, and the interpretation of architectural design and consultant drawings. There is an emphasis on setting appropriate facilities requirements, understanding industry practice, and implementing properties decisions within a balanced design, operations, and financial framework.

### Course Outcomes (CLO):

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

**CO1:** Identify issues and opportunities inherent in the development and planning of hospitality facilities

**CO2:** Exhibit the project development sequence, conceptual and space planning, architectural design criteria, construction management, and the interpretation of architectural design and consultant drawings.

**CO3:** set appropriate facilities requirements, understanding industry practice, and implementing properties decisions within a balanced design, operations, and financial framework.

**CO4:** Plan for Special Guest

### Course Content:

## Unit I

**TECHNICAL REQUIREMENTS AS ESTABLISHED BY LAW AND NEED:** Introduction, Developing Business Profile, Project selection, Feasibility Report, Constitution of the Establishment – Type of Business i.e., Sole Proprietorship, Partnership, Companies etc., Specific Clearances – Land Conversion, Building Approval, Trade Licenses (essential licenses/permits etc.), Infrastructure requirements – specific clearances from civic bodies, Financial Assistance/Aid,



## Unit II

**FACILITIES DESIGN & ANALYSIS:** Overview of Project Design, Design Consideration – Architectural, Building, etc., Systematic Layout Planning – Flow of Guest/Staff Movement – Diagrams, Analysis of Areas – Operational, Functional, Administrative, Design of Areas – Overview, Cost Considerations, Star Classification Criteria – Committees & Composition thereof – State/Centre, Facilities Design for other Hospitality Areas e.g., Hostels, Hospitals, Industrial Canteens, Flight Services (including costs & controls)

## Unit III

**GLOBAL GREEN INITIATIVE:** International and Global Accreditation, Incentives

## Unit IV

**PLANNING FOR SPECIAL GUESTS:** Special Guests – Meaning and Types, Planning considerations, International Planning guidelines

### Web Links:

1. [https://epgp.inflibnet.ac.in/view\\_f.php?category=1829](https://epgp.inflibnet.ac.in/view_f.php?category=1829)
2. <https://www.slideshare.net/JohnEdwardEstayo/introduction-to-front-office>
3. <https://www.slideshare.net/indianchefrecipe/layout-and-sections-of-front-office>
4. <https://www.slideshare.net/JohnEdwardEstayo/introduction-to-front-office>

## BHM626: 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

**BHM 627: Advanced Patisserie (Practical)****Credits : 4****LTP 400****List of Experiments**

S. No	Topic
1	<b>Identification:</b> Raw Materials with their brand names Small and large equipment, tools and Molds Measurements
2	<b>Experiment:</b> Bagels Whole wheat lean bread Soft roll Dough Grissini Rye with caraways seeds for pull man loaves Cheddar and Onion rye Rolls Lavach Pitta Challah ( three-Braid) Yeast raised Doughnuts
3	<b>Experiment:</b> Sourdough, Biga, Poolish Multigrain bread Lean Dough with pate fermentee Focaccia ( Biga Bread) Vollkornbrot (Rye sour dough bread) Pain Pugliese ( Biga Bread) Hot cross Buns
4	<b>Experiment:</b> Pate a Choux Pie Dough Savory short dough Strudel dough Puff Pastry Croissant dough Danish dough Quiche
5	<b>Experiment:</b> Ginger cake Strawberry cake Cream scones Pumpkin quick bread Zucchini quick bread Banana bread Old fashioned pound cake Rum cake Christmas fruit cake Chocolate Truffle torte Roulade Carrot cake

6	<b>Identification:</b> Oatmeal cookies Brandy snaps Almond anise biscotti French Macaroons Tuiles ( banana, honey, apple cider)
7	<b>Experiment:</b> Crème brulee Cheese cake Raspberry mousse Chocolate mousse & soufflé Blueberry Compote Coconut frangipane
8	<b>Experiment:</b> various types of Gateau Cakes Torte Wedding cakes
9	<b>Experiment:</b> Chocolates and confections Fudge Nougat Fruit jellies Marshmallows

**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

**BHM621: Food & Beverage Service Management Lab****Credits : 3****LTP 300**

**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

**BHM 624: Front Office Management****Credits : 2****LTP 004**

**Course Description:** The course aims to equip the students with enhanced skills related to Front Office Management in an organization. The course includes budgeting, time share and vacation ownership, accommodation management aspects and introduction to airline industry.

**Course Outcomes (CLO):**

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

**CO1:** Planning and executing Front office department budgeting.

**CO2:** Improve timeshare and condominium services.

**CO3:** Planning accommodation management aspects.

**CO4:** Awareness about the airline industry.

1. Preparation of SOP's for guest arrival, departure, complaint handling
2. Yield Management calculations, preparing statistical data based on actual calculations
3. Role play & problem handling Preparation of sales letters, brochure, tariff cards & other sales documents Assignment on GDS
4. Calculation of staff requirement & making of duty rotas for front office department of small, large & medium sized hotels with different levels of occupancy
5. Preparation of operating budget for front office
6. Computer proficiency in all hotel computer applications-actual computer lab Hours.
7. Preparation of SOP's for guest arrival, departure, complaint handling

**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

## **BHM701: Human Resource Management**

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with theoretical inputs as well as practical issues of Human Resource Management in the hospitality. The course includes concept of Human resource management, Recruitment, Selection, performance appraisal, service labor relations

### **Course Outcomes (CLO):**

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

**CO1:** Evaluate concept of Human resource management, Performance Appraisal, Job Analysis, Job Design & Scheduling.

**CO2:** Identify the source of Recruitment, concept of Human resource management development

**CO3:** Figure out Qualities Required for Tourism Professionals, Techniques for Motivating Retaining Human Resources

**CO4:** Explain the importance of service labor relations

### **Course Content**

#### **Unit I**

**Human Resource Management:** Meaning, Definition, Features, Scope, Functions, Background to Human Resource Management, Orientation and socialization, Human Resource Planning, Human Resource in Hospitality: Need & Importance of HR in Tourism & Hospitality Industry, Tourism Manpower Planning, Performance Appraisal, Job Analysis, Job Design & Work Scheduling.

#### **Unit II**

**Employee Selection, Concept of Recruitment & Selection:** Meaning, Definition, Difference between Recruitment and Selection, Selection & Recruitment Process Applicable to Tourism & Hospitality Industry, Sources of Recruitment, Human Resource Development: Placement, Induction, Need for Training & Managerial Development, Types of Training, Internal Mobility, Seasonality Nature of Tourism Industry

#### **Unit III**

**Skills Required for Human Resource:** In Hotels, Resorts, Home Stays, Tour Operations, Travel Agency, Airlines and Theme Parks. Leadership, Theories of Leadership & Decision Making, Qualities Required for Tourism Professionals, Techniques for Motivating & Retaining Human Resources.

#### **Unit IV**

**Service Labor Relations:** Compensation Management, Methods for Determining Compensation, & Remuneration Packages offered, Employees Welfare, Fringe Benefits, Other Benefits, Strikes, Layoff & Lockouts, Grievances Handling, Trade Unions & their Activities - Functions, Collective Bargaining, Ethics & HR Management, Major Challenges Faced by HR Managers Of 21st Century

### **Textbook:**

1. Aswathappa K, Human Resource Management, 8th Edition, 2017, Mc Graw Hill India

### **Suggested Readings:**

2. Dessler Gary, Fundamentals of Human Resource Management, 4th Edition, 2017, Pearson

### **Web Links:**

1. <https://openaccess.leidenuniv.nl/bitstream/handle/1887/.../ASC-075287668-3030-01.pdf>
2. [www.clib.dauniv.ac.in/E-Lecture/HRD.pdf](http://www.clib.dauniv.ac.in/E-Lecture/HRD.pdf)
3. <https://www.oecd.org/.../humanresourcedevelopment/Chapter%208%20HR%20Devel..>
4. [https://www.yyu.edu.tr/.../Turizmde\\_Insan\\_Kaynaklari\\_Gelisimi\\_Doc\\_Dr\\_Zekeriya\\_](https://www.yyu.edu.tr/.../Turizmde_Insan_Kaynaklari_Gelisimi_Doc_Dr_Zekeriya_)

## **BHM702: Retail Management**

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with theoretical inputs as well as practical issues of Retail Management in the hospitality. The course includes concept of business retail, theories of retail development, retail operating skills

### **Course Outcomes (CLO):**

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

**CO1:** Become good retail planners and decision makers

**CO2:** Identify and understand basic theories, principles, practices and terminology related to each functional area of business

**CO3:** Describe merchandising, the entities involved, and the impact of decisions on a retail business

**CO4:** Recognize retail operating skills and career opportunities available in the retail businesses

### **Course Content:**

#### **Unit I**

**Principles of design:** The Business of Retail: Retailing- Definition, Concept Importance, Functions of a retailer, Relationship between retail and Marketing, Retail as a career. Retail in India- Evolution, Changes in the retail sector, The Wheel of Retailing, The Accordion, The Retail Life Cycle, Emerging Trends in Retailing, Retail Scenario in India, Retail Competition, and Retail Formats.

#### **Unit II**

**Retail Models and Theories of Retail Development:** Theories of retail development, concept of life cycle in retails, Business models in retails, Airport Retailing, Services retailing and Retail Operating Skills: Pre-Check, Opening the Sale, Demonstration, Trial, Close Handling Objections, Closing, Confirmations & Invitations.

#### **Unit III**

**Information Gathering in Retailing:** Retail Strategic Planning and Operation Management, Retail Financial Strategy, Target Market Selection and Retail Location, Store Design and

Layout, Visual Merchandising and Displays, Merchandise Planning, Buying and Handling, Merchandise Pricing, Retail Communication Mix, Promotional Strategy, Retail Human Resources Management, Customer Service, Customer Relationship Management.

### **Textbook:**

1 Bajaj C; Tuli R., Srivastava N.V. (2005), Retail Management, Oxford University Press, Delhi.

### **Suggested Readings:**

1. Levy IM. And Weitz B.A (2004), Retailing Management, 5th ed., Tata McGraw Hill.
2. Berman B. Evans J. R. (2004), Retail Management, 9th Edition, Pearson Education.

### **Web Links:**

1. <http://cultbranding.com/ceo/what-is-retail-marketing/>
2. <https://www.slideshare.net/rohitadwivedi/retail-formats-and-theories>
3. <https://slideplayer.com/slide/9551134/>

### **BHM703: Trade Presentation**

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with basic garnishes and plating system with their significance. The course includes Carve attractive vegetable, fruit and ice carvings. Identify and understand the different savory and dessert garnishing

#### **Course Outcomes (CLO):**

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

**CO1:** Handle and use foods to meet nutrition and wellness needs of individuals and families across the life span.

**CO2:** Skills in carvings, carving tool and equipment handling.

**CO3:** Prepare food for presentation and assessment.

**CO4:** Conduct sensory evaluations of food products

#### **Course Content:**

##### **Unit I**

**Food Presentation:** Introduction, fundamentals of plating, Essentials of food presentation, Balance, portion size, Arrangement on the plate

##### **Unit II**

**Garnish:** Introduction to garnish, classical garnish, buffet arrangement and appearance, cold platter presentation, designing the platter

##### **Unit III**

**Larder:** Different types of forcemeat and their uses, Decorative work including vegetable & fruit carvings, sculptures and ice carving

##### **Unit IV**

**Savory dishes & Desserts:** Introduction to savory dishes, its origin, classic and contemporary. Introduction, Classification of desserts, Presentation of desserts

#### **Textbook:**

1.Parvinder S. Bali, (2014) Food Production Operations, (2nd ed), oxford university press

#### **Web Links:**

1. <https://tygroupd.blogspot.com/2009/07/food-presentation.html>

2. <https://www.google.co.in/search?q=food+presentation+techniques&oq=Food+Presentation%3A&aqs=chrome.5.69i5>

3. <https://www.google.co.in/search?q=food+presentation+techniques&oq=Food+Presentation%3A&aqs=chrome.5.69i5>

## BHM704: Laundry Management

Credits : 4

LTP 400

**Course Description:** The course aims to equip the students with laundry operations and management skills. The course includes an overview of laundry operations, laundry planning and operations along with its management and latest trends related to laundry operations.

### Course Outcomes (CLO):

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

**CO1:** Run Successful laundry operations.

**CO2:** Plan and Perform Laundry operations

**CO3:** Handle and manage Guest Laundry

**CO4:** Practice and utilize the Latest trends of Laundry Operations

### Course Content

#### Unit I

**Laundry:** The Concept, Importance, Organization Structure, Key Roles & People, Functions of a Laundry, Professional Laundry Set Up, Linen Room, Uniform Room, Tailor Room, Setups & Functions, Equipment Used in laundry, Their Salient Features, Laundry Chemicals, Laundry Do's and Don'ts, On Premises Laundry, Off Premises Laundry, Commencing the Day's Work - Briefing, De Briefing, Day Schedules.

#### Unit II

**Laundry Planning & Operations:** The Space, Requirements, Water and Energy Supply & provisions, Financial Aspects, Staff Patterns, Target Clientele, Location, Design, The Laundry Cycle: The collection of linen, sorting, tagging, washing, drying, ironing, storing, mending, discarding, process and precautions. Hotel Laundry Services, Records & Registers

#### Unit III

**Managing Guest Laundry:** Valet Services: Collecting Guest laundry and returns, the Do's and Don'ts; Handling guests Linens, Stains & Removals, Wash Care Instructions, Ironing and Dry-Cleaning Instructions & Practices, Mending and Repairs, Damages and Color Bleedings, Pricing, Guest Communication & interactions, Promotional Strategy, Effective Customer Service.

## Unit IV

**Emerging Trends in laundry:** Best Practices, Environmental Aspects, Energy Conservation, Ergonomics, Effective Communications & Coordination, Applications of Technology Outsourcing, New Techniques, Information Systems, Inventories and Audits, Global Practices, Legal and Ethical Issues in Laundry Services, Quality Assurance.

### 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 Link:

1. [https://www.researchgate.net/publication/283211740\\_Trends\\_in\\_laundry\\_by\\_2030](https://www.researchgate.net/publication/283211740_Trends_in_laundry_by_2030)
2. <https://www.hydrofinity.com/blog/how-to-take-control-of-your-hotels-laundry-services>.



## **BHM705: Specialized Food Service Management**

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with advanced knowledge of wines and regions, providing students guidelines to manage a bar business. The course includes wines and its types, food and wine harmony and various regions of wines, it also includes managing a bar business and employee management, Last but not the least, it includes various methods of cocktails and mocktails.

### **Course Outcomes (CLO):**

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

**CO1:** Classify wines and its types

**CO2:** Analyze various wine regions of the world

**CO3:** Practice management of bar

**CO4:** Demonstrate cocktail making practices

### **Course Content**

#### **Unit I**

**Wines: Definition,** Classification with examples, - Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Food & Wine Harmony, Storage of wines, Wine terminology (English & French)

#### **Unit II**

**Principal wine regions:** Principal wine regions and wines of France, Germany, Italy, Spain, Wines of Portugal, USA, Australia; New World Wines (brand names) India, Chile, South Africa, Algeria, New Zealand, Wine laws

#### **Unit III**

**Bar Management:** Introduction, Alcohol Service, Creating and Maintaining a Bar Business and Sanitation, Bar Setup, Legal Aspects, And Professional Services. Purchasing, Storing, Receiving, issuing; Controlling, marketing Beverage Products Responsibly, Employee Management.

#### **Unit IV**

**Cocktail and Mocktails:** History of Cocktails, Art of Mixology, and Classical Cocktails Spirit

based, Classical Cocktails, Wines and Beer based, planning for Profits, Bar Menus and menu planning.

### **Textbook:**

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

### **Suggested Readings:**

2. Stuart Walton, Brian Glover (2014), Ultimate Encyclopedia of Wine, Beer, Spirits & Liqueurs, Hermes House Publications
3. Madeline Puckett, Justin Hammack (2015), Wine Folly: The Essential Guide to Wine, Avery Publications

### **Web Links:**

1. <https://www.google.co.in/search?ei=oBhPW-XoBJjEvwTs45a4DA&q=types+of+wines>
2. <https://winefolly.com/Blog>
3. <https://www.goodfellowpublishers.com/.../Chapter%204-0949256f61a3a78de6eec678...>
4. <http://www.ilocis.org/documents/chpt65e.htm>

## **BHM706: Room Divisions Management**

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with core competencies to manage the room division department of a hotel. The course includes organization structure, operations, budgeting, and revenue management in room divisions.

### **Course Outcomes (CLO):**

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

**CO1:** Identify the roles and responsibilities of room division manager

**CO2:** Perform various activities related to room division operations

**CO3:** Apply yield management tactics to increase revenue

**CO4:** Handle various situation related to sales and emergencies

### **Course Content**

#### **Unit I**

**Room division Management:** An overview of the Rooms Division Department, Functions, Room Division Organization Structure, the role and responsibilities of a Room Division Manager: Establishing room rates.

#### **Unit II**

**Front Office and Housekeeping Operations:** Managing Guests from Check in to Check Out – Role of Front Office, Property management systems, System wide reservations, Guest registration, Managing the financials, Guest checkout, Procedures Forms & Formats, Housekeeping; Guestroom Cleaning, Public areas and other types of Cleaning, Laundry systems

#### **Unit III**

**Managing Room Division:** Budget and budgetary controls, budget process, planning capital budget, Planning and preparation of Operating budget, controlling expenses, income statement, Purchasing systems, methods of buying, Stock records, issuing and control, Staffing Challenges, Recruitments & Training, Managing Hospitality, Promoting in house sales, Handling Emergencies, Managing Guest Safety & security

#### **Unit IV**

**Revenue Management and Latest trends:** Revenue Management: Concept and importance,

Applicability to rooms division, Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Revenue management software. Revenue management team. Latest Trends: Green Hotel Initiatives, Guest Shuttle, Guest Bicycle, Greening the Guest Room.

### **Textbook:**

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

### **Suggested Readings:**

1. Tiwari Jatashankar R. (2016). Hotel Front Office (2nd ed.). New Delhi, India: Oxford University Press.
2. Raghubalan G. (2016). Hotel Housekeeping Operations & Management (3rd ed.). New Delhi, India: Oxford University Press.

### **Web Links:**

1. <http://www.bngkolkata.com/web/tag/relevance-of-computer-application-in-hospitality-industry/>
2. <https://www.scribd.com/doc/259887389/Computer-Application-in-Hospitality-and-Tourism-Industry>
3. <https://rategain.com/yield-management-hospitality-revenue-strategy/>
4. [http://ranjanachand.blogspot.com/2013/08/16-front-office-planning-evaluation\\_1.html](http://ranjanachand.blogspot.com/2013/08/16-front-office-planning-evaluation_1.html)<http://wayanlaba.blogspot.com/2012/10/rooms-division-budgeting.html>
5. [https://www.tutorialspoint.com/front\\_office\\_management/front\\_office\\_management\\_night\\_audit.htm](https://www.tutorialspoint.com/front_office_management/front_office_management_night_audit.htm)
6. <http://ihmfrontdesk.blogspot.com/2014/02/front-office-accounting.html>

## **BHM707: Culinary Management**

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with the knowledge of culinary management in catering establishments. The course includes Food preservations, food science, salad dressings and food production management

### **Course Outcomes (CLO):**

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

**CO1:** Identify various cooking techniques of meat, fish, and shellfish.

**CO2:** Forecast and budget for portions, equipment and manpower.

**CO3:** Calculate food cost & waste percentage, price of the menu by using formulas.

**CO4:** Plan the duty roaster and annual leave planners for the kitchen staff.

### **Course Content**

#### **Unit I**

**Food service & culinary Industry:** Introduction, History of modern food service, Organization of modern kitchen, standard of professionalism. **Principal of cooking:** Mise en place, stock and sauce, soups, understanding vegetable, cooking vegetable, potatoes, legumes, grains, pasta and other starches.

#### **Unit II**

**Cooking method:** Meat, poultry, fish, understanding meat and games, cooking meats and games, understanding poultry and game birds their cooking, understanding fish and shellfish and their cooking technicians. **Food preservations and food Science:** Introduction, aims and objectives, classification, methods of preservations, storing and temperature, sanitation and safety.

#### **Unit III**

**Salads and dressing:** Introduction, Classification of salads and dressings, sandwich breakfast preparations, dairy and beverages, sauces, pate, terrine. **Sauce and Coulis:** Components of sauces, types of sauces, various use of sauces, storage and service of sauces.

#### **Unit IV**

**Production Management:** Introduction, Kitchen organization, allocation of work job description, duty roaster, production planning and scheduling, production quality and

quantity control, furcating and budgeting, yield management.

### **Textbook:**

1 Bali Parvinder S, Food Production Operations, Oxford University Press, India, second edition 2014.

### **Suggested Readings:**

1. Bali Parvinder S, International cuisine & Food Production Management, Oxford University Press, India, second edition 2012.
2. B Srilakshmi, Food science, 7th edition by new age international publishers.

### **Web links:**

1. <https://www.wiley.com>
2. <https://www.finedininglovers.com>
3. <https://foodsafetyhelpline.com>
4. <https://www.techopedia.com>

## BHM708: Bakery Management

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 Introductions:** Basic Ingredients: Sugars; Shortenings; Eggs; Wheat and Flours; Milk and Milk Products; Yeast; Chemical Leavening Agents; Salt, Spices, and Flavorings; Cocoa and Chocolate; Fruits. Professional Bakery Equipment & Tools, Production Factors; Staling;

#### Unit II

**Bread and Rolls:** Overview of Production; Common Problems; White Pan Bread; Pullman, Split-top, and Round Split Breads; French and Italian Breads and Rolls; Vienna Bread; Bolillos; Pan de Agua; Egg Bread and Rolls; Hard Roll Varieties; Soft Roll Varieties; Pan de Sal; Rye Bread Varieties; Cornmeal Bread; Whole Wheat Bread; Raisin Bread; Cheese Bread; Indigenous Breads of India; Middle Eastern Pita Bread.7. Dreamweaver CS5 For Dummies Janine C. Warner, Paperback EditioUnit III

#### Unit III

**Sweet Yeast Dough Products:** Danish Pastry; Buns; Coffee Cake Dough Products; Specialty Rolls and Yeast-Raised Cakes; Croissants; Doughnuts and Crullers: Preparation for Frying; Finishing Doughnuts; Use of Prepared Mixes; Yeast-raised Doughnuts; Cake Doughnuts; Combination Doughnuts; Whole Wheat Doughnuts; Common Problems with Doughnuts and Crullers

#### Unit IV

**Pastries:** Short Dough Pastries; Puff Pastries; Common Problems with Puff Pastries; Eclairs and Cream Puffs; Common Problems with Eclairs and Cream Puffs; Cream Cheese Dough Products; Icings and Cream and Whipped Toppings: Icings; Cream Toppings; Whipped Toppings. Cakes and Cake Specialties: Cake Production; Common Problems with Cake Production; Creamed Cakes; Common Problems with Creamed Cakes; Whipped Cakes; Common Problems with Sponge Cakes;

### Textbook:

1. Yogambal Ashok kumar, (2017). Textbook of Bakery and Confectionery. (2nd ed.) PHI learning, New Delhi, India.

### Suggested Readings:

1. Parvinder S. Bali, (2014). Food production operations. (2nd ed.) oxford university, New Delhi, India.
2. Wiley, (2016). Mastering the art and craft baking and pastry. (3rd ed.) John Wiley & sons, Hoboken, New jersey.

### Web Links:

1. <https://www.youtube.com/watch?v=1QbuGufgFVE>
2. <https://www.youtube.com/watch?v=fpeBNOjDHY8>
3. <https://www.youtube.com/watch?v=wiVlScPkWfc>
4. [https://www.youtube.com/watch?v=g-dF\\_j3AVTw](https://www.youtube.com/watch?v=g-dF_j3AVTw)
5. <https://www.youtube.com/watch?v=a54Bc2Mbx0A>
6. <https://www.youtube.com/watch?v=8whwjN-Lhyl>

## **BHM709 Event Management**

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with the basic knowledge about the Event Management and develop the skills needed to manage events related to Hotel Business. The course includes basic knowledge about event management, concept and designing of an event, management of events and major organization related the event industry in global and national level.

### **Course Outcomes (CLO):**

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

**CO1:** Exhibit the management techniques and strategies required for successful planning, promotion, implementation and evaluation of special events

**CO2:** Develop a range of leadership skills and abilities such as motivating others, leading changes, and resolving conflict during the management of different events.

**CO3:** Demonstrate professional behavior and competencies in customer service

**CO4:** Analyze the challenges and opportunities of working effectively with people in a diverse environment

### **Course Content**

#### **Unit I**

**Introduction to Event Management-** Nature and Importance; Types of Events; Meaning and definition of event management; Five C's of Event Management; Role of events for promotion of hotel industry; Roles and Functions of Event Manager; Need for event management; Key steps to a successful event.

#### **Unit II**

**Concept and Design-**Developing the concept; Theme of the event; Major considerations in developing venues of the event, Analysis of concept, Designing the event: Theme, Layout, Décor and supplies, Technical requirement, Catering; Logistics of the concept.

#### **Unit III**

Event Planning, Budgeting and Marketing - Event Planning: Meaning, Importance of event planning, Steps in event planning; Event Budgeting: meaning and importance; Sponsorship: meaning and sponsorship benefits for events and sponsors; Event Marketing: Marketing

equipment's and tools – Promotion, Media Relations and Publicity.

#### **Unit IV**

**Event Management:** Human resource management and events: Human resource planning process for events; Event evaluation: meaning and importance; Safety and Security Considerations in events: Occupational Safety and Health, Major Risks, Incident Reporting; Crowd Management and Evacuation: The Crowd Management Plan.

**Case Study** – History, function and of ICCA; Roles and function of ICPB.

### **Textbook:**

1. Bowden, J. G., Allen, J., O'Toole, W. and H. Robert (2006). Event Management (2nd ed.). Great Britain: Elsevier.

### **Suggested Readings:**

1. Lynn, V. and Brenda, R. (2004), Event Management (2nd ed.), New Delhi, India: Pearson Publication

### **Web Links:**

1. <https://www.slideshare.net/JoeyPhuah/event-management-12856753>
2. [https://www.slideshare.net/aiesec\\_india/event-management-15783575](https://www.slideshare.net/aiesec_india/event-management-15783575)
3. <https://blog.masterofproject.com/event-management-process/>
4. <https://www.investopedia.com/terms/m/marketing-mix.asp>

## BHM710: Safety, Security and Travel Documentation

Credits : 4

LTP 400

**Course Description:** The course aims to equip the students with theoretical inputs as well as practical issues of safety, security and travel documentation. The course includes concept of safety and security procedures, security equipment's, concept of first aids and travel documentations.

### Course Outcomes (CLO):

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

**CO1:** Demonstrate the procedure of safety and security equipment's

**CO2:** Monitor actively the security related activities in public areas and accommodation operation areas

**CO3:** Provide basic first aid to the victim when required

**CO4:** Process and maintain travel related documents

### Course Content

#### Unit I

**Safety and Security:** Fire and its precaution, Prevention of Accident, Firefighting systems (fire detectors, extinguishers and their maintenance), various equipment's used in hospitality sector. Emergency situations handling, medical emergencies, Evacuation procedures and evacuation plan.

#### Unit II

**Security Its Importance and Organization Structure:** Details of security in public area, Monitoring of Activities in public areas. Security Monitoring in Accommodation Operation Area – Floor, Lobby & Rooms Security Monitoring Staff Utility and Back of the House Areas.

#### Unit III

**First Aid:** Definition, Importance & Rules Duties of a First –Aid provider Skeleton system: Anatomy & functions of Eye, Ear & lungs. Pressure Points. Respiration Artificial Respiration Hear – Blood Circulation, Burns and scalds; Poisons, Shock Types, Sign & Symptoms & Treatments Fractures: Types, signs & symptoms & treatments. Heat stroke epileptic fit, sprain, electric shock, drowning, snake bite etc.

## Unit IV

**Travel Documentation:** Difference between Passport and Visa, Types of Passport & Visa, Preparing Visa cases, Formalities required for Various Visas like: - Schengen, Dubai and Far East

### Textbook:

1. Yoel Mansfield & Abraham Pizam, Tourism, Security and Safety (The Management of Hospitality and Tourism Enterprises)

### Suggested Readings:

1. Peter Tarlow, Tourism Security: Strategies for Effective Managing Travel Risk and Safety
2. C. Michael Hall, Dalen J. Timothy and David Timothy Duval Safety and Security in Tourism Relationships

### Web Links:

1. <https://setupmyhotel.com/train-my-hotel-staff/securityandloss/162-safeqment.html>
2. <https://insights.ehotelier.com/insights/.../guide-safety-equipment-used-hotel-industry/>
3. <https://www.slideshare.net/harshkhatri9083/first-aid-ppt>
4. <https://www.slideshare.net/vinayvenkates/travel-documentation>
5. <https://www.slideshare.net/jasnat2/passport-57990000>

## **BHM711: Skills Enhancement for Media & Journalism in Hospitality**

**Credits :4**

**LTP 400**

**Course Description:** The course aims to equip the students with theoretical inputs as well as practical issues of media and journalism in hospitality and tourism field. The course includes concept of journalism, scope of journalism, Pioneers in hospitality, tourism and hospitality writing and media applications for hospitality

### **Course Outcomes (CLO):**

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

**CO1:** Demonstrate the function and role of journalism in tourism sector

**CO2:** Describe how pioneers in hospitality are changing the way and sustain relationships between an organization and its constituents in travel field

**CO3:** Comprehend creative writing for travel and tourism magazines

**CO4:** Demonstrate the role of media and journalism in the growth of tourism and hospitality sector

### **Course Content**

#### **Unit I**

**Journalism, Hospitality & Tourism:** Introduction to Journalism, Definition of a Journalist, Nature & Scope of Journalism, Journalism - Hospitality & Tourism: Careers & Opportunities, Familiarization with tasks and profile of a Journalist, Ethics for Journalists, Current Issues for Journalists, Travel, Tourism & Hospitality Writing, Types of Travel Writing.

#### **Unit II**

**Pioneers in Hospitality & Tourism Journalism & Media:** Pioneers in Travel Writing, Great travel stories of Marco Polo, Huan Tsang, Iban Battuta, Al Bruni, V.S. Naipaul, Rahul Sankratayan, William Dalrymple, Today's Hospitality Pioneers – Chef Manjit Gill, Studio Food Promoters - Chef Sanjeev Kapoor, Chef Vikas Khanna, David Rocco.

#### **Unit III**

**Creative Travel, Tourism & Hospitality Writing:** Introduction to creative writing, information collection, writing for hospitality, tourism and travel magazines, writing for online magazines, Studies from Hospitality Biz India, Travel Biz Monitor and Express Hospitality Magazines, Travel web searching (browsing).

## **Unit IV**

**Media Applications for Hospitality:** Introduction Media, Its Role in Hospitality Promotion, Televisions, Food Food Channel, TLC Channel, Food & Travel Shows, Social Media: Relating Pages and Profiles, Merits/Demerits of Social Media. Developing promotional Literature, Travel & Hospitality Photography, New Trends.

### **Textbook:**

1. Avraham E. & Ketter E. (2008), Media Strategies for Marketing Places in Crisis, Elsevier, UK.

### **Suggested Readings:**

1. Neilson C. (2001), Tourism and the Media: Tourist Decision Making, Information and Communication, Hospitality Press, Melbourne
2. Brunt. P. (1997), Market Research in Travel and Tourism, Butterworth and Heinemann, UK.

### **Web links**

[http://persmin.gov.in/otraining/undpproject/undp\\_modules/publicrelationsndlm.pdf](http://persmin.gov.in/otraining/undpproject/undp_modules/publicrelationsndlm.pdf)  
<https://www.slideshare.net/VanditaHajra/public-relations-16999731>  
<https://www.investopedia.com/terms/s/social-media.asp>



## BHM712: Application of Computer in Hospitality and Tourism

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with theoretical inputs as well as practical issues of Computer in Hospitality and Tourism. The course includes concept of computer its applications, MS Word, MS Excel, MS Power Point, Role of Internet in travel and tourism

### **Course Outcomes (CLO):**

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

**CO1:** Manage files by using tools such as archiving, storage folders and message rules.

**CO2:** Create a word document and excel workbook and navigate your way around the basic applications

**CO3:** Create and present a basic PowerPoint presentation complete with headings, bullet points and pictures

**CO4:** Recognize basics application of computer in tourism field

### **Course Content**

#### **Unit I**

**Introduction to Computer:** Classification of computer – Historical development of computer – Computer generation – Input Output devices – Memory units – Storage devices, Advantages of computer,

#### **Unit II**

**Word processing:** MS Word – Creating, Modifying, saving documents – Creating header and footer – Creating form letters for mail merge, Spread sheet MS Excel – Understanding the work book window – Entering tables – Values and formulas in to call – Formatting work sheet – Creating charts.

#### **Unit III**

**MS PowerPoint:** Introduction – Creating presentations – Formatting background, adding sounds – Slide show, Slide sorter – Setting animations – Slide Transition – Setting intervals, MS Outlook - Introduction

#### **Unit IV**

**Computer Presentation:** Introduction to a statistical package (SPSS), Presentation Graphic Tools, Multimedia technology, Role of Computers in Travel and Tourism, Internet -E-mail and letter writing.

### **Textbook:**

1. Pradeep K. Sinha, Priti Sinha Computer Fundamentals (Sixth Edition), Published by BPB Publications, 2007

### **Recommended Books / Suggested Readings:**

1. Alexis Leon & Mathews Leon, Vikas Introduction to Computers - Leon, 1/e Publishing.
2. Sanjay Saxena, introduction to Computers & MS Office, Vikas Publishing.
3. Gini Courter & Annette Marquis MS-Office 2007 by BPB Publications

### **Web Links:**

1. [entrancegeek.com/five-generation-of-computer/](http://entrancegeek.com/five-generation-of-computer/)
2. <https://products.office.com/en-in/powerpoint>
3. [www.businessdictionary.com/definition/internet.html](http://www.businessdictionary.com/definition/internet.html)



## **BHM713: Web Applications in Hospitality and Tourism**

**Credits : 4**

**LTP 400**

**Course Description:** The course aims to equip the students with a practical introduction to Web application development. The course includes use of Internet, e- commerce, multimedia and web design.

### **Course Outcomes (CLO):**

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

**CO1:** Perform activities related with multimedia.

**CO2:** Effectively change page setup, page types and web design.

**CO3:** Apply problem solving activity in websites.

**CO4:** Perform activities associated with e- commerce, e-tourism

### **Course Content**

#### **Unit I**

**Introduction to Web Application and Concepts of E- Commerce:** Understanding the concepts with Hotel Websites like of Taj, Oberoi's, Lalit, and Hilton etc. Concept of e - Commerce, e - Tourism, e- Business, Role of a website and e tools like Multimedia: Multimedia devices, components of multimedia systems, authoring tools, creating multimedia, video-capturing, video on demand.

#### **Unit II**

**Data compression:** Need for data compression, non-lossy and lossy compressions for images, color, gray scale and still-video image, video image, and audio compression JPEG standard, MPEG standard, DVI Technology, MIDI, brief survey of speech recognition and generation.

#### **Unit III**

**Introduction to Web Design:** Web development process, Site types and architectures, Navigation theory and practice, Introduction to Page: Page sizes, page types, web design tools; introduction to text: Fonts and text layout, formatting tags, text design issues for the web. Each student would be required to develop at least one website.

#### **Unit IV**

Data and file format standards, Multimedia applications Design: Application classes, types of Multimedia systems; Distributed multimedia systems: Components, distributed multimedia

Databases.

### **Textbook:**

1. Tay Vaughan, (2004). Multimedia: Making It Work (6thed.) Tata McGraw Hill Education

### **Suggested Readings:**

1. BUFORD, (2002). Multimedia Systems (1st ed.). Pearson Education India.

2. John Villamil, Lois Molina (1997). Multimedia: An Introduction (1st ed.) Sam's; Pap/Cdr edition.

### **Web Links:**

1. <https://www.doofinder.com/en/blog/what-is-e-commerce>

2. <https://www.slideshare.net/yksharmabassi/website-design-developmentppt>

3. <https://www.slideshare.net/techbirbal/design-steps-for-any-multimedia-applications>

**BHM722: Retail Management Lab****Credits : 2****LTP 200**

**Course Description:** The course aims to equip the students with theoretical inputs as well as practical issues of Retail Management. The course includes concept of business retail, concept of retail development, retail operating skills

**Course Outcomes (CLO):**

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

**CO1:** Become good retail planners and decision makers

**CO2:** Identify basic practices and terminology related to each functional area of business

**CO3:** Describe merchandising, the entities involved, and the impact of decisions on a retail business

**CO4:** Recognize retail operating skills and career opportunities available in the retail businesses

**List of Experiments**

S. NO.	Topic
01	Standard/signature products
02	Operation Procedure
03	Turn- over ratio
04	Raw material intending/ procuring procedure
05	Duties & Responsibility of staff
06	Employee Recruitment policy
07	Employee Retaining policy
08	Employee Training/Technology Updating facilities
09	Discount/Compensation facility or authority

**BHM723: Trade Presentation Lab****Credits : 2****LTP 004**

**Course Description:** The course aims to equip the students with Recognize the importance of basic garnishes and plating. The course includes Carve attractive vegetable, fruit and ice carvings. Identify and understand the different savory and dessert garnishing

**Course Outcomes (CLO):**

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

**CO1:** Skills in carvings, carving tool and equipment handling

**CO2:** Food presentation techniques

**CO3:** Prepare food for presentation and assessment

**CO4:** Conduct sensory evaluations of food products

**Course Content****List of Experiments**

S. NO.	Topic
01	Introduction to Food Presentation
02	Three course menus of Western cuisine
03	Three course menus of European cuisine
04	Three types of cold cuts platters
05	Five types of Cheese platter
06	Different Designing platters
07	Table layout for decorative carving
08	Vegetable carving
09	Fruits carving
10	Ice carving

**BHM724: Laundry Management Lab****Credits : 2****LTP 004**

**Course Description:** The course aims to equip the students with laundry operations and management skills. The course includes an overview of laundry operations, laundry planning and operations along with its management and latest trends related to laundry operations.

**Course Outcomes (CLO):**

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

**CO1:** Run Successful laundry operations.

**CO2:** Plan and Perform Laundry operations

**CO3:** Handle and manage Guest Laundry

**CO4:** Practice and utilize the Latest trends of Laundry Operations

**Lab Exercises:**

- Familiarization with the Layout of Laundry and Ideal Placements in it.
- Laundry Machines and Equipment Operations
- Linen Flow Process
- Linen Sorting Process
- Linen Tagging Process
- Stain Removal Process
- Pre-Wash Soaking Process
- Washing Process
- Drying Process
- Folding and Pressing Process
- Dry Cleaning Process
- Packaging after cleaning Process

**BHM723: Trade Presentation Lab****Credits : 2****LTP 004**

**Course Description:** The course aims to equip the students with Recognize the importance of basic garnishes and plating. The course includes Carve attractive vegetable, fruit and ice carvings. Identify and understand the different savory and dessert garnishing

**Course Outcomes (CLO):**

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

**CO1:** Classify wines and its types

**CO2:** Analyze various wine regions of the world

**CO3:** Practice management of bar

**CO4:** Demonstrate cocktail making practices

**Course Content**

List of Experiments

S. NO.	Topic
01	Bar Setup and different types of services
02	Reading Wine Labels
03	Service of Wine
04	Service of Champagne
05	Bar Menu Planning
06	Methods of making Cocktails
07	Preparing Classical spirits-based Cocktails
08	Making Duty Roster of Staff
09	Bar Inventory Management
10	Bar Inventory Management
11	Mock Bar Operations Handling

**BHM726: Room Divisions Management Lab****Credits : 2****LTP 004**

**Course Description:** The course aims to equip the students with core competencies to manage the room division department of a hotel. The course includes organization structure, operations, budgeting and revenue management in room divisions.

**Course Outcomes (CLO):**

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

**CO1:** Identify the roles and responsibilities of room division manager

**CO2:** Perform various activities related to room division operations

**CO3:** Handle various situation related to sales and emergencies

**CO4:** Apply yield management tactics to increase revenue

**Course Content****List of Experiments**

1. Reservation and Registration procedures
2. Revenue Management Case Studies
3. Preparing Standard Operating Procedures
4. Preparing Area Inventory List
5. Preparing capital & Operating budgets
6. Situation handling – handling guests & internal situations requiring management tactics /strategies
7. Physical inventory of Par stock
8. Preparing for Job Interviews
9. Preparing night audit reports
10. Hands on practice of computer application
11. Visit to Local Resources

**BHM727: Culinary Management****Credits : 2****LTP 004**

**Course Description:** The course aims to equip the students with the knowledge of culinary management in catering establishments. The course includes Food preservations, food science, salad dressings and food production management

**Course Outcomes (CLO):**

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

**CO1:** Identify various cooking techniques of meat, fish, and shellfish.

**CO2:** Forecast and budget for portions, equipment and manpower.

**CO3:** Calculate food cost & waste percentage, price of the menu by using formulas.

**CO4:** Plan the duty roaster and annual leave planners for the kitchen staff.

**Course Content**

## List of Experiments

S. NO.	Topic
01	Introduction to Culinary industry
02	Introduction to Menu planning
03	Safety and security practices in kitchen
04	Plan a menu with effective cost management
05	Demonstration of various cooking techniques for Meat
06	Demonstration of various cooking techniques for Fish and shellfish
07	Demonstration of various cooking techniques for Poultry and Game
08	Techniques used for making different types of pate
09	Techniques used for making different types of terrine

## BHM728: Bakery Management 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 about 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, 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-aurem, 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; Gram flour 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 Feuillet, 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. **Gâteaux** -Black forest, mixed fruits.

### Textbook:

1. Yogambal Ashok kumar, (2017). Textbook of Bakery and Confectionery. (2nd ed.) PHI learning, New Delhi, India.

### Suggested Readings:

1. Parvinder S. Bali, (2014). Food production operations. (2nd ed.) oxford university, New Delhi, India.  
2. Wiley, (2016). Mastering the art and craft baking and pastry. (3rd ed.) john Wiley & sons, Hoboken, New jersey.

## **BHM729: Event Management Lab**

**Credits : 2**

**LTP 004**

**Course Description:** The course aims to equip the students with the basic knowledge about the Event Management and develop the skills needed to manage events related to Tourism Business.

### **Course Outcomes (CLO):**

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

**CO1:** Exhibit the management techniques and strategies required for successful planning, promotion, implementation and evaluation of special events

**CO2:** Develop a range of leadership skills and abilities such as motivating others, leading changes, and resolving conflict during the management of different events.

**CO3:** Demonstrate professional behavior and competencies in customer service

**CO4:** Analyze the challenges and opportunities of working effectively with people in a diverse environment

### **Course Content**

#### **List of Practical's**

Note: An Event may be planned to supplement learning of students and practical may be conducted in view of theory syllabus to provide practical inputs to learners.

1. Drafting of event proposal
2. Preparation of event budget
3. Identification and evaluation of potential venues for different events and selection of the most appropriate venue
4. Developing marketing plan for events and also the promotional materials
5. Arranging sponsorship for the event
6. Drafting SOPs for purchase order system
7. Preparation of duty rosters with job description for event workers and management
8. Negotiating the contract with the suppliers (Tentage, Food & Beverage, Sound system, transportation, accommodation etc.)
9. Arranging licensing for conducting event (wherever necessary)
10. Staging the event (registration, welcoming of guests, venue setup and other

arrangements)

11. Post event publication

12. Event evaluation

### **BHM801: On the Job Training**

**Credits :22**

**Course Description:** The objective of on the job training is to facilitate learners with skills & practices of trade so as to supplement their theory and practical inputs of semester VII and enable them to Industry Ready.

**Duration of Exposure:** 22 weeks

**Training Schedule: VIII Semester**

The VIII Semester shall be supplemented by on the job training

**Total weeks: 22 weeks.**

The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills to facilitate the learners on Writing Skills for Hospitality (Writing of Industrial Reports/ Hospitality Operation Software Skills/ Trade Presentation Skills, Human Resource Practices Safety, Security and Travel Documentation Facilitation Management Practices while acquainting the learners with skills of trade of their choice. It may please be noted that for this semester the number of credits assigned is 22. Being practical oriented the number of hours input per week comes as 40 hours per week. Academic Credits for training shall be based on following Logbooks and attendance, Appraisals, Report and presentation, as applicable.

All candidates must ensure that the logbooks and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. They are also advised to make a report in accordance to their curriculum for VIII Semester. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (Refer to What to Observe Sheets for more details.) The Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.

d) The paper should be A-4 size.

e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

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

1. Logbook.;
2. Appraisal;
3. A copy of the offer letter and industry exposure/ Job Training Certificate.
4. Report in view of requirements of VIII semester.
5. Power Point presentation on a CD, based on the report.
6. Attendance sheet.
7. Leave card.

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

#### **WHAT TO OBSERVE**

Points that will be Common for all students of VIII semester in each discipline

1. Standard operation/ Operating Procedure
2. Who is who - Key people in the Core group
3. Hierarchy Chart
4. Key Personnel
5. Job Description
6. Employee Recruitment/Retaining/ Welfare Policies (Break-Timings)
6. Duty hours, Weekly off
7. Working Condition
8. Situation handling procedures
9. Certifications from various Institutions like Licensing/ NOC etc.
10. Operation Timings
11. Duty Roaster
12. Communication Channels
13. Uniform codes
14. Forms & Formats
15. Record Keeping & Systems