

Mangalore University

Bachelor of Hotel Management(BHM) 4Years, Programme Structure(SEP)

1 st Semester B.H.M								
Sl No.	Course Code	Title of Course	Category of Courses Theory/ Practical	Teaching Hours Per Week	SEE	IA	Total Marks	Credits
1.	BHM	English	Theory	04	80	20	100	03
2.	BHM	Hindi or any other Indian Language	Theory	04	80	20	100	03
3.	BHM	Food Production-1	Theory	04	80	20	100	03
4.	BHM	Food Production-1	Practical	04	40	10	50	02
5.	BHM	Food and Beverage Service-1	Theory	04	80	20	100	03
6.	BHM	Food and Beverage Service-1	Practical	04	40	10	50	02
7.	BHM	Front Office Operations	Theory	04	80	20	100	03
8.	BHM	Front Office Operations	Practical	04	40	10	50	02
9.	BHM	Constitutional Values	Compulsory (Theory)	03	40	10	50	02
Total Credits								23

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2 nd Semester B.H.M								
Sl No.	Course Code	Title of Course	Category of Courses Theory/ Practical	Teaching Hours Per Week	SEE	IA	Total Marks	Credits
1)	BHM	English	Theory	04	80	20	100	03
2)	BHM	Hindi or any other Indian Language	Theory	04	80	20	100	03
3)	BHM	Food Production-II	Theory	04	80	20	100	03
4)	BHM	Food Production-II	Practical	04	40	10	50	02
5)	BHM	Housekeeping Operations	Theory	04	80	20	100	03
6)	BHM	Housekeeping Operations	Practical	04	40	10	50	02
7)	BHM	Food and Beverage Service-II	Theory	04	80	20	100	03
8)	BHM	Food and Beverage Service-II	Practical	04	40	10	50	02
9)	BHM	Environmental Studies	Compulsory (Theory)	03	40	10	50	02
TotalCredits								23

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3 rd Semester B.H.M								
Sl No.	Course Code	Title of Course	Category of Courses Theory/ Practical	Teaching Hours per Week	SEE	IA	Total Marks	Credits
1)	BHM	English	Theory	04	80	20	100	03
2)	BHM	French or any other Indian Language	Theory	04	80	20	100	03
3)	BHM	Food Production-III	Theory	04	80	20	100	03
4)	BHM	Food Production-III	Practical	04	40	10	50	02
5)	BHM	Accommodation Operations	Theory	04	80	20	100	03
6)	BHM	Accommodation Operations	Practical	04	40	10	50	02
7)	BHM	Food and Beverage Service-III	Theory	04	80	20	100	03
8)	BHM	Food and Beverage Service-III	Practical	04	40	10	50	02
9)	BHM	Food Processing and Packaging	Optional Core (Theory)	03	80	20	100	03
10)	BHM	Food Science :Food Nutrition, Hygiene & HACCP	Elective-1 (Theory)	02	40	10	50	02
Total Credits								26

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4 th Semester B.H.M								
Sl No.	Course Code	Title of Course	Category of Courses Theory/ Practical	Teaching Hours per Week	SEE	IA	Total Marks	Credits
1.	BHM	English	Theory	04	80	20	100	03
2.	BHM	French or any other Indian Language	Theory	04	80	20	100	03
3.	BHM	Food Production-IV	Theory	04	80	20	100	03
4.	BHM	Food Production-IV	Practical	04	40	10	50	02
5.	BHM	Room Division & Revenue Management	Theory	04	80	20	100	03
6.	BHM	Room Division Management	Practical	04	40	10	50	02
7.	BHM	Food and Beverage Service-IV	Theory	04	80	20	100	03
8.	BHM	Food and Beverage Service-IV	Practical	04	40	10	50	02
9.	BHM	Tourism Concepts & Practices	Elective-11 (Theory)	02	40	10	50	02
10.	BHM	Foundation Course in Bakery & Confectionery	Compulsory (Practical)	02	40	10	50	02
Total Credits								25

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5 th Semester B.H.M								
Sl No.	Course Code	Title of Course	Category of Courses Theory/ Practical	Teaching Hours per Week	SEE	IA	Total Marks	Credits
1.	BHM	Bakery& Patisserie	Theory	04	80	20	100	03
2.	BHM	Bakery& Confectionery	Practical	04	40	10	50	02
3.	BHM	Food and Beverage Service-V	Theory	04	80	20	100	03
4.	BHM	Food and Beverage Service-V	Practical	04	40	10	50	02
5.	BHM	Quantity Cooking	Compulsory (Practical)	02	40	10	50	02
6.	BHM	Hotel Facility & Security Management	Theory	04	80	20	100	03
7.	BHM	Property Management System	Practical	04	40	10	50	02
8.	BHM	Travel Agency & Tour Operations Management	Elective-III (Theory)	03	80	20	100	03
Total Credits								20

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6th Semester B.H.M

Semester	Course Code	Category of Course	Theory/ Practical	Paper Title	Instruction Hours/ Week	Duration of Exam(Hrs)	Scheme of Examination			Credits
SIX	BHM	Practical	Full Semester Industrial Exposure Training in any Five Star Hotel in India or Abroad.	Full Semester (18-20 weeks) Industrial Exposure Training			IA	SEE	Total	
				126 Days minimum and 140 days maximum including Weekly off)						
				IA (Log Book & Performance appraisal assessment/signed by The H.O.D of the hotel			125	---	125	05
				Viva with PPT (by the University)				100 VIVA	100	04
								100 PPT	100	04
				Industrial Training Report Evaluation (by the University)				300	300	12
Total							125	500	625	25

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7 th Semester B.H.M								
Sl No.	Course Code	Title of Course	Category of Courses Theory/ Practical	Teaching Hours per Week	SEE	IA	Total Marks	Credits
1.	BHM	Food and Beverage Control & Management	Theory	04	80	20	100	03
2.	BHM	Advanced Bar Operations, Beverage Service & Banquet Catering	Practical	04	40	10	50	02
3.	BHM	Culinary Management	Theory	04	80	20	100	03
4.	BHM	Food Production-V	Practical	04	40	10	50	02
5.	BHM	Cruise Ship Hospitality Management	Theory	04	80	20	100	03
6.	BHM	Business Law and Ethics	Compulsory (Theory)	03	80	20	100	03
7.	BHM	Accounting & Financial Management	Theory	04	80	20	100	03
Total Credits								19

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8 th Semester B.H.M								
Sl No.	Course Code	Title of Course	Category of Courses Theory/ Practical	Teaching Hours per Week	SEE	IA	Total Marks	Credits
1.	BHM	Airline & Airport Hospitality Management	Theory	04	80	20	100	03
2.	BHM	Entrepreneurship Development& Strategic Management	Theory	04	80	20	100	03
3.	BHM	Human Resource Management& Organizational Behaviour	Theory	04	80	20	100	03
4.	BHM	Business Communication and Soft Skills	Theory	04	80	20	100	03
5.	BHM	Sales and Marketing Management	Theory	04	80	20	100	03
6.	BHM	Research Project/Product Development with Survey	Compulsory (Practical)	02	40	10	50	02
7.	BHM	Specialization; Any one of the following: 1. Food Production 2. Food and Beverage Service 3. Bakery and Confectionery 4. Front Office 5. Housekeeping	Practical	04	40	10	50	02
Total Credits								19

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Name of the Programme :Bachelor of Hotel Management 3rd Semester BHM Name of the Course: Accommodation Operations (Practical)							
			Scheme of Examination				
Course Credit	Number of hours per week	Total Number of Teaching Hours	Duration Hours	IA Marks	Examination Marks	Total Marks	Number of students /session
02	04	56	04	10	40	50	15

Learning objective:

- To develop skills in housekeeping and maintenance management.
- To familiarize students with customer service practices in an accommodation setting.
- To enhance knowledge of health, safety, and legal regulations in accommodation operations.

Week1	Designing a brochure,Tariff Structure,Filling up of various Performa various front office operation related Performa
Week2	Safety and Security:emergency procedures,fire safety,and security protocols
Week3	Special services: Towel folding, special cold towel and hot towel requirement replenished of guest room amenities, Indoor plants maintenance in guest Roomsand corridors,Towel Art
Week4	Designing a room for differently abled-added features and modifications, Public Areas: Wash-rooms, restaurants, mainentrance etc. added features and modifications.
Week5	Identification and Eco-friendly Cleaning agent and procedure in the Housekeeping
Week6	Preparation of room inspection checklist
Week7	Housekeeping amenities:Room Amenities, Bath amenities,Bed amenities, Special amenities on request, Guest Essentials, Expendables, Guest Optional, Mini Bar amenities, Amenities for VIP rooms,
Week 8	Layout and setting up of the floor pantry
Week 9	Bed Making and Turndown service(Revision of first semester)

Week10	Identification of Stains and stain removal procedures
Week11	Flower Arrangement: Identification of equipment, styles of flower arrangements
Week12	Contract Cleaning
Week13	Key Handling Procedure-types of keys (grandmaster, floormaster, submaster or section or pass key, emergency key, room keys, offices and store keys) Computerized keycards, keycontrol register-issuing, return, changing of lock, key belts, unusual occurrences.
Week14	Handling Guest Complaints

Scheme of Examination:

Grooming	05
Journal	05
Deigning a Guest room Single/Double/twin/suite and Mark the content	05
Practical Task: Cleaning of window/Brass polishing/ Wood Polishing	10
Bedmaking and turndown service	5
Identification of stains and its removal procedure	5
Viva	5
Max.Marks	40

Suggestive readings:

- Managing Front Office Operations by Michael L. Kasavana, Richard M. Brook
- Hotel Housekeeping operations and Management by G. Raghubalan, Amrit Raghubalan, Oxford Publication.
- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Kappa Margaret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew, Professional Housekeeping by Madlin Tucker

Name of the Programme: Bachelor of Hotel Management 3rd Semester BHM Name of the Course: Accommodation Operation Theory						
Course Credit	No. of hours per week	Total No. of Teaching Hours	Scheme of Examination			
			Hours	IA	Examination	Total
03	04	45	03	20	80	100

Learning objective:

To equip students with a foundational understanding and practical skills in key operational areas of the Rooms Division including guest accounting, safety and security, basic floral arrangement, interior design principles relevant to guest areas, and modern housekeeping trends.

UNIT-I: FRONT OFFICE ACCOUNTING AND NIGHT AUDIT

Accounting fundamentals, creation and maintenance of Account, Tracking Transaction, Internal Control, settlement of account, Functions of front office Audit, The Front office Audit Process, System Update, Centralize Front Office audit.

UNIT-II: Safety and Security

Work environment safety and Job safety analysis, Safety awareness and accident prevention, Fire safety and firefighting, Crime prevention and dealing with emergency situation, Energy and water conservation in Housekeeping Operations-Housekeeping in Institutions & facilities other than hotels Contract Services Types of contract services, Guidelines for hiring contract services, Advantages & disadvantages of contract services.

UNIT-III Flower Arrangement

Flower Arrangement, Flower arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower arrangements, Principles of design as applied to flower arrangement

UNIT-IV Interior designing and decoration

Objective of interior design, Basic types of design, Elements of design, Designing for the physically Challenged. Colour, Lighting, Floor Covering and Finishes, Types, Characteristics, Cleaning of floor covering-Carpets-Importance of floor maintenance, ceiling, wall covering, windows and window treatment.

UNIT-V Ecotels & Changing trends in Housekeeping

Hygiene, not just cleanliness, Outsourcing, Training and Motivation, Eco-friendly Amenities, Products and processes, New Scientific techniques. Sustainability and Environmental Responsibility, Eco-Friendly Cleaning Products, Waste Reduction Strategies, Energy Efficiency, Ecotel certification, choosing an eco-friendly site, hotel design and construction, energy conservation, water conservation, waste management, environment friendly housekeeping.

Suggested Readings:

- Managing Front Office Operations by Michael L Kasavana, Richard M Brook
- Hotel Housekeeping operations and Management by G. Raghubalan, Amritee Raghubalan, Oxford Publication.
- Professional Management of Housekeeping Operation by Robert J.Martin
- Hotel, Hostel & Hospital Housekeeping by John C.Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr.JM Negi, Amity University Press, New Delhi
- Accommodation Management by RoyC
- Hotel Housekeeping Training Manual by Sudhir Andrews
- Professional House Keeping by Madlin Tucker

Name of the Program: Bachelor of Hotel Management 3 rd Semester BHM Name of the Course: Food and Beverage Service III(Theory)						
Course Credits	Number of Hours per Week	Total Number Of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	04	45	03	20	80	100

Course Objectives:

1. Understand wine production and grape varieties.
2. Explore global wine regions and styles.
3. Develop wine tasting and food pairing skills.
4. Learn wine laws and labeling standards.
5. Master wine service and presentation techniques.

UNIT-I

Introduction to Wine, history, viticulture, Terroir: Soil, Climate, and Topography, Pests, Diseases, Composition of Grapes and Must, Characteristics of Grape and its varieties, Basic Wine Terminology, classification of wines, factors affecting quality of wines.

UNIT-II

Old World wines and New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) France , Germany, Italy, Spain, Portugal, New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) USA, Australia, India, South Africa, New Zealand.

UNIT-III

Sparkling wines- Introduction to Sparkling Wines, Definition and Characteristics of Sparkling Wines, grapes used for champagne, Methods of Sparkling Wine Production, Traditional Method(Méthode Champenoise), Charmat Method(Tank Method), Transfer Method, Carbonation (Artificial Sparkling)Types of Sparkling Wines-Champagne, Prosecco, Cava, Sekt and Other Sparkling Wines, Brand names and service of champagne, Types of bottles in champagne.

UNIT-IV

Fortified wines, Aperitifs and Vermouth, Sherry- history, grapes used, soleras system, types of sherry service and brand names. Port- Introduction, production process, types, service and brand names-Brief about Madeira, Marsala, Malaga, Introduction and Definition of Aperitifs and Vermouth (Definition, Types, service & Brand names) Bitters (Definition, Types, service & Brand names) dobonnet, St., lillet.

UNIT-V

Wine Storage and Service Mastery- Wine Storage and Cellaring, Ideal Storage Conditions Cellaring Techniques Wine Preservation Methods Preparing Wine for Service Wine List Presentation Decanting Techniques Serving Wine with Elegance Serving Temperature: Glassware Selectionetc. WineTastingTerminology- Appearance, Aroma (Nose), Taste(Palate) Flavour Profile, General Terms Food and Wine harmony

References:

1. Larousse Encyclopedia of Wines by Hamlin Publication
2. Food & Beverage Service by R Singaravelan
3. The World Encyclopedia of Wines by Stuart Walton
4. Great Wines Made Simple by Andrea Immer
5. Food and Beverage Management by John Cousins, David Foskett, David Graham, Amy Holier
6. Food and Beverage Management by Bernad Davis and Andrew Lockwood
7. Food and Beverage Service, Dennis R Lillicrap
8. TheWorld Atlas of Wines by Mitchell Beazey

Name of the Program:Bachelor of Hotel Management 3 rd Semester BHM Name of the Course:Food & Beverage Service-III(Practical)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02	04	56	04	10	40	50

Course Objectives:

1. Understand and identify various types and classifications of wines, both International and Indian.
2. Learn how to accurately read and interpret wine labels from different wine-producing countries.
3. Master professional wine service techniques including serving temperatures, glassware, and etiquette for white, red, sparkling, aromatized, and fortified wines.
4. Develop the ability to plan food and wine pairings.
5. Gain hands-on-experience through structured wine tasting, allowing them to evaluate different wine characteristics like appearance, aroma, body, and finish.
6. Explore Indian wines and confidently pair them with Indian regional cuisines.

	Description	Number of Hours
WEEK 1	Introduction to Wines: Classification of wines(red,white,rosé, sparkling, fortified, aromatized),Understanding grape varieties and basic wine terminology.	04
WEEK 2	Reading and Understanding Wine Labels,Wine label formats from various countries(France,Italy,USA,etc.)Keyelements: vintage, varietal, region, alcohol content	04
WEEK 3	Service of White Wines, Ideal serving temperatures and glassware Presentation and pouring techniques	04
WEEK 4	Service of Red Wines, Decanting, breathing, and temperature control,Pairing basics with red wines	04
WEEK 5	Service of Sparkling Wines, opening sparkling wines safely, Champagne vs Prosecco vs Cava.	04
WEEK 6	Service of Aromatized and Fortified Wines, Overview of vermouth, sherry, port, and Madeira, Service techniques and food pairings.	04
WEEK 7	Five-Course Menu Planning with WinePairings-Introduction Structure of a five-course menu and wines-Matching wine types with each course	04
WEEK 8	Five-Course Menu Planning-International Cuisines, creating Wine pairings for global dishes-Understanding flavour balancing.	04
WEEK 9	Five-Course Menu Planning with wine(Indian).	04

WEEK 10	Wine Tasting:Tasting and evaluation of red, white wines and sparkling wine.Using the 5S method:See,Swirl,Smell,Sip,Savor	04
WEEK 11	Planning a Wine List-Indian and International Selections with Food suggestions/Cheese.	04
WEEK 12	Introduction to Old World vs New World Wines, Differences in style, labeling, and regions (France vs.USA ,Italy vs. Australia) Famous wine producing regions across the globe	04
WEEK 13	IndianWines and Food Pairing/Cheese.	04
WEEK 14	Wine Storage, Cellar Management & Service Review	04

Suggestive Readings:

1. Larousse Encyclopedia of Wines byHamlinPublication
2. Food & Beverage Service by R Singaravelan
3. TheWorld Encyclopedia of Wines by Stuart Walton
4. Great Wines Made Simple by AndreaImmer
5. TheWorld Atlas of Wines by MitchellBeazley

SCHEME OF VALUATION

Sl.No.		Marks
1.	Planning of a wine list	05
2.	Service of wine	05
3.	Planning of a five-course menu with wine	10
4.	Grooming	05
5.	Viva	10
6.	Journal	05
	Total Marks:	40

- Number of Hours: 4 Hours
- Internal Assessment:10Marks
- University Examination:40 Marks
- Number of students Per Session:15
- Number of sessions per day:01

Name of the Program: Bachelor of Hotel Management 3 rd Semester BHM Course Category: Optional core Name of the Course: Food Processing and Packaging (Theory)						
Course Credits	Number of Hours per Week	Total Number Of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	03	45	03	20	80	100

Course Objectives:

1. To provide knowledge on food processing and packaging materials.
2. To understand the working of various packaging methods.
3. To enable the students to understand applications of various packaging materials in food industry.

Unit-I (05 Hours)

Food Processing-Introduction-advantages-disadvantages-Classification of food-perishable and semiperishable food – Primary processing-Cleaning-Sorting – Grading-Cutting- Seeding- Bleaching-Chilling and freezing-Secondary processing-Slicing-Pulping- Paste-Frying-Chilling and freezing-Milling-Common food processing-Cooking- Baking-Frying-Roasting-Toasting-Grilling- Blanching-Extrusion-Food Processing performance parameters.

Unit-II (06 Hours)

Trends in modern food processing-cost reduction-health hygiene efficiency-Food Processing Industries-Scope of food processing industry- Sectors of food processing industry-Canning-Fish-processing-industrial rendering-Meat packaging plant- slaughterhouse-sugar industry-vegetable packing plant-Food Fortification-Food supplements.

Unit-III (20 Hours)

Food Packaging-Objectives and functions of Food Packaging-Requirements for effective food packaging- Types of Packaging Materials- General properties of packaging material

Metal and Glass as Food Packaging:

Materials-Metal cans – Types of metals used. Container making process – Three- piece cans and Two piece cans– End making processes-Aerosol cans-Protective and Decorative Coatings.

Glass as Food Packaging:

Material – Types of Glasses and Composition – Glass Container Manufacturing Processes – annealing and surface treatments-Plastic as Food Packaging Materials

Plastics used in Food Packaging:

Polymers and Copolymers- Plastic Manufacturing - Extrusion and Calendaring. Extrusion – Cast and Blow film processes - Orientation and Annealing- Extrusion-

Coating and Lamination of Plastic Films. Rigid and semi rigid plastic manufacture – Blow molding, injection molding, compression molding and thermoforming-RFID- Packaging and labelling-the purpose of packaging and package labels-packaging types-symbols used on packages and labels-Bar coding - Food allergy-Food irradiation

Paper as Food Packaging:

Materials-Paper Manufacturing Process. Types of Paper and applications-Paper board -Types- Laminated Paper board - Types-Corrugated Fiber Board and Fiber Drum packaging-Filling and Sealing of various types of Packages -Closures for Glass and Plastic Containers.

Unit-IV(04Hours)

Sealing of Plastic Films- Heat Sealing and Types of Seal-Conductance, Impulse, Induction, Dielectric, and Ultrasonic sealing-Types of Pouch- Form fill Seal- Equipment - Vertical and Horizontal- Types of filling equipment-Advanced Packaging -Methods and Testing of Materials - Vacuum and Inert Gas Packaging- Retort pouch packaging.

Unit-V(10Hours)

New Trends in food packaging-Smart and Intelligent Food Packaging-traditional food packaging- -structure and working mechanism of new food packaging materials-Active packaging-moisture absorbers-antimicrobial releasers-carbon dioxide releasers/emitters-oxygen scavengers and antioxidant packaging-Edible packaging—Modified atmosphere packaging-Aseptic Packaging- Bio-degradable packaging-Packaging laws/Rules.

References:

1. Coles R, McDowell D and KirwanMJ, FoodPackagingTechnology, CRC Press, 2003
2. DeS, Outlines of DairyTechnology, Oxford Publishers,1980
3. Deman JM, Principles of Food Chemistry,2nded.Van Nostr and Reinhold, NY1990
4. Food Processing Packaging Labelling and Marketing, Akhil Mathur
5. Food Packaging,Innovations and Shelf Life, RuiM.S.Cruz
6. Food Processing and Preservation, B. Sivasankar

Name of the Program: Bachelor of Hotel Management 3 rd Semester BHM Name of the Course: Food Production-III (Practical)						
Course Credits	Number of Hours per Week	Total Number Of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02	04	56	04	10	40	50

Course Learning Objectives:

- To learn the preparation of stocks, sauces & soups
- To acquaint the students with skills essential for international cuisine
- To expose the students on the basic Chinese, French, Italian, Japanese & Mexican cooking techniques

Week	Description	Number of Hours
1.	Demonstration and preparation of Types of Stock	04
2.	Demonstration & preparation of basic mother sauces and 2-3 derivatives of each	04
3.	Five Course based on Chinese cuisine	04
4.	Five Course based on Chinese cuisine	04
5.	Five Course based on French cuisine	04
6.	Five Course based on French cuisine	04
7.	Five Course based on French cuisine	04
8.	Five Course based on Italian cuisine	04
9.	Five Course based on Italian cuisine	04
10.	Five Course based on Italian cuisine	04
11.	Five Course based on Mexican cuisine	04
12.	Five Course based on Mexican cuisine	04
13.	Five Course based on Japanese cuisine	04
14.	Five Course based on Japanese cuisine	04

Suggestive Readings:

- Modern cookery by Thankam Philip
- Larousse Gastronomique
- Escoffier Cookbook Note: Any other relevant reference/textbooks can be included.

Scheme of Valuation

Uniform & Grooming	05
Journal	05
Viva	05
Preparation of 5 Course Menu of any one Cuisine as per the syllabus	15
Presentation	05
Scullery,equipment cleaning and Hygiene	05
Total	40

- Number of sessions per day:01
- Number of Students per day:15
- Hours of Examination: 04 Hours
- Credits:02
- Internal Assessment:10 Marks
- University Examination:40 Marks
- Total Marks: 50 Marks

Name of the Programme: Bachelor of Hotel Management 3 rd Semester BHM Name of the Course: Food Production-III(Theory)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	04	45	03	20	80	100

Objectives:

1. To learn types of stocks, soups and sauces
2. To learn farinaceous cooking
3. To study about dairy products
4. To understand various computer applications in the food production department.
5. To learn gastronomic science

UNIT-I (08 Hours)

STOCKS, SOUPS AND SAUCES: definition, classification, & Types of stock/fond-Terms- Broth, Court Bouillon, Neutral stock, Fumet, Remouillage-Stock-Uses, Storage-Glaze/Glace, savoury & aspic jellies, Soup-Definition& Classification of Soup, Thick& Thin Soups, Consommé-Basic clarification process of consommé-essences-jellied soups-National & regional soups-Cold Soups-Garnishes for soups-Service of soups--Sauces and its importance in Food Preparation- essentials of a good sauce-components of a sauce-roux-Classification of sauces and Uses of Sauces- Thickening agents or Liaisons-Basic Mother Sauces and Derivatives (Any 5 derivatives of each sauces)-depouillage/cleaning of a sauce-demi glace-jus de veau lie-building a compound sauce- emulsified sauces-butter sauces-bercy butter/maitre d'hotel butter/compound butter- Miscellaneous sauces-gravy-barbecue sauces-nut sauces-savoury & sweet fruit sauces-savoury sabayon-custard sauce-a la minute reductions-use of seasonings in sauces.

UNIT-II (06Hours)

FARINACEOUS-COOKERY: meaning of farinaceous-different cereals and grains, Composition&Structure of Various Grains (Rice, wheat, corn, and barley)-Principles of cooking cereals/grains-wild rice, polished rice, rice pilaf-Pasta- Basic Ingredients-Types and Classification of Pasta-Making Pasta-Cooking Pasta-Basic Recipe of a Pasta-Noodles- Types- Soba, Somen and Udon - Gnocchi, Gnocchi Variations- Polenta, Dumplings, Spaetzle-cooking noodles.

UNIT-III(06Hours)

DAIRY PRODUCTS: Milk/Cream/Cheese: Milk-Processing of milk -pasteurization and homogenization- Types of milk (skimmed and condensed) – fortified milk-flavoured milk- Nutritive Value - Fermented and Processed Milk products, sour cream, buttermilk, yoghurt – Cream-grades of cream-preparation of cream--cooking with milk and cream products-Butter- types of butter-preparation of butter-Cheese-type/classification of cheese-manufacturing process of cheese-processed cheese-cooking with cheese- international Cheese:- Fresh, semi hard, hard, blueandfermentedcheese-service of cheese-Purchasing, StoringConsiderationsof dairy products and their key uses in kitchen.

UNIT-IV(06Hours)

LARDER

Layout& Equipment-Introduction of larder work, definition, equipment found in the larder, layout of a typical larder with equipment and various sections-Terms& Larder Control-Common terms used in the larder and larder control, essentials of larder control, importance of larder control, devising larder control systems, dealing with other departments, yield testing- Duties & Responsibilities of the Larder Chef -Functions of the larder, hierarchy of larder staff, sections of the larder, duties& responsibilities of larder chef-Buffer Preparation-Principle of buffet presentation, types of buffet setup & design, menu development-for buffet, replenishment of buffet, enhanced buffet presentation.

UNIT-V (19Hours)

CHARCUTIERIE

Sausage-Introduction to charcuterie, types & varieties of sausages, casings & fillings, additives & preservatives-Forcemeats-Types of forcemeats, preparation of forcemeats, uses of forcemeats-Brines, Cures & Marinades-Types of brines, preparation of brines, methods of curing, types of marinades, uses of marinades, difference between brines, cures & marinades-Ham, Bacon & Gammon-Cuts of ham, bacon & gammon, differences between ham, bacon & gammon, processing of ham & bacon, green bacon, uses of different cuts-Galantines-Making of galantines, Types of Galantine, Ballotines-Pates-Types of pate, pate de foie gras, making of pate, commercial pate and pate maison-Truffle-sources, cultivation and uses and types of truffle-Mousse & Mousseline-Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline -ChaudFroid-Meaning, making of Chaud Froid & precautions to take, types & uses of ChaudFroid-Aspic & Gelee-definition of aspic and gelee, difference between the two, making of aspic and gelee, uses of aspic and gelee-Quenelles, Parfaits, Roulades-Preparation of quenelles, parfaits and roulades-SANDWICHES-Parts of sandwiches, types of bread, types of filling- classification, spreads and garnishes, types of sandwiches, making of sandwiches, storing of sandwiches- APPETIZERS & GARNISHES-Classification of appetizers, examples of appetizers, historic importance of culinary garnishes, explanation of different garnishes, simple vegetable & fruit garnishes for plates.

ReferenceBooks:

- The art and science of culinary preparations by Jerald W. Hesser CEC, CCE
- Professional Cooking seventh Edition by Wayne Gisslen
- Escoffier: the complete guide to the art of modern cookery by H.L. Cracknell and R.J. Kaufmann
- International Cuisine & food production management by Parvinder S. Bali
- The complete Mexican (south American and Caribbean) cook book by Jane Milton, Jenni Fleetwood and Marina Filippelli
- The Cuisines of Mexico by Diana Kennedy
- The food of the world by Bay Books

Name of the Programme: Bachelor of Hotel Management Course Category: Elective-I 3rd Semester BHM Name of the Course: Food Science: Food Nutrition, Hygiene & HACCP (Theory)						
Course Credits	No. of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
2 Credits	2 Hours	45 Hours	Hours	IA	Exam	Total
			02	10	40	50

Course Objectives:

1. To provide learners with the knowledge and skills to implement food safety practices.
2. To understand the nutritional value of food.
3. To understand how to ensure proper hygiene standards in food handling and preparation.
4. To learn HACCP procedures.

UNIT-I(09 Hours)

Fundamentals of Nutrition: Nutrition & Nutrients: common terms, definitions and principles of nutrition; Food: Functions, Classifications; Factors affecting food selection and food habits- Macronutrients: Carbohydrates: Composition, Classification, Dietary Fibers, Functions, Food Sources, Digestion & Metabolism of Carbohydrates, Dental Caries, Lactose Intolerance, Effect of cooking on Carbohydrates: Caramelization, Gelatinization, Dextrinisation.

UNIT-II (05Hours)

Proteins: Composition, Classification and RDA, Functions and Food Sources of Proteins, Mutual Supplementation of Proteins for vegetarians, Digestion & Metabolism of Proteins, Deficit / Excess of Proteins, Denaturation, Coagulation, Maillard Browning.

UNIT-III(12Hours)

Lipids: Composition, Classification and RDA, Functions and Food Sources, Digestion & Metabolism, Lipoproteins, Cholesterol and Trans-Fats, Fats and Diseases-Obesity, Atherosclerosis and CHD; Rancidity, Hydrogenation, Emulsification-Minerals(including water):Importance of all minerals in general in the day today body functions, Classification of Minerals into Major Minerals & Trace elements; Functions, Dietary Sources, Deficiency and Toxicity Symptoms of important minerals

UNIT-IV(10Hours)

Importance of hygiene in catering establishments-Sanitation and its importance-Common Food borne microorganisms- Role of microorganisms in food & beverage operations-Sustainable Development Goals-Water, Sanitation and Health-Global Scenario of Malnutrition- Types of Contaminants in Foods-Signs of spoilage in common foods-Reasons for Food Spoilage-Source of Food contamination-Food-borne illnesses-Types of Eating Disorders and their Symptoms-Food Preparation and Storage-Receiving and Inspecting Food deliveries-Food storage techniques- Minimizing microbial load-Common faults in food faults-Protective display of foods-Rules to be observed during food service

UNIT-V (09 Hours)

HACCP –definition-principles -Conduct a hazard analysis, CCP identification, establish critical limits for each CCP, establish CCP monitoring procedures, establish corrective actions procedures, establish procedures for HACCP verification and validation, documenting the HACCP Program-Implementation of HACCP and conducting audit -HACCP for jam, biscuit, bread, dairy, meat, fish and egg industries-Conducting of open meeting and close meeting in auditing, preparation of audit reports for different department- audit exercise

References:

1. Nutrition for the Food Service Professional by Karen Eich Drummond.
2. Principles of Nutrition & Dietetics by Dr.M Swaminathan
3. Nutritive Value of Indian Foods by CP Gopalan, BV Rama Sastri, SC Balasubramanian
4. Food Facts and Principles by Sadaksharaswamy and Shakuntala Manay
5. Perspectives in Nutrition by Gordon M.Wardlaw:WCD/McGraw Hill Publication.
6. Understanding Nutrition by Whitney & Rolfes
7. Dietetics by B.Srilakshmi
8. Andres Vasconcellos J.2005.Quality Assurance for the Food Industry-A practical approach. CRC press.
9. Inteaz Alli.2004. Food quality assurance-Principles & practices. CRC Press. New York.
10. Sara Mortimore and Carol Wallace.2013. HACCP-A practical approach. Third edition. Chapman and Hall, London.
11. Roday,S.1998. Food Hygiene and Sanitation, Tata McGraw-Hill Education.
12. Food hygiene and sanitation by S.Roday
13. Managing food hygiene by Nicholas John

Name of the Program: Bachelor of Hotel Management 4th Semester BHM Name of the Course: Food & Beverage Service-IV (Practical)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02	04	56	04	10	40	50

	Description	Hours
WEEK 1	Service of Beer, Perry, and Cider, Types, characteristics, and Correct service techniques, Understanding glassware and temperature control	04
WEEK 2	Service of Spirits–Rum and Whisky/Whiskey, Classification, origin, and proper service methods, Tasting and presentation etiquette.	04
WEEK 3	Service of Spirits–Vodka and Gin, Production process, flavor profiles, and serving techniques, Use in cocktails and garnishing basics	04
WEEK 4	Service of Spirits–Brandy and Tequila, Regional styles and traditional serving methods -Tasting notes and bar Presentation.	04
WEEK 5	Introduction to Mixology–Tools, Techniques & Glassware, Shaking, stirring, muddling, layering, Glass types and bar setup essentials	04
WEEK 6	Art of Cocktail Garnishing, Types of garnishes, dehydrated garnish, and cutting techniques, Enhancing visual appeal.	04
WEEK 7	Classical Cocktails-Preparation of 5 iconic cocktails-Balance and flavour fundamentals.	04
WEEK 8	Classical Cocktails–Additional 5 classic cocktails- Focus on speed and presentation	04
WEEK 9	Preparation of Classical Mocktails-Designing non-alcoholic Beverages, Fresh ingredients and creative styling.	04
WEEK 10	Molecular Mixology and Gastronomy and tools used- Techniques like foams, smokes, infusions, and spherification, Scientific approach to cocktail innovation. Smoking Gun (Smoke Infuser), Dry Ice Tools, CO ₂ Cartridges/Soda Siphon / Soda Chargers, Atomizer / Spray Bottles, Centrifuge (for clarification), Sous Vide Circulator, Ice Molds/ Ice Press, Flavour Blaster (Advanced Smoke Bubble Tool), Spherification Kit, Nitrogen Charger / Cream Whipper, Culinary Torch, Liquid Nitrogen Setup (for smoke)	04

WEEK 11	Creating a Spirit Menu with Pricing, Categorization, branding, and menu design, Costing strategies and guest appeal	04
WEEK 12	Creating a Wine Menu with Pricing, Menu layout, pairing recommendations, and pricing formulas, Wine classification and regional styles.	04
WEEK 13	Role Play-Up-selling & Cross-selling Techniques, Guest interaction simulations.	04
WEEK 14	Bar management.	04

Reference:

1. Food and Beverage Management by John Cousins, David Foskett, David Graham, Amy Holier
2. Food and Beverage Management by Bernad Davis and Andrew Lockwood
3. Food and Beverage Service, Dennis R Lillicrap
4. Food & Beverage Service Training Manual by Sudhir Andrews
5. Food & Beverage Service by R Singaravelan
6. The Steward by Peter Diaz
7. Food & Beverage Service by Anil Sagar
8. The World Atlas of Coffee by James Hoffman
9. Finance and accounting in F & B by Rob Van Ginneken

SCHEME OF VALUATION

Uniform & Grooming	5 Marks
Planning of a beer and sprit list	5 Marks
Service of beer or any sprit	5 Marks
Preparation of any classical cocktail	10 Marks
Journal	5 Marks
Viva	10 Marks
Total	40 Marks

- No.of Hours:4 Hours
- Internal Assessment:10 Marks
- University Examination:40 Marks
- Number of students Per Session:15
- Number of sessions per day:01

Name of the Program: Bachelor of Hotel Management 4 th Semester BHM Name of the Course: Food and Beverage Service-IV(Theory)						
Course Credits	Number of Hours per Week	Total Number Of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	04	45	03	20	80	100

UNIT-I

Introduction to Sprints-Introduction to spirits, Types of Alcohol, Methods of preparing Alcohol – Distillation process, Proof, Scales of measuring alcohol, OIML Classification of Alcoholic Beverages : Proof System and measurement of alcoholic strength.

UNIT-II

Brandy and Rum-Brandy-Cognac and Armagnac-Region-Grapes used-distillation process-maturation-Label language-brand names-service. Rum-Introduction to Rum-Production Process of Rum-Types of Rum-Styles of rum- Brand names

UNIT-III

Whisky, Gin, Vodka and other spirits-Introduction to Whisky (Scotch,Irish,American) Production Process, Types and Varieties of Whisky, Brand Knowledge, service procedure. Gin: History, production process, Ginstyles, Brand names, Service Vodka: History, production process, Types and Varieties of Vodka, Brand names and service. Other spirits: (Introduction) Tequila Mezcal Absinthe Grappa Fenny Arrack Cachaça Pisco Sambuca Aquavit Calvados Rakia Shochu Baijiu Slivovitz Eau de Vie

UNIT-IV

Cocktails and liqueurs: History and Evolution of Cocktails, Basic Cocktail Terminology, Basic Bartending Tools and Equipment, Popular Classic Cocktails (based on different spirits) and styles of cocktail, Preparation Methods for Classic Cocktails, Presentation & Garnishing Techniques, Definition and Types of Liqueurs, Methods of Liqueur Production (Flavour extraction process), Popular Liqueurs and its base and flavouring agent.

UNIT-V

Bar Operations: Introduction, Types of Bars, Bar Layout, Essential Bar Zones, Bar Tools and Equipment, Mixology, types of garnishes used, Karnataka state Bar Licences, Duties and Responsibilities of a Bartender, bar opening and closing procedure, Inventory and Stock Management, Bar Promotions and Marketing, Key Processes in Stock Management, Stock Control Techniques.

References:

1. The Ultimate Encyclopedia of Wine, Beer, Spirits & Liqueurs by Stuart Walton & Brian Glover
2. Food and Beverage Management by John Cousins, David Foskett, David Graham, Amy Holier
3. Food and Beverage Management by Bernad Davis and Andrew Lockwood
4. Food and Beverage Service, Dennis R Lillicrap
5. Food & Beverage Service by R Singaravelan
6. The World Encyclopedia of Wines by Stuart Walton
7. Hand book of Alcoholic Beverages by Alan J. Buglass. Cocktail Mocktails, and Garnishes from the Garden by Katie Skyjewsk

Name of the Programme: Bachelor of Hotel Management 4 th Semester B.H.M Name of the Course: Food Production-IV(Theory)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03 Credits	04 Hours	45	03	20	80	100

Course Objectives:

1. To study mass media in gastronomy.
2. To learn Food Photography & Food styling.
3. To learn types of carving and sculpturing skills.

Unit-I (06Hours)

History and appreciation of art in relation to culinary arts-Elements of drawing and art for sculpturing-Art of shaping and modelling -Chocolate and fondant modelling - Computer graphics - Introduction, graphic software's, Photoshop, CorelDraw and Illustrator- Menu card and packaging design -Design 3-D -Study of basic 3-D shapes and forms, food printing on cakes-Packaging design-label and carton designing.

Unit-II (03Hours)

Types of mass media in Gastronomy-- The role of newspaper, radio, magazines, the Internet, and television – Colorschemes and audio-visual effects in food presentations–Food Advertising --Definition, scope, dimensions, purpose of food advertising – Trends in food advertising, sound and audio effects in food advertising.

Unit-III(14Hours)

Introduction to Food Photography-FOOD BLOGGING-Food Stylist-Food Photographer-What is food styling-the benefits of food styling-Understanding need of food styling- Equipments used for photography- Equipments used for food styling-types of cameras-- types of lenses- Photography work area establishment- Shot Plan- Scene Creation & Plate design- Use of props, backgrounds, surfaces and linens- Food styling for capturing tempting images of(cereals with milk for breakfast, chilled fruit juices & cocktails, vegetable salad, icecream scoops, burger, pull cheeses pizza, panner tikka/gravy dishes, sea food -Biriyani/ Meat dishes. Picture Processing with Adobe Photoshop: File compatibility- Colour corrections and image adjustments- Colour space-Photo manipulation and photo effects- Tricks and tips used in Adobe Photoshop for food photo editing- Backup and storage- Copyrighting.

Unit-IV (10 Hours)

CARVING AND SCULPTURING SKILLS-- Tools and equipment used -Sculpturing and carving techniques -- Chocolate and ice -- Butter and sugar -- Vegetable and fruit carving -Decoration techniques -- Plate decoration -- Buffet presentations -The art of food presentation- Buffet presentation: Techniques, Styles-Food plating techniques: Colour, Size, Texture- Advanced Carving art- Types of carving- Fruit and vegetable carving-Ice carving-Butter Carving-Carving techniques; Using in buffet-Skillinvolved in plating: Plating skills, Knife skills-ModernPlating- Deconstruction- Asymmetry-Negative space-Color blocking-Height-Food Presentation& Styling -Basic Presentations, Modern Presentations, Use of Technology, Contemporary Plates, Unconventional Garnishes, Food Styling – Food Photography, Use of Non Edible Components.

Unit-V (12 Hours) (Lab Based Activities)

1. Demonstrate the basic camera functions
2. Demonstrate different camera modes–auto & manualmode, aperture & shutter priority
3. Identify the equipment used by food photographer
4. Describe Lighting–natural & artificial lighting
5. Demonstrates the basic set up of food photography
6. Demonstrate types of carving(Vegetable, fruit & Ice carving)

Reference Books and Text Books

1. Plate to Pixel: Digital Food Photography & Styling by Helene Dujardin,
2. Digital Food Photography by LouManna.
3. Food Photography: From Snapshots to Great Shots by Nicole S Young.
4. Lighting for food and drink photography by Steve Bavister.

Name of the Program: Bachelor of Hotel Management 4 th Semester B. H. M Name of the Course: Food Production-IV (Practical)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02	04	56	04	10	40	50

Course Learning Objectives:

- To acquaint the students with skills essential for International Cuisine
- To expose the students on the basic Mediterranean, German, Italian, Spanish, Italian & Middle Eastern cooking techniques

Week	Description	Number of Hours
1.	Five Course based on Mediterranean Cuisine	04
2.	Five Course based on Mediterranean Cuisine	04
3.	Five Course based on German cuisine	04
4.	Five Course based on German cuisine	04
5.	Five Course based on German cuisine	04
6.	Five Course based on Spanish cuisine	04
7.	Five Course based on Spanish cuisine	04
8.	Five Course based on Italian cuisine	04
9.	Five Course based on Italian cuisine	04
10.	Five Course based on Middle Eastern cuisine	04
11.	Five Course based on Middle Eastern cuisine	04
12.	Demonstrate Food Photography and food styling	04
13.	Demonstrate types of carving	04
14.	Plating techniques and Food Presentation	04

Suggestive Readings:

- Modern Cookery by Thankam Philip
- Larousse Gastronomique
- Escoffier Cookbook
- Note: Any other relevant reference/text books can be included.

Scheme of Valuation

Uniform & Grooming	05
Journal	05
Viva	05
Preparation of 5 Course Menu of any one Cuisine as per the syllabus	15
Presentation	05
Scullery,equipment cleaning and Hygiene	05
Total	40

- Number of sessions per day: 01
- Number of Students per day:15
- Hours of Examination: 04Hours
- Credits: 02
- Internal Assessment: 10Marks
- University Examination: 40Marks
- Total Marks: 50 Marks

Name of the Program: Bachelor of Hotel Management 4 th Semester BHM Course Category: Compulsory Name of the Course: Foundation Course in Bakery & Confectionery (Practical)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
02	02 Hours	48	Hours	IA	Exam	Total
			04	10	40	50

Course Objectives:

- Identify and differentiate the small and large equipment in bakery
- Identify and check for quality of different types of ingredients used in bakery
- Prepare yeast fermented products
- Prepare and Present basic pastries and its derivatives
- Prepare basic icings and topping.

Practical	Content	Hours
1.	Introduction to ingredients/Equipment Identification and uses of equipments–large, small and utilities	04 Hours
2.	Ingredients–Types of flour, Sugar, Nuts and Dry fruits, Shortenings, leavening etc.	04 Hours
3.	Quality Checking & Basic Mixing Methods Flour: W.A.P Test, Gluten Content Yeast: Flying fermentation	04 Hours
4.	Mixing Methods Basic steps involved in mixing ingredients–Kneading, stirring, whipping, creaming etc.	04 Hours
5.	Simple yeast fermented products Bread Sticks, Bread Rolls, hand and Soft Rolls, sour dough etc.	04 Hours
6.	Bread	04 Hours
7.	Short Crust Pastry (Any Two)	04 Hours
8.	Choux Pastry (Any Two)	04 Hours
9.	Puff Pastry & flaky pastry (Any Two)	04 Hours
10.	Basic Cake Making Plain Sponge, Fruit Cake	04 Hours
11.	Biscuits & Cookies: any Two each	04 Hours
12.	Icings and Toppings; any Three	04 Hours

Reference Books:

- The Professional Pastry Chef, Bo Friberg
- “The Professional Chef” by Culinary Institute of America
- Practical Baking, 5th Edition by William J. Sultan Wiley Publications
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- Practical Baking, 5th Edition by William J. Sultan Wiley Publications

Scheme of Valuation

Uniform & Grooming	05
Journal	05
Viva	05
Indent & Plan of Work	05
Breadroll/bread sticks	05
One Pastry Item	05
One Small Cake with Icing	05
Presentation	05
Total	40

- Number of sessions per day: 01
- Number of Students per day: 15
- Hours of Examination: 04 Hours
- Credits: 02
- Internal Assessment: 10 Marks
- University Examination: 40 Marks
- Total Marks: 50

Name of the Programme: Bachelor of Hotel Management Name of the Course: Room Division and Revenue Management(Theory) Semester: IVth Semester BHM						
Course credit	No. of hours/ week	Total No. of Teaching Hours	Scheme of Examination			
			Hours	IA	Examination	Total
03	04	56	03	20	80	100

Learning objective:

The objective of this course is to equip students with a comprehensive understanding of Rooms Division Management principles, encompassing effective human resource practices for attracting and selecting staff, applying fundamental management functions in Front Office and Housekeeping, efficiently controlling Housekeeping resources and expenses, and strategically implementing revenue management techniques relevant to the hospitality industry.

UNIT-I: Managing Human Resources in Housekeeping and Front Office

Preparing Job list and job description for Front Office and Housekeeping staff, Sources of Manpower, Recruitment process: Internal and External recruitment; advantages and disadvantages of Internal and External Recruitment; Selection Tools for Hotel Human Resource; Orientation process

UNIT-II: Training and Scheduling

Skills Training-Four step training method; developing staffing guide; scheduling techniques; cross training and incentive programme.

UNIT-III Planning of Front Office Operations

Examining and describing the core management functions as they relate to the front office and housekeeping departments. Establishing effective room rates strategies using the market condition approach, rule-of-thumb method, and the Hubbert formula. Mastering the techniques of forecasting room availability, including data collection, calculating percentages of walk-ins, overstays, no-shows, under stays, and early arrivals.

Importance and calculation of Operational statistics

- * Percentage of Single Occupancy
- * Percentage of Multiple Occupancy
- * Percentage of Domestic and Foreign Occupancies
- * ARR or ADR
- * Average Rate per Guest
- * Average Length of Stay
- * RevPar

UNIT-IV Housekeeping Control

Establishing and managing par levels and inventories for linen, uniforms, guest loan items, machinery, equipment, cleaning supplies, and guest supplies. Defining the crucial role of the Housekeeper in the planning of both Operating and Capital budgets. Developing and managing budgets specifically for Housekeeping expenses. Implementing effective systems for controlling expenses within the Housekeeping department. Understanding and managing purchasing systems for Housekeeping supplies and equipment.

UNIT-V Revenue Management in Hospitality Industry

Understanding Revenue Management: Defining the core principles and objectives of revenue management. Applications in the Hotel Industry: Capacity Management: Strategies for optimizing the use of available rooms, such as overbooking. Discount Allocation: Determining when and to whom discounts should be offered to maximize overall revenue. Duration Control: Managing the length of stays to optimize occupancy and revenue, such as setting minimum or maximum stay requirements.

Measuring Revenue Management Performance (Yield Management):

Potential Average Single Rate: The average rate achievable if all occupied rooms were single occupancy. Potential Average Double Rate: The average rate achievable if all occupied rooms were double occupancy. Rate Spread: The difference between the average double rate and the average single rate. Multiple Occupancy: The percentage of occupied rooms with more than one guest. Potential Average Rate: The weighted average of potential single and double rates, considering the hotel's room mix. Room Rate Achievement Factor: The percentage of the potential average rate that was actually achieved. Yield Statistic (or Revenue Yield): A comprehensive metric that measures the actual revenue earned compared to the potential revenue.

Key Elements of Revenue Management:

Group Room Sales: Strategies for managing and pricing group bookings. Transient Room Sales: Strategies for managing and pricing individual guest bookings. Food and Beverage Activity: The impact of F&B revenue on overall revenue management. Special Events: How to adjust pricing and strategies during periods of high demand due to events. Implementing Revenue Management Strategies

Suggestive readings:

- Front Office Operations and Management by Ahmed Ismail, published by Thomson-Delmar
- Managing Front Office Operations by Michael L. Kasavan and Richard M. Brooks, published by EIAH&LA
- Housekeeping Management by Margaret M. Kappa, published by AH&LA
- Hotel, Hostel & Hospital Housekeeping by Joan C. Branson, Margaret Lennox, published by Hodder & Stoughton

Name of the Programme: Bachelor of Hotel Management Name of the Course: Room Division Management (Practical) Semester: IVth Semester BHM						
Course credit	No. of hours/ week	Total No. of Teaching Hours	Scheme of Examination			
			Hours	IA	Examination	Total
02	04	56	04	10	40	50

Course Objective:

The objective of this course is to provide students with hands-on experience in managing the various components of the Rooms Division, including front office operations, housekeeping, and guest services. Students will develop practical skills in optimizing room occupancy, enhancing guest satisfaction, and applying operational procedures to effectively manage the day-to-day activities of a hotel or similar accommodation setting.

Week1	Records and registers maintained at the Housekeeping, laundry, & Linen room.
Week2	Housekeeping Control Desk Activities
Week3	Treatment of VIP guest Special Amenities provided for VIP's
Week4	Computer Applications in Housekeeping Department-Reservation/Reservation modification procedure for FIT through PMS
Week5	Check-in procedure for FIT through PMS
Week6	Posting Charges through PMS
Week7	Checkout and bill settlement through PMS
Week8	Change of Room through PMS
Week9	Night audit and reports (PMS)
Week10	Wake-up call procedures
Week11	Operations at the Concierge Desk

Week 12	Handling situations like Overbooking/TurnawayProcedure
Week 13	Role playand problem handling on different accommodation situation: RoleplayOf Front OfficeAssistants, GRE, Lobby Manager, Bell Captain, BellBoys, Concierge
Week 14	Familiarisation with record books, lists and forms and formats; such as (i)Arrival/departure register (ii)Departure intimation(iii)Arrival/Departure list (iv)No show/cancellation repot(v)VIP List(vi) Fruits & Flowers requisition (vii)Left luggage register(viii)Bellboy movement control sheet(ix)Scanty Baggage Register(x) Arrival & Departure errands cards(xi) Expected arrival/ departure list

Scheme of Examination

Grooming	05
Journal	05
Draw any two format prescribed in the above syllabus	05
Situation Handling	05
Handling Reservation/Registration/Departure Process	10
Viva	10
TotalMarks	40

- Number of sessions per day:01
- Number of Students per day:15
- Hours of Examination: 04 Hours
- Credits: 02
- Internal Assessment:10 Marks
- University Examination: 40Marks
- Total Marks:50

Suggestive readings:

- ProfessionalfrontofficeManagement,RobertH Woods,JackDNinemeier,DavidK.Hayes, Michele A. Austin
- FrontOfficeManagement S.K.Bhatnagarnewedition
- FrontOfficeOperationsandManagementbyAhmedIsmail,publishedbyThomson- Delmar
- ManagingFrontOfficeOperationsbyMichaelL.KasavanandRichardM.Brooks,published by EIAH & LA
- Hotel Front Office Training Manual by Sudhir Andrews
- Hotel Housekeeping:operations and management byRaghubalan,G

Name of the Programme: Bachelor of Hotel Management 4 th Semester B.H.M Course Category: Elective-II Name of the Course: Tourism Concepts & Practices(Theory)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02 Credits	02 Hours	45	02	10	40	50

Course Objectives:

- To learn the concepts of tourism, travel, tourists and travelers.
- To gain an understanding on the influencing factors of tourism.
- To know the types of tourism and tourists
- To know about Tourism services & regulations
- To learn digital tourism
- To study about International tourism
- To learn tourism markets and pricing.

Unit-I(08Hours)

Tourism Concept, definition, types of Tourism, Tourism Policies-need, objective, institutional framework and the principal lines of public tourism policy; the role of govt. public and private sector in formulation of tourism policy-Role of International, National, State and Local tourism organizations in carrying out tourism policies-Importance of Geography in Tourism; Latitude, Longitude, International Date Line-Time Zone & calculation of Time- Time Differences, GMT variations.

Unit-II(07Hours)

Major landforms as tourist resources-Elements of weather and climate-Climatic regions of the world in brief-Impact of weather and climate on tourist destinations-Factors affecting global and regional tourist movements, demand and origin factors, destinations and resource factors. Contemporary trends in international tourists movements-Major outbound tourism countries.

Unit-III(08Hours)

Digital Tourism-Digital Tourist-Online Consumer Behavior-Consumer decision journey and Marketing funnel - Value of online communities, user-generated content (UGC) - Online reviews and reputation management-Unique features of online market

research – Sentiment analysis for decision-making -Digital Tourism Enterprise: Electronic Market - Physical Economy vs. Digital Economy -Drivers of Digital Tourism Business - Digital Tourism Business Models – Opportunities& challenges of Digital Business.

Unit-IV(14Hours)

International Tourism &Tourism Organizations-International Tourism-Meaning-Types of International Tourism- Nature of International Tourism- Benefits of International Tourism- BarriersofInternationalTourism- Strategies to BoostInternational Tourism- India as a favored International Tourism Destination – International Tourism trends in India; Factors influencing for the development of International Tourism in India- UNWTO, IATA, ICAO, WTTC, IHA, TAAI, FHRAI, ITDC, ICPB, IATO, IRCTC, State Tourism Development Corporations, Airport Authority of India, Archaeological Survey of India, Ministries of Tourism and Culture, Director General of Civil Aviation, Government of India-Tourism Planning, Objectives of Tourism Planning, Types of Tourism Planning-Itinerary Preparation-Costing, Package and Promotion.

Unit-V (08Hours)

TourismMarketsandTourismBehaviour-Definition and typesoftourismmarkets-Conceptand-Types of tourists-Risks involved in travel purchase-Tourist buying process-Factors influencing touristbuying- Tourism Pricing-Concept of tourism pricing-Factors influencing tourism pricing- Pricing strategies for tourism.

References:

- Daramranjan and Rabindraseth:Tourism in India,NewDelhi1994
- Ratandeep singh:Tourism today,U.I.NewDelhi1994
- Suhita Chopra:Tourism Development in India,NewDelhi,1992
- Rob Davidson: Tourism London,1993
- A.K.Bhatia:International Tourism Management
- Tourism Development-A.K.Bhatia,SterlingPublishers,NewDelhi
- Tourism, Principles, Practices, Philosophies-Goeldner,C.,&Ritchie,J.R NewJersey:JohnWiley.
- Tourism Principles and Practices-Swain, S.K.& Mishra, J.M. NewDelhi: OUP.
- International Tourism Management-BhatiaA.K., NewDelhi; Sterling Publishers
- Buhalis,D.(2003).Etourism: Information Technology for Strategic Tourism Management.London: Pearson (Financial Times/Prentice Hall).
- Marketing for Hospitality and Tourism: PhilipKotler, JonBowen

Name of the Program: Bachelor of Hotel Management 5 th Semester BHM Name of the Course: Bakery & Confectionery Practical						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02	04	56	04	10	40	50

Practical-I (08Hours)

Bread preparation-Preparation of International Breads

Practical-II(04Hours)

Basic Cake Making Plain Sponge, Swiss Rolls, Genoise Sponge

Practical-III-08Hours)

Biscuits & Cookies: Plain biscuits; salted biscuits; coconut biscuits; macaroons; tricolour; chocolate biscuits; marble biscuits; Ginger biscuits; cheese biscuits.

Practical-IV(12Hours)

Basic Pastry & derivatives: (i) Short Crust Pastry Jam tart, Lemon curd tart Apple Pie, Fruit Tartlets. (ii) Chocolate Éclairs, Profit role Cream puff (iii) Puff Pastry - veg patties, chicken patties -Cheese Straws, vol-au-vents, Creams Horns- Apple Strudel Filo or phyllo pastries such as baklava

Practical-V(04Hours)

Icings and Toppings Fondant; American frosting; butter cream icing; royal icing; gum paste; marzipan; marshmallow; lemon meringue; fudge; almond paste; glace icing

Practical-VI(08Hours)

Pastry & Special Cakes Queen cakes, Cheese cake, Baba-cum Rhum- Savarin Chantilly, - Madeline cake Pineapple pastry, chocolate pastry.

Practical-VII (08Hours)

Icing Cakes-Birthday cake-
Wedding Cakes

Practical-VIII (04Hours)

Puddings and Desserts Hot dessert: Caramel Custard, Bread and Butter pudding, Cold Desserts: Bavarois;

cold lemon soufflé; chocolate mousse; charlotte royale;; soufflé praline; fruit trifle.

References:

- Text Book of Bakery and Confectionery, Sivalingam, Yogambal
- "Bread Baking Basics: Fundamentals for the Home Baker" by Jereme Hardy
- Baking" by James Peterson

Scheme of Valuation

Uniform & Grooming	05
Journal	05
Viva	05
Indent & Plan of Work	05
One International Bread	05
One Pastry Item	05
One Small Cake with Icing	05
Presentation	05
Total	40

- Number of sessions per day: 01
- Number of Students per day: 15
- Hours of Examination: 04 Hours
- Credits: 02
- Internal Assessment: 10 Marks
- University Examination: 40 Marks
- Total Marks: 50
- ❖ Each item need to be assessed in terms of 'Appearance & colour, Volume & symmetry of shape, Texture, Aroma, Elasticity, Correct recipe & equipment'.

Name of the Programme: Bachelor of Hotel Management 5 th Semester BHM Name of the Course:BAKERY & PATISSERIE(Theory)						
Course Credits	No.of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
3 Credits	4 Hours	45 Hours	Hours	IA	Exam	Total
			03	20	80	100

Programme Objectives:

The students should be able to;

- Learn about various types of breads and its varieties
- Use the techniques taught while making types of breads
- Make types of pastries and its varieties and learn the techniques and recipes of the same
- Know the role and function of each ingredient used in baking cakes, breads, pastries, etc.

Unit-I(05Hours)

Bakery and Confectionery-Introduction, Historical Perspective, Evolution of Baking Science – Principles of Baking-Business and Career Options-Bakery Layout and Design-Equipments and Tools used in Bakery -Types of Ovens and Temperatures used - Conversion of formulas used in baking- Measures & equivalent weights of raw material -Food Costing.

Unit-II(12Hours)

Ingredients used in Bakery- Flour – Commercial Milling Process, Types of Flour, Wheat – Structure, Corn flour -Sweetening Agents – Sugar – Types, Sugar Cookery, Artificial Sugar, Honey, Molasses - Leavening Agents – Biological and Chemical -Milk – Full Fat, Low Fat, Skimmed Milk, Condensed Milk, Milk Powder -Cream – Types and Uses -Fats in Bakery -Butter – Types, Margarine – Types, Refined Oil, Vegetable Fat -Eggs – Types and Uses -Fruits – Fresh, Dry, Glazed, Candied, TastyFruity, Tinned/CannedFruits -Nuts – Types, Namesofall nutsused in Bakery -Spices and Aromatics used in Bakery -Alcohol – Wine, Liquors, Liqueurs - Cocoa and Chocolate – Types and Uses -Flavouring and Colouring Agents – Essences and Food Colours - Types and Uses -Other Ingredients – Salt, Glucose, Additives - Flour Improvers, Dough Conditioners, Acetic Acid, Ascorbic Acid

Unit-III(14Hours)

Basic Preparations in Bakery–Bread Making Process, definition & preparation of White Pan Bread; Pullman, Split-top, and Round Split Breads, French and Italian Breads and Rolls, Vienna Bread, Egg Bread and Rolls; Hard Roll Varieties, Soft Roll Varieties, Rye Bread Varieties, Cornmeal Bread, Whole Wheat Bread, Raisin Bread, Cheese Bread, Middle Eastern Pita Bread – Bread Faults, Bread Improvers-definition & preparation of type of Pastries-Short Dough Pastries- Short Crust Pastry-Puff Pastry,Flaky Pastry, Choux Pastry, Sponges, Genoese Sponge-Faults in Breads, Sponges, Short Crust& Choux Paste products - Common Problems with Pastries, Cream Cheese Dough Products, Whipped Phyllo Pastry, Danish Pastry with Faults & causes -SUGAR TECHNIQUES: Function of ingredients in sugar work and Sugar Boiling temperatures, blown, Spun, Pulled, and Rock sugar – frostings & toppings-Icings: Types- classification-uses-preparation.

Unit-IV(10Hours)

Cakes and Gateaux – Types, Method of preparation, Mixing cake batters-Faults -Common Problems with Cake Production, Creamed Cakes, Common Problems with Creamed Cakes, Whipped Cakes, Common Problems with Sponge Cakes- SWEET YEAST DOUGH PRODUCTS: Buns; Coffee Cake, Dough Products, Specialty Rolls and Yeast-Raised Cakes, Croissant, Yeast- raised Doughnuts, Common Problems with Doughnuts-Frozen Desserts - Sorbet-types-Ice cream-types-Custards, Creams, Mousses, Soufflés-Fillings-Basic decorative items.

Unit-V(04Hours)

HYGIENE & SAFETY PRACTICES IN BAKERY-Standard Hygiene Practices in Bakery– Personal and Bakery Hygiene -Basic Laws and Regulations of Food Hygiene and Sanitation - Complying with Food Safety Laws, Safety in Bakery.

Reference Books:

1. “TheProfessional Chef ”by Culinary Institute of America
2. Practical Baking, 5th Edition by WilliamJ.Sultan Wiley Publications
3. Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
4. Theory of cookery Krishna Arora Frank brothers
5. The Professional Chef Arwind saraswat Ubs publications
6. Theory of catering Kinton & Cessarani
7. Professional cooking Waynegisslen Lecordenbleu

Name of the Program: Bachelor of Hotel Management 5thSemester BHM Name of the Course:Food and Beverage Service-V(Theory)						
Course Credits	Number of Hours per Week	Total Number Of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	04	45	03	20	80	100

Course Objectives

By the end of this course, learners will be able to:

1. Develop proficiency in advanced food and beverage service techniques including table side preparations and specialized service tools.
2. Understand and apply the operational principles of buffet, banquet, and off-premises catering services.
3. Plan and manage service set ups for various events including formal functions, themed banquets, and large-scale outdoor catering.
4. Utilize technology and modern trends to enhance guest experiences and operational efficiency in food and beverage service.
5. Embrace sustainabilityand innovation through service models, digital integration, and contemporary presentation styles.

UNIT-I

Advanced Service Techniques & Presentation: Carving, Jointing, and Filleting Techniques, Flambé Service:Use of flambé lamps, Suzette pans, and hotplates, Hors d'oeuvres and Starters: Presentation and pairing techniques, Gourmet Salads & Dressings: Plating and modern styling, Hot Fish Dishes: Traditional vs. modern plating styles, Steak and Meat Preparation& Service: Doneness levels, carving and accompaniments, Poultry and Game Dishes: Deboning and service styles, Desserts & Fresh Fruits:Table side dessert service(e.g.,Crêpes Suzette, flambéed banana), Cheese Service: Styles of cheese, cutting techniques, and pairings, Interactive Live Station Concepts: Sushi rolling, pasta tossing, tacos, etc.

UNIT-II

Buffet Planning & Execution: Introduction to Buffet Concepts: Definitions, styles (continental, Indian, brunch,etc.)Buffet Table Layout & Setup: Flow, themes, and guest circulation, Décor and Display: Use of props, elevation, lighting, and colour schemes, Menu Planning for Buffets: Seasonality, themes, dietary preferences, Food & Beverage Control: Waste minimization, portioning, cost control Buffet Operations in Bars, Pubs & Breweries: Adaptation to formats Risk Management: Foodsafety, crowd handling, and time management, Technology Integration: QRmenus, live display screens, guest feedback apps.

UNIT-III

Banquet and Function Catering Management: Types of Banquets: Formal, informal, seated, buffet-style, etc., Customer Segments & Event Types: Weddings, exhibitions, conferences, trade fairs, Seating Arrangements & Function Layouts(Theatre, U-shape, round tables, etc. Hotel Policies & SOPs for Banquet Services. Role of Banquet Team: Banquet Manager, Banquet Sales Manager, service personals in banquet department, interdepartmental Coordination, Role of Toaster/Master of Ceremonies, Function Booking Process: Inquiry to execution, Banquet Pricing & Package Design- Thematic Banquets & Customization.

UNIT-IV

Outdoor / Off-Premises Catering (OPC): Introduction to OPC: Definition and scope, Catering as a Core Element of Event Management, Logistics Planning: Transportation, setup, staff deployment, Service Styles for Outdoor Events: Plated, buffet, live counters, cocktail service, Menu Planning for Outdoor Events: Weather-friendly items, client requirements, Sanitation, Hygiene& Waste Management in OPC, Licensing& Permissions, Risk Assessment&Emergency Plans, Case Studies: Weddings, destination events, corporate retreats.

UNIT-V

Modern Trends and Technology in Food & Beverage Service: Smart Technology in Service Operations, Digital menus, QR code ordering, and tablet-based POS systems, AI-powered service bots and automated drink dispensers, Guest feedback apps and real-time service tracking, Contactless & Mobile Dining Solutions: Online pre-ordering and payment gateway, Contactless delivery and pickup models, Mobile app integration for personalized dining experiences, Experiential & Themed Dining Concepts: immersive dining(e.g., dark dining, 360° themed spaces), Sustainable & Ethical Service Practices, Social Media & Visual Presentation Trends, Staff Upskilling & Training for the Future- Digital hospitality training platforms, Use of VR and AR for service simulations, Soft skill training: tech support, guest interaction, adaptability

References:

1. Food and Beverage Management by John Cousins, David Foskett, David Graham, Amy Holier
2. Food and Beverage Management by Bernad Davis and Andrew Lockwood
3. Food and Beverage Service, Dennis R Lillicrap
4. Food & Beverage Service Training Manual by Sudhir Andrews
5. Food & Beverage Service by R Singaravelan
6. The Steward by Peter Diaz
7. Food & Beverage Service by Anil Sagar
8. The World Atlas of Coffee by James Hoffman
9. Finance and accounting in F & B by Rob Van Ginneken

Name of the Program: Bachelor of Hotel Management 5 th Semester BHM Name of the Course:Food & Beverage Service-V(Practical)						
Course Credits	Number of Hours per Week	Total Number Of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02	04	56	04	10	40	50

	Description	Hours/week
WEEK 1	Designing Restaurant& Banquet Layouts, Floor plan design, Space utilization and Guest flow, Table arrangements and seating styles.	04
WEEK 2	Planning & Operation of a Food and Beverage Outlet, Outlet setup, Service sequence, Team allocation and duties.	04
WEEK 3	Kitchen Stewarding – Equipment Orientation, Identification and operation of Stewarding machines, Dishwashing, polishing, waste management equipment.	04
WEEK 4	Kitchen Stewarding–Records and Documentation, Cleaning schedules, Breakage records, Inventory and maintenance logs.	04
WEEK 5	Service of Cheese and Icecreams: Types of cheese/Ice-creams, Equipment used, Service styles and accompaniments.	04
WEEK 6	Service of Cigars and Cigarettes(educational context only), Cigar types and cutting/lighting tools, Service procedure and etiquette.	04
WEEK 7	Menu Card Designing (Theme-Based), Types of menu card-single/multi etc., Typography, layout, and design principles, Creating a sample menu(e.g., Italian, Fusion, Indian Royal, etc.	04
WEEK 8	Function Catering: Buffet Setup & Planning, Buffet types (breakfast, brunch, themed dinner,etc.), Setup of live counters, décor, and guest flow	04
WEEK 9	Planning of Indian Banquet Menu-Creating full-course Indian menus:(Appetizers, Soups, Rice/Pasta/Breads, Maincourse, Vegetables, Salads, Desserts etc.)	04
WEEK 10	Dressing and Styling of Banquet Table, Tableskirting, centrepieces, Thematic setups for formal events, Napkin folding and linen arrangement.	04
WEEK 11	Banquet Documentation-Practice filling: Banquet contract forms, Function prospectus,Function diary.	04

WEEK12	Setting Up Gueridon Table & Standard Operating Procedure (SOP), Mise-en-place for gueridon service, Equipment and safety protocols.	04
WEEK13	Gueridon Service(Part1)-Practical demo of two main course dishes: steak / Poultry / Seafood, Carving, flambéing, plating tableside.	04
WEEK14	Gueridon Service(Part2-Desserts & Fruits) Service of Flambéed sweets(e.g., Crêpes Suzette, Banana Foster), Fresh fruit carving and presentation.	04

References:

1. Food and Beverage Management by John Cousins, David Foskett, David Graham, Amy Holier
2. Food and Beverage Management by Bernad Davis and Andrew Lockwood
3. Food and Beverage Service, Dennis R Lillicrap
4. Food & Beverage Service Training Manual by Sudhir Andrews
5. Food & Beverage Service by R Singaravelan
6. The Steward by Peter Diaz
7. Food & Beverage Service by Anil Sagar
8. The World Atlas of Coffee by James Hoffman
9. Finance and accounting in F & B by Rob Van Ginneken

SCHEME OF VALUATION

Uniform & Grooming	5 Marks
Planning of Indian banquet menu including various courses(As prescribed by the external examiner)	5 Marks
Designing a menu card (To be prepared before the university exam)	5 Marks
Banquet/Restaurant layout planning.	5 Marks
Gueridon service of any Steak/Poultry/Seafood/Dessert (Gueridon service-as per syllabus)	10 Marks
Journal	5 Marks
Viva	5 Marks
Total	40 Marks

- No. of Hours: 4 Hours
- Internal Assessment: 10 Marks
- University Examination: 40 Marks
- Number of students Per Session: 15
- Number of sessions per day: 01

Name of the Program: Hotel Management Name of the Course: Hotel Facility and Security Management (Theory)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	04	45	03	20	80	100

Course Objectives:

1. To study Hotel Facility management systems.
2. To learn about Hotel security systems.
3. To explain the fundamentals of Facilities management and planning.
4. To study the operational aspects of smart building operations

UNIT- I(06 Hours)

Facilities Management-Introduction to Facilities Management-Factors considered in Planning and Designing of Hospitality Facilities-Stages in Developing Hospitality Property-Components of Facilities Management-Role of Facilities Manager-Common Services provided by Facilities Management Companies-IOT for Facilities Managers-AI and automation for Facilities Managers

UNIT-1I(19 Hours)

Understanding Hotel Classification & Guidelines in Indian context - Architectural features, facilities and Services in star, heritage & apartment hotels- Facilities Planning-Benchmarking-Strategic Planning-Business - transformation and Facilities Management-Customer Service and its importance-Disaster Recovery Planning-Alternative Workplace-Facilities Condition Assessment-Thinking Globally - The Competitive Edge-Hotel design Introduction, design considerations, Systematic Layout planning (SLP), Rules for Allocation of space in a hotel, formulation of project / feasibility report Kitchen & Restaurant Design -Basic Physical Layout of kitchen & restaurant, Designing & planning Kitchen, Restaurant & restaurant bar-Specification for equipment, ventilation, kitchen safety & various storage facilities-Features of good kitchen, care and maintenance of kitchen equipment, kitchen equipments specifications. Food store: definition & types, role of a storekeeper, beverage storage facilities Project management & Masterpieces of Facility planning-The network models (CPM / PERT), Drawing of a Network diagram, Project cost analysis-Few masterpieces of facility planning in Hotels & Restaurant.

UNIT-III(06 Hours)

SMART HOTEL BUILDINGS-Workplace Ergonomics-Lighting, Plumbing and Electrical systems-Space and Asset Management-Operations and Energy Management-Security Systems-Sustainable Designs-Disaster Prevention Technologies-Sustainable and environment friendly technologies in hotel buildings

Unit-IV(14 Hours)

Security Hierarchy in Hotel Security-Different positions and their duties and responsibilities- qualities of security personnel-role of Hotel Security-Employees security training and reviews- security systems and equipment and their usages- Surveillance Cameras (CCTV)-Access Control Systems-Intrusion Detection Systems (IDS)-Alarm Systems-Fire Detection and Suppression Systems-Biometric Systems-Perimeter Security-Metal Detectors-Communication Systems-Electronic Key Card Systems-Duress/ Panic Buttons-Vehicle Barriers and Bollards-Radio-Frequency Identification (RFID) Systems-GPS Tracking Systems-Emergency Lighting Systems-Public Address (PA) Systems-Visitor Management Systems-Incident Reporting Software-Mobile Security Apps- Advanced security systems-Biometric Access Control-Behavioral Analytics-AI-Powered Video Analytics-Smart Access Systems-IoT-Based Security Solutions-Drone Surveillance-Facial Recognition System-Gunshot Detection Systems-Cyber security

References:

1. Hotel Facility Management, Prof. V. Jayaram
2. Facilities Management Handbook by Frank Booty
3. Facilities Design and Management by Eric Teicholz

Online Resource

1. Six emerging trends in facilities management sourcing

Link: <https://www.mckinsey.com/capabilities/operations/our-insights/six-emerging-trends-in-facilities-management-sourcing>

1. What is Facilities Planning in Operations Management?

Link: <https://spaceiq.com/blog/what-is-facility-planning-in-operations-management/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management 5 th Semester BHM Name of the Course: Property Management System (Practical)						
Course Credits	No. of Hours per Week	Total No. of Teaching Hours	Scheme of Examination			
2 Credits	4 Hrs.	56 Hrs.	Hours	IA	Exam	Total
			04	10	40	50
Course Learning Objectives: A. Understand the fundamentals of property management software. B. Demonstrate proficiency in using key features of [specific PMS software]. C. Apply best practices for data management and reporting using PMS software.						
Course Outcomes: On successful completion of the course, the students will be able to A. Understand the Functionality of PMS B. Navigate and Utilize PMS Software						
WEEK 1: Introduction to Property Management System (PMS) No of Hours: 04 Hrs. A. Advantages of PMS B. Modules of PMS C. Example for PMS D. Future Trends in Property Management Systems						
WEEK 2: Introduction to IDS FORTUNE SOFTWARE No of Hours: 04 Hrs. A. Overview of IDS Fortune Software B. Modules of IDS C. Benefits of IDS D. intellect data system (IDS) in feature						
WEEK 3: Reservation Check – In (Room Booking)						
WEEK 4: Reservation Room Booking – Make Modify, Cancel and Reinstate						
WEEK 5: Walk – in – Cashiering – to fill -posting the tariff, changes and settlement						
WEEK 6: Express Walk in, check out, split bill & Settlement						
WEEK 7:Guest managements: Amend stay & room transfer						
WEEK 8: Group booking: Room booking and Save message						
WEEK 9: Group check - out						
WEEK 10: Express check in						
WEEK 11: Guest service: Message, Location & Complaint						
WEEK 12: Point of sale						
WEEK 13: Reports						
WEEK 14: Reports						

Note: It is recommended to incorporate the following tasks:

(Hot function keys-Create and update guest profiles-Make FIT reservation-Send confirmation letters-Printing registration cards-Make an Add-on reservation-Amend a reservation-Cancel a reservation-with deposit and without deposit-Log onto cashier code-Process a reservation deposit-Pre-register a guest -Put message and locator for a guest-Put trace for guest-Check in a reserved guest-Check in day use--Check in a walk-in guest-Maintain guest history-Issue a new key-Verify a key-Cancel a key-Issue a duplicate key-Extend a key-Programme keys continuously- Re-programme keys-Programme one key for two rooms)

Scheme of Valuation

Sl. No.	Description	Marks
1.	Question on any one module of PMS of hotel(Front Office System, Food and Beverage Costing, Banquet Management, Housekeeping etc:	20 Marks(15 Marks for Practical & 05 Marks for written procedure)
2.	Class Record	10
3.	Viva	10
	Total	40

- Time: 04 Hours
- Number of Students per session: 15
- Number of sessions per day: 01
- University Examination: 40
- Internal Assessment: 10
- Total: 50

Name of the Program: Hotel Management						
Course Category: Elective-III						
5 th Semester BHM						
Name of the Course: Travel Agency & Tour Operations Management(Theory)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	04	45	03	20	80	100

Objectives:

Students will be able to:

- understand the significance of travel agency and tour operation business;
- know the current trends and practices in the tourism and travel trade sector; and
- develop adequate knowledge and skills applicable to travel industry.

Unit – I(09 Hours)

Travel Trade - Historical Perspectives - Emergence of Thomas Cook and American Express Company - Types of Tour Operators - Wholesale and Retail Travel Agency business - Linkages and Integration with the Principal Service Providers - the Changing Scenario of Travel Trade.

Unit – II(09 Hours)

Travel Agency and Tour Operation Business - Functions of Travel Agency - Setting up a full-fledged Travel Agency - Sources of Income of a travel agency - Diversification of Business - Travel Insurance, Forex, Cargo & MICE - Documentation - IATA Accreditation - Recognition from Government.

Unit – III(09 Hours)

Itinerary Planning & Development - Meaning, Importance and Types of Itinerary - Resources and Steps for Itinerary Planning - Do's and Dont's of Itinerary Preparation -Tour Formulation and Designing Process - FITs & Group Tour Planning and Components - Special Interest Tours (SITs).

Unit – IV(10 Hours)

Tour Packaging & Costing - Importance of Tour Packaging - Classifications of Tour Packages - Components of Package Tours - Concept of costing - Types of costs - Components of tour cost - Preparation of cost sheet - Tour pricing - Calculation of tour price - Pricing strategies - Tour packages of Thomas Cook, SOTC, Cox & Kings and TCI.

Unit – V(08 Hours)

Role and Responsibility of Travel Trade Associations: Objectives - Roles and functions of UFTAA, PATA, ASTA, TAAI, IATO, ATAOL, ADTOI, IAAI, FIYTO, TAFI.

References

1. Holloway, J.C. (2002), THE BUSINESS OF TOURISM, Prentice Hall, London, pp.220-279.
2. Roday. S, Biwal. A & Joshi. V. (2009), TOURISM OPERATIONS AND MANAGEMENT, Oxford University Press, New Delhi, pp-164-296.
3. Goeldner, R & Ritchie. B (2010), TOURISM, PRINCIPLES, PRACTICES AND PHILOSOPHIES, John Wiley & Sons, London.

Name of the Program: Hotel Management 5 th Semester BHM Course Category: Compulsory Name of the Course: Quantity Cooking(Practical)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
02	04 Hours	48	Hours	IA	Exam	Total
			04	10	40	50

Course Objectives:

1. To practice bulk cooking based on popular Indian regional cuisine
2. To understand menu planning for quantity food preparation & to learn large scale production techniques.

Practical	Description	Hours
1.	South Indian Breakfast (Idli / Dosa, Uthappam, Vadai/ Sheera/Sambar / Chutney	04 Hours
2.	Karnataka Traditional Cuisine	04 Hours
3.	Kerala Traditional Cuisine	04 Hours
4.	Hyderabad GoshtBriyani /Mirchi-Ka-Salan / Bagara Baingan / Dum-Ka-Murgh /Boorani Raita,Double-Ka-Meetha	04 Hours
5.	Punjab Lassi / Aloo Paratha Makki-Ki-Roti / Paneer Makhani / Dal Makhani / Machli Amritsari, Pudina Pulao / Gajar - Ka-Halwa	04 Hours
6.	Kashmir Kashmiri Pulao / Mutton Roganjosh / Rajma Gogji / Kahmiri Khameeri Roti, AdrakwalaMurgh	04 Hours
7.	Maharashtra Dahi Shorba All Varieties of Chat Items / Vangi Bath / Mutton Kolapuri /Fish Curry / PuranPoli	04 Hours
8.	Bengal Macherjhol, Doijhol / Ghee Bath / Macher Matha Moonger Dal /Rasmalai / GulabJamun	04 Hours
9.	Tamil Nadu KozhiRasam /Yeravarual /Chicken Chettinad /Urulai Roast /Beans Usili, Sambar / Samba Soru /PusanikaiHalwa	04 Hours
10.	Goa Sea food rice / Mutton Vindaloo / Vegetable Xacutti / Goan Fish curry /Bibinca	04 Hours
11.	Any two South Indian rice dish with accompaniments	04 Hours
12.	Any Five Indian sweets	04 Hours

Note:

1. Number of pax will be based on total number of students of the batch/maximum up to 40 portions(bulk cooking)
2. Five course menu to be considered for the University practical examination.

Reference Books:

1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip
2. Practical Cookery – Kinton and Ceserani (ELBS Publications)
3. The Theory of Catering – Kinton and Ceserani (ELBS Publications)
4. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)
5. A Taste of India – Madhur Jeffrey.

Scheme of Valuation

Uniform & Grooming	05
Journal	05
Viva	05
Intend and Plan of Work	03
Preparation of 5Course Menu with Accompaniments of any one Cuisine as per the syllabus	15
Presentation	05
Scullery, equipment cleaning and Hygiene	02
Total	40

- Number of sessions per day :01
- Number of Students per day:15
- Hours of Examination: 04Hours
- Credits: 02
- Internal Assessment: 10Marks
- University Examination: 40 Marks
- Total Marks: 50

SIXTH
SEMESTER
BHM

Industrial Exposure Training (IET)
25 Credits
**(18 Weeks/Minimum of 126 Days &
Maximum of 140 Days including weekly offs)**

(Log Book+Viva, 5 +8 Credits), Industrial Training Report-12 Credits)

Industrial Exposure Training (IET)

Industrial Exposure Training is an integral part of the curriculum. Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial exposure training is also expected to provide the students the basis to identify their key operational area of interest.

1. RESPONSIBILITIES OF THE TRAINEE

- Should be punctual.
- Should maintain the training logbook up-to-date.
- Should be attentive and careful while doing work.
- Should be keen to learn and maintain high standards and quality of work.
- Should interact positively with the hotel staff.
- Should be honest and loyal to the hotel and towards their training.
- Should get their appraisals signed regularly from the HOD's or Training Manager.
- Gain maximum from the exposure given, to get maximum practical knowledge and skills.
- Should attend the training review sessions / classes regularly.
- Should be prepared for the arduous working condition and should face them positively.
- Should adhere to the prescribed training schedule.
- Should take the initiative to do the work as training is the only time where you can get maximum exposure.
- Should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE

- Should give proper briefing to students prior to the industrial training
- Should make the students aware of the industry environment and expectations.
- Students to be given choices to choose the location of the training hotel.
- Training need to be arranged in renowned five star hotels.
- Should notify the details of training schedule to all the students.
- Should coordinate regularly with the hotel especially with the training manager.
- Should contact the hotel, whenever possible, to check on the performance of trainees.
- Should sort out any problem between the trainees and the hotel.
- Should take proper feedback from the students after the training.
- Should brief the students about the appraisals, attendance, marks, logbook and training report.
- Should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- Should ensure that change of I.T. batch is not permitted.
- Should ensure trainees procure training completion certificate from the hotel before joining institute.

3. RESPONSIBILITIES OF THE HOTEL

First Exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

HOTELS:

- Should give proper briefing session/orientation/induction prior to commencement of training.
- Should make a standardized training module for all trainees.
- Should strictly follow the structured training schedule.
- Should ensure cordial working conditions for the trainee.
- Should co-ordinate with the institute regarding training programme.
- Should be strict with the trainees regarding attendance during training.
- Should check with trainees regarding appraisals, training report, log book etc.
- Should inform the institute about truant trainees.
- Should allow the students to interact with the guest.
- Should specify industrial training's "Dos and Don'ts" for the trainee.
- Should ensure issue of completion certificate to trainees on the last day of training.

Important Points:

1. The duration of the on-the-job training will be **18/20 continuous weeks**. The student needs to maintain 100% attendance during the training period. A student can avail leave to a maximum of 8 days only with prior written permission of the Hotel Authorities (a copy of the same authorized by the hotel should be sent to the college)
2. Students to do the training in any one of the renowned/branded FIVE star hotels in India or Abroad.
3. Focus of the training will be on the understanding of industry operations, supervision and management function.
4. The placement of the training to be approved by the College in advance.
5. The student needs to prepare a detailed report of the training he/she has undergone. The report will have to be made from the data collected/ Log Book maintained by the student during the training period.
6. Students will be awarded 125 marks of the IET on the basis of the appraisal form filled up by the immediate supervisor in the department (s) that the student is training in at the Hotel. It is the responsibility of the student to get the 'IET' Performance Appraisal Form (PAF) filled up from the hotel and submit the same to the College at the end of the training.
7. The student has to submit a certificate to the college, from the hotel or organization where he/she has undergone his/her training stating the duration of the training and the department(s) he/she has undertaken the training in.

TRAINING LOG BOOK

The college approved Log Book to be obtained by the students. Student must maintain log book entries on a daily basis.

These must be mentioned in the log book:

- The date, and reporting to the HR manager for commencement of training.
- The training schedule and orientation scheme
- Department of reporting
- Shift timings
- Shift supervisor to whom the student reported
- Points/ Issues discussed in the shift briefing
- Activities done on the shift
- Interdepartmental co-ordination done/ observed
- Observations and remarks
- Closing of the shift
- Handover formalities and shift log register updating.

INDUSTRIAL EXPOSURE TRAINING PRESENTATION

Students are expected to make a presentation (PPT) for the training pursued. You would need to save this on a computer storage device and handover the same to the college.

For understanding the broad guidelines for this presentation have been listed below:

- The destination i.e. the state and the city where the hotel is located.
- The importance of the destination from the point of view of Tourism, Business and Commerce etc. and the places of interest.
- The connectivity of the destination from major cities of India and the world
- Favorable time to visit the destination.
- Name of the Hotel establishment and its operations
- Star categorization of hotel.
- The leadership and management of the hotel.
- A brief about the hotel inception, inauguration and commissioning.
- Departmental hierarchy and designation.
- Job specifications at each level.
- Number of rooms in the hotel.
- Various classifications of rooms (room categories).
- Room tariff for each category for both single and double occupancy basis.
- Packages and their tariff.
- PMS (property management system, its version and features).
- Unique selling proposition (USP) of the hotel and the rooms.
- All food and beverage outlets in the hotel.
- The coffee shop, the specialty restaurants, lounge, bar.
- Cover capacity of each of them.
- Their menu on offer.
- Theme and ambience of the outlet, how the guest feels about them.
- The make and the brand of cutlery and crockery, all glassware.
- Banquets, in room dining, minibar, etc.
- Rooms theme and décor.
- Housekeeping amenities in the room.
- Amenity and service differentiation in different room categories
- Layout of rooms, sizes and specifications.
- Flooring types used i.e wooden, carpeted, tiles, marbles etc.
- Bath amenities in toilets, their brand, sizes of packing, costing etc.
- Housekeeping control desk and its operations.
- Linen room
- Uniform room
- Housekeeping stores and storage, principle and procedure.
- Laundry operations
- USP of kitchens
- HACCP.
- Other safety procedures and certifications.

Along with the day to day operations and procedures of each core department, the Standard Operating Procedures (SOP) of major activities done/observed, the student must also make a recording of the following ancillary aspects:

- Safety and security of the hotel.
- Fire safety system
- Water supply system and water treatment system (if any)
- Poolside facility and amenities
- Spa and wellness center
- Brand outlets and exclusive showrooms if any
- Sales and marketing operations, major clients, travel agencies and websites etc.
- Guest Feedback system.
- Healthy HR practices, employee training and motivating initiatives.
- A brief note on the indenting, requisition, purchase process of the core departments.

STRUCTURE OF THE REPORT

1.1 TITLE PAGE

This should give the following information;

- (i) The full title INDUSTRIAL EXPOSURE TRAINING REPORT"
- (ii) The name of the STUDENT
- (iii) "Submitted in fulfilment of the requirement for the Bachelors in Hotel Management (BHM) of the Mangalore University"
- (iv) Name of the College
- (v) The month and year of submission

1.2 PHOTOCOPY OF CERTIFICATE OF TRAINING & PAF:

A photocopy of the Certificate and PAF received from the Hotel where the IET was undertaken should be affixed.

1.3 ACKNOWLEDGEMENTS:

These should be in the form of; I would like to thank the Principal/Training coordinator/staff of college/hotel/
Name of the college and Name of the hotel for their help and assistance accorded to me during my IET.
Only genuine assistance must be acknowledged

1.4 LIST OF CONTENTS:

This should list in sequence, with page numbers, all sections of the report including acknowledgements, headings, appendices, bibliography and list of abbreviations.

1.5 LIST OF FIGURES, FORMS, FORMATS, PICTURES:

This indicates various tables, graphs and figures in the report. If these are high in number they may be separated into different tables. However, if the number of such illustrations is less, these should be included in just one table.

1.6 LIST OF APPENDIXES:

This will provide for a quiet reference to the various Appendixes in the report.

1.7 LIST OF ABBREVIATIONS USED:

This must mention a list of abbreviations that have been used extensively in the report.

1.8 CHAPTER I: PROFILE OF THE HOTEL:

This chapter will have the profile of the hotel where the student has undergone his training. The student may provide a brief profile (in 1 or 2 pages) to the place where the hotel is located.

1.9 CHAPTER 2: PROFILE OF THE DEPARTMENT(S) TRAINED IN:

This chapter will have a profile of the department in which the student has undergone training. Here the student will describe the sections under the department, services provided for guests with their prices, its outlets, profile of the guest using the services if the department is a revenue center, organization charts and job descriptions, staff scheduling, shift timings etc

1.10 CHAPTER 3: LAYOUT OF THE DEPARTMENT AND EQUIPMENT USED:

This chapter will have layout of the department if the department is an operational department, with drawings or pictures and descriptions of the equipment used for operating the department

1.11 CHAPTER 4: OPERATIONS & other points as detailed above (Industrial Exposure Training Presentation):

This chapter will describe in detail the operational aspects of the department - the jobs carried out, work schedules, form, formats used & other points as detailed under 'Industrial Exposure Training Presentation'.

1.12 CHAPTER 5-SWOT ANALYSIS:

This chapter will provide an analysis of the Strengths, Weaknesses, Opportunities and Threats of the Hotel and the Department trained in

1.13 CONCLUSION:

This chapter will detail a summary and recommendations for improvement. Suggestions recommended will have to be practical and enforceable.

Design/Format

All students are required to submit TWO hard copies of the report by the date stipulated.

1. **Paper:** A4 sized paper must be used and should be white and of good quality
2. **Type:** The Report must be printed neatly using an acceptable word processing format
3. **Layout:** The margins at the left hand edge should be no less than 40mm and other margins no less than 20mm. Type should be at least 1 ½ spaced except for intended quotations or footnotes, which should be single line spaced. Typing should be on one side of the paper only.
4. **Binding:** The book should be bound in Navy Blue only. There should be no illustrations on the cover page.
5. **Cover Title:** The outside front cover must bear the title of the work in Block capitals (28 point) with the name of the student and name of the college.
6. **Spine Title:** This must bear the surname and the initials of the student and the year of submission in the same lettering as the front cover. The lettering must read from left to right when reading the spine vertically.

SCHEME OF EVALUATION

Total Marks: 625

Internal Marks: 125 marks

1. Training Evaluation:

- Form 'P.A' filled by the immediate Supervisor/ Manager in the department trained in '125 marks' to be marked by the supervisor or manager of the department the student trained in (Performance Appraisal Form enclosed).
- For students who train in more than one department, average score of all departments will be taken for internal assessment marks.
- The PAF of each student has to be filed by the college and produced when requested by the University.

University Examination: 500 marks.

2. IET Report Evaluation:-300 marks.

3. Power Point Presentation on IET-100 marks (each student will present a 10 minute power point presentation of the IET. The presentation to include a brief of the property, the department's worked in and Operation Aspects of the department worked in)

4. Viva Voce: 100 marks (10 questions to be asked from the IET Report presented)

Time: 30 minutes per student

No. of Students per day: 10 (05 each session)

Number of sessions per day: 02 (FN & AN)

FORM I A
PERFORMANCE APPRAISAL FORM (IET-PAF)

Name of Student: Registration Number: Name of the College: Name of the Hotel: Name of Department: From: _____ To: _____
--

GROOMING	
Immaculate Appearance, Clean uniform. Well groomed hair, clean nails & hands	12.5
Smart appearance, Crisp uniform, acceptable hair, clean nails and hands	10
Well presented, clean uniform, acceptable hair, clear nails and hand	8
Untidy hair, creased ill kept uniform hands not clear at all times	5
Dirty disheveled, long unkempt hand, dirty hands and long hair	2
ATTENDANCE /PUNCTUALITY (_____ days present out of _____ days)	
On time, well prepared, ready to commence task, attendance 100%	12.5
On time, Lacks some preparation but copes well, attendance between 99.90%	10
On time, some disorganized aspects just copes, attendance between 89-80%	8
Occasionally late, disorganized approach, attendance between 79-69%	5
Frequently late, not prepared, frequently absent without excuse	2
COMMUNICATION SKILLS	
Very confident, demonstrates outstanding confidence & ability both spoken/written	12.5
Confident, delivers information	10
Communicates adequately, but lacks depth and confidence	8
Hesitant lacks confidence in spoken written communication	5
Very inanimate, unable to express in spoken or written word	2
ATTITUDE TO GUESTS/COLLEAGUES	
Outstanding rapport with Guests and colleagues	12.5
Polite, considerate and firm, well liked	10
Gets on well with most colleagues, handles guests well	8
Slow to mix, weak manners, is distant, is insensitive to guest needs	5
Does not mix and relate well with guests and colleagues	2

ATTITUDE TO SUPERVISION	
Very co-operative, acts on constructive criticism	12.5
Readily accepts criticism and is noticeably willing to assist others	10
Accepts criticism, but does not necessarily act on it	8
Takes criticism very personally, broods on it	5
Persistently disregards criticism and does own way	2
INITIATIVE & MOTIVATION	
Very effective in analyzing situations and resourceful in solving problems Demonstrates ambition to achieve progressively	12.5
Shows ready appreciation and willingness to tackle problems Positively seeks to improve knowledge and performance	10
Usually grasps points correctly Shows interest in all work undertaken	8
Slow on the uptake is interested only in areas of work preferred	5
Rarely grasps points correctly Lacks drive and commitment	2
RELIABILITY & COMPREHENSION	
Is totally trust worthy in any working situation Understands in detail, why and how the job is done	12.5
Can be depended upon to identify work requirements and willing to complete them Readily appreciates, how and why the job is done	10
Gets on with the job in hand Comprehends, but doesn't fully understand work in hand	8
Cannot be relied upon to work without supervision Comprehends only after constant explanation	5
Requires constant supervision Lacks any comprehension.	2
RESPONSIBILITY	
Actively seeks responsibility at all times	12.5
Very willing to accept responsibility	10
Accepts responsibility as it comes	8
Inclined to refer matters upwards rather than make own decision	5
Avoids taking responsibility	2
QUALITY OF WORK	
Exceptionally good, accurate in work, very through-usually unaided	12.5
Maintains a high standard of quality	10
Generally good quality with some assistance	8
Performance is uneven	5
Inaccurate and slow at work	2
QUANTITY OF WORK	
Outstanding in output of work	12.5
Gets through a great deal	10
Output satisfactory	8
Does rather less than expected	5
Output regularly insufficient	2
TOTAL	

Stipend paid: Rs _____ per month	
Name of Appraiser _____	Signature: _____
Designation of Appraiser: _____	Date: _____
Signature of Student: _____	Date: _____

NOTE:

- In case a student works in more than one department, the average scores of all the departments worked in shall be considered for Internal Assessment Marks.
- Performance Appraisal Form needs to be verified by the Training/Placement Officer of the college and Principal.

FORM IIA-IET- REPORT EVALUATION SHEET

NAME OF STUDENT:			
REGISTRATION NUMBER:			
Sl. No	Particulars	Internal Examiner Marks	External Examiner Marks
1	Presentation: Please consider if the student has followed the format prescribed and presented the report well- there should be no grammatical errors and misrepresentation of facts.	/30	/30
2	Profile of the Establishment/Department (s): Please consider if the student has given the entire profile of both the establishment and department(s) trained in.	/30	/30
3	Layout and equipment used: Please consider if the layout is to approximate scale and the equipment is described in sufficient detail with photographs or pictures attached.	/45	/45
4	Operations: Please consider if the student has done an in depth study of the operational aspects of the department/hotel. Consider if the student has understood the functions of the forms and formats used, statistics calculated and described them in detail.	/100	/100
5	SWOT Analysis: Please consider if the student has been able to make a detailed study of the strengths, weaknesses. Opportunities and threats of the department/establishment trained in.	/35	/35
6	Conclusion: Please consider if the student has provided suggestions for improvement which are practical and enforceable.	/60	/60
	TOTAL	/300	/300
	Average	/300	

Signature of Internal Examiner

Signature of External Examiner

Name of the Program: Hotel Management 7 th Semester BHM						
Name of the Course: Accounting and Financial Management(Theory)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	04	45	04	20	80	100

Objective:

- Students will learn the basic of accounting principles and systems.
- Learn about different accounting formats and create account records in general and pertaining to hotel accounting.
- To learn the basics of financial management and cost accounting.

Unit-I(09 Hours)

Introduction, Accounting concepts and conventions The purpose of accounting in hospitality industry-Classification of Accounts-Rules for debiting and crediting-Posting from Books-Purchase Book-Sales Book-Purchase return Book-Multi Columnar cash Book- Petty cash Book- Postings from subsidiary book-Trial Balance-FINAL ACCOUNTS-Preparation of Trading and profit and loss accounts- profit and loss accounts -Balance sheets.

Unit-II(09 Hours)

Sale of Accommodation – Points taken into account at the time of fixing the room rates of a Hotel- Basis of changing the room Rates in 24 Hours basis, Night Stay Basis, Checks out time basis-Tabular System of Accounting – System of accounting used in hotel opening of tabular system and its importance for hotels-Guest weekly bills-Meaning and perform a practical exercise of preparation of guest weekly bill-Theoretical knowledge of preparing guest weekly bill.

Unit-III(08 Hours)

Allowances granted to customers, Hotel Statistical information- Methodology of food costing, food and beverage cost, departmental sales records and departmentalization of hotel revenue including operating costs, Night Adult-basic Principles, Daily Report-Meaning and types of errors, Practical exercises of rectification of errors.

Unit-IV(10 Hours)

Financial Management – Meaning, aims, Nature, Scope, Objectives and functions of financial management- Sources of finance-Working Capital Management- Significance Classification, Factors affecting working capital requirement-Cost Accounting, Cost Sheet/Tender/Marginal Costing & Break even Analysis, Budgetary Control

Unit-V(09 Hours)

Tally for Hotel Industry-Introduction

Lab Activities

1. Create ledgers under Capital/ assets/liability/income and expenses/ Bank
2. Generate different types of vouchers
3. Generate E-Way Bill

References:

- Richard Kotas: Book Keeping in the Hotel and Catering Industry.
- A Uniform System of Accounts for Hotels–Hotel Association of New York.
- Jag Mohan Negi, Financial and Cost Control Techniques.
- Jag Mohan Negi, Elements of Hotel Accountancy H.K.S Books International.
- Pandey, I.M., Financial Management, Vikas Publishing, New Delhi.
- Khan, M.Y., Financial Management, Tata Mc. Grand Hill Publishing Co. Ltd., NewDelhi.
- Gupta, R.L., Booking keeping & Accounting, Sultan Chand, New Delhi.
- Grewal T.S., Introduction to Accounting, S. Chand.
- Khan and Jain, Cost Accountancy, Tata Mc Graw Hill.
- Hospitality Management Accounting, Michael M Coltman
- Hotel Accountancy & Finance–S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana
- Hotel Accounting Earnest B. Horwath & Luis Toth
- Hospitality Accounting–Publisher: Prentia Hall Upper Sadde, River NewJersey
- Accounting for Management, S K Bhattacharya, Vikas Publishing House
- Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
- Introduction to Accountancy, T.S. Grewal
- Tally Essentials from Tally Solutions

Name of the Program: Hotel Management 7 th Semester BHM Name of the Course: Advanced Bar Operations, Beverage Service & Banquet Catering (Practical)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02	04	56	04	10	40	50

Objectives:

1. To develop skills and techniques in the operational activities of food and beverage service particularly in relation in wines, beers and spirits and other alcoholic and non-alcoholic beverages.
2. To learn banquet/buffet management

	Description	Hours
1.	Identification of Equipment used in Bar & Bar Layout	04
2.	Designing and setting up and operating Bar/Bar Opening and closing procedure/Preparing a weekly duty Rota	04
3.	Service of Non-Alcoholic Beverages	04
4.	Taking the order for wines- Service of wines- Service of Champagne.	04
5.	Service of Beer	04
6.	Service of Spirits	04
7.	Bar Stock/Inventory-Preparation of Bar Inventory procedure and taking Bar Inventory	04
8.	Demonstration of Cocktail Preparations, Any Five cocktails	04
9.	Demonstration of Mock tail Preparations, Any Five mocktails	04
10.	Banquet Catering: Planning and Organizing Small Events: (Requirements, Sequence of food, Menu planning, Display) • Sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list.	04
11.	Organizing formal High-Tea / Case study-based small informal event planning (Catering for 40 pax)-Identifying area requirement-Designing menu-Arranging supplies and equipment	04
12.	Buffet Layout-Taking Banquet Reservations-Allotment of staff duties-Calculating sprigs/ area requirements for a formal/Informal banquet- Table arrangement, Designing special menu, Arranging supplies and equipment, Formats used in Banquets	04
13.	BANQUET SETUP - Case study-based event planning/ Organizing State Banquet/ Organizing Meetings/ Seminars/ Conferences/ Workshops/ organizing theme lunch (Catering for 40 pax)-Planning State Banquet/ Formal Banquet -How to set-up a buffet	04

14.	Themed Banquet Hall Decorations & Table/Chair Décor & Settings 1. Arrangement of Bouquet of Flowers 2. To start a Party Hall 3. To decorate for a Baby Shower 4. How to make cheerleading party decorations 5. How to set a Table 6. How to arrange a place setting for a formal dinner 7. To Fold Napkins	04
	Expert Lecture/workshop by an experienced resource person from the Hotel Industry is mandatory	08

References:

1. Food & Beverage Service Training Manual by Sudhir Andrews
2. Food & Beverage Service by R Singaravelan
3. The Steward by Peter Diaz
4. Food & Beverage Service by Anil Sagar
5. The World Atlas of Coffee by James Hoffman
6. Finance and accounting in F&B by Rob Van Ginneken

SCHEME OF VALUATION

Uniform & Grooming	5 Marks
Journal	5 Marks
Viva	5 Marks
Identification of Equipment used in Bar(any five)	5 Marks
Menu Planning for Banquet event: Design a five course menu for wedding reception/corporate lunch/birthday party/cultural or regional festival banquet(any one)	5 Marks
Banquet function sheet preparation OR situation handling	5 Marks
Preparation and service of any one cocktail or mocktail	10 Marks
Total	40 Marks

No. of Hours: 4 Hours

Internal Assessment: 10 Marks

University Examination: 40 Marks

Number of students Per Session: 15

Number of sessions per day: 01

Name of the Programme: Hotel Management 7 th Semester BHM Course Category: Compulsory Name of the Course: Business Law and Ethics						
Course Credits	No. of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
03 Credits	3 Hours	45 Hours	Hours	IA	Exam	Total
			03	20	80	100

Objectives:

- To give an exposure to some of the important laws essential and relevant for a business entity.
- To demonstrate an overview of laws related to contract act.
- To provide knowledge, comprehension and principles of Corporate.
- To provide knowledge about laws related Indian hospitality industry
- To construct the principles and ethical values of the business and professionals.

Unit-I(08 Hours)

Indian Contracts Act, 1872 - Essential elements of a contract, offer and acceptance -Void and voidable agreements
Consideration-Legality of object-E-contracts -Constraints to enforce contractual obligations-Quasi-contracts,
contingent contracts, termination or discharge of contracts.

Unit-II(08 Hours)

Industrial Laws: Objects-Scope and Applicability of the following - Factories Act, 1948-Payment of Gratuity Act, 1972-Employees Provident Fund Act, 1952 -Employees State Insurance Act, 1948-Payment of Bonus Act, 1965-
Minimum Wages Act, 1948 -Payment of Wages Act, 1936-Pension Fund Regulatory and Development Authority Act, 2013.

Unit-III(10 Hours)

Corporate Laws-Companies Act, 2013 -Company types, promotion, formation and related procedures i.e, Sec 1 to Sec 122 of Companies Act, 2013-Director-Role, Responsibilities, Qualification, disqualification, appointment, retirement, resignation, removal, remuneration and powers, Director Identification Number.

Unit-IV(06 Hours)

Indian Tourism Laws: Travel Insurance and consumer protection act, International consumer protection acts in tourism, Evacuation and International insurance business, foreigners act, passport act and visa

Unit-V(08 Hours)

Ethics: Business Ethics-meaning, importance, nature and relevance to business -Defining ethics and its significance in tourism-Values and attitudes of professional accountants-Seven Principles of public life-selflessness, integrity, objectivity, accountability, openness, honesty and leadership-Principles and practices in business ethics-Business compulsions, motivation and ethical parameters.

References:

- N.D. Kapoor, Business Laws, Sultan chand publications.
- S.C. Sharma: Business Law I.K. International Publishers
- Business Laws, B. S. Raman
- Murthy CSV: Business Ethics and Corporate Governance, HPH
- N.M.Khandelwal : Indian Ethos and Values for Managers
- S Prabhakaran; Business ethics and Corporate Governance
- C.V. Baxi: Corporate Governance.
- R. R. Gaur, R. Sanghal, G. P. Bagaria; Human Values and Professional ethics.
- B O B Tricker, Corporate Governance; Principles, Policies and Practices.
- MS Pandit & Shobha Pandit, Business Law.
- P.L.Malik, Industrial Law.
- N.D.Kapoor, Industrial Law.
- B.D Singh: Industrial Relations.

Name of the Programme: Hotel Management 7 th Semester BHM Name of the Course: Cruise Ship Hospitality Management						
Course Credits	No. of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
3 Credits	4 Hours	45 Hours	Hours	IA	Exam	Total
			03	20	80	100

Objectives:

- To learn Contemporary cruise operations.
- To study Cruise Geography and Destinations
- To understand Maritime Issues and Legislation
- To learn Customer services in cruise lines
- To understand the facilities

Unit-1(08 Hours)

Contemporary cruise operations-Introduction-The elements of cruising-the cruise market- cruise operators-the travel agent-the cruise product-accommodation-dining onboard-bars-entertainment-shore excursions-spa, beauty therapy and hair care-shops-photography-casino-weddings and renewal of vows and celebratory items-brand values and vessel classification-

Unit-II(08 Hours)

Cruise Geography- Destinations-Tropical zones-tourists and climate-primary cruising regions-other cruise destinations-planning the itinerary what is cruise destination- what makes a good port of call-analysis and evaluation-tourist motivations-logistics, positioning & planning-the elements of planning-Logistics-shore excursions

Unit-III(10 Hours)

Maritime Issues and Legislation-Introduction-shipping industry-the legal environment-ship nationality, registration and flag-marine pollution-safety of life at sea-sanitation and cleanliness-marine security, MARSEC-cruise ships and environment-financial responsibility-maritime organizations- Working onboard-the role and responsibilities of on a cruise ship-the management of hotel services-the shipboard culture, managing a multicultural crew- working onboard: practical considerations- recruitment practices-challenges for leaders

Unit-IV(12 Hours)

Customer services-introduction-service and quality-quality for products and services- operations and management-managing customer services-information-influences on customer services: tipping-the human side of service quality-customer service systems for cruise companies-orientation for customer service-managing food and drink operations-food and drink onboard-supplies and services-food production and service delivery systems-organizing people, products, processes, premises and plant-customer demands and operational capabilities-control actions for food and drink operations-food safety, health and safety and customer protection-planning wine lists.

Unit-V(07 Hours)

Managing facilities-revenue or yield management-costs, sales and markets-work schedules and routines-Drydock-environmental issues-Health, safety and security-protection-vessel sanitation programme--The Norovirus-vessel sanitation programme inspection- safety at sea-assessing risk-providing services to customers who have special needs-the purser's office and integrated operations-Cruise tourism and products-cruise employment.

References:

1. Cruise Operations Management, second edition, Philip Gibson
2. Cruise Operations Management, Philip Gibson

Name of the Programme: Hotel Management 7 th Semester BHM Name of the Course: Culinary Management(Theory)						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
03 Credits	4 Hours	45 Hours	Hours	IA	Exam	Total
			03	20	80	100

Objectives:

1. To learn layout of types of kitchen
2. To learn about molecular gastronomy
3. To study volume catering systems
4. To study portion control, costing etc.
5. To learn computer applications in Food Production Department.

UNIT-I(07 Hours)

Kitchen Planning Design and Layout Introduction: Types of Kitchen, Flow process and Flow layout -- Systematic layout planning (SLP) of kitchen -Equipment requirement and specification Kitchen Planning Considerations, Work Flow of Various Types of Kitchen, General Kitchen Layout (Commissary kitchen, Butchery, Main kitchen, Bakery and Pastry) Banquet/Bulk Kitchen, Show Kitchen, Layout of Combine Preparation and Finish Kitchen, Kitchen Planning mechanism, Setting up of Work Stations, Plans for Temporary Kitchens, Outdoor Catering Kitchen Requirements Importance of kitchen stewarding

UNIT-II(08 Hours)

GASTRONOMIC SCIENCE-Organoleptic and sensory study -- Molecular gastronomy - Specification-Foams - Sous-vide-Deconstruction-Nitro-freezing-Smoke infusion Experimental cuisine -- The sense of taste, smell, sight and touch -Research and experiments with food -- Ingredient behavior during preparation -- Experiments to observe the changes during cooking of carbohydrates, fats, proteins and flavors -- Chemical reactions -Food trials - Individual practical experimental classes(Minimum 2) - Trial and Error method - Sensory evaluations o Taste, smell, visual and sound experiences-Temperature and textures

UNIT-III(14 Hours)

Food Production System-Introduction: Methods of Centralized Food Production System, Cook Chill and Cook Freeze Process, Sous Vide Process, Call order Process, Assembly Process and Conventional Food Production System-Purchasing, Receiving and Storing of goods-Introduction of purchasing, receiving and storing: Consideration for Purchasing of Goods, Purchase System and Specifications, Guidelines for Receiving and Issuing of Goods, Principles of Indenting for Volume, Storing System of Goods, Storage Accommodations of Goods Perishable and Non-perishable, Inventory Control in Stores-Volume Catering -- Institutional and industrial catering- Menu planning for volume catering outlets - Off premise catering , mobile catering and hospital catering- avant-garde cuisine -**Fire and Low Temperature Cooking**-SLOW FOOD-Introduction to the slow food movement-Food waste and over production

UNIT-IV(08 Hours)

Planning and executing a theme dinner -- Planning a theme based menu -- Organizing a theme dinner considering planning, indenting, costing, Procurement, preparation, service and clearance -Project oriented kitchen management - Duty allocation and preparation timings -- Set up of mise-en-place for specific events and food trials - Special equipment and cooking techniques - Waste management- Kitchen Cost Control-Introduction: Meaning, Definition of Portion Control and its Considerations, Necessity for Portion Control, Standard Recipe, Objectives and Components of Standard Recipe, Portion Sizes of Various Dishes, Costing and Pricing Food items-Menu Engineering-Menu redesigning Menu evaluation and engineering, Menu engineering grid, Computing the cost of menu, Yield management.

UNIT-V(08 Hours)

(Based on Lab activities)

COMPUTER APPLICATIONS IN FOOD PRODUCTION-Introduction -- Information on contemporary kitchen software -Application of a specific kitchen management software -Creation of worksheets - Costing sheets -- Standard recipes -- Generation of statistics and reports -- Requisition of ingredients - Purchase and store management -- Inventory valuation -Menu costing and dietary information in recipes -- Recipe costing -- Handling kitchen costing programs -- Budgeting -Cyber security - Introduction to Security threats - Responding to the threat of cyber crime

Reference Books:

- International Cuisine & Food Production Management by Parvinder s. Bali
- Practical Professional Cookery by Cracknell and Kaufmann
- International Cuisine by Jeremy MacVeigh
- Hygiene and Sanitation by S. Roday
- Global Cuisine by Dr Chef Vinoth Kumar
- Food: A Culinary History by jean-Louis Flandrin

Name of the Program: Hotel Management 7 th Semester BHM Name of the Course: Food and Beverage Control & Management(Theory)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	04	45	03	20	80	100

Objectives:

- Provide an in-depth understanding of food and beverage control systems and their significance in hospitality operations.
- Equip students with the knowledge to manage cost effectively by applying inventory, purchasing, and sales control techniques.
- Familiarize students with modern tools and techniques for menu engineering, budgeting, pricing, and forecasting.
- Introduce students to reporting mechanisms such as MIS and break-even analysis for Effective decision-making.
- Train students in identifying and preventing frauds, ensuring cost control and operational efficiency across departments.

UNIT- I(08 Hours)

Fundamentals of Food and Beverage Control: Introduction to Food and Beverage Control, Objectives and Importance of F&B Control, Common Problems Faced in F&B Control, Methodology of Implementing Effective F&B Control, Role of Personnel Management in F&B Control, Elements of Cost: Definition and Classification, Sales Concepts in F&B Operations, Applications and Uses of Sales Concepts.

UNIT - II(08 Hours)

Hotel Inventory and Store Control: Importance and Objectives of Inventory Control, Methods of Inventory Control in Hotels, Inventory Levels and Control Techniques, Perpetual Inventory Systems, Monthly Physical Inventory Procedures, Pricing of Commodities in F&B Stores, Comparison between Physical and Perpetual Inventories.

UNIT -III(10 Hours)

Purchasing, Receiving & Sales Control: Purchasing: Objectives, Purchasing Cycle, and Supplier Selection, Receiving, Storing, and Issuing Procedures, Production Control: Standard Recipes and Portion Sizes, Bar Fraud Prevention and Beverage Control Records, Sales Control: Cash Handling Procedures, Use of Cash Registers (ECR, NCR), Preset Machines & POS Systems, Reporting Systems & Prevention of Theft.

UNIT- IV(10 Hours)

Menu Engineering and Merchandising: Menu Engineering: Definitions, Objectives, and Benefits, Methods of Menu Analysis and Control, Menu Merchandising Techniques, Menu Structure, Pricing, and Planning Strategies, Types of Menus and Menu as a Marketing Tool, Layout Considerations and Constraints in Menu Planning.

UNIT- V(09 Hours)

Break-even Analysis and MIS Reporting: Introduction to Break-even Analysis, Break-even Charts and BPV Ratio, Understanding Contribution Margin and Marginal Costing, MIS (Management Information System) Reports: Actual Cost Calculation, Daily and Monthly Food Cost Reports and Statistical Revenue Reports and Analysis.

References:

1. Basic food and beverage cost control, Jack E Miller.
2. Cost control for hospitality industry, Michael Coltman
3. Planning and control for food and beverage operations, Jack D Ninemeir

Name of the Program: Hotel Management 7 th Semester BHM Name of the Course: Food Production-V(Practical)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02	04	56	04	10	40	50

Course Learning Objectives:

1. To acquaint the students with skills essential for international cuisine
2. To expose the students on the basic Indian, Continental & Middle Eastern cooking.
3. To understand plating techniques.

Week	Description	Number of Hours
1.	Five Course based on Indian Cuisine	04
2.	Five Course based on Indian Cuisine	04
3.	Five Course based on Indian cuisine	04
4.	Five Course based on Indian cuisine	04
5.	Five Course based on Continental cuisine	04
6.	Five Course based on Continental cuisine	04
7.	Five Course based on Continental cuisine	04
8.	Five Course based on Continental cuisine	04
9.	Five Course based on Continental Cuisine	04
10.	Five Course based on Middle Eastern cuisine	04
11.	Five Course based on Middle Eastern cuisine	04
12.	Five Course based on Middle Eastern cuisine	04
13.	Five Course based on Middle Eastern cuisine	04
14.	Plating techniques and Food Presentation	04

Suggestive Readings:

- Modern cookery by Thankam Philip
- Larouse Gastronomque
- Escoffier Coobook
- Note: Any other relevant reference/textbooks can be included.

Scheme of Valuation

Uniform & Grooming	05
Journal	05
Viva	05
Intend and Plan of Work	03
Preparation of 5 Course Menu of any one Cuisine as per the syllabus	15
Presentation	05
Scullery, equipment cleaning and Hygiene	02
Total	40

- Number of sessions per day: 01
- Number of Students per day: 15
- Hours of Examination: 04 Hours
- Credits: 02
- Internal Assessment: 10 Marks
- University Examination: 40 Marks
- Total Marks: 50

Name of the Program: Hotel Management 8 th Semester BHM Name of the Course: Airline & Airport Hospitality Management(Theory)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	04	45	03	20	80	100

Unit-1(18 Hours)

History of Aviation – Organization, Global, Social, and Ethical Environment – History of Indian Airline Industry – Major Players in Airline Industry – SWOT analysis in Airline Industry-Market potential on Indian Airline Industry- Current Challenges in Airline Industry-Airport Planning – Terminal planning, design and operation – Airport Operations – Airport Functions – Organization Structure of Airline sectors – Airport Authorities – Global and Indian scenario of Airport Management- Roll of DGCA – slot allocation methodology followed by ATC and DGCA - Safety Regulation – Economic Regulation – Management of Bilateral – Aviation Security - Importance of Air Transportation Safety and Security-Airport- Airways-Terrorism- Hijacking – Security measures- Airport Security Programmed -Steps taken to Contend with Hijacking Transportation security administration – International aviation safety assessment program-Traffic Control – Airspace and Navigational aids – Controlling Process

Unit-II(14 Hours)

Flight Catering-Introduction- The flight catering system-International Operations-Issues and trends-Four Stakeholders of flight services-Airline Caterer contracts-Pricing of flight meals-Passenger appetite and behaviour-food acceptance-understanding the sensory model appetite-effects of specific foods on mood and behaviour(alcohol, caffeine)-the cabin environment effect on taste and smell-Flight Catering Menu Planning and food product strategies-Introduction-The menu planning process-menu design-special meals-crew meals-menu cycles-service and product specifications- standard recipes- meal specification-service specifications-packaging and labelling-food and beverage strategies-use of brands-chefs on board-book the cook-Gate house service-meal coupons

Unit-III(05 Hours)

Flight Production facilities and systems planning-introduction-principles of flight production unit design-batch production-continuous production-cell production-process flow-production kitchens-Holding systems and facilities-cook chill, cook freeze, sous-vide-tray assembly-conveyor belt-work stations-trolley and container loading-final assembly for flight requirements.

Unit-IV(04 Hours)

Flight catering operations and organisation-organisation of production unit-production planning and scheduling-production control-meal production and packing-cold kitchen-hot kitchen-bakery-special meals-crew meals-dish packing-bar and duty free trolleys-flight assembly staffing-flight catering chefs-scheduling and rostering staff.

Unit-V(04 Hours)

On-Board Services-introduction-cabin design and services-staffing levels and training- cabin crew training-flight service policy-flight service procedures-first class meal service-business class meal service-economy class meal service-flight service customer feedback-flight catering information system-information flows and requirements.

REFERENCES:

1. Doganis. R. The Airport Business Routledge, London 1992
2. Alexander T. Wells, Seth Young, Principles of Airport Management, McGraw Hill 2003- 3038
3. P S Senguttavan Fundamentals of Air Transport Management, Excel Books 2007
4. Richard de Neufille, Airport Systems: Planning, Design and Management, McGraw-Hill London 2007
5. Flight Catering, Second Edition, Edited by Peter Jones

Name of the Programme: Hotel Management 8 th Semester BHM Name of the Course: Business Communication and Soft Skills(Theory)						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03 Credits	03 Hours	45	03	20	80	100

Course Objectives:

- The objective of the course is to provide students with the skills and knowledge of communication in business environment
- To understand and appreciate the process of communication as an important constituent of the professional effectiveness.
- To understand oneself and improve interpersonal skills. Exposure to communication concepts.
- To familiarize the students with different styles of communication.

Unit-1(06 Hours)

Communication-Meaning-Types of communication- Informal communication- Non-verbal communication- Listening-effective listening- Elements of Effective Communication- barriers of communication- written business communication-business correspondence- the seven C's of business letter writing--components of a business letter-circular letters-kinds of business letters-writing effective memos-strategies for writing the body of a letter- business report -parts of a report-press releases-application letters.

Unit-2(06 Hours)

Soft Skills-Definition of Soft Skills-Objectives of Soft Skills- Types Of Soft Skills-professionalism-key aspects of professionalism-Emotional intelligence- key concepts of emotional intelligence-etiquette- positive attitude and confidence- key aspects of a positive attitude- Importance Of Soft Skills-Role Of Soft Skills in Personal and Professional life- Personal Branding-Meaning of Personal Branding- 5C's of Personal Branding- Golden rules of Personal Branding- Role of Personal Branding in Corporate Sector.

Unit-3(07 Hours)

Presentation Skills-structure of presentation-3 Ps of Presentation-Overcoming fear of Presentation-strategies to overcome the fear and give effective presentations - Meaning of Speech-Types of Speeches- Ways to write a Speech-How to initiate a speech-How to Conclude a Speech-Professional Grooming-Meaning of Grooming-Elements of Professional Grooming- Professional Grooming for Men- key aspects of professional grooming for men- Professional Grooming for -Women-key aspects of professional grooming for women-Do's of Professional Grooming for Job Interviews-Don'ts of Professional Grooming for Job Interviews.

Unit-IV(12 Hours)

Interpersonal Skills-Introduction- Meaning of Interpersonal Skills-Elements of Interpersonal Skills-Conversation Etiquette-key aspects of conversation etiquette- Group Discussion-Introduction- process of group discussion -Skills Required for Effective Group Discussion- Do's of Group Discussion- Don'ts of Group Discussion- Types of Group Discussion-Types of GD topics -Interview Skills- Introduction-SWOT Analysis-components of SWOT analysis-Self Assessment- Self Assessment through SWOT analysis- self I assessment process-Pre-Interview Preparation-step-in pre-interview preparation-Elements of Self-Introduction-Types of Interview Questions- Questions Related to Knowledge-Skills and Attitude-Successful Answering Techniques-Situational Questions-STAR Technique-STAR Technique of Handling Situational Questions- Stress Based Interview Questions-Handling Stress Based Interview Questions-Preparing for Asynchronous Interviews-Online Interview Etiquettes.

Unit-V(14 Hours)

Soft Skills for Career Success-Career Planning-introduction-key components of career planning-three steps of the career planning process-Two important terms in career growth-Types of Career Planning-Vertical Career Planning- key aspects of a vertical career plan-Horizontal Career Plan-main aspects of the horizontal career plan-Understanding About the Industry Expectations-key aspects to consider when seeking to understand industry expectations-Soft Skills for Management Job Profiles- essential soft skills for management job profiles-Social and Professional Etiquette- important aspects of social and professional behavior-Resume Writing-Introduction-Importance of Resume-Elements of Resume-key reasons why a resume is crucial-Sample Resume Format Common Errors-Sample Resume Format-Designing Personalized Curriculum Vitae-Digital Profiling-Introduction-Importance of Digital Profiling-Elements of Digital Profiling-Creation of Impactful LinkedIn Profile-Netiquette-Importance of Netiquette.

References:

1. Business Communication, Meenakshi Raman, Prakash Singh
2. BUSINESS COMMUNICATION & SOFT SKILLS, Paperback, Tammineni Shyam Swaroop, Dr. Madhulika Agrawal, Dr. Zareena Sultana.
3. Soft Skills for the Workplace, a Soft Skills Manual, Dekker Fraser
4. Communication Skills for Business Professionals, Celestle Lawson, Robert Gill, Angela Feekery, Mieke Witsel, Michael Lewis

Any other latest edition of references/text books can be included

Name of the Program: Hotel Management 8 th Semester BHM Name of the Course: Entrepreneurship Development and Strategic Management(Theory)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	04	45	03	20	80	100

Objectives

- To empower the students with knowledge of entrepreneurship skills, especially in relation to tourism and travel industry.
- To give formal instructions and training to students to be future managers of the Event Industry
- To encourage the students to set up their own enterprises in the field of skill and Event management.
- To acquaint the student with the procedures for starting a Tourism business venture.

Unit-1

Entrepreneurship in Tourism and Hospitality industry (10 Hours)

Meaning and importance of entrepreneur, Entrepreneurship - Factors influencing entrepreneurship, Types of Entrepreneurs , Characteristics of a successful entrepreneur, Competency requirement for entrepreneurs - Event Management -Scope of Event Management - Conventions, Exhibitions, Meetings -Event planning, Key characteristics, Activities conceptualizing and designing events –event planning, five Cs of events - Key steps to successful events - Emerging areas of entrepreneurship in Travel sector, Tourism operations and Hospitality - Home stays.

Unit-2

Product & Business concept (10 hours)

Product - Definition, types, criteria in the selection of a product-Market research- definition, techniques-SWOT Analysis- definition, scope, importance-Business enterprise – definition, steps involved in starting a business venture –formalities, licensing and registration procedures- Financial, technical and social feasibility of the project-Small Scale Industries- definition, Importance and role played by SSI in the development of the Indian economy-Business Plan-Preparing Business Plan-Problems and prospects of Business Plan

Unit-3

Finance and Entrepreneurship (04 hours)

Implementation of the project - Financial assistance through SFC's, SIDBI, Commercial banks, KSIDC, KSSIC, IFCL,-Non financial assistance from DIC, SIS1, EDI, SIDO, AWAKE, TCO, TECKSOK, KVIC.

Unit-4

Strategic Management (08 Hours)

Strategy – concept, relevance and benefits; Strategic Management Process, Levels of Strategy; Approaches to Strategic Decision Making; Strategic Intent – Vision, Mission, Goals and Objectives; Strategy and Corporate Governance-Corporate Level Strategies; Stability Strategy.

Unit-5

(13 Hours)

BCG portfolio model, Generic strategies; Expansion strategies – Ansoff Matrix, Integration Strategies, Diversification Strategies, Cooperative Strategies ; Retrenchment Strategies; Strategic Analysis and Choice-Strategy Implementation – Nature, barriers and inter relationship; Structural Implementation; Functional and Operational Implementation; Behavioural Implementation; Strategy Evaluation and Control

Reference

1. Desai, Vasanth- Management of Small Scale Industry
2. Desai, Vasanth- Problems and prospects of Small Scale Industry
3. Dollinger, Max J - Entrepreneurship- Strategies and Resources, Pearson Edition
4. Gupta, Sunil - Entrepreneurial Development, the ICFAI University Press, 2004.
5. Gaur, Sanjaya Singh, Event marketing and management
6. Gelz, Event management and event tourism
7. Pareek, Udai and Rao, T.V - Developing Entrepreneurship.
8. Sharma, S.V.S - Developing Entrepreneurship: Issues and problems.
9. Bharusal- Entrepreneur Development
10. Kazmi, A. (2014). Strategic Management and Business Policy, McGraw Hill Companies
11. Nag, A. (2011). Strategic Management – Analysis, Implementation and Control, VikasPublishing House
12. Kachru, U. (2005). Strategic Management – Excel Books

Assignments

- Role of Women entrepreneurs in tourism industry
- Steps involved in starting a Tourism business venture (village or rural ventures)
- Tourism Business Plan
- Role played by KSIDC for the implementation of the project
- Success stories of Tourism Entrepreneurs.
- Preparation of a project proposal to start a Tourism business.
- Role of Financial and Non-Financial originations in Entrepreneurship
- Preparation of a project report of the various Events organized.

Name of the Program: Hotel Management 8 th Semester BHM Name of the Course: Human Resource Management & Organizational Behaviour (Theory)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	04	45	03	20	80	100

Course Objective

- To provide an understanding of the basic principles of organisational behaviour so as to acquaint the students with managerial skills and the required inputs with reference to human resource management.
- To familiarize the various aspects of HR, to deal effectively with people resourcing and talent management and HR functions in an organization.
- To understand the concepts of HRD, its role and importance in the success of organization.
- To develop an understanding towards compensation management and industrial relations.
- To define and explain the basic concepts of organizational behaviour and motivation.
- To explain the essential concepts of organisational conflicts, resolution of conflicts through negotiation, change management and organisational development.

UNIT-I (08 Hours)

Human Resource Management -Meaning, definition and functions-hierarchy of HR department of a five star hotel-Job Analysis, Job Design, Human Resource Planning -Recruitment and Selection - Sources of Recruitment - Selection process, Placement and Induction

UNIT-II (10 Hours)

Introduction to Human Resource Development: Concepts - Training and Development - methods of training, importance of Performance Appraisal, traditional and modern methods of performance appraisal, Job Evaluation - methods of Job Evaluation, Wage and Salary Administration

UNIT-III (09 Hours)

Compensation Management,& Industrial Relations -Compensation – Concepts and Principles, Influencing Factors, Emerging Trends in Compensation – Methods of Payment – Incentives and Rewards, Managing Industrial Relations – Emerging trends and practices in human resource management

UNIT-IV (10 Hours)

Organisational Behaviour -Meaning and scope of organisational behaviour - Challenges and Opportunities – Foundations of Individual behaviour, Motivation - Theories (Maslow, ERG, Douglas McGregor two-factor theory), Group dynamics, Leadership styles

UNIT-V (08 Hours)

Organisational Conflict and Change- Organizational Conflict - causes and consequences - conflict and negotiation, Organizational change, change management process, resistance to change, flexibility and crisis management – Organisational Development – concept and significance

REFERENCES:

- Rustum S. Davar, Personnel Management & Industrial Relations, 10th edition, Vikas Publishers, 2009
- K. Aswathappa, Human Resource & Management, 6th edition, Tata McGraw Hill, 2010
- Mc Shane & Von Glinov, Organisational Behaviour, 4th edition, Tata McGraw Hill, 2007
- K. Aswathappa, Organizational Behaviour, 12th edition, Himalaya, 2016
- Edwin B. Flippo, Personnel Management, 6th edition, TMH, 2013
- P. Subba Rao, Management & Organizational Behavior, 2nd edition, Himalaya, 2014
- C.B. Mamoria & VSP Rao, Personnel Management, 20th edition, Himalaya, 2015
- Stephen P. Robins, Organisational Behaviour, 11th edition, PHI Learning / Pearson Education, 2008

Name of the Programme: Hotel Management 8 th Semester B.H.M Course Category: Compulsory Name of the Course: Research Project/Product Development with Survey(Practical)						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02 Credits	02 Hours	45	04	10	40	50

Project (Student Choice of any one topic in the area of specialization:- The project should be based on a field study and independent research leading to the area of specialization chosen by the student in the fourth year. The student in consultation of the faculty guide should select an appropriate topic which is acceptable to the panel of examiners. The student is expected to prepare a Project Report on any of the areas of Hospitality/Tourism Operations mentioned below:-

Topics	
Hotel Operations Food & Beverage Service Food Production Front Office Housekeeping Bakery & Patisserie Hotel H R Operations Hospitality Sales & Marketing Hospitality Information Technology Waste Management in hospitality industry Market Feasibility of a Proposed Hotel: (The project should be based on a field study leading to the identification of a site or a proposed new hotel / resort project (3, 4, 5 Star category). The student should then establish the market feasibility of this proposed hotel based on type of clientele, Tourism infrastructure etc;)	Cruise Line Food/Beverage/Hospitality Operations
	Airline & Airport Catering/Hospitality
	Railway Catering
	Other Catering Establishments
	Event Management
	MICE
	Restaurant Operations
	Hospital Catering
	School Catering.
	Food Processing & Packaging.
	Alcoholic & Non-alcoholic beverages.
	Hotel Facility Management.
	Food Safety Standards/Food Sanitation.
	Travel & Tourism.
	Entrepreneurship/MSME in Hospitality & Tourism.

Research Project Proposal (Synopsis):

The Project topic has to be approved by the Faculty Guide to proceed with the project work. Synopsis of the project should be prepared in consultation with the guide. The synopsis should clearly state the objectives and research methodology of the proposed project to be undertaken. It should have full detail of the rationale, description of universe, sampling, research instruments used, limitations and future directions for further research. The student needs to use primary and secondary data to compile the Project. Secondary data is the data that has already been collected through primary sources and made readily available for researchers to use for their own research/data available online/other sources mentioning the source in the Appendix. Students can collect the data through the questionnaire method also. The questionnaires developed need to be based on a five-item scale. Responses need to be given to each statement using a five-point scale, for which 1 = "strongly disagree" to 5 = "strongly agree."

The project will be a written report, which should be of 18,000 to 20,000 words or the equivalent if plans, designs, computer software etc., is included(excluding appendices)

The project topic should be:

- Deemed appropriate within the context of the programme level.
- Related to one or more of the other areas of study being pursued by the student on the programme.
- Restricted in scope to make an in-depth treatment possible, subject to the availability of adequate sources of information.

STRUCTURE OF THE PROJECT

Project Structure

Chapter	Topics
	Cover Page
	Certificate For University (External-Internal Examiner) By the Guide/ Principal
	Declaration
	Acknowledgement
	Index
	List of Tables, Graphs & Figures
	List of Abbreviations used
	Synopsis
	Objectives
Chapter 1	Introduction to Hospitality Industry Introduction to Research Topic Organization Hierarchy/Layout(If required)
Chapter 2	Literature Review with reference list
Chapter 3	Methodology 3.1 Research Design 3.2 Analysis & Interpretation
Chapter 4	Observations Findings Suggestions Recommendations Conclusion
	Bibliography Appendix(Questionnaire, Samples Populations etc;)

TITLE PAGE

This should give the following information:

- The full title and sub-title, if any
- The name of the author
- "Submitted in fulfillment of the requirement for the Bachelors in Hotel Management (BHM) of the Mangalore University"
- Name of the college
- The month and year of submission

DECLARATION

This indicates that the student has adhered to the university, college and Course regulations regarding cheating and plagiarism

"I declare that this project is the result of my own efforts and that it confirms to University, College and Course regulations regarding cheating and plagiarism. No material contained within this project has been used in any other submission, by the authors for an academic award."

Student's Name: Date:

ACKNOWLEDGEMENTS

These should be in the form of:

I would like to thank -----, Name of the college and elsewhere for their help and assistance in the compilation of this work. Only genuine assistance must be acknowledged.

LIST OF CONTENTS

This should list in sequence, with page numbers, all sections of the project including acknowledgements, summary, headings, appendices, bibliography and list of abbreviations.

LIST OF TABLE, GRAPHS, FIGURES

This indicates various tables, graphs and figures in the project. If these are high in number they may be separated into three different tables. However, if the number of such illustrations is less, these should be include in just one table.

LIST OF APPENDIXS

This will provide for a quick reference to the various Appendixes in the project

LIST OF ABBREVIATIONS USED

This must mention a list of abbreviations that have been used extensively in the project.

SYNOPSIS

A summary of the Project should be given at the beginning, covering the study. Its function is to provide a quick guide to the project.

OBJECTIVES

This should set out clearly and precisely what the student is seeking to achieve. The objectives should be stated in such a way that the student is able to measure to what extent the objectives have been achieved.

CHAPTER 1 Introduction

This chapter introduces the topic of the project. To give an introduction to Industry Introduction to Topic, Organization Hierarchy, Layout etc;

CHAPTER 2 Literature Review

A summary of relevant literature on the study being investigated or done. The literature review will vary in depth and intensity dependent upon the topic. All sources of information must be acknowledged. An index system to keep a record of material consulted, noting appropriate information should be maintained.

CHAPTER 3: Methodology

3.1 Research Design

3.2 Analysis & Interpretation

CHAPTER- 4, Observations/Findings/Suggestions/Recommendations/Conclusion

This is the main body of the project report. All the findings and observations made should be summarized using tables, graphs or statistics, pictures etc.; as possible.

CONCLUSION

This chapter details a summary and recommendation stating briefly what has been done.

BIBLIOGRAPHY

This section lists all references in alphabetical order of Authors surnames. The following elements should be used:

Book References:

AUTHORS SURNAME, INITIALS, (Year of publication), Title in bold, Place of publication, Publishers name, Pages.

Journal References:

AUTHORS SURNAME, INITIALS, (Year of publication), Name of the article, Journal title in bold, Volume number, Issue number, Page number Sourcing within the text etc;

APPENDIX

Separate appendices are to be used for sets of detailed information that are not appropriate to be the main text e.g. questionnaires, sample populations, list of organizations or gross data.

PRESENTATION AND FORMAT

All students are required to submit two hard copies of their project to the college by the date stipulated. The original copy is to be submitted to the university through the college and the second copy is to be retained by the college.

1. Paper: A4 sized paper must be used and should be white and of good quality.
2. Type: Project report must be printed neatly using an acceptable word processing format.
3. Layout: The margins at the left hand edge should be no less than 40mm and other margins no less than 20mm type should be at least 1 ½ spaced except for indented quotations or footnotes, which should be single line spaced. Typing should be on one side of the paper only.
4. Binding: The book should be bound in black Rexene only. There should be no illustrations on the cover page.

5. Cover Title: this must bear the surname and the initials of the author and the year of submission in the same lettering as the front cover. The lettering must read from left to right when reading the spine vertically.

6. Spine Title: This must bear the surname and initials of author and the year of submission in the same lettering as front cover. The lettering must read from left to right when reading the spine reading the spine vertically.

SCHEME OF EVALUATION

Research Project/Product Development Practical

Total Marks: 50

Credits: 02

Internal Assessment: 10 Marks

University Examination: 40 Marks

Number of sessions per day: 01

Number of students per session: 10

	Marks		
Internal Assessment	10		
University Practical Examination/ Viva-voce/Report	40	Viva	20
		Project Report	20
Total	50		

Note:

- Ten questions to be asked by the examiners from the project report for the Viva-voce.
- Project report to be evaluated during the practical examination only.

Name of the Program: Hotel Management 8 th Semester B. H. M Name of the Course: SALES & MARKETING MANAGEMENT (Theory)						
Course Credits	Number of Hours per Week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03	04	45	03	20	80	100

UNIT- I(08 Hours)

Introduction to Hospitality Sales and Marketing- Hospitality Trends-Globalisation-Hotel Sales and Marketing Concepts-Relationship Marketing-Guest Preferences-Marketing Concept-Marketing Mix-The '8 Ps of Marketing'-Evolution of markets -Global and Indian tourist market.

UNIT - II(08 Hours)

The Marketing Plan with reference to Hotel industry-The Marketing Team-Steps in Marketing Plan-Selecting Target markets-Positioning the property / outlet-Developing and implementing Marketing action plans-Monitoring and evaluating the Marketing plan.

UNIT -III(08 Hours)

The Sales Office-The Marketing and Sales Division-Organising and designing a Hotel sales office-Sales Area-Developing sales team hiring, selection, management, evaluation-Compensation for sales force targets and achievements-The sales office communication system-Computerized client information records-Sales reports and analysis.

UNIT- IV(12 Hours)

Components of a sale-Types of sales in different departments of a Hotel-Telemarketing-Internal merchandising in house sales promotion-Special services in house sales-Sales forecasting, long term and short term-Restaurant and Lounge sales positioning-Merchandising Food and beverage-Promotion of restaurants and Lounge facilities-Building Repeat Business-Banquet and conference sales.

UNIT- V(09 Hours)

Advertising, Public relation and Publicity-Effective hotel advertising brochures, sales material designing-Advantages of advertising in indoor and outdoor-Advertising agencies-Collateral material mass media and print media.

References:

- Marketing Management Philip Kotler
- Marketing Management Ramaswamy
- Hospitality sale and Marketing Jagmohan Negi

Subject Specialization

8th Semester Bachelors of Hotel Management(BHM)

General Instructions

1. Students are permitted to choose any one of the following departments/core subjects as per their area of interest.
 - **Food Production**
 - **Bakery & Confectionery**
 - **Food and Beverage Service**
 - **Front Office**
 - **Housekeeping**
2. Students, once the department is finalized, the same should not be changed.
3. Practical Classes need to be conducted as per the syllabus/time table.
4. Students need to appear only for one department practical examination as per their specialization. Practical Examination in the 8th semester will be conducted only for the department/subject chosen by the student.
5. Two sessions (08 Hours) of each practical subject need to be handled by external experts from the industry.
6. Students to be encouraged to do the maximum number of assignments as per the topics mentioned in the syllabus.
7. Additional classes (Theory/Practical) to be conducted by the subject faculty to equip the students to do well in interviews.
8. It is recommended to provide practical training to students as per the area of specialization in the nearby renowned hotels without affecting the approved curriculum pattern and regular class hours.

Name of the Programme: Hotel Management 8 th Semester B. H. M Name of the Course: Specialization in Food Production(Practical)						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02 Credits	04 Hours	56	04	10	40	50

	Content	Hours Allotted
Week 1	Oriental Cuisine	04
Week 2	Oriental Cuisine	04
Week 3	Indian Cuisine	04
Week 4	Italian Cuisine	04
Week 5	Italian Cuisine	04
Week 6	Italian Cuisine	04
Week 7	Mexican Cuisine	04
Week 8	Mexican Cuisine	04
Week 9	Continental Cuisine	04
Week 10	Continental Cuisine	04
Week 11	Continental Cuisine	04
Week 12	Middle Eastern Cuisine	04
Week 13	Mystery Basket	04
Week 14	Food Presentation and Plating Techniques	04

Scheme of Valuation

Journal	05
Viva	05
Uniform & Grooming	02
Intending and Plan of Work	03
Preparation of 5 Course Menu of any one International Cuisine as per the syllabus	15
Accompaniments & Garnishes	03
Presentation	05
Scullery, equipment cleaning and Hygiene	02
Total	40

- Number of sessions per day: 01
- Number of Students per day: 15
- Hours of Examination: 04 Hours
- Credits: 02
- Internal Assessment: 10 Marks
- University Examination: 40 Marks
- Total Marks: 50

Note:

- Practical Examination should be based on any 5 - Course International Menu.
- The 5 course menu would include Appetizer, Soup, Main Course, Legumes and Sweet.
- Students should be briefed to write the indent and plan of work in the University answer script as the first stage of examination.
- Students to be informed about the prescribed menu for examination 'ONE' day in advance.
- Students need to submit the journal/class records as per the academic schedule /notification of the institution.
- The menu for the practical examination needs to be approved by the External Examiner.
- Students should not be permitted to attend the practical examination;
 - ❖ If the student don't report on time.
 - ❖ If the journal is not brought at the time of examination.
 - ❖ If the journal is not completed and not obtained the signature of Principal/HOD/Faculty & college seal.
 - ❖ If the student is not in proper uniform prescribed by the institution.
 - ❖ If proper grooming standards are not followed.
- Parameters of assessment of each item need to be based on Appearance & Colour/Texture/Aroma & Flavour/Consistency/Taste/correct recipe & Equipment.
- Journal is not allowed during indenting or practical. The journal must be handed over to the examiner before commencement of examination.
- Assessment will be done by both internal and External Examiner.
- Uniform and grooming must be checked by the examiners before commencement of examination.
- Students are not allowed to take help from books, notes, journal or person.
- The Examiners will ensure that examinee adheres to good hygiene and food safety practices during the examination.
- Viva: Any five questions based on the syllabus to be asked. Examiners are not expected to spend more time for conducting the Viva-voce.
- Internal Assessment need to be based on Model/Internal Practical examination, Attendance and Assignments.
- Examiners should complete the assessment within the time allotted.

Assignments:

- Equipments used in Kitchen
- Kitchen Layout
- Soups
- Stocks
- Cuts of Vegetables
- Cuts of Meat
- Cuts of Fish
- **Culinary Innovation Management**
- **Food Costing/Standard Recipe**
- **Yield Management in Food Production**
- **Sanitary procedure followed during food handling**
- **Classical Garnishes**
- **Indian Cuisine**
- **Thai Cuisine**
- **French Cuisine**
- **Japanese Cuisine**
- **Italian Cuisine**
- **Mexican Cuisine**
- **Chinese Cuisine**
- **Continental Cuisine**
- **Middle Eastern Cuisine**
- **Turkish Cuisine**
- **Sauces and derivatives**
- **Indian Gravies and preparation**
- **French Classical Menu with 5 examples of each course.**
- **Charcuterie**
- 100 Culinary Terms
- Food Presentation
- Breakfast Cookery

- Students should learn making of pates galantine, terrine, classical salads, savouries, etc;
- Food trials to be encouraged.
- Students should be encouraged to developing new recipes.
- Students should be familiar with the various software applications in Food Production. (e.g. Purchasing, stores, standardization recipes, Food Cost Reports, etc)
- Non edible displays of i)Ice carving ii) Tallow sculpture iii) Fruits & vegetable displays iv) Salt dough v) Pastillage

Reference Books:

- Fruit and Vegetable Carving – By Meera John Jacob
- The Art of Grade Manager – By Frederic H. Sonneschmidt & John Nicolas
- The Professional Chef – (The Culinary Institute of America) – Published by Wiley & Sons Inc.
- The Professional Grade Manager – By David Paul Larousse
- The Art of Sugar Craft – Sugar Paste – By Brenda Purton
- The Art of Sugar Craft – Royal Icing – By Brenda Purton
- Professional charcuterie – By John Kinsella and David T, Harvey
- The Professional Garde Manager – By David Paul Larousse
- The Art of Garde Manager – By Frederic H. Sonneschmidt, John F. Nicolas.
- Professional Baking – Wayne Gisslen
- The Professional Chefs Knife Kit – (Culinary Institute of America)
- The Professional Chef – (Culinary Institute of America)
- The Art of Sugar Craft – Sugar paste – By Brenda Purton
- The Art of Sugar Craft – Royal Icing – By Brenda Purton
- The Art of Sugar Craft – Piping – By Brenda Purton
- The Professional Chefs’ – Guide to Kitchen Management – By John Fuller, John Knight, Charles A. Salter Kitchen Planning & Management – By John Fuller & David Kirk
- Hamlyn, Paul, (1984), Larousse Gastronomique, Hamlyn, London

Name of the Programme: Hotel Management 8 th Semester B. H. M Name of the Course: Specialization in Food & Beverage Service(Practical)						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02 Credits	04 Hours	56	04	10	40	50

	Content	Hours Allotted
Week 1	Banquet event set up (Pre-events/ Post events duties)	04
Week 2	Menu planning and layout- 6 course TDH French menu with choice of Veg. and Non-Veg. dishes with sequence of service.	04
Week 3	Menu planning and layout - 6 course TDH continental menu with choice of Veg. and Non-Veg. dishes with sequence of service.	04
Week 4	Menu planning and layout: 6 course TDH American menu with choice of Veg. and Non-Veg. dishes with sequence of service.	04
Week 5	Gueridon service- Any Poultry Dish	04
Week 6	Gueridon service- Any Poisson Dish	04
Week 7	Basic Technical Skill- Room service tray setup Breakfast/lunch/ dinner and restaurant table setup.	04
Week 8	Basic Technical Skill- Preparation and service of any cocktail.	04
Week 9	Basic Technical Skill- Role play- Order taking and service.	04
Week 10	Preparation of any TWO cocktails & Any TWO Mocktails	04
Week 11	Opening/ Closing procedure – Restaurant, Banquet, Bar etc.	04
Week 12	Technical skill: - Preparing a weekly duty Rota. (Restaurant, Coffee shop, BAR etc.	04
Week 13	Technical skill:- Bar (Opening and closing procedure)	04
Week 14	Computer Applications in F & B Service Department-Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs- Necessity and functions of a control system, F&B Control cycle and monitoring	04

Assignments:

1. Setting up a Restaurant/Facility design, Layout and Equipment.
2. Preopening concerns and activities
3. The role of technology
4. Food and Beverage Marketing/Food Promotions/In-house selling
5. French Classical Menu with examples/wine pairing etc
6. French Wines
7. Liqueurs.
8. Types of service
9. Hygiene, Sanitation & HACCP

10. Basic Tasks of a Restaurant Manager.
11. Food and Beverage Controls
12. Any 100 Technical Key Terms related to F & B Service.
13. 25 Cocktails with recipes.
14. F&B Staff Organization Class room Exercise
15. Developing Organization Structure of various Food & Beverage Outlets
16. Determination of Staff requirements in all categories
17. Making Duty Roster, Preparing Job Description & Specification
18. Supervisory Skills Conducting Briefing & Debriefing – Restaurant, Bar, Banquets & Special events
19. Drafting Standard Operating Systems (SOPs) for various F & B Outlets Supervising Food & Beverage operations Preparing Restaurant Log
20. Bar Operations Designing & Setting the bar Preparation & Service of Cocktail & Mixed Drinks

Reference Books:

1. Bobby George, Sandeep Chartergee, Food and Beverage Service and Management.
2. Food and beverage service training manual by Sudhir Andrews.
3. Food and Beverage Service by R Singaravelan.
4. Food and Beverage Service by Anil Sagar.
5. Food and Beverage by Dennis Lillicrap.

Note: Any other latest edition of reference/ text books can be included.

Scheme of Valuation

Uniform & Grooming	5 Marks
Planning a Six course TDH menu with table layout. (To be specified by external examiner)	10 Marks
Preparing of weekly duty rota. (Any F & B outlet)	5 Marks
Guerdon Service (Any ONE Poultry or Fish dish)	5 Marks
Preparation of any one Cocktail OR one Mocktail based on a standard recipe(choice to be given to the student)	5 Marks
Journal	5 Marks
Viva	5 Marks
Total	40 Marks

- Time: 4 Hours
- No. of sessions per day: 01
- No. of students per sessions: 15
- Internal Assessment: 10 Marks
- University Exam: 40 Marks

Note:

- Students need to submit the journal/class records as per the academic schedule/notification of the institution.
- Students should not be permitted to attend the practical examination;
 - If the student don't report on time.
 - If the journal is not brought at the time of examination.
 - If the journal is not completed and not obtained the Principal/HOD/Faculty signature. & college seal.
 - If practical uniform prescribed by the institution is not worn by the student.
 - If proper grooming standards are not followed.
- Assessment will be done by both Internal and External Examiner.
- Uniform and grooming must be checked by the internal examiner before commencement of examination.
- Students are not allowed to take help from books, notes, journal or person.
- Viva: Any five questions based on the syllabus to be asked. Examiners are not expected to spend more time for conducting the Viva-voce.
- Internal Assessment need to be based on Model/Internal Practical examination, Attendance and Assignments.
- Examiners should complete the assessment within the time allotted.

Name of the Programme: Hotel Management 8 th Semester B. H. M Name of the Course: Specialization in Bakery and Confectionery(Practical)						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02 Credits	04 Hours	56	04	10	40	50

	Content	Hours Allotted
Week 1	Sponge Cake and Tea Cakes	04
Week 2	International Bread and Cakes 1. Foccacia, Grissini, Zuccoto, sponge cake	04
Week 3	International Bread and Cakes Panettone, Lavash, Mousse Cake	04
Week 4	International Bread and Cakes Brioche, Ciabatta, Zebra Torte	04
Week 5	International Bread and Cakes Cottage Loaf, Monkey Bread, Truffle cake	04
Week 6	International Bread and Cakes Zopf, Fougasse, Opera cake	04
Week 7	Pastries and Cookies Crumble - Ginger bread	04
Week 8	Pastries and Cookies Key lime pie- Rolled	04
Week 9	Pastries and Cookies Strudel - Florentine	04
Week 10	Pastries and Cookies Brandy snap- Biscotti	04
Week 11	Wedding Cake (royal icing)	04
Week 12	Wedding Cake (Fondant, pastillage)	04
Week 13	Plate Presentation & Artistry- 1. Fudge sauce 2. Caramel sauce 3. Crème anglaise 4. Glaze 5. Compotes	04
Week 14	Plate Presentation & Artistry- Garnishes 1. Carved fruits & fruit basket 2. Tuille 3. Snaps 4. Caramel	04

Assignments:

- Bakery Layout and Mise-en-place
- Equipments used in Bakery.
- Types of Ovens.
- Basic Dough-Basic Pasta Dough/Pizza Dough/Pie Dough/Puff Pastry/Vol-au-vent/Salt Dough/Short Dough/Bread Basket
- Breads and Rolls/preparation
- Breakfast Breads and Pastries
- Quick Breads.
- Tarts
- Sponge Cakes and Tea Cakes

- Meringues., Ice creams and Desserts
- Sugar Work
- Sauces and Fillings
- Chocolate Decorations.
- Light Desserts and Country Desserts
- International Breads
- Spun & Pulled Sugar, Blown Sugar & Rock Sugar.
- Moulded Chocolate and Carving
- Preparation of bakery Desserts- warm, cold
- Bread Display for buffet
- Pastry, Different pastry preparations
- Organizing Bakery Theme Events
- Decorated Cakes
- Frostings and Toppings
- Sorbets, Ice creams and Frozen Desserts.
- Fillings.
- Charlottes and Bavarois
- Custards, Mousses and Souffles.
- Basic Cake sponges & variations of cake preparation
- Cookies
- Indian Regional Sweets : Peda, Halwa,, Sweets in syrup, Milk based sweets, etc
- Various Icings
- Gateaux Black forest Gateaux, gateaux religious
- Puddings and Desserts
- Toffees
- Any topic which is relevant to the subject.

Reference Books:

- The Professional Pastry Chef, Bo Friberg
- “The Professional Chef” by Culinary Institute of America
- Practical Baking, 5th Edition by William J. Sultan Wiley Publications
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- Practical Baking, 5th Edition by William J. Sultan Wiley Publications
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- Practical Baking, 5th Edition by William J. Sultan Wiley Publications.
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- Nicollelo, L. G. Dinsdale, J., (1991), Basic Pastry Technique, Hodder & Stoughton, London
- Russell, Joan, (1964), Creative Cake Decoration, Leonard Hill, London
- Clements, Carole, (1994), Beautiful Baking, Richard Blady Pub., London
- Gisslen, Wayne, (1997), Professional Baking , 2nd Ed., John Wiley & Sons, New York
- Day, Martha, (1999), The Practical Encyclopedia of Baking, Lorenz Books, London
- Berry, Mary, , Favourite Cakes, Weidenfeld & Nicolson , London
- Nilsen Angela, (1994), Complete Cake Decorating, Lorenz Books, New York
- Laver, Norma, (1996), The Art of Sugar craft Piping, Chancellor Press , London
- Nilsen Angela & Maxwell, Sarah, (1998), Cakes & Cake Decorating, Hermes House , London
- Lodge, Nicholas, (1996), The Art of Sugar Craft Lace and Filigree, Chancellor Press , singapore
- Smith, Anne, (1996), The Art of Sugar Craft Sugar Paste, Chancellor Press , London
- Purton, Brenda, (1996), The Art of Sugar Craft Royal Icing, Chancellor Press , London
- Day, Martha, The Complete Book of Desserts, Konemann, Purton, Brenda & Lodge, Nicholas, (1996), The Art of Sugar Craft Royal Icing Lace & Filigree, London

Scheme of Valuation

Uniform & Grooming	05
Journal	05
Viva	05
Indent & Plan of Work	05
One International Bread	05
One Pastry Item	05
One Small Cake with Icing	05
Presentation	05
Total	40

- Number of sessions per day: 01
- Number of Students per day: 15
- Hours of Examination: 04 Hours
- Credits: 02
- Internal Assessment: 10 Marks
- University Examination: 40 Marks
- Total Marks: 50

Note:

- Students to be informed about the prescribed menu for examination 'ONE' day in advance.
- Students need to submit the journal/class records as per the academic schedule/notification of the institution.
- The menu for the practical examination needs to be approved by the External Examiner.
- Students should not be permitted to attend the practical examination;
 - If the student don't report on time.
 - If the journal is not brought at the time of examination.
 - If the journal is not completed and not obtained the Principal/HOD/Faculty signature. & college seal.
 - If practical uniform prescribed by the institution is not worn by the student.
 - If proper grooming standards are not followed.
- Parameters of assessment of each item need to be based on Appearance & Colour/Texture/Aroma & Flavour/Consistency/Taste/correct recipe & Equipment.
- Journal is not allowed during indenting or practical. The journal must be handed over to the examiner before commencement of examination.
- Assessment will be done by both internal and External Examiner.
- Extra ingredients may be made available in case of failure but of limited types and quantity. Only one extra attempt may be permitted.
- Uniform and grooming must be checked by the examiners before commencement of examination.
- Students are not allowed to take help from books, notes, journal or person.
- The Examiners will ensure that examinee adheres to Good Hygiene and Food safety practices during the examination.
- Viva: Any five questions based on the syllabus to be asked. Examiners are not expected to spend more time for conducting the Viva-voce.
- Internal Assessment need to be based on Model/Internal Practical examination, Attendance and Assignments.
- Examiners should complete the assessment within the time allotted.

Name of the Programme: Hotel Management 8 th Semester B. H. M Name of the Course: Specialization in Front Office Management(Practical)						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02 Credits	04 Hours	56	04	10	40	50

Practical-I

Role Play Activities: Guest Arrival/Guest Departure Procedures

Practical-II

Role Play Activities: Guest Check-in and check-out procedures for FIT's / GIT's / Crews etc. (The student should be able to handle the entire procedure independently)

Practical-III

Preparing Guest Folio/Luggage handling procedures on guest arrival /departure/
Wake-up call procedures

Practical-IV

Bell Boy-Bell Captain-Safety Locker Management

Practical-V

Identification of various vouchers --- The students will have to draw one or two of the following vouchers • Registration Card • Reservation Form • Amendment Slip • Cancellation Slip •

Practical-VI

Identification of various vouchers - The students will have to draw one or two of the following vouchers
Arrival/departure notification slip • VIP amenities voucher • Miscellaneous charge voucher • Allowance voucher • Paid out voucher • Message slip

Practical-VII

Calculating staff requirement for Front Office departments/
Preparing Duty Rota

Practical-VIII

Role of Telephone Exchange /Telephone etiquettes and manners
Front desk grooming and other essentials – body language, speech modulation which includes articulation, variation control of pitch and tonal quality._

Practical-IX

Handling complaints/ Scanty Baggage procedures/Left Luggage procedures

Practical-X

Comprehensive case study/Situation handling – handling guests & internal situations requiring management tactics/strategies

Practical-XI

Hands on practice of computer application (Hotel Management System) related to front office procedures such as Accounts/Yield Management

Practical-XII

Hands on practice of computer application (Hotel Management System) related to front office procedures such as -Night audit,/ Income audit/Calculation of various occupancies & revenue

Practical-XIII

Comprehensive case study/Case studies and situations on accommodation handling (students should be able to analyze case studies and situations and arrive at solutions

Practical-XIV

Comprehensive case studies - Claims in travellers' cheques- Extra occupant in the room at odd hours -Fire on floors / bomb scare Overbooking

Note: It is recommended to provide hands-on training in Fidelio & Amadeus/Opera software

Students need to be knowledgeable about the following:

- How to put message
- How to put a locator
- How to check in a first time guest
- How to check in an existing reservation
- How to check in a day use
- How to issue a new key
- How to verify key
- How to cancel a key
- How to issue a duplicate key
- How to extend a key
- How to print and prepare registration cards for arrivals
- How to programme keys continuously
- How to programme one key for two rooms
- How to re-programme a key
- How to make a reservation
- How to create and update guest profiles
- How to update guest folio
- How to print guest folio
- How to make sharer reservation
- How to feed remarks in guest history
- How to add a sharer
- How to make add on reservation
- How to amend a reservation
- How to cancel a reservation
- How to make group reservation
- How to make a room change on the system
- How to log on cashier code
- How to close a bank at the end of each shift
- How to put a routing instruction
- How to process charges
- How to process a guest check out
- How to check out a folio
- How to process deposit for in house guest
- How to check room rate variance report
- How to process part settlements
- How to tally allowance for the day at night
- How to tally paid outs for the day at night
- How to tally forex for the day at night
- How to pre-register a guest
- How to handle extension of guest stay
- Handle deposit and check ins with voucher
- How to post payment
- How to print checked out guest folio
- Check out using foreign currency
- Handle settlement of city ledger balance
- Handle payment for room only to Travel Agents
- Handle of banquet event deposits
- How to prepare for sudden system shutdown
- How to checkout standing batch totals
- How to process late charges to credit card
- How to check out during system shut down
- Handling part settlements for long staying guest

- How to handle paymaster folios
- How to handle bills on hold
- Providing & making itinerary to guest regarding tourists interests
- Front Office inventory & stationeries used
- A week as a Front Office Manager – mock session.

Assignments

1. Organization Hierarchy of Front Office. Duties and Responsibilities of Front Office Staff.
2. Front Office Parlance-Any 100 Terms
3. Capital & Currencies of any 25 nations, exchange rate, international & National Airlines etc;
4. Workout a model-marketing plan for a Five Star Hotel.. Designing a Broucher for

a. A heritage Hotel

b. Business Hotel

c. Resort

5. Collect Five different examples of Hotel Advertisement.
6. Comparative study of any two MICE destinations
7. Assignment – Compare any two hotels from the standpoint of their attitude to yield management.
8. Assignment – Study of Ecotel and eco-friendly measures adopted in Hotels.
9. Students should have knowledge of use of software for Hotel Operations
10. Designing Concepts -Interior designing – using various elements of art, principles of design.
Designing of a. Lobby b. Guest Rooms c. Restaurants d. Ethnic restaurants, etc.
11. Visit to various hotels / establishments to study interiors should be encouraged by the faculty)
Students should design any one prepare a report.
12. Preparing operating budget for Front Office departments
13. Role of Travel Agents in the Tourism Industry.
14. Role of International Airlines in the Tourism Industry.
15. A study of any one tourist destination of world. This would include the geographic location of the place.
16. Itinerary Planning (Indian / International)

Reference Books:

1. Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer
2. _Check in – Check out – Gary Vallen, Jereme, Vallen
3. Managing Front Office Operations – Micheal Kasavana, Richard M Brooks
4. Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer
5. Sudhir Andrews- — Hotel Front Office a Training Mannualll – Tata Mc Graw Hill Companies.
6. S.K. Bhatnagar- — Front Office Managementll – Frank Bros & Co.
7. James A. bardi- — Hotel Front Office Managementll- Van Nostrand Reinhold, New York
8. Jatashankar R. Tewari— Hotel Front Office Operations and Managementll - Oxford University Press.
9. Introduction to the revenue management for Hospitality Industry, Principles and Practices for the Real World, An Kimberly Tranter, Trevor Stuart-Hill, Juston Parker, Pearson Publications
10. Dennis L . Foster Front Office Operation & Admn

Scheme of Valuation

Grooming	5
Journal	5
Viva	10
Any one Task based on PMS (Computer Lab facility to be provided)	10
Situation Handling-any one	10
Total	40

- Number of sessions per day: 01
- Number of Students per day: 15
- Hours of Examination: 04
- Credits: 02
- Internal Assessment: 10 Marks
- University Examination: 40 Marks
- Total Marks: 50

Note:

- Students need to submit the journal/class records as per the academic schedule/notification of the institution.
- Students should not be permitted to attend the practical examination;
 - If the student don't report on time.
 - If the journal is not brought at the time of examination.
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 - If practical uniform prescribed by the institution is not worn by the student.
 - If proper grooming standards are not followed.
- Assessment will be done by both Internal and External Examiner.
- Uniform and grooming must be checked by the internal examiner before commencement of examination.
- Students are not allowed to take help from books, notes, journal or person.
- Viva: Any five questions based on the syllabus to be asked. Examiners are not expected to spend more time for conducting the Viva-voce.
- Internal Assessment need to be based on Model/Internal Practical examination, Attendance and Assignments.
- Examiners should complete the assessment within the time allotted.

Name of the Programme: Hotel Management 8 th Semester B. H. M Name of the Course: Specialization in Housekeeping Management(Practical)						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02 Credits	04 Hours	56	04	10	40	50

Practical-1

Identification of Cleaning Agents -Cleaning Agents-Diverse chemicals used in hotels (R Series)-
Glass Cleaning Procedures- Setting of Chambermaid's Trolley

Practical-II

Polishing of Brass Articles in a hotel -Cleaning of Guest Rooms-Mini-bar Management-Parts of a minibar-
Minibar handling procedures

Practical-III

Public area cleaning procedure -First Aid

Practical-IV

Bed Making Procedures- Turndown Service-Procedures of turndown service in a 5 star hotel

Practical-V

Flower Arrangement -Identification of colour schemes -Special Amenities provided for VIP's

Practical-VI

Laundry process -Valet service or laundry service process -Laundering & Dry Cleaning of Fabrics Laundry equipment handling

Practical-VII

Classification of stains and general procedure of stain removal

Practical-VIII

Preparation of various Performa / formats and checklists to be maintained by evening shift employees and their supervisor's - Guest Room Inspection and checklist

Practical-IX

Develop an understanding about activities in linen and uniform room and different records maintained.
Planning layout of guest rooms- Understanding hotel accommodation budget- Preparing guestroom and public area checklist

Practical-X

Special Decoration- Care of Plants- Pest Control

Practical-XI

Par stock Management

Practical-XII

Preparing Duty Rotas- Records -understanding staff matrix-Housekeeping control desk handling and telephone etiquette.

Practical-XIII

Case studies and situations on accommodation handling (students should be able to analyze case studies and situations and arrive at solutions.

Practical-XIV

Hands on practice of computer application (Hotel Management System) related to Housekeeping procedures.

Assignments:

1. Housekeeping Parlance-any 100 terms
2. Study the layout and model preparation for – a. Single b. Double c. Handicap room, etc
3. Planning and designing of a Lobby
4. Floor furnishing, wall coverings, curtains(Samples to be collected)
5. Essentials required for undertaking turndown service in guest rooms-Standard phrases to be used for turndown service in guest rooms
6. Turndown Desserts & Importance of giving turndown service
7. Preparing operating budget for Housekeeping departments
8. Calculating staff requirement for Housekeeping departments
9. Room Inspection Procedures.
10. Par Stock management (Student should visit at least 5 hotels and conduct a study on par stock management and prepare a brief report on the same)
11. Laundry Management: Laundry & Flow process, Laundry collection systems. (A study on in house and contract laundry has to be done & prepare a project report)
12. Prepare duty rosters / work schedules • Planning & staffing for various situations •
13. Energy conservation & eco-friendly concepts
14. concepts and trends in housekeeping
15. Budgets : Basic knowledge on preparation of budgets based on a mock data of housekeeping department
16. Application of ideas related to Training & Selection methods , Employee separation / employee counseling
17. Practice with computer & PMS handling related to Housekeeping
18. Designing Concepts • Interior designing – using various elements of art, principles of design. • Designing of a. Lobby b. Guest Rooms c. Restaurants d. Ethnic restaurants, etc. (Visit to various hotels / establishments to study interiors should be encouraged by the faculty)
19. Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three dimensional model of a guest room / public area with interior decoration themes

Reference Books:

1. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
2. Professional Management of H.K. operations- Matt. A. Casado (Wiley)
6. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
7. Professional Management of H.K. operations- Matt. A. Casado (Wiley)
8. Raghubalan,G. (2017).Hotel Housekeeping Operations & Management. New Delhi: Oxford University Press
9. Professional Management of Housekeeping Operations (II Edn.) by Robert
10. Branson, Joan& Lennox, Margaret (2013).Hotel, Hostel & Hospital Housekeeping. Britain: The Bath Press
11. Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
12. Hotel Hostel and Hospital Housekeeping-Joan C Branson & Margaret Lennox (ELBS).
13. Hotel House Keeping-Sudhir Andrews Publisher: Tata♣ Mc Graw Hill.
14. Hotel Housekeeping Operations♣ & Management- Raghubalan, Oxford University Press.
15. The Professional Housekeeper-Tucker Schneider;♣ Wiley Publication
16. Security Operations By Robert Mc Crie, Publishes: Butterworth- Heinemann The Professional Housekeeper-Tucker Schneider; Wiley♣ Publications
17. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
18. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke 8. First Aid, St. John Ambulance Association, New Delhi

Students need to be knowledgeable of the following:

- Fiber and Fabrics
- Housekeeping Supplies and Amenities
- *Register & files in Hotel*
- Color for Hotel Industry
- Flower Arrangement
- Stain & Stain removal
- Laundry Operation in Hotel
- Pest control for hotel
- Work Schedule | Duty Roaster
- Light and Lighting in Hotel
- Soft Furnishing in Hotels
- Safety awareness | Accident prevention
- Budget for House keeping
- Job Analysis | Human Resource
- Cleaning equipments
- Outsourcing Contracts
- Housekeeping in Hotel
- VIP Amenities in Hotel
- Housekeeping Duties and responsibilities
- Hotel Linen and uniform
- Hotel Housekeeping
- Cleaning Agents for Hotels | Tips
- Hotel Public area cleaning
- Housekeeping Glossary
- Types of Housekeeping Service
- Housekeeping Co-Ordination with Other Department
- Housekeeping Desk control
- Hotel Guest Room Cleaning
- Hotel Lost and found
- Daily weekly Spring Cleaning

Scheme of Valuation

Grooming	5
Journal	5
Viva	5
Flower Arrangement(Students to bring the necessary items)	10
Bed Making	10
Any one form/format	5
Total	40

- Number of sessions per day: 01
- Number of Students per day: 15
- Hours of Examination: 04
- Credits: 02
- Internal Assessment: 10 Marks
- University Examination: 40 Marks
- Total Marks: 50

Note:

- Students need to submit the journal/class records as per the academic schedule/notification of the institution.
- Students should not be permitted to attend the practical examination;
 - If the student don't report on time.
 - If the journal is not brought at the time of examination.
 - If the journal is not completed and not obtained the Principal/HOD/Faculty signature. & college seal.
 - If practical uniform prescribed by the institution is not worn by the student.
 - If proper grooming standards are not followed.
- Assessment will be done by both Internal and External Examiner.
- Uniform and grooming must be checked by the internal examiner before commencement of examination.
- Students are not allowed to take help from books, notes, journal or person.
- Viva: Any five questions based on the syllabus to be asked. Examiners are not expected to spend more time for conducting the Viva-voce.
- Internal Assessment need to be based on Model/Internal Practical examination, Attendance and Assignments.
- Examiners should complete the assessment within the time allotted.

Scheme of Examination

Question paper pattern

(Theory) {SEP 2024}

---- BHM Examination 20----

(Elective/compulsory)

Total Marks: 40

Time: 02 Hours

Part A

Answer any Five out of Eight Questions:

(5*2=10)

Part B

Answer any Four out of Six Questions:

(4*5=20)

Part C

Answer any One out of Three Questions:

(1*10=10)

