

# **Bachelor of Hotel Management**

Programme Code: BHM

Duration – 4 Years

## **Programme Structure and Curriculum & Scheme of Examination 2018**

**AMITY UNIVERSITY RAJASTHAN  
JAIPUR**

## PREAMBLE

Amity University aims to achieve academic excellence by providing multi-faceted education to students and encourage them to reach the pinnacle of success. The University has designed a system that would provide rigorous academic programme with necessary skills to enable them to excel in their careers.

This booklet contains the Programme Structure, the Detailed Curriculum and the Scheme of Examination. The Programme Structure includes the courses (Core and Elective), arranged semester wise. The importance of each course is defined in terms of credits attached to it. The credit units attached to each course has been further defined in terms of contact hours i.e. Lecture Hours (L), Tutorial Hours (T), Practical Hours (P). Towards earning credits in terms of contact hours, 1 Lecture and 1 Tutorial per week are rated as 1 credit each and 2 Practical hours per week are rated as 1 credit. Thus, for example, an L-T-P structure of 3-0-0 will have 3 credits, 3-1-0 will have 4 credits, and 3-1-2 will have 5 credits.

The Curriculum and Scheme of Examination of each course includes the course objectives, course contents, scheme of examination and the list of text and references. The scheme of examination defines the various components of evaluation and the weightage attached to each component. The different codes used for the components of evaluation and the weightage attached to them are:

<u>Components</u>	<u>Codes</u>	<u>Weightage (%)</u>
Case Discussion/ Presentation/ Analysis	C	05 - 10
Home Assignment	H	05 - 10
Project	P	05 - 10
Seminar	S	05 - 10
Viva	V	05 - 10
Quiz	Q	05 - 10
Class Test	CT	10 - 15
Attendance	A	05
End Semester Examination	EE	70

It is hoped that it will help the students study in a planned and a structured manner and promote effective learning. Wishing you an intellectually stimulating stay at Amity University.

July, 2015

# Bachelor of Hotel Management

## Semester- I

Code	Course	Category	L	T	P/FW	Credits
BHM 101	Food Production & Culinary Art – I	CC	2			2
BHM 102	Food & Beverage Service Operation – I	CC	2			2
BHM 103	Front Office Operation – I	CC	1	-		1
BHM 104	Accommodation Operation – I	CC	1	-		1
BHM 105	Computer & Information Technology - I	CC	1	-		1
BHM120	Bakery & Confectionary - I	CC	-	-	2	1
BHM 121	Food Production & Culinary Art – I	CC			4	2
BHM 122	Food & Beverage Service Operation – I	CC			4	2
BHM 123	Front Office Operation – I	CC		-	2	1
BHM 124	Accommodation Operation – I	CC		-	2	1
BHM 125	Computer & Information Technology - I	CC		-	2	1
BCS 101	English	VA	1		-	1
BSS 101	Behavioural Science – I	VA	1	-	-	1
FLF 101	Foreign Language – I French	VA	2	-	-	2
<b>Open Elective -I</b>		OE	3			3
<b>Total</b>						<b>22</b>

Note:- CC - Core Course, VA - Value Added Course, OE - Open Elective, DE - Domain Elective, FW - Field Work

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## Semester- II

Code	Course	Category	L	T	P/FW	Credits
BHM 201	Food Production & Culinary Art – II	CC	2			2
BHM 202	Food & Beverage Service Operation – II	CC	2			2
BHM 203	Front Office Operation – II	CC	1	-		1
BHM 204	Accommodation Operation – II	CC	1	-		1
BHM 205	Computer & Information Technology –II	CC	1			1
BHM206	Fundamentals of Hospitality Accounting	CC	1	1	-	2
BHM220	Bakery & Confectionary - II	CC	-	-	2	1
BHM 221	Food Production & Culinary Art – II	CC			4	2
BHM 222	Food & Beverage Service Operation – II	CC			4	2
BHM 223	Front Office Operation – II	CC		-	2	1
BHM 224	Accommodation Operation – II	CC		-	2	1
BHM 225	Computer & Information Technology –II	CC			2	1
BCS 201	English	VA	1		-	1
BSS 201	Behavioural Science – II	VA	1	-	-	1
FLF 201	Foreign Language – II French	VA	2	-	-	2
BHM250	Term Paper	CC	-		3	3
<b>Open Elective -II</b>		OE	3			3
<b>Total</b>						<b>27</b>

# Bachelor of Hotel Management

## Semester- III

Code	Course	Category	L	T	P/FW	Credits
BHM 301	Food Production & Culinary Art -III	CC	2			2
BHM 302	Food & Beverage Service Operation –III	CC	2			2
BHM 303	Front Office Management – I	CC	1	-		1
BHM 304	Accommodation Management – I	CC	1	-		1
BHM 305	Managerial Accounting	CC	1	1	-	2
BHM 320	Food Production & Culinary Art -III	CC			4	2
BHM 321	Food & Beverage Service Operation –III	CC			4	2
BHM 322	Front Office Management – I	CC		-	2	1
BHM 323	Accommodation Management – I	CC		-	2	1
BHM 324	Information Technology in Hospitality & Tourism	CC	-	-	2	1
<b>EVS001</b>	Enviormental Studies	VA	4			4
<b>DE Electives: Student has to select 1 course from the list of following DE electives</b>						
BHM 306	Food Science & Nutrition	DE	2			2
BHM 307	Tourism Operations	DE	2			
BCS 301	Communication Skills – I	VA	1		-	1
BSS 301	Behavioural Science – III	VA	1	-	-	1
FLF 301	Foreign Language – III French	VA	2	-	-	2
<b>Open Elective -III</b>		OE	3			3
<b>Total</b>						<b>28</b>

# Bachelor of Hotel Management

## Semester- IV

Code	Course	Category	L	T	P/FW	Credits
<b>Industrial Training (22 Weeks)</b>						<b>28</b>
<b>BHM 450</b>	<b>Food Production Training Report</b>					<b>7</b>
	• Presentation					
	• Viva-Voce					
	• Appraisal Report					
<b>BHM 451</b>	<b>Food &amp; Beverage Service Training Report</b>					<b>7</b>
	• Presentation					
	• Viva-Voce					
	• Appraisal Report					
<b>BHM 452</b>	<b>Front Office Management Training Report</b>					<b>7</b>
	• Presentation					
	• Viva-Voce					
	• Appraisal Report					
<b>BHM 453</b>	<b>Accommodation Management Training Report</b>					<b>7</b>
	• Presentation					
	• Viva-Voce					
	• Appraisal Report					
<b>TOTAL</b>						<b>28</b>

# Bachelor of Hotel Management

## Semester- V

Code	Course	Category	L	T	P/FW	Credits
BHM 501	Food Production Management – I	CC	2			2
BHM 502	Food & Beverage Management & Control – I	CC	2			2
BHM 503	Front Office Management – II	CC	1	-		1
BHM504	Accommodation Management –II	CC	1			1
BHM 505	Financial Management	CC	2			2
BHM 506	Hospitality & Tourism Research Methodology	CC	2			2
BHM 520	Bakery & Confectionary - III	CC	-		2	1
BHM 521	Food Production Management – I	CC			4	2
BHM 522	Food & Beverage Management & Control – I	CC			2	1
BHM 523	Front Office Management – II	CC		-	2	1
BHM 524	Accommodation Management –II	CC			2	1
<b>DE Electives: Student has to select 2 course from the list of following DE electives</b>						
BHM 507	Hotel Law	DE	2			4
BHM 508	Hotel Interior Decoration	DE	2			
BHM 509	Yield Management	DE	1	1		
BCS 501	Communication Skills – II	VA	1		-	1
BSS 501	Behavioural Science – IV	VA	1	-	-	1
FLF 501	Foreign Language – IV French	VA	2	-	-	2
<b>Open Elective -IV</b>		OE	3			3
<b>Total</b>						<b>27</b>

# Bachelor of Hotel Management

## Semester- VI

Code	Course	Category	L	T	P/FW	Credits
BHM 601	Food Production Management – II	CC	2			2
BHM 602	Food & Beverage Management & Control – II	CC	2			2
BHM603	Front Office Management-III	CC	1	-		1
BHM 604	Accommodation Management – III	CC	1			1
BHM 605	Hospitality & Tourism Marketing Management	CC	2			2
BHM 606	Facility Management, Planning & Design – I	CC	2			2
BHM 620	Bakery & Confectionary - IV	CC			2	1
BHM 621	Food Production Management – II	CC			4	2
BHM 622	Food & Beverage Management & Control – II	CC			2	1
BHM 623	Front Office Management-III	CC		-	2	1
BHM 624	Accommodation Management – III	CC			2	1
<b>DE Electives: Student has to select 2 course from the list of following DE electives</b>						
BHM 607	Entreprenership Development	DE	2			4
BHM 608	Meeting ,Confrences & Exhibition Management	DE	2			
BHM 609	IndoAsian Cuisine	DE	1		2	
BCS 601	Communication Skills – III	VA	1		-	1
BSS 601	Behavioural Science – V	VA	1	-	-	1
FLF 601	Foreign Language – V French	VA	2	-	-	2
<b>Open Elective -V</b>		OE	3			3
<b>Total</b>						<b>27</b>

# Bachelor of Hotel Management

## Semester- VII

Code	Course	Category	L	T	P/FW	Credits
BHM 701	Advance Food Production Management – I	CC	2			2
BHM 702	Advance Food & Beverage Management -I	CC	2			2
BHM 703	Advance Front Office Operation Management-I	CC	1	-		1
BHM 704	Advance Accommodation Operation Management-I	CC	1			1
BHM 705	Facility Management, Planning & Design – II	CC	2			2
BHM706	Human Resource Management	CC	2			2
BHM 720	Bakery & Confectionary - V	CC			2	1
BHM 721	Advance Food Production Management – I	CC			4	2
BHM 722	Advance Food & Beverage Management -I	CC			2	1
BHM 723	Advance Front Office Operation Management-I	CC		-	2	1
BHM 724	Advance Accommodation Operation Management-I	CC			2	1
<b>DE Electives: Student has to select 2 course from the list of following DE electives</b>						
BHM 707	Customer Relationship Management	DE	2			4
BHM 708	Bar Management	DE	2			
BHM 709	Safety & Security Management	DE	2			
BCS 701	Communication Skills – IV	VA	1		-	1
BSS 701	Behavioural Science – VI	VA	1	-	-	1
FLF 701	Foreign Language – VI French	VA	2	-	-	2
	<b>Open Elective -VI</b>	OE	3			3
<b>Total</b>						<b>27</b>

# Bachelor of Hotel Management

## Semester- VIII

Code	Course	Category	L	T	P/FW	Credits
BHM 801	Advance Food Production Management – II	CC	2			2
BHM 802	Advance Food & Beverage Management –II	CC	2			2
BHM 803	Advance Front Office Operation Management-II	CC	1	-		1
BHM 804	Advance Accommodation Operation Management-II	CC	1			1
BHM 820	Bakery & Confectionary - VI	CC			2	1
BHM 821	Advance Food Production Management – II	CC			4	2
BHM 822	Advance Food & Beverage Management –II	CC			2	1
BHM 823	Advance Front Office Operation Management-II	CC			2	1
BHM 824	Advance Accommodation Operation Management-II	CC			2	1
BHM 860	Hospitality & Tourism Research Project	CC	-	-	-	2
<b>DE Electives: Student has to select 2 course from the list of following DE electives</b>						
BHM 805	Total Quality Management	DE	2			4
BHM 806	Hotel Economics	DE	2			
BHM 807	Cost Management	DE	1	1		
BCS 801	Communication Skills – V	VA	1		-	1
BSS 801	Behavioural Science – VII	VA	1	-	-	1
FLF 801	Foreign Language – VII French	VA	2	-	-	2
<b>Total</b>						<b>22</b>

# Curriculum & Scheme of Examination

## FOOD PRODUCTION AND CULINARY ART - I

Course Code: BHM 101

Crédits : 2

### Course Objective:

The curriculum is based on to familiarize the students with the basic concepts of food such as

- To make the students learn about the professionalism and basic etiquette of culinary art
- To make them learnt about raw material, uses, composition, benefits and methods
- To sharpen the culinary skills in the field of food production
- To impart knowledge of history of culinary art and changes along with the times
- To give the basic idea about physical and chemical composition of different food products.

### Course Contents:

#### Module I: Introduction to Cookery

Levels of skills and experiences  
Attitudes and behaviour in the kitchen  
Personal hygiene  
Uniforms & protective clothing  
Safety procedure in handling equipment

#### Module II: Culinary History

Origin of modern cookery

#### Module III: Hierarchy Area of Department and Kitchen

Classical Brigade  
Modern staffing in various category hotels  
Roles of executive chef  
Duties and responsibilities of various chefs  
Co-operation with other departments

#### Module IV: Kitchen Organization and Layout

General layout of the kitchen in various organizations  
Layout of receiving areas  
Layout of service and wash up

#### Module V: Aims & Objects of Cooking Food

Aims and objectives of cooking food  
Various textures  
Various consistencies  
Techniques used in pre-preparation  
Techniques used in preparation

#### Module VI: BASIC PRINCIPLES OF FOOD PRODUCTION

- i) VEGETABLE AND FRUIT COOKERY
  - A. Introduction – classification of vegetables
  - B. Pigments and colour changes
  - C. Effects of heat on vegetables
  - D. Cuts of vegetables
  - E. Classification of fruits
  - F. Uses of fruit in cookery
  - G. Salads and salad dressings
- ii) STOCKS
  - A. Definition of stock
  - B. Types of stock
  - C. Preparation of stock
  - D. Recipes
  - E. Storage of stocks

- F. Uses of stocks
- G. Care and precautions **iii) SAUCES**
  - A. Classification of sauces
  - B. Recipes for mother sauces
  - C. Storage & precautions

**Module VII: METHODS OF COOKING FOOD**

- A. Roasting
- B. Grilling
- C. Frying
- D. Baking
- E. Broiling
- F. Poaching
- G. Boiling
  - Principles of each of the above
  - Care and precautions to be taken
  - Selection of food for each type of cooking

**Module -VIII SOUPS**

- A. Classification with examples
- B. Basic recipes of Consommé with 10 Garnishes

**Module –IX EGG COOKERY**

- A. Introduction to egg cookery
- B. Structure of an egg
- C. Selection of egg
- D. Uses of egg in cookery

**Module -X COMMODITIES:**

- i) **Shortenings (Fats & Oils)**
  - A. Role of Shortenings
  - B. Varieties of Shortenings
  - C. Advantages and Disadvantages of using various Shortenings
  - D. Fats & Oil – Types, varieties
- ii) **Raising Agents**
  - A. Classification of Raising Agents
  - B. Role of Raising Agents
  - C. Actions and Reactions
- iii) **Thickening Agents**
  - A. Classification of thickening agents
  - B. Role of Thickening agents
- iv) **Sugar**
  - A. Importance of Sugar
  - B. Types of Sugar
  - C. Cooking of Sugar – various

**Examination Scheme:**

Components	V	H	CT1	A	EE1
Weightage (%)	06	04	15	5	70

**Text & References:**

**Text:**

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

**References:**

- Theory of Cookery by K Arora published by Frank Bros &Co., New Delhi
- Professional chef by John Wiley
- Ultimate Cooking Course by Carole clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi.

# FOOD PRODUCTION AND CULINARY ART - I (LAB)

Course Code: BHM121

Crédits : 2

## Course Objective:

At the end of the semester the students will be able-

- To learn about the basics of food production in continental and Indian cuisine
- To make a menu and would be able to explain the meaning of the dishes
- To prepare the basic stock, sauce and soup
- To use the knife and other equipments confidently
- To cut all kind of vegetable cutting.

## Course Contents:

### Module: I

- i) **Equipments** - Identification, Description, Uses & handling
- ii) **Hygiene** - Kitchen etiquettes, Practices & knife handling
- iii) Safety and security in kitchen

### Module : II

- i) **Vegetables** – classification
- ii) **Cuts** - julienne, jardinière, macedoines, brunoise, paysane, mignonnette, dices, cubes, shred, mirepoix
- iii) Preparation of salad dressings

### Module III

**Identification and Selection of Ingredients** - Qualitative and quantitative measure

### Module IV:

- i) Basic Cooking methods and pre-preparations
- ii) Blanching of Tomatoes and Capsicum
- iii) Preparation of concasse
- iv) Boiling (potatoes, Beans, Cauliflower, etc)
- v) Frying - (deep frying, shallow frying, sautéing) aubergines, Potatoes, etc.
- vi) Braising - Onions, Leeks, Cabbage
- vii) Starch cooking (Rice, Pasta, Potatoes)

### Module V:

- Stocks** - Types of stocks (White and Brown stock)
- ii) Fish stock
  - iii) Emergency stock
  - iv) Fungi stock

### Module VI:

**Sauces** - Basic mother sauces

- Béchamel
- Espagnole
- Veloute
- Hollandaise
- Mayonnaise
- Tomato

### Module VII:

**Egg cookery** - Preparation of variety of egg dishes

- Boiled (Soft & Hard)
- Fried (Sunny side up, Single fried, Bull's Eye, Double fried)
- Poaches
- Scrambled
- Omelette (Plain, Stuffed, Spanish)
- En cocotte (eggs Benedict)

## Module VIII: Demonstration & Preparation of simple menu

### Module IX:

#### Simple Salads & Soups:

- Cole slaw,
- Potato salad,
- Beet root salad,
- Green salad,
- Fruit salad,
- Consommé

#### Simple Egg preparations:

- Scotch egg,
- Assorted omelettes,
- Oeuf Florentine
- Oeuf Benedict
- Oeuf Farci
- Oeuf Portugese
- Oeuf Deur Mayonnaise

#### Simple potato preparations

- Baked potatoes
- Mashed potatoes
- French fries
- Roasted potatoes
- Boiled potatoes
- Lyonnaise potatoes
- Allumettes

#### Vegetable preparations

- Boiled vegetables
- Glazed vegetables
- Fried vegetables
- Stewed vegetables.

### ExaminationScheme:

#### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

#### End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

### Text&References:

#### Text:

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

#### References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

# FOOD AND BEVERAGE SERVICE OPERATION - I

Course Code: BHM 102

Crédits : 2

## Course Objective:

At the end of the semester the students will be able to –  
Explain the growth and role of hotel industry and catering establishment  
Understand the various types of hotels and their features  
List and explain various catering establishment with their features  
Explain staff organization structure of food and beverage department  
Describe and understand job description of each personnel working in each F&B service outlet  
List various F&B service equipments with its use and care.

## Course Contents:

### Module I: The Hotel & Catering Industry

Introduction to the Hotel Industry and Growth of the hotel industry in India  
Role of catering establishment in the travel/tourism industry  
Types of F&B operations  
Classification of Commercial, Residential/Non-residential  
Welfare Catering – Industrial/Institutional/Transport such as Air, Road, Rail, Sea  
Structure of the catering industry a brief description of each

### Module II: Departmental Organization & Staffing

Organization of F&B department of hotel  
Principal staff of various types of F&B operations  
French terms related to F&B staff  
Duties & responsibilities of F&B staff  
Attributes of a waiter  
Inter-departmental relationship (Within F&B and other department)

### Module III: Food Service Areas

Specialty Restaurants  
Coffee Shop Service  
Cafeteria Service  
Fast Food Service  
Room Service  
Banquet Service  
Bar Service  
Vending Machine

### Ancillary Departments

Pantry  
Food pick-up area  
Store  
Linen room

Kitchen stewarding

### Module IV: F & B Service Equipments Familiarization of

Cutlery  
Crockery  
Glassware  
Flatware  
Hollowware  
All other equipment used in F& B service  
French terms related to the above

## Examination Scheme:

Components	V	H	CT1	A	EE1
Weightage (%)	05	05	15	5	70

## Text&References:

### Text:

- Food & Beverage Services by SN Bagchi& Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lillicrap

### References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill

- The Waiter by John Phullar
- Professional Table Service by Dennis Lillicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

## **FOOD AND BEVERAGE SERVICE OPERATION - I (LAB)**

**Course Code: BHM 122**

**Crédits : 2**

## Course Objective:

At the end of the semester the students will be able-

- To use and maintain all items of crockery, cutlery, glassware, flatware and hollowware used in a restaurant
- To clean and polish of all service equipment.

## Course Contents:

### Module I: F&B Service Equipments

Familiarization of

- Cutlery
- Crockery
- Glassware
- Flatware
- Hollowware
- All other equipment used in F& B service
- French terms related to the above

### Module II: Practical

Care & maintenance of equipment including cleaning / polishing of EPNS items by-

Plate Powder method

Polivit method

Silver dip method

Burnishing machine

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text&References:

### Text:

- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi
- Food & Beverage Service by Lilicrap

### References:

- F&B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Phullar
- Professional Table Service by Dennis Liliicrap
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

# FRONT OFFICE OPERATION - I

**Course Code: BHM 103**

**Crédits : 1**

## **Course Objective:**

At the end of the semester the students will be able to explain & understand-  
The growth, role of tourism in hospitality and hotel industry.  
The classification and main features of hotels.  
The Front Office staff and organization structure, duties/responsibilities of each personnel.  
Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling.

## **Course Contents:**

### **Module I: Introduction to Tourism, Hospitality & Hotel Industry**

Tourism and its importance  
Hospitality and its origin  
Hotels, their evolution and growth  
Brief introduction to hotel core areas with special reference to Front Office.

### **Module II: Classification of Hotels**

Based on Size,  
Based on degree of Luxury (Star),  
Based on Location & Clientele  
Based on Management

### **Module III: Front Office Organization**

Function areas & Layout  
Front office hierarchy  
Job Description  
Attributes  
Front office equipments

### **Module IV: Introduction to Guest Cycle**

Pre-arrival  
Arrival  
Stay  
Departure and Post departure

### **Module V: Tariff Structure**

Different types of Plans  
Different types of customer's profile,  
Hubbart formula,  
Different types of rates

## **ExaminationScheme:**

<b>Components</b>	<b>A</b>	<b>JE</b>	<b>P</b>	<b>CT1</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	05	15	70

## **Text&References:**

### **Text:**

- Front Office Management by Mr. Sbhal Nagar
- Front Office Management by Bardi, John Willy and Sons
- Hotel Management by Dr. JagmohanNegi, Himalaya Publishing House, New Delhi.

### **References:**

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrew, Tata McGraw Hill.

# FRONT OFFICE OPERATION - I (LAB)

**Course Code: BHM 123**

**Crédits : 1**

## **Course Objective:**

At the end of the semester the students will be able-

- Understand the growth, role of tourism in hospitality and hotel industry
- Explain the classification and main features of hotels
- Describe Front Office staff and organization structure, duties/responsibilities of each personnel
- Do the Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling.

## **Course Contents:**

### **Module I**

Welcoming & Escorting the Guest

### **Module II**

Telephone Handling

### **Module III**

Appraisal of Front Office equipment and furniture (rack, counter, bell desk)

### **Module IV**

Filling up of various Performa

### **Module V**

Field Visit: Tariff Structure

## **ExaminationScheme:**

### **Internal: 30 Marks**

<b>Components</b>	<b>JE</b>	<b>LE</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	05	15	05	05

### **End-Term: 70 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>GP</b>	<b>LE</b>
<b>Weightage (%)</b>	10	10	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality  
A: Attendance

## **Text&References:**

### **Text:**

- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Front Office Management by Bardi, John Willy and Sons
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi
- Hotel Management by Dr. JagmohanNegi, Himalayan Publishing House, New Delhi

### **References:**

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

# ACCOMMODATION OPERATION – I

Course Code: BHM 104

Crédits : 1

## Course Objective:

At the end of the semester the students would have a through knowledge of:

- Organization of Housekeeping department and its basic functioning
- All agents and equipment used for cleaning of all possible surfaces
- Room layouts and what are constitutes in a guest room
- Pests found in the hotel and their control.

## Course Contents:

### Course Contents:

#### Module I: The Role of Housekeeping in Hospitality Operation

Role of Housekeeping in Guest satisfaction and repeat Business  
Functions of Housekeeping department  
Identifying Housekeeping Responsibilities

#### Module II: Organization Chart of the Housekeeping Department

Hierarchy in small, medium, large and chain hotels  
Layout of the Housekeeping Department.  
Subsections of Housekeeping departments  
Organization structure of HK

#### Module III: Job Analysis of HK personnel

Job specification of EHK, HK Supervisors, Night shift Supervisor, Control desk in charge, Laundry Manager, pest control In charge, Florist and Gardner  
Job description of EHK, HK Supervisors, Night shift Supervisor, Control desk in charge, Laundry Manager, pest control In charge, Florist and Gardner  
Personality Traits of housekeeping Management Personnel

#### Module IV: Cleaning Organization

Principles of cleaning  
Measurement of cleaning  
Hygiene and safety factors in cleaning  
Methods of organizing cleaning  
Frequency of cleaning daily, periodic, special  
Daily cleaning, Weekly cleaning, monthly cleaning, yearly cleaning  
Design features that simplify cleaning  
Use and care of Equipment.

#### Module V: Cleaning Agents

General Criteria for selection  
Classification  
Polishes  
Floor seals  
Use, care and storage  
Distribution and Controls, Use of Eco-friendly products in Housekeeping.

## ExaminationScheme:

Components	V	H	CT1	A	EE1
Weightage (%)	05	05	15	5	70

## **Text&References:**

### ***Text:***

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox

### ***References:***

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew

# ACCOMMODATION OPERATION - I (LAB)

**Course Code: BHM 124**

**Crédits : 1**

## **Course Objective:**

At the end of the semester the students would have a through knowledge of-

- Use of cleaning agents
- Use of cleaning equipment (manual as well as mechanical)
- Cleaning of all kinds of surfaces in a hotel.

## **Course Contents:**

### **Module I**

Room Layout and Standard Supplies

### **Module II**

Cleaning Equipment

### **Module III: Cleaning of different surfaces**

Metals

Wood

Leather

Glass

### **Module IV**

Dusting of various areas

### **Module V**

Floor cleaning

## **Examination Scheme:**

### **Internal: 30 Marks**

<b>Components</b>	<b>JE</b>	<b>LE</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	5	15	5	5

### **End-Term: 70 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>GP</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## **Text&References:**

### **Text:**

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

### **References:**

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew

# COMPUTER AND INFORMATION TECHNOLOGY - I

Course Code: BHM 105

Crédits : 1

## Course Objective:

At the end of the semester students would be able to-

The basic objective of the course is to introduce the students to the world of computers and computer technology.

To introduce the students to the basic concept of operating system, word processing, database, presentation.

## Course Contents:

### Module I: Computer Fundamentals

Elements of a Computer system

Characteristic of Computers

Classification of Computers

Limitations

Hardware features and uses

Generations of Computer

Primary and Secondary Storage Concepts

Data Entry Devices

Data Output Devices

Software Concepts

System Software

Application Software

Language Classification

Compilers and Interpreters

### Module II: Operating Systems/Environment

Introduction to Windows

GUI/Features

What are Window & Window 95 and above

Part of a Typical Window and their functions

## ExaminationScheme:

Components	V	H	A	CT1	EE1
Weightage (%)	05	05	05	15	70

## Text&References:

### Text:

- Basic Computers by IBM
- DOEAC 'O' Level *Information Technology* by V.K. Jain BPB Publications

### References:

- Insider Internet Marketing by Jim Deniels
- The Birth of Internet Marketing & Communication by Don Stan Boch

# COMPUTER AND INFORMATION TECHNOLOGY - I

Course Code: BHM 125

Crédits : 1

## Course Objective:

At the end of the semester the students would be able to-

- Create folders
- Shortcuts copy files & folders
- Deleting files and exploring windows etc.

## Course Contents:

### Module I: Window Operations

Creating Folders  
Creating Shortcuts  
Copying Files/Folders  
Renaming Files/Folders  
Deleting Files  
Exploring Windows  
Quick Menu

### Module II: MS Word

Creating a document.  
Formatting documents.  
Special effects  
Cut, copy, paste.  
Table, graphics.  
Print Options.

## ExaminationScheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text&References:

### Text:

- Microsoft Work 2000 by Heidi Steele Techmedia Publications
- Basic Computers by IBM

### References:

- Insider Internet Marketing by Jim Deniels
- The Birth of Internet Marketing & Communication by Don Stan Boch
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

# BAKERY & CONFECTIONARY - I (LAB)

Course Code: BHM 120

Crédits : 1

## Course Objective:

At the end of the semester the students will be able-

- To learn about the basics of bakery and confectionary
- To make a bakery product and would be able to explain the meaning of the dishes
- To prepare the basic bread and cookies.
- To use the equipments confidently
- To learn the basic techniques used in bakery.

## Course Contents:

### Module I : Basic Bread Making

- Demonstration & preparation of simple and enriched bread, recipes
- Bread Loaf (white and brown)
- Bread Rolls (various shapes)
- French bread
- Brioche

### Module II : Simple Cookies

- Demonstration and Preparation of simple cookies like Nan Khatai,
- Golden Goodies,
- Melting moments,
- Swiss tart,
- Tri colour biscuits,
- Chocolate chip Cookies,
- Chocolate Cream Fingers, and Bachelor Buttons.

### Module III: Simple Cake

- Demonstration and Preparation of cake D
- Sponge cake S
- Fruit cake F
- Rich Cake R

## ExaminationScheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

### End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text&References:

### Text:

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

# ENGLISH

**Course Code: BHM 140**

**Crédits : 1**

## **Course Objective:**

The course is intended to give a foundation of English Language. The literary texts are indented to help students to inculcate creative & aesthetic sensitivity and critical faculty through comprehension, appreciation and analysis of the prescribed literary texts. It will also help them to respond form different perspectives.

## **Course Contents:**

### **Module I: Vocabulary**

Use of Dictionary

Use of Words: Diminutives, Homonyms & Homophones

### **Module II: Essentials of Grammar - I**

Articles

Parts of Speech

Tenses

### **Module III: Essentials of Grammar - II**

Sentence Structure

Subject -Verb agreement

Punctuation

### **Module IV: Communication**

The process and importance

Principles & benefits of Effective Communication

### **Module V: Spoken English Communication**

Speech Drills

Pronunciation and accent

Stress and Intonation

### **Module VI: Communication Skills-I**

Developing listening skills

Developing speaking skills

### **Module VII: Communication Skills-II**

Developing Reading Skills

Developing writing Skills

### **Module VIII: Written English communication**

Progression of Thought/ideas

Structure of Paragraph

Structure of Essays

### **Module IX: Short Stories**

Of Studies, by Francis Bacon

Dream Children, by Charles Lamb

The Necklace, by Guy de Maupassant

A Shadow, by R.K.Narayan

Glory at Twilight, Bhabani Bhattacharya

### **Module X: Poems**

All the Worlds a Stage

To Autumn

O! Captain, My Captain.

Where the Mind is Without Fear

Psalm of Life

Shakespeare

Keats

Walt Whitman

Rabindranath Tagore

H.W. Longfellow

### **Examination Scheme:**

<b>Components</b>	<b>A</b>	<b>CT</b>	<b>HA</b>	<b>EE</b>
<b>Weightage (%)</b>	05	15	10	70

### **Text & References:**

- MadhulikaJha, Echoes, Orient Long Man
- Ramon &Prakash, Business Communication, Oxford.
- Sydney Greenbaum Oxford English Grammar, Oxford.
- Successful Communications, MalraTreece (Allyn and Bacon)
- Effective Technical Communication, M. Ashraf Rizvi.

# **BEHAVIOURAL SCIENCE - I**

## **(UNDERSTANDING SELF FOR EFFECTIVENESS)**

**Course Code: BSS 101**

**Crédits : 1**

### **Course Objective:**

This course aims at imparting an understanding of:

Self and the process of self exploration

Learning strategies for development of a healthy self esteem

Importance of attitudes and its effect on personality

Building emotional competence

### **Course Contents:**

#### **Module I: Self: Core Competency**

Understanding of Self

Components of Self – Self identity

Self concept

Self confidence

Self image

#### **Module II: Techniques of Self Awareness**

Exploration through Johari Window

Mapping the key characteristics of self

Framing a charter for self

Stages – self awareness, self acceptance and self realization

#### **Module III: Self Esteem & Effectiveness**

Meaning & Importance

Components of self esteem

High and low self esteem

Measuring your self esteem

#### **Module IV: Building Positive Attitude**

Meaning and Nature of Attitude

Components and Types of Attitudes

Relevance and Importance of Attitudes

#### **Module V: Building Emotional Competence**

Emotional Intelligence – Meaning, Components, Importance and Relevance

Positive and Negative Emotions

Healthy and Unhealthy expression of Emotions

**Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme:**

<b>Components</b>	<b>SAP</b>	<b>A</b>	<b>Mid Term Test (CT)</b>	<b>VIVA</b>	<b>Journal for Success (JOS)</b>
<b>Weightage (%)</b>	20	05	20	30	25

**Text & References:**

- Dressler, David and Cans, Donald: The Study of Human Interaction
- Lindzey, G. and Borgatta, E: Sociometric Measurement in the Handbook of Social Psychology, Addison – Welsley, US.
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company

# FRENCH - I

Course Code: BHM 144

Crédits : 2

## Course Objective:

As this text book is meant for “faux debutants”. This semester will provide the required base in French

Phonetic system

Syntax and structure

Grammar

## Course Contents:

i) Unité 1: pp. 7 to 13

ii) Précis grammatical: 1-4; 5 – Présent; 6-10 pp. 90-99

**Contenu lexical:**

- se présenter, présenter quelqu'un/ son métier
- présenter les principales caractéristiques d'un hôtel

**Contenu grammatical:**

1. Le nom
2. Les déterminants
3. Les expressions de la quantité
4. L'adjectif qualificatif
5. Les verbes : le présent
6. L'interrogation
7. La négation
8. L'expression de la comparaison
9. L'expression du lieu
10. L'expression du temps

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text&References:

- le livre à suivre : hôtellerie-restauration.com

# FOOD PRODUCTION AND CULINARY ART - II

Course Code: BHM 201

Crédits : 2

## Course Objective:

At the end of the semester students will be able to-

- Know the scope of innovation in the making of dish, experimentation and generating new ideas
- Acquire brief knowledge about the working of the kitchen, system, hierarchy and relationship with others department.
- Manage kitchen as a chef and how to control the quality and system
- Develop as a complete chef by incorporating learning attitude on step by step basis
- Ensure that the requirement of hospitality industry is being fulfilled through latest and up to date knowledge
- Explain the technical terms and different concept.

## Course Contents:

- Module: 1 SOUPS**
- A. Basic recipes other than consommé with menu examples
    - Broths
    - Bouillon
    - Puree
    - Cream
    - Veloute
    - Chowder
    - Bisque etc
  - B. Garnishes and accompaniments
  - C. International soups

- Module: 2 SAUCES & GRAVIES**
- A. Difference between sauce and gravy
  - B. Derivatives of mother sauces
  - C. Contemporary & Proprietary

- 03 MEAT COOKERY**
- A. Introduction to meat cookery
  - B. Cuts of beef/veal
  - C. Cuts of lamb/mutton
  - D. Cuts of pork
  - E. Variety meats (offals)
  - F. Poultry

(With menu examples of each)

- 04 FISH COOKERY**
- A. Introduction to fish cookery
  - B. Classification of fish with examples
  - C. Cuts of fish with menu examples
  - D. Selection of fish and shell fish
  - E. Cooking of fish (effects of heat)

- 05 RICE, CEREALS & PULSES**
- A. Introduction
  - B. Classification and identification
  - C. Cooking of rice, cereals and pulses
  - D. Varieties of rice and other cereals

- 06**
- i) **PASTRY**
    - A. Short crust
    - B. Laminated
    - C. Choux
    - D. Hot water/Rough puff
      - Recipes and methods of preparation
      - Differences
      - Uses of each pastry
      - Care to be taken while preparing pastry
      - Role of each ingredient
      - Temperature of baking pastry

- ii) **Flour**  
 A. Structure of wheat  
 B. Types of Wheat  
 C. Types of Flour  
 D. Processing of Wheat – Flour  
 E. Uses of Flour in Food Production  
 F. Cooking of Flour (Starch)
- iii) **SIMPLE BREADS**  
 A. Principles of bread making  
 B. Simple yeast breads  
 C. Role of each ingredient in bread making  
 D. Baking temperature and its importance
- 07 PASTRY CREAMS**  
 A. Basic pastry creams  
 B. Uses in confectionery  
 C. Preparation and care in production
- 08 BASIC COMMODITIES:**
- i) **Milk**  
 A. Introduction  
 B. Processing of Milk  
 C. Pasteurisation – Homogenisation  
 D. Types of Milk – Skimmed and Condensed  
 E. Nutritive Value
- ii) **Cream**  
 A. Introduction  
 B. Processing of Cream  
 C. Types of Cream
- iii) **Cheese**  
 A. Introduction  
 B. Processing of Cheese  
 C. Types of Cheese  
 D. Classification of Cheese  
 E. Curing of Cheese  
 F. Uses of Cheese
- iv) **Butter**  
 A. Introduction  
 B. Processing of Butter  
 C. Types of Butter
- 09 BASIC INDIAN COOKERY**
- i) **CONDIMENTS & SPICES**  
 A. Introduction to Indian food  
 B. Spices used in Indian cookery  
 C. Role of spices in Indian cookery  
 D. Indian equivalent of spices (names)
- ii) **MASALAS**  
 A. Blending of spices  
 B. Different masalas used in Indian cookery  
     • Wet masalas  
     • Dry masalas  
 C. Composition of different masalas  
 D. Varieties of masalas available in regional areas  
 E. Special masala blends
- 10 KITCHEN ORGANIZATION AND LAYOUT**  
 A. General layout of the kitchen in various organizations  
 B. Layout of receiving areas  
 C. Layout of service and wash up

**ExaminationScheme:**

Components	V	H	CT1	A	EE1
Weightage (%)	05	05	15	5	70

## **Text&References:**

### ***Text:***

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton
- Theory of Cookery by K Arora published by Frank Bros &Co. New Delhi

### ***References:***

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

# FOOD PRODUCTION AND CULINARY ART - II (LAB)

Course Code: BHM 221

Crédits : 2

## Course Objective:

At the end of the semester the student will be able to-

- To know the handling meat, purchasing, caring and different cutting like boneless, parts etc.
- Develop leadership skill by assigning a role and controlling the kitchen
- To do the Mise-en-place and step by step procedure of preparing food
- To present the food accordingly by using appropriate garnish and presentation style.

## Course Contents:

### Module            Topic

**Module : 01 Meat** – Identification of various cuts, Carcass demonstration

- Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope
- Fish-Identification & Classification
- Cuts and Folds of fish

**Module : 02      Identification, Selection and processing of**

- Meat, Fish and poultry.
- Slaughtering and dressing

**Module : 03      Preparation of menu**

**Salads & soups-** Waldorf salad, Fruit salad, Russian salad, Salade Nicoise,

Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot), International soups

**Chicken, Mutton and Fish Preparations-** Fish only, à la anglaise, Colbert, Meunière, poached, baked, Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef

**Simple potato preparations-** Basic potato dishes

**Vegetable preparations-** Basic vegetable dishes

**Indian cookery-** Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

### End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text & References:

### Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton
- Theory of Cookery by K Arora published by Frank Bros & Co. New Delhi

### References:

- Professional chef by John Wiley
- Ultimate Cooking Course by Carole Clement published by Joana Lorenz
- Essential of Cooking by James Peterson published by Artisan

# FOOD AND BEVERAGE SERVICE OPERATION – II

Course Code: BHM 202

Crédits : 2

## Course Objective:

At the end of the semester the students will be able to-

- Explain and understand objectives of menu planning and types of menu
- Write and explain courses of French classical menu with sequence of each course
- Explain various meals and the dishes served during these meals
- Describe the importance of Mise-en-place and Mise-en-scene
- List various tasks performed to complete Misc-en-place for each outlet shift wise
- Explain and understand simple KOT and billing system with its record keeping
- List and explain various non-alcoholic beverage
- Explain various types of tobacco (cigarette and cigar) with its processing and storage.

## Course Contents:

### Module I: Meals and Menu Planning

Origin of Menu

Objectives of Menu Planning

Types of Menu

Courses of French Classical Menu

- Sequence
- Examples from each course
- Cover of each course
- Accompaniments

French Names of dishes

Types of Meals

Early morning Tea

- Breakfast (English, American Continental, Indian)
- Brunch
- Lunch
- Afternoon/High Tea
- Dinner
- Supper

### Module II: Methods of Service

Mise-en-scene & Mise en place

### Module III: Simple Control System

KOT/Bill Control System

Making Bill

Cash handling equipment

Record keeping

### Module IV: Non-Alcoholic Beverages

Classification (Nourishing, Stimulating and Refreshing beverages)

Tea and Coffee

- Origin & manufacture
- Types & Brands

### Module V: Alcoholic Beverage

Introduction and definition

Classification

### Module VI: Beer

Introduction and Definition

Types of beer

Production of beer

Storage

**ExaminationScheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

**Text&References:***Text:*

- Food & Beverage Service by Lilicrap
- Food & Beverage- Management & Control by Dr. JM Negi, Kanishka, New Delhi

*References:*

- Food & Beverage Management and Cost Control by Dr. JM Negi, Kanishka
- Food & Beverage Laws-food Safety & Hygiene by Dr. JM Negi, Aman Publication
- Food & Beverage Costing 2000 by Dr. JM Negi, Himalaya Publishing House, New Delhi
- The Lodging & Food Service Industry by Gerrald W Lattin
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

# FOOD AND BEVERAGE SERVICE OPERATION - II (LAB)

Course Code: BHM 222

Crédits : 2

## Course Objective:

At the end of the semester the students will be able to-

- Perform and demonstrate various task of Mise-en-Place
- Complete layout of covers of restaurant table and side board
- Take food and beverage order from a guest
- Do the service of food and beverage at a table in American and French style
- Demonstrate the service of non alcoholic beverages
- Demonstrate the service of cigar and cigarette.

## Course Contents:

### Module I

Table laying for different meals

Restaurant reservation

Receiving and seating the guest

Taking the order

Procedure of service at table (Silver service and pre-plated service)

Presentation & Encasing the bill

Room Service (tray and trolley)

French for receiving and greeting the guest and seating the guest

French related to taking order and description of dishes

### Module II:Preparation & Service

#### Coffee

- Origin & manufacture
- Types & Brands
- Preparation & Service of different types of coffee

#### Juices and Soft Drinks

Preparation & Service of different types of Tea

- Origin & manufacture
- Types & brands

### Module III: Service of Juices and Soft Drinks

Mocktail making

Brand Names of Juices, Soft Drinks, Mineral Water, Tonic Water

### Module IV: Cocoa & Malted Beverages

Origin & Manufacture

Preparation & Service

### Module V: Service of Beer

## ExaminationScheme:

Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming&Punctualit

## Text&References:

### Text:

- Food & Beverage Management & Control by Lillicrap
- Food & Beverage- Management & Control by Dr. JM Negi, Kanishka, New Delhi

### References:

- Food & Beverage Laws-food Safety & Hygiene by Dr. JM Negi, Aman Publication
- Food & Beverage Costing 2000 by Dr. JM Negi, Himalaya Publishing
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

# FRONT OFFICE OPERATION - II

Course Code: BHM 203

Crédits : 1

## Course Objective:

At the end of the semester the students will be able to-

- Know the techniques of up-selling rooms and promotional activities involved in Front Office
- Coordination with other departments of the hotel
- Know standards of service and amenities provided by a hotel
- Calculation of tariff structure for different segments of clients of hotel
- Acquire effective communication skill.

## Course Contents:

### Module I: Room Selling Techniques

Up Selling, Discounts.

### Module II: Arrivals

Preparing for guest arrivals at Reservation and Front Office, Receiving Guests, Pre-registration, Registration (non-automatic, semi automatic and automatic), Relevant records for FITs, Groups, Aircrews and VIPs.

### Module III: Bell Desk

Functions, Procedures and records.

### Module IV: During the Stay Activities

Information services, Message and Mail handling, Key handling, Room selling technique, Hospitality desk, Complaints handling, Guest handling, Guest history.

### Module V: Front Office Co-ordination with other Departments of Hotel

### Module VI: Tariff Structure

Basis of charging, plans, competition, customer's profile, standards of services & amenities, Hubbart formula, different types of tariff, rack rate, discounted rate for corporate, Airlines, Group & travel agents.

### Module VII: Guest accounting (manual)

Guest Weekly Bill, Visitors Tabular Ledger

### Module VIII: Communication Skills

#### Business Communication

- Need
- Purpose
- Nature
- Models
- Barriers to communication
- Overcoming the barriers.

#### Listening on the Job

- Definition
- Levels and types of listening
- Listening barriers
- Guidelines for effective listening
- Listening, computerization and note taking

#### Effective Speaking

- Restaurant and hotel English
- Polite and effective enquiries and responses
- Addressing a group
- Essential qualities of a good speaker
- Audience analysis
- Defining the purpose of a speech, organizing the ideas and delivering the speech.

**ExaminationScheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

**Text&References:*****Text:***

- Front Office Management by Bardi, John Willy and Sons.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co. New Delhi
- Hotel Management by Dr. JagmohanNegi, Himalaya Publishing House, New Delhi

***References:***

- Front Office by Abbott, Butter Worth Hiemann.
- Managing FO Operation by Micheal K Kassovana
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

# FRONT OFFICE OPERATION - II (LAB)

Course Code: BHM 223

Crédits : 1

## Course Objective:

At the end of the semester the students will be able to-

- To know the techniques of up-selling rooms and promotional activities involved
- Understand the Front Office Coordination with other departments of the hotel
- Know the standards of service and amenities provided by hotel
- Calculate tariff structure for different segments of clients of hotel
- Acquire effective communication skill.

## Course Contents:

### Module I: Room Reservation

### Module II

Arrival procedure - Group, FIT

Luggage handling - left luggage, Group, FIT

### Module III

Message and Mail handling, Paging

### Module IV

Forms & Formats

## ExaminationScheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	05	5	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text&References:

### Text:

- Front Office Management by Bardi, John Willy and Sons.
- Professional Hotel Management by Dr. JagmohanNegi, S. Chand & Co. New Delhi
- Hotel Management – Accounting & Control by Dr. JagmohanNegi, Himalaya Publishing House, New Delhi

### References:

- Front Office by Abbott, Butter Worth Hiemann.
- International Tourism & Travel- Concepts & principles by Dr. JM Negi, S Chand & Co, New Delhi

# ACCOMMODATION OPERATION - II

Course Code: BHM 204

Crédits : 1

## Course Objective:

At the end of the semester the students will have a through knowledge of-

- Room supplies and bathroom supplies
- All types of beds and mattresses
- All routine and records maintained of H.K. department
- Liaison with other department of the hotel.

## Course Contents:

## Course Contents:

### Module I: Composition, Care and Cleaning of Different Surface

Metals, Glass, Leather, Rexines, Plastic, Ceramics, Wood, stone, rubber, Wall finishes, Floor finishes.  
Different surfaces & their cleaning

### Module II: Keys

Type of keys, computerized key cards, Key control  
Duty roaster, Duty rota, work schedule, Job cards  
Lost & found system

### Module III: Area Cleaning and services

Guest rooms, Front-of-the house areas, Back-of-the house Areas, Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.  
Special services: Valet service, baby sitting, Guest Loan item, fresh en up services, second service and turn down service

### Module IV: Routine Systems and Records of Housekeeping Department

Reporting Staff placement, Room occupancy report, Guest room inspection, Entering checklists, Floor Register, Work Orders, Log Sheet, Lost and Found Register and Enquiry file,  
Maid's report and Housekeeper's report, Handover Records, Guest's Special Requests Register, Record of Special cleaning, Call Register, VIP lists.

### Module V: Inter Departmental Relationship

With Front Office, With maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in Housekeeping department.  
Intra departmental relationship  
Role of control desk

## ExaminationScheme:

Components	V	H	CTI	A	EE1
Weightage (%)	05	05	15	5	70

## Text&References:

### Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Accommodation Management by Wood Roy C

### References:

- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox.
- Managing HK Operation by Margrat M Kappa
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

# ACCOMMODATION OPERATION - II (LAB)

Course Code: BHM 224

Crédits : 1

## Course Objective:

At the end of the semester students will be able to-

- Do basic housekeeping operation with their own hands
- Demonstrate bed making and basic knowledge of linen
- Demonstrate et of maid's trolley and its uses
- Perform the hacking of a guest room.

## Course Contents:

### Module I

Maid's trolley – setting up a trolley

### Module II

Bed making

### Module III

Daily cleaning of Guestrooms & bathrooms

### Module IV

Public Area cleaning (focus on different types of surfaces)

### Module V

Scrubbing of floors (hand & T- brushes)

Polishing & Buffing (metal & wood)

## ExaminationScheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	5	15	5	5

### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text&References:

### Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Accommodation Management Wood Roy C

### References:

- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Managing HK Operation by Margrat M Kappa
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

# FUNDAMENTALS OF HOSPITALITY ACCOUNTING

Course Code: BHM 206

Crédits : 2

## Course Objective:

At the end of the semester the students will be able to-

- Understand basic concept of hospitality accounting system
- The meaning and need for accounting
- Distinguish between book keeping and accounting
- Record the transactions using rules of debit and credit
- Ascertain the correct bank balances
- To check the accuracy of accounting records.

## Course Contents:

### Module I: Introduction to Accounting

Meaning & Definition

Types and Classification

Principles of Accounting

Systems of Accounting

Generally Accepted Accounting

Principles

### Module II: Primary Books (Journal)

Meaning and Definition

Format of Journal

Rules of Debit and Credit

Opening entry, simple and compound entries

Practical

### Module III: Subsidiary Books (Ledger)

Meaning and Uses

Formats

Posting

Practical

### Module IV: Trial Balance

Meaning

Methods

Advantages

Limitations

Practical

### Module V

Cash Book

Meaning

Advantages

Simple, Double and Three Column Petty Cash book with imprest system (simple and tabular forms)

Practical

### Module VI: Final Accounts

Meaning

Procedure for preparation of final accounts

Difference between Trading Accounts, Profit & Loss Accounts & Balance Sheet

## ExaminationScheme:

Components	H	P	CT1	A	EE1
Weightage (%)	05	05	15	5	70

## **Text&References:**

### ***Text:***

- Element of Hotel Accounting by Dr. JM Negi& G.S. Rawat, HKS International (now Aman Publication, New Delhi)
- Hotel Management Accounting & Control by Dr. JM Negi, Himalaya Publication, New Delhi
- Management Accounting by Dr. Hingorani& Prof. Ramanathan, Sultan Chand & Sons

### ***References:***

- Management Accounting & Financial Control by Dr. SN Maheshwari, Sultan Chand & Sons
- Understanding Hospitality Accounting by Raymond Cote, EI-AH&LA USA
- Financial Accounting by GC Maheshwari, NCERT, N. Delhi
- Fundamentals of Hotel Accounting by G.S. Rawat& Dr. JM Negi, Aman Publications, New Delhi

# BAKERY & CONFECTIONARY - II (LAB)

Course Code: BHM 220

Crédits : 1

## Course Objective:

At the end of the semester the students will be able-

- To learn about the basics of bakery and confectionary
- To make a bakery product and would be able to explain the meaning of the dishes
- To prepare the basic cakes, pastry and Hot/Cold Desserts.
- To use the equipments confidently
- To learn the basic techniques used in bakery.

## Course Contents:

### Module I Simple Cakes

Demonstration & preparation of simple and enriched cakes, recipes

Sponge, Genoise, Fatless, Swiss roll

Fruit Cake

Rich Cakes

Dundee, Madeira

### Module II Pastry

Demonstration and preparation of dishes using varieties of pastry

Short Crust – Jam tarts, turnovers

Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns

Choux Paste – Eclairs, Profiteroles Cold sweet – honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, and lemon soufflé.

### Module III Hot/Cold Desserts

Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Souffle – Lemon/Pineapple, Mousse

(Chocolate Coffee) Bavaroise, Diplomat pudding, Apricot Pudding

Steamed Pudding – Albert Pudding, Cabinet Pudding

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

### End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text & References:

### Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

### References:

- Theory of Cookery by K Arora published, Frank Bros & Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement published by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

# Computer & Information Technology-II

**Course Code: BHM 205**

**Credit**

**Units: 01**

## **Course Objective:**

At the end of the semester the students would be able to-

- Understand the concepts of the Internet
- Explain the history of the Internet
- Identify resources available on the Internet
- Define e-mail, newsgroups, chats, and web
- Discuss how to protect the computer from viruses
- Define the basics in web design
- Basics of transfer data from machine A to machine B
- Basics of access to remote information
- Basics of sharing of data
- Basics of person to person communication
- Basics of Interactive Entertainment

## **Module I: Internet Basic :**

Internet and its history, Defining and describing the Internet, Discussing the future of the Internet. Internet Resources, HTTP, HTTPS, File Transfer Protocol (FTP), Telnet, World Wide Web (WWW), Browsing the Web, Searching the Net, Protecting the computer.

## **Module II: Web Design Principles:**

Introduction, How HTML works, Web Page Creation Strategies, Creating a Web Page Résumé, Five Golden rules of web designing, Designing navigation bar, Page design, Home Page Layout, Design Concept, Why create a web site.

## **Module III: Networking :**

Introduction to Networking Components :- Network Components, Types of Network, Troubleshooting of Network.

Diagnostic Tools of Internet & Networking:- Downloading the Drivers from Internet, Installation Of Drivers

## **Examination Scheme:**

### **Internal: 30 Marks**

Components	JE	LE	V	A
Weightage (%)	05	10	10	5

### **End-Term: 70 Marks**

Components	JE	V	GP	LE
Weightage (%)	10	10	10	40

## **Text & References:**

### **Text:**

- Computers by Andrew S. Tanenbawn
- Computer & Information Management by Bhanthnagar SC & Ramani KV
- HTML5 in Easy steps by Mike McGrath

### **References:**

- Computer System in Hotel & Catering Industry by Lucey T.
- How to do everything with MS Office by Laurie Urich

# COMPUTER AND INFORMATION TECHNOLOGY - II (LAB)

**Course Code: BHM 225**

**Crédits : 1**

## **Course Objective:**

At the end of the semester the students will be able to-

### **1. MS Excel**

- Creating a separate sheet.
- Making the worksheet look pretty.
- Printing the worksheets.
- Maintaining multiple worksheets.
- Creating graphic / Charts.

### **2. Excels database Facilities**

### **3. Making a simple skills and power point presentation.**

### **4. Power Points Five Views.**

### **5. Slides**

- Creating Slides, rearranging, modifying.
- Inserting Pictures, Objects.
- Setting up a slide show.

### **6. Creating an organizational Chart.**

## **Course Contents:**

### **Module I: MS Office 07 MS- Excel – Practical**

How to use Excel

Starting Excel

Parts of Excel Screen

Parts of the Worksheet

Navigating in a Worksheet

Getting to know Mouse Pointer Shapes

### **Module II: Creating a Separate Sheet**

Starting a new worksheet

Entering the three different types of data in a worksheet

Creating simple formula

Formatting data for decimal points

Editing data in a worksheet

Using Auto fill

Blocking Data

Saving a worksheet

Exiting Excel

### **Module III: Making the worksheet look pretty**

Selecting cell to format

Trimming tables with Auto Format

#### **Formatting cells for:**

- Currency
- Comma
- Percent
- Decimal
- Date

Changing columns width and row height

#### **Aligning text:**

- Top to Bottom
- Text wrap
- Re ordering Orientation

Using borders

**Module IV: Going Through Changes**

Opening workbook files for editing  
 Undoing the mistakes  
 Moving and copying with drag and drop  
 Copying formulas  
 Moving and Copying with Cut, Copy and Paste  
 Deleting cell entries  
 Deleting columns and rows from worksheet  
 Inserting columns and rows in a worksheet  
 Spell checking the worksheet

**Module V: Printing the Worksheet**

Previewing pages before printing  
 Printing from the Standard Toolbar  
 Printing a part of a worksheet  
 Changing the orientation of the printing  
 Printing the whole worksheet in a single page  
 Adding header and Footer to a report  
 Inserting page breaks in a report  
 Printing the formulas in the worksheet

**Module VI: Additional features of a Worksheet**

Splitting worksheet window into two four panes  
 Freezing columns and rows on-screen for worksheet title  
 Attaching comments to cells  
 Finding and replacing data in the worksheet  
 Protecting a worksheet  
 Function commands

**Module VII: Maintaining Multiple Worksheets**

Moving from sheet in a worksheet  
 Adding more sheets to a worksheet  
 Deleting sheets from a workbook  
 Naming sheet tabs other than sheet1, sheet2 and so on  
 Copying or moving sheets from one worksheet to another

**Module VIII: Creating Graphics/charts**

Using Chart Wizard  
 Changing the Chart with the Chart Toolbar  
 Formatting the Chart's axes  
 Adding a text box to a Chart  
 Changing a orientation of 3-D Chart  
 Using drawing tools to add graphics to chart and worksheet  
 Printing a chart with printing the rest of the worksheet data

**Module IX: Excel's Database Facilities**

Setting up a database  
 Sorting records in the database

**Module X: Making Power Point presentation**

Using Auto content Wizards and Templates  
 Power Points five views

**Slides**

Creating Slides, re-arranging, modifying  
 Inserting pictures, objects  
 Setting up a Slide Show

**Module XI: Creating an Organizational Chart****ExaminationScheme:****Internal: 30 Marks**

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

**End-Term: 70 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>GP</b>	<b>LE</b>
<b>Weightage (%)</b>	05	5	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

**Text&References:**

***Text:***

- Computers by Andrew S. Tanenbawn
- Computer & Information Management by Bhanthnagar SC & Ramani KV

***References:***

- Computer System in Hotel & Catering Industry by Lucey T
- Information System- A Contemporary by KC & JP

# ENGLISH

Course Code: BHM 240

Crédits : 1

## Course Objective:

The course is intended to give a foundation of English Language. The literary texts are indented to help students to inculcate creative & aesthetic sensitivity and critical faculty through comprehension, appreciation and analysis of the prescribed literary texts. It will also help them to respond form different perspectives.

## Course Contents:

### **Module I: Vocabulary**

Use of Dictionary

Use of Words: Diminutives, Homonyms & Homophones

### **Module II: Essentials of Grammar - I**

Articles

Parts of Speech

Tenses

### **Module III: Essentials of Grammar - II**

Sentence Structure

Subject -Verb agreement

Punctuation

### **Module IV: Communication**

The process and importance

Principles & benefits of Effective Communication

### **Module V: Spoken English Communication**

Speech Drills

Pronunciation and accent

Stress and Intonation

### **Module VI: Communication Skills-I**

Developing listening skills

Developing speaking skills

### **Module VII: Communication Skills-II**

Developing Reading Skills

Developing writing Skills

### **Module VIII: Written English communication**

Progression of Thought/ideas

Structure of Paragraph

Structure of Essays

### **Module IX: Short Stories**

Of Studies, by Francis Bacon

Dream Children, by Charles Lamb

The Necklace, by Guy de Maupassant

A Shadow, by R.K. Narayan

Glory at Twilight, Bhabani Bhattacharya

### **Module X: Poems**

All the Worlds a Stage

To Autumn

O! Captain, My Captain.

Where the Mind is Without Fear

Psalm of Life

Shakespeare

Keats

Walt Whitman

Rabindranath Tagore

H.W. Longfellow

**Examination Scheme:**

<b>Components</b>	<b>A</b>	<b>CT</b>	<b>HA</b>	<b>EE</b>
<b>Weightage (%)</b>	05	15	10	70

**Text & References:**

- MadhulikaJha, Echoes, Orient Long Man
- Ramon &Prakash, Business Communication, Oxford.
- Sydney Greenbaum Oxford English Grammar, Oxford.
- Successful Communications, MalraTreece (Allyn and Bacon)
- Effective Technical Communication, M. Ashraf Rizvi.

# BEHAVIOURAL SCIENCE - II

## (PROBLEM SOLVING AND CREATIVE THINKING)

Course Code: BHM 243

Crédits : 1

### Course Objective:

To enable the students:

Understand the process of problem solving and creative thinking.

Facilitation and enhancement of skills required for decision-making.

### Course Contents:

#### Module I: Thinking as a tool for Problem Solving

What is thinking: The Mind/Brain/Behaviour

Thinking skills

Critical Thinking and Learning:

Making Predictions and Reasoning

Memory and Critical Thinking

Emotions and Critical Thinking

#### Module II: Hindrances to Problem Solving

Perception

Expression

Emotion

Intellect

Work environment

#### Module III: Problem Solving Process

Recognizing and Defining a problem

Analyzing the problem (potential causes)

Developing possible alternatives

Evaluating Solutions

Resolution of problem

Implementation

#### Module IV: Plan of Action

Construction of POA

Monitoring

Reviewing and analyzing the outcome

#### Module V: Creative Thinking

Definition and meaning of creativity

The nature of creative thinking

Convergent and Divergent thinking

Idea generation and evaluation (Brain Storming)

Image generation and evaluation

Debating

The six-phase model of Creative Thinking: ICEDIP model

#### Module VI: End-of-Semester Appraisal

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

### Examination Scheme:

Components	SAP	A	Mid Term Test (CT)	VIVA	Journal for Success (JOS)
Weightage (%)	20	05	20	30	25

### Text & References:

- Michael Steven: How to be a better problem solver, Kogan Page, New Delhi, 1999
- Geoff Petty: How to be better at creativity; Kogan Page, New Delhi, 1999
- Phil Lowe Koge Page: Creativity and Problem Solving, New Delhi, 1996

Bensley, Alan D.: *Critical Thinking in Psychology – A Unified Skills Approach*, (1998), Brooks/Cole Publishing Company.

# FRENCH - II

Course Code: BHM 244

Crédits : 2

## Course Objective:

To provide the students with the know-how to make/confirm/refuse/modify/cancel a reservation over phone/through email/internet

## Course Contents:

### Unité 2: pp. 14 to 29

#### Contenu lexical:

1. questionner le client pour servir
- 2 remplir une fiche de réservation
- 3 informer sur les horaires
- 4 prendre en note la réservation d'une table
- 5 comprendre et écrire un message électronique
- 6 écrire une lettre commerciale
- 7 détailler des prestations
- 8 s'excuser de ne pas satisfaire une demande de réservation, justifier
- 9 modifier ou annuler un dossier de réservation
- 10 rappeler au client ses obligations

#### Contenu grammatical:

- 1 interrogation
- 2 expression du temps: heures et dates
- 3 adjectifs possessifs
- 4 forme linguistique de la lettre commerciale
- 5 forme négative: ne...pas, ne...plus, ne...rien, ne...jamais
- 6 indicatif passé composé

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text & References:

- le livre à suivre : hôtellerie-restauration.com

# TERM PAPER

Course Code: BHM 250

Credit Units: 03

## GUIDELINES FOR TERM PAPER

A term (or research) paper is primarily a record of intelligent articulation through several sources on a particular topic of a given subject.

The students will choose the topic at the beginning of the session in consultation with the faculty assigned/chosen. The progress of the paper will be monitored regularly by the faculty. At the end of the semester the detailed paper on the topic will be submitted to the faculty assigned/chosen. The evaluation will be done by Board of examiners comprising of the faculties.

The procedure for writing a term paper may consists of the following steps:

1. Choosing a topic
2. Finding sources of material
3. Collecting the notes
4. Outlining the paper
5. Writing the first draft
6. Editing & preparing the final paper

### 1. Choosing a Topic

The topic chosen should not be too general. Student will normally consult the faculty guide while finalizing the topic.

### 2. Finding Sources of material

- The material sources should be not more than 5 years old unless the nature of the paper is such that it involves examining older writings from a historical point of view.
- Begin by making a list of subject-headings under which you might expect the topics to be listed.
- The sources could be books and magazines articles, news stories, periodicals, journals, internet etc.

### 3. Collecting the notes

Skim through sources, locate the useful material, make notes of it, including quotes and information for footnotes.

- *Get facts, not just opinions.* Compare the facts with author's conclusion(s)/recommendations.
- In research studies, notice the methods and procedures, results & conclusions.
- Check cross references.

### 4. Outlining the paper

- Review notes to find main sub-divisions of the topic.
- Sort the collected material again under each main division to find sub-sections for outline so that it begins to look more coherent and takes on a definite structure. If it does not, try going back and sorting again for main divisions, to see if another general pattern is possible.

### 5. Writing the first draft

Write the paper around the outline, being sure that you indicate in the first part of the paper what its purpose is. You may follow the following:

- statement of purpose/objectives
- main body of the paper
- statement of summary and possible conclusion(s)/recommendations

Avoid short, bumpy telegraphic sentences and long straggling sentences with more than one main ideas.

### 6. Editing & preparing the final paper

- a) Before writing a term paper, you should ensure you have an issue(s) which you attempt to address in your paper and this should be kept in mind throughout the paper. Include only information/ details/ analyses that are relevant to the issue(s) at hand. Sometimes, the relevance of a particular section may be clear to you but not to your readers. To avoid this, ensure that you briefly explain the relevance of every section.
- b) Read the paper to ensure that the language is not awkward, and that it "flows" smoothly.
- c) Check for proper spelling, phrasing and sentence construction.
- d) Check for proper form on footnotes, quotes, and punctuation.
- e) Check to see that quotations serve one of the following purposes:
  - (i) Show evidence of what an author has said.
  - (ii) Avoid misrepresentation through restatement.
  - (iii) Save unnecessary writing when ideas have been well expressed by the original author.

- f) Check for proper form on tables and graphs. Be certain that any table or graph is self-explanatory.

Term papers should be composed of the following sections:

- 1) Title page
- 2) Abstract
- 3) Introduction
- 4) Review of the Literature
- 5) Discussion & Conclusion
- 6) References
- 7) Appendix

Generally, the introduction, discussion, conclusion and references should account for a third of the paper and the review part should be two thirds of the paper.

### **Discussion**

The discussion section either follows the results or may alternatively be integrated in the results section. The section should consist of a discussion of the results of the study focusing on the question posed in the paper.

### **Conclusion**

The conclusion is often thought of as the easiest part of the paper but should by no means be disregarded. There are a number of key components which should not be omitted. These include:

- a) summary of objectives and issues raised.
- b) summary of findings
- c) summary of limitations of the study at hand
- d) details of possibilities for related future research

### **References**

From the very beginning of the research work, one should be careful to note all details of articles or any other material gathered. The Reference part should list ALL references included in the paper. References not included in the text in any form should NOT be listed here. The key issue here is consistency. Choose a particular convention and stick to this.

### **The Conventions**

#### **Monographs**

Crystal, D. (2001), *Language and the internet*. Cambridge: Cambridge University Press.

#### **Edited Volumes**

Gass, S./Neu, J. (eds.) (1996), *Speech acts across cultures. Challenges to communication in a second language*. Berlin/ NY: Mouton de Gruyter.

[(eds.) is used when there is more than one editor; and (ed.) where there is only one editor. In German the abbreviation used is (Hrsg.) for Herausgeber].

#### **Edited Articles**

Schmidt, R./Shimura, A./Wang, Z./Jeong, H. (1996), Suggestions to buy: Television commercials from the U.S., Japan, China, and Korea. In: Gass, S./Neu, J. (eds.) (1996), *Speech acts across cultures. Challenges to communication in a second language*. Berlin/ NY: Mouton de Gruyter: 285-316.

#### **Journal Articles**

McQuarrie, E.F./Mick, D.G. (1992), On resonance: A critical pluralistic inquiry into advertising rhetoric. *Journal of consumer research* 19, 180-197.

#### **Electronic Book**

Chandler, D. (1994), *Semiotics for beginners* [HTML document]. Retrieved [5.10.'01] from the World Wide Web, <http://www.aber.ac.uk/media/Documents/S4B/>.

#### **Electronic Journal Articles**

Watts, S. (2000) Teaching talk: Should students learn 'real German'? [HTML document]. *German as a Foreign Language Journal [online]* 1. Retrieved [12.09.'00] from the World Wide Web, <http://www.gfl-journal.com/>.

#### **Other Websites**

Verterhus, S.A. (n.y.), Anglicisms in German car advertising. The problem of gender assignment [HTML document]. Retrieved [13.10.'01] from the World Wide Web, <http://olaf.hiof.no/~sverrev/eng.html>.

#### **Unpublished Papers**

Takahashi, S./DuFon, M.A. (1989), Cross-linguistic influence in indirectness: The case of English directives performed by native Japanese speakers. Unpublished paper, Department of English as a Second Language,

University of Hawai'i at Manoa, Honolulu.

### **Unpublished Thesis/ Dissertations**

Möhl, S. (1996), Alltagssituationen im interkulturellen Vergleich: Realisierung von Kritik und Ablehnung im Deutschen und Englischen. Unpublished MA thesis, University of Hamburg.

Walsh, R. (1995), Language development and the year abroad: A study of oral grammatical accuracy amongst adult learners of German as a foreign language. Unpublished PhD Dissertation, University College Dublin.

### **Appendix**

The appendix should be used for data collected (e.g. questionnaires, transcripts etc.) and for tables and graphs not included in the main text due to their subsidiary nature or to space constraints in the main text.

### **The Layout Guidelines for the Term Paper**

- A4 size Paper
- Font: Arial (10 points) or Times New Roman (12 points)
- Line spacing: 1.5
- Top and bottom margins: 1 inch/ 2.5 cm; left and right margins: 1.25 inches/ 3 cm

### **Assessment Scheme:**

#### **Continuous Evaluation**

**40%**

(Based on abstract writing, interim draft, general approach, research orientation, readings undertaken etc.)

#### **Final Evaluation**

**60%**

(Based on the organization of the paper, objectives/ problem profile/ issue outlining, comprehensiveness of the research, flow of the idea/ ideas, relevance of material used/ presented, outcomes vs. objectives, presentation/ viva etc.)

# FOOD PRODUCTION & CULINARY ART - III

**Course Code: BHM 301**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester students should be able to-

- learn about the different regions of India as per food habits;
- learn about basic Indian paste, gravies and food style; and
- learn about quantity food production, planning and organizing.

## **Course Contents:**

### **Module I: Quantity Food Production- Equipment**

Equipment required for mass/volume feeding

Heat and cold generating equipment

Care and maintenance of these equipments

Modern development in equipment manufacture

### **Module II: Menu Planning**

Basic principles of menu planning – recapitulation

Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units

Planning menus for;

School/college students

Industrial workers

Hospitals

Outdoor parties

Theme dinners

Transport facilities, cruise lines, airlines, railway

Nutrition factors for the above

### **Module III: Indenting**

Principles of indenting for volume feeding

Portion sizes of various items for different types of volume feeding

Modifying recipes for indenting for large scale catering

Practical difficulties while indenting for volume feeding

### **Module IV: Planning**

**Principles of planning for quantity food production with regard to**

- Space allocation
- Equipment selection
- Staffing

### **Module V: Volume Feeding**

#### **Institutional and Industrial Catering**

- Types of Institutional & Industrial Catering
- Problems associated with this type of catering
- Scope of development and growth

#### **Hospital Catering**

- Highlights of hospital catering for patients, staff, visitors
- Diet menus and nutritional requirements

#### **Off Premises Catering**

- Reasons for growth and development
- Menu planning and theme parties
- Concept of a Central Production Unit
- Problems associated with off-premises catering

#### **Mobile Catering**

- Characteristics of Rail, Airline (Flight Kitchen) and Sea Catering.
- Branches of Mobile Catering

#### **Quantity Purchase & Storage**

- Introduction of purchasing
- Purchasing system
- Purchasing specifications
- Purchasing techniques
- Storage

## **Module VI: Regional Indian Cuisine**

Introduction to Regional Indian Cuisine

Heritage of Indian Cuisine

Factors that effect eating habits in different parts of the country

Cuisine and its highlights of different states/region/ communities to be discussed under:

- Geographic location
- Historical background
- Seasonal availability
- Special equipment
- Staple diets
- Specialty cuisine for festivals and special occasions

**States** - Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North-Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttanchal

**Communities**- Parsee, Chettinad, Hyderabadi, Lucknowi (Avadhi), Malabari / Syrian, Christian and Bohri

**Discussions**- Indian Breads, Indian Sweets, Indian Snacks.

### **Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

### **Text & References:**

#### ***Text:***

- Prasad by Jigs Kalra; Allied Publisher, New Delhi
- Taste of India by Madhur Jaffery; Pavilion Books Ltd.

#### ***References:***

- Dawat by Jigs Kalra, Allied publisher, New Delhi
- Kebab, Chutney & Bread by Devindar Kumar, UBS publisher, New Delhi.

# FOOD AND BEVERAGE SERVICE OPERATION - III

**Course Code:** BHM 302

**Credit Units:** 02

## **Course Objective:**

At the end of semester the students would be able to-  
Explain and understand various Alcoholic Beverages, their manufacturing process, types and service of each alcoholic beverage.

## **Course Contents:**

### **Module II: Wines**

Definition

#### **Classification with examples**

- Table/Still/Natural
- Sparkling
- Fortified
- Aromatized

Production of each classification

#### **Principal wine regions and wines of**

- France
- Germany
- Italy
- Spain
- Portugal
- USA
- Australia

#### **New world wines (brand names)**

- India
- Chile
- South Africa
- New Zealand

Food and wine harmony

Storage of wine

Wine terminology (English and French)

### **Module IV: Spirits**

Introduction and Definition

Production of spirit:

Pot-still method

Patent-still method

Production of

- Whisky
- Rum
- Gin
- Brandy/Cognac
- Vodka
- Tequilla

#### **Different proof spirits**

American Proof

- Gay-Lussac

### **Module V: Aperitifs**

Introduction and Definition

- Different types of Aperitifs

### **Module VI: Liqueurs**

Definition and History

Production of liqueurs

Names of liqueurs and country of origin & predominant flavour

Service

**Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

**Text & References:*****Text:***

- New Guide to Wine & Liquor by Walten S.
- Food & Beverage Service by Lilicrap
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka, New Delhi

***References:***

- Food & Beverage Costing by Dr. JM Negi, Himalaya publishing House, New Delhi
- Professional Table Service by Denis Lilicrap

# FRONT OFFICE MANAGEMENT - I

**Course Code: BHM 303**

**Crédit Units: 01**

## **Course Objective:**

At the end of the semester the students would be able to-

- Explain computer application in Front Office Operation
- Understand Front office Accounting
- Describe control of cash and credits
- Acquire Night Auditing skills
- Know the importance of guest safety and security
- Acquire communication skill.

## **Course Contents:**

### **Module I: Front Office (Accounting)**

Accounting Fundamentals  
Accounting cycle & Procedure  
Guest and Non guest account  
Accounting system (non automated, semi automated and fully automated)  
Guest Weekly Bill, Visitors Tabular Ledger  
Guest Ledger & City Ledger  
Bills (cheques)

### **Module II: Departure & Post Departure**

Guest accounts settlement  
Indian currency and foreign currency  
Transfer of guest accounts  
Express check out  
Guest History

### **Module III: Control of Cash and Credit**

### **Module IV: Guest Service**

Various Guest Services  
    Bell Desk Management  
    Handling Guest Mail & Messages  
    Guest Room Change  
    Safety Deposit Locker  
    Hotel Show Round  
    Left Luggage Handling  
    Wake up Call  
    Complaints Handling

### **Module V: Front Office and Guest Safety & Security**

Importance of security systems  
Safe deposit  
Key control  
Emergency situations (Accident, illness, theft, fire, bomb)

## **Text & References:**

### **Text:**

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publicashing House, New Delhi

### **References:**

- Front Office by Abbott, Butter Worth Hiemann.
- Principals of Hotel Front Office Operation by Baker, Cossell
- Check-in – Check-out by Gary K Vallen  
Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# ACCOMMODATION MANAGEMENT – I

**Course Code: BHM 304**

**Credit Units: 01**

## **Course Objective:**

At the end of the semester the students would have a thorough knowledge about the functioning of the linen Room Hotel Laundry and the Horticulture Department.

## **Course Contents:**

### **Module I: Laundry**

Commercial and On-site Laundry  
Flow process of Industrial Laundering-OPL  
Stage in the Wash Cycle  
Laundry Equipment and Machines  
Layout of the Laundry  
Laundry Agents  
Dry Cleaning  
Guest Laundry/Valet service  
Stain removal  
Pitt scale & relevance

### **Module II: Linen Room**

Activities of the Linen Room  
Layout and equipment in the Linen Room  
Selection criteria for various Linen Items & fabrics suitable for this purpose  
Inventory & inventory system  
How to calculate inventory  
Par stock  
Purchase of Linen  
Calculation of Linen requirement  
Linen control-procedures and records  
Stocktaking-procedures and records  
Recycling of discarded linen  
Linen Hire

### **Module III: Uniforms**

Advantages of providing uniforms to staff  
Issuing and exchange of uniforms; type of uniforms  
Selection and designing of uniforms  
Layout of the Uniform room  
Sewing rooms activities and areas to be provided  
Equipment provided

### **Module IV: 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 (Practical Classes)  
Indoor plants Selection and care

### **Module V: Pest Control**

Areas of Infestation, Preventive measure and Control measure  
Special insects and their treatments

## **Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

## **Text & References:**

### ***Text:***

- Professional Management of HK by Robert J Martin
- Hotel Hostel & Hospital Housekeeping by Joan C Branson

### ***References:***

- Professional House Keeping by Madlin Tucker
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# MANAGERIAL ACCOUNTING

**Course Code: BHM 305**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester the students would be able to-

- Understand the concept of managerial accounting
- Explain contents of income statement, balance sheet and departmental income statements and expense statement and solve practical problem
- Understand objectives, characteristics and implementations of internal control
- Distinguish between internal and statutory audit and views of internal audit

## **Course Contents:**

### **Module I: Managerial Accounting**

Meaning of managerial accounting  
Functions of managerial accounting  
Utility of managerial accounting

### **Module II: Uniform System of Accounts for Hotels**

Introduction to Uniform system of accounts  
Contents of the Income Statement  
Practical Problems  
Contents of the Balance Sheet (under uniform system)  
Practical Problem  
Departmental Income Statements and Expense Statement (Schedules 1 to 16)  
Practical Problem

### **Module III: Internal Control**

Definition and objectives of Internal Control  
Characteristics of Internal Control  
Implementation and Review of Internal Control

### **Module IV: Internal Audit and Statutory Audit**

An introduction to Internal and Statutory Audit  
Distinction between Internal Audit and Statutory Audit  
Implementation and Review of Internal Audit

### **Module V: Capital and Revenue Expenditure**

Meaning  
Definition of Capital and Revenue Expenditure

## **Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

## **Text & References:**

### **Text:**

- Financial & Cost Control Techniques in Hotel & Catering Industry by JM Negi, Metropolitan, New Delhi
- Elements of Hotel Accountancy by Dr. JM Negi, Aman Publications New Delhi
- Hotel Management – Accounting & Control by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi

### **References:**

- Basic Financial Accounting by Raymond Schmidgall
- Accounting for Hospitality Management by Andrew N Valdamer
- Fundamentals of Accounting by Raymond S Kolt
- An introduction to Accountancy by S N Maheshwari

# FOOD PRODUCTION & CULINARY ART – III (LAB)

Course Code: BHM 320

Credit Units: 02

## Course Objective:

At the end of the semester students would be able to-

- Learn about the basic India fundamental and concept
- Prepare basic Indian gravies and paste
- Preparation of regional dishes etc.
- Acquire knowledge through demonstrate of bulk cooking.

## Course Contents:

### Module I: Food Production Operations- Practical

To formulate different sets of menus from the following regions and to include more dishes from the respective regions. The practical class will be conducted preferably by demonstrative method.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Rajasthan
- South India (Tamil Nadu, Karnataka, Kerala).

**Rice and Bread Preparations:** Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

**Meat Preparations:** Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

**Vegetables and Potato:** Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogji

**Sweet Dishes:** Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

**Chutneys:** Mujeh cheten, Ganda Cheten, Duen cheten, Aleh cheten (pumpkin chutney)

**Note:** In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc

## Examination Scheme:

**Internal: 30 Marks**

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

**End-Term: 70 Marks**

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text & References:

### Text:

- Prasad by Jigs Kalra; Allied Publisher, New Delhi
- Taste of India by Madhur Jaffery, Pavilion Books Ltd.

### References:

- Dawat by Jigs Kalra, Allied publisher, New Delhi
- Kebab, Chutney & Bread by Devindar Kumar, UBS publisher, New Delhi

# FOOD AND BEVERAGE SERVICE OPERATION - III (LAB)

Course Code: BHM 321

Credit Units: 02

## Course Objective:

At the end of semester the students would be able to-

- Identify the various types of Liquors, Wines and demonstrate the service of Wines, Spirits, Aperitifs and Liquors And Cocktail
- Plan regional menus and explain the new regional dishes
- Lay the covers for the service of regional dishes
- Serve the regional dishes in French/American style of service.

## Course Contents:

### Module I: Wines & Liquors

Service of Wines

- Red wine
- White/Rose wine
- Sparkling wine
- Fortified wine
- Aromatized wine

### Module II: Spirits

Service of spirits (Whisky, Vodka, Rum, Gin, Brandy & Tequila)

### Module III: Aperitifs

Service of different types of Aperitifs

### Module IV: Liquors

Service of Liqueurs

### Module V: Regional Cuisine

Menu writing of regional dishes

Table laying of regional dishes

Service of regional dishes

### Module VI: Cocktail & Mocktail

Preparation of deferent Cocktail and Mocktail

Service of Cocktails and Mocktails

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text & References:

### Text:

- New Guide to Wine & Liquor by Walten S.
- Food & Beverage Service by Lilicrap
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka, New Delhi

### References:

- Food & Beverage Costing by Dr. JM Negi, Himalaya, New Delhi
- Professional Table Service by Denis Lilicrap

# FRONT OFFICE MANAGEMENT - I (LAB)

**Course Code:** BHM 322

**Credit Units: 01**

## Course Objective:

At the end of the semester the students would be able to-

- Explain in detail the proceeds of telephones operation, situation handling and role play
- Acquire knowledge of computer application related to Front Office procedure.

## Course Contents:

### Module I: Computer Application in Front Office Operation

Fidelio/IDS

Opera

Amadeus

### Module II

Hands on practices of computer application related to Front Office procedures such as Reservation, Registration, Guest History, Telephones, Housekeeping and Daily Transactions

Front Office Accounting procedures

- Manual accounting
- Machine accounting
- Payable, Accounts receivable, Guest history, Yield Management

Role Play

Situation Handling

### Suggestive list of task for Opera Front Office Operation System:

How to make a reservation in PMS?

How to create and update guest profile?

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 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 in Opera?

How to process a guest check out?

How to check out a folio in Opera?

How to process deposit for arriving guest?

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?

### Examination Scheme:

#### Internal: 40 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

#### End-Term: 60 Marks

Components	JE	VV	GP	LE
Weightage (%)	05	5	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## **Text & References:**

### ***Text:***

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management – Accounting & Control by Dr. Jagmohan negi, Himalaya Publishing House, New Delhi

### ***References:***

- Front Office by Abbott, Butter Worth Hiemann.
- Principals of Hotel Front Office Operation by Baker, Cossell
- Check-in – Check-out by Gary K Vallen
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# ACCOMMODATION MANAGEMENT - I (LAB)

**Course Code: BHM 323**

**Credit Units: 01**

## Course Objective:

At the end of the semester the students would be able to-

- Explain the activities of the linen Room
- Describe various laundry functions
- Identify various laundry equipment
- Acquire stain removal techniques.
- Do simple flower arrangements.
- Identify indoor plants.
- Design uniform of hotel operational staff.

## Course Contents:

### Module I

Laundry Machinery and Equipment

### Module II

Stain Removal

### Module III

Methods of pest control & usage of technology

### Module IV

Flower Arrangement.

### Module V

Selection and Designing of Uniforms

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	5	15	5	5

### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text & References:

### Text:

- Professional Management of HK by Robert J Martin
- Hotel Hostel & Hospital Housekeeping-Joan C Branson Published by Hodder & Stoughton.

### References:

- Professional House Keeping by Madlin Tucker

# INFORMATION TECHNOLOGY IN HOSPITALITY AND TOURISM (LAB)

**Course Code: BHM 324**

**Credit Units: 01**

## **Course Objective:**

At the end of the semester the students would be able to-

- Explain & demonstrate practically the operation of Internet and E-mail.

## **Course Contents:**

**Module I: Internet & E-mail**

**Module II: DBMS**

**Module III: MS Access**

**Module IV: E Commerce**

**Module V: Online Marketing**

## **Examination Scheme:**

### **Internal: 40 Marks**

<b>Components</b>	<b>JE</b>	<b>LE</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	05	15	05	05

### **End-Term: 60 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>GP</b>	<b>LE</b>
<b>Weightage (%)</b>	05	5	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## **Text & References:**

### **Text:**

- Computers by Andrew S. Tanenbawn
- Computer & Information Management by Bhanthnagar SC & Ramani KV

### **References:**

- Computer System in Hotel & Catering Industry by Lucey T.
- How to do everything with MS Office by Laurie Urich

# ENVIRONMENT STUDIES - II

**Course Code: EVS 001**

**Crédits : 4**

## **Course Objective:**

The term environment is used to describe, in the aggregate, all the external forces, influences and conditions, which affect the life, nature, behaviour and the growth, development and maturity of living organisms. At present a great number of environment issues, have grown in size and complexity day by day, threatening the survival of mankind on earth. A study of environmental studies is quite essential in all types of environmental sciences, environmental engineering and industrial management. The objective of environmental studies is to enlighten the masses about the importance of the protection and conservation of our environment and control of human activities which has an adverse effect on the environment.

## **Course Contents:**

### **Module I: Environmental Pollution**

Definition

□□□ Causes, effects and control measures of:

- a. Air pollution
- b. Water pollution
- c. Soil pollution
- d. Marine pollution
- e. Noise pollution
- f. Thermal pollution
- g. Nuclear pollution

Solid waste management: Causes, effects and control measures of urban and industrial wastes.

Role of an individual in prevention of pollution.

Pollution case studies.

Disaster management: floods, earthquake, cyclone and landslides.

### **Module II: Social Issues and the Environment**

From unsustainable to sustainable development

Urban problems and related to energy

Water conservation, rain water harvesting, watershed management

Resettlement and rehabilitation of people; its problems and concerns. Case studies.

Environmental ethics: Issues and possible solutions

Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case studies.

Wasteland reclamation

Consumerism and waste products

Environmental Protection Act

Air (Prevention and Control of Pollution) Act

Water (Prevention and control of Pollution) Act

Wildlife Protection Act

Forest Conservation Act

Issues involved in enforcement of environmental legislation

Public awareness

### **Module III: Human Population and the Environment**

Population growth, variation among nations

Population explosion – Family Welfare Programmes

Environment and human health

Human Rights

Value Education

HIV / AIDS

Women and Child Welfare

Role of Information Technology in Environment and Human Health

Case Studies

### **Module IV: Field Work**

Visit to a local area to document environmental assets-river / forest/ grassland/ hill/ mountain.

Visit to a local polluted site – Urban / Rural / Industrial / Agricultural

Study of common plants, insects, birds

Study of simple ecosystems-pond, river, hill slopes, etc (Field work equal to 5 lecture hours)

## Examination Scheme:

Components	CT	HA	S/V/Q	A	EE
Weightage (%)	15	5	5	5	70

## Text &References:

- Agarwal, K.C. 2001 Environmental Biology, Nidi Publ. Ltd. Bikaner.
- BharuchaErach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmedabad 380 013, India, Email:mapin@icenet.net (R)
- Brunner R.C., 1989, Hazardous Waste Incineration, McGraw Hill Inc. 480p
- Clark R.S., Marine Pollution, Clarendon Press Oxford (TB)
- Cunningham, W.P. Cooper, T.H. Gorhani, E & Hepworth, M.T. 2001, Environmental Encyclopedia, Jaico Publ. House, Mumbai, 1196p
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- Gleick, H.P. 1993. Water in Crisis, Pacific Institute for Studies in Dev., Environment & Security. StockholmEnv. InstituteOxfordUniv. Press. 473p
- Hawkins R.E., Encyclopedia of Indian Natural History, Bombay Natural History Society, Bombay (R)
- Heywood, V.H &Waston, R.T. 1995. Global Biodiversity Assessment. CambridgeUniv. Press 1140p.
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- Mckinney, M.L. & School, R.M. 1996. Environmental Science Systems & Solutions, Web enhanced edition. 639p.
- Mhaskar A.K., Matter Hazardous, Techno-Science Publication (TB)
- Miller T.G. Jr. Environmental Science, Wadsworth Publishing Co. (TB)
- Odum, E.P. 1971. Fundamentals of Ecology. W.B. Saunders Co. USA, 574p
- Rao M N. & Datta, A.K. 1987. Waste Water treatment. Oxford & IBH Publ. Co. Pvt. Ltd. 345p.
- Sharma B.K., 2001. Environmental Chemistry. Geol Publ. House, Meerut
- Survey of the Environment, The Hindu (M)
- Townsend C., Harper J, and Michael Begon, Essentials of Ecology, Blackwell Science
- Trivedi R.K., Handbook of Environmental Laws, Rules Guidelines, Compliances and Standards, Vol I and II, Enviro Media (R)
- Trivedi R. K. and P.K. Goel, Introduction to air pollution, Techno-Science Publication (TB)
- Wanger K.D., 1998 Environmental Management. W.B. Saunders Co. Philadelphia, USA 499p

# FOOD SCIENCE AND NUTRITION

**Course Code: BHM 306**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester students will be able to-

- Understand functions of Foods which supply our nutritional needs
- Explain how to meet human need nutrients in terms of available foods
- Acquire techniques of preparation which help us meet our needs in an enjoyable manner
- Understand role of nutrients in menu planning

## **Course Contents:**

### **Module I: Food Science**

Definition and scope of food science

### **Module II: Nutrition & Nutrients**

Introduction

Type of Nutrients (Macro & Micro Nutrients)

Classification of various nutrients

Dietary Sources of various nutrients

Effect of cooking on Nutrients

Uses of various nutrients in food preparation

### **Module III: Nutrient specific chemical Processes**

Dextrinization

Autoxidation (factors and prevention measures)

Flavour reversion

Refining, Hydrogenation & winterization

**Gelation, Emulsification, Foamability, Viscosity**

Browning

### **Module IV: Food Processing**

Definition

Objectives

Types of treatment

Effect of factors like heat, acid, alkali on food constituents

### **Module V: Evaluation of Food**

Objectives

Sensory assessment of food quality

Methods

Introduction to proximate analysis of Food constituents

Rheological aspects of food

### **Module VI: Emulsions & Colloids**

Theory of emulsification & Colloids

Types of emulsions

Emulsifying agents

Role of emulsifying agents & Colloids in food preparation

### **Module VII: Flavour**

Definition

Description of food flavours (tea, coffee, wine, meat, fish spices)

### **Module VIII: Energy**

Definition of Energy and Units of its measurement (Kcal)

Energy contribution from macronutrients (Carbohydrates, Proteins and Fat)

Factors affecting energy requirements

Concept of BMR, SDA, Thermodynamic action of food

Dietary sources of energy

Concept of energy balance and the health hazards associated with Underweight, Overweight

**Module IX: Balanced Diet**

Definition

Importance of balanced diet

RDA for various nutrients – age, gender, physiological state

**Module X: Menu Planning**

Planning of nutritionally balanced meals based upon the three food group system

Factors affecting meal planning

Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning

Calculation of nutritive value of dishes/meals

**Examination Scheme:**

Components	V	A	CT1	EE1
Weightage (%)	10	05	15	70

**Text & References:****Text:**

- Human Nutrition by Guthrie HA & Picciano MF 1995, Mosby Pub.Co.Toronto
- Perspectives in Nutrition by Wardlaw MW & Insel PM 1993 Mosby Pub Co. Toronto
- Food facts & Principles by Manay & Shalakshara Swamy New Age Int. 2001
- Fundamentals of Food & Nutrition 4<sup>th</sup> edition 2001by Mudambi & Rajgopal
- Nutritive Value of Indian Foods- Indian Council of Medical Research

**References:**

- Food Science by Potter & Hotchkiss
  - Principles of Food Science by Borgstrom and Macmillan
  - Food Chemistry by Fennema
  - Sensory Evaluation by Amerine (Academic Press)
  - Handbook of Analysis and Quality Control for fruits & Vegetables by Rangana S (Tata McGraw Hill)
- Principles of Food Technology by P.J Fellows.

# TOURISM OPERATIONS

**Course Code: BHM 307**

**Credit Units: 02**

## **Course Objective:**

This will be an introductory module giving the basis of tourism studies. This will give an overview of tourism industry and various organisations.

## **Course Contents:**

### **Module I**

Organised Travel Defining Tourist & Tourism viz: inbound, outbound, domestic, maintenance of tourism products, Alternative tourism, Mass tourism, Special Interest Tourism.

### **Module II**

Itinerary Development Introduction, meaning and definition, types of itineraries, how to develop an effective itinerary, functions of tour managers and planning tools for an itinerary.

### **Module III**

Tour Packaging Management Concept, Origin and development of Tour Packaging, Types of Tour, Component of a Standard Package Tour, Factors affecting Tour Formulation, Tour Designing Process, Significance of Package Tour, Tour Brochure.

### **Module IV**

Travel Agency Marketing Concept, unique features of Travel Marketing, Significance of Travel Agency Marketing, Developing a Tour Marketing Plan, Marketing Strategy of Inbound & Outbound tours.

### **Module V**

Travel Trade Organizations/Associations Need and Significance of Travel Trade Association, Role and Contribution of ASTA, PATA, TAAI.

## **Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>A</b>	<b>CT1</b>	<b>EE1</b>
<b>Weightage (%)</b>	10	05	15	70

## **Text & References:**

- Mill and Morrison, (1992), The Tourism System: An Introductory Text, Prentice Hall.
- Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman.
- Burkart and Medlik, (1981), Tourism: Past, Present and Future, Heinemann, ELBS.
- Mill, R.C., (1990), Tourism: The International Business, Prentice Hall, New Jersey.

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# COMMUNICATION SKILLS - I

**Course Code: BCS 301**

**Credit Units: 01**

## **Course Objective:**

To form written communication strategies necessary in the workplace

## **Course Contents:**

### **Module I: Introduction to Writing Skills**

Effective Writing Skills  
Avoiding Common Errors  
Paragraph Writing  
Note Taking  
Writing Assignments

### **Module II: Letter Writing**

Types  
Formats

### **Module III**

Memo  
Agenda and Minutes  
Notice and Circulars

### **Module IV: Report Writing**

Purpose and Scope of a Report  
Fundamental Principles of Report Writing  
Project Report Writing  
Summer Internship Reports

## **Examination Scheme:**

<b>Components</b>	<b>CT1</b>	<b>CT2</b>	<b>CAF</b>	<b>V</b>	<b>GD</b>	<b>GP</b>	<b>A</b>
<b>Weightage (%)</b>	20	20	25	10	10	10	5

CAF – Communication Assessment File

GD – Group Discussion

GP – Group Presentation

## **Text & References:**

- Business Communication, Raman – Prakash, Oxford
- Creative English for Communication, Krishnaswamy N, Macmillan
- Textbook of Business Communication, Ramaswami S, Macmillan
- Working in English, Jones, Cambridge
- A Writer's Workbook Fourth edition, Smoke, Cambridge
- Effective Writing, Withrow, Cambridge
- Writing Skills, Coe/Rycroft/Ernest, Cambridge
- Welcome!, Jones, Cambridge

# BEHAVIOURAL SCIENCE - III

**Course Code: BSS 301**

**Credit Units: 01**

## **Course Objective:**

This course aims at imparting an understanding of:

- Interpersonal communication and relationship.
- Strategies for healthy interpersonal relationship
- Effective management of emotions.
- Building interpersonal competence.

## **Course Contents:**

### **Module I: Interpersonal Communication**

Importance of Behavioural/ Interpersonal Communication

Types – Self and Other Oriented

Rapport Building – NLP, Communication Mode

Steps to improve Interpersonal Communication

### **Module II: Interpersonal Styles**

Transactional Analysis

Life Position/Script Analysis

Games Analysis

Interactional and Transactional Styles

Bridging differences in Interpersonal Relationship through TA

Communication Styles

### **Module III: Conflict Management and Negotiation**

Meaning and Nature of conflicts

Styles and techniques of conflict management

Meaning of Negotiation

Process and Strategies of Negotiation

Interpersonal Communication: Conflict Management and Negotiation

### **Module IV: Interpersonal Relationship Development**

Importance of Interpersonal Relationships

Interpersonal Relationship Skills

Types of Interpersonal Relationships

Relevance of Interpersonal Communication in Relationship Development

### **Module V: Impression Management**

Meaning & Components of Impression Management

Impression Management Techniques

Impression Management Training-Self help and Formal approaches

### **Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

### Examination Scheme:

Components	SAP	A	Mid Term Test (CT)	VIVA	Journal for Success (JOS)
Weightage (%)	20	05	20	30	25

### Text & References:

- Vangelist L. Anita, Mark N. Knapp, Inter Personal Communication and Human Relationships: Third Edition, Allyn and Bacon
- Julia T. Wood. Interpersonal Communication everyday encounter
- Beebe, Beebe and Redmond; Interpersonal Communication, 1996; Allyn and Bacon Publishers.
- Rosenfeld, P., Giacalone, R.A. and Catherine, A.R. (2003). Impression Management: Building and Enhancing Reputations at Work. Thomson Learning, Singapore.

# FRENCH - III

**Course Code: FLF 301**

**Credit Units: 02**

## Course Objective:

To familiarize the students with the tasks at the reception desk of a hotel/ restaurant and those of a telephone operator

## Course Contents:

**Unité 3: pp. 30 to 45**

### Contenu lexical:

1. prendre contact
2. prendre en charge le client
3. prendre congé
4. prendre contact avec le responsable du groupe
5. distribuer les chambres et les bagages
6. accompagner un client dans sa chambre
7. décrire l'équipement d'une chambre
8. s'assurer que le client est satisfait des prestations offertes
9. comprendre et écrire des messages d'accueil
10. connaître les produits d'accueil
11. prendre en charge le client : installer le client à la table, présenter la carte
12. Bien accueillir au téléphone : se présenter, faire patienter, demander le nom, prendre congé, prendre en note un message

### Contenu grammatical:

1. les nombres ordinaux et cardinaux
2. futur proche
3. indicatif futur simple
4. localisation
5. accord des adjectifs qualificatifs
6. adjectifs démonstratifs
7. expression du lieu : prépositions
8. les articles contractés
9. les adjectifs de couleur
10. indicatif présent

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text & References:

- le livre à suivre : [hôtellerie-restauration.com](http://hôtellerie-restauration.com)

# GERMAN - III

**Course Code: FLG 301**

**Credit Units: 02**

## Course Objective:

To enable the students to converse, read and write in the language with the help of the basic rules of grammar, which will later help them to strengthen their language.

To give the students an insight into the culture, geography, political situation and economic opportunities available in Germany

## Course Contents:

### Module I: Modal verbs

Modal verbs with conjugations and usage

Imparting the finer nuances of the language

### Module II: Information about Germany (ongoing)

Information about Germany in the form of presentations or "Referat" – neighbors, states and capitals, important cities and towns and characteristic features of the same, and also a few other topics related to Germany.

### Module III: Dative case

Dative case, comparison with accusative case

Dative case with the relevant articles

Introduction to 3 different kinds of sentences – nominative, accusative and dative

### Module IV: Dative personal pronouns

Nominative, accusative and dative pronouns in comparison

### Module V: Dative prepositions

Dative preposition with their usage both theoretical and figurative use

### Module VI: Dialogues

In the Restaurant,

At the Tourist Information Office,

A telephone conversation

### Module VII: Directions

Names of the directions

Asking and telling the directions with the help of a roadmap

### Module VIII: Conjunctions

To assimilate the knowledge of the conjunctions learnt indirectly so far

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text & References:

- Wolfgang Hieber, Lernziel Deutsch
- Hans-Heinrich Wangler, Sprachkurs Deutsch
- Schulz Griesbach, Deutsche Sprachlehre für Ausländer
- P.L Aneja, Deutsch Interessant - 1, 2 & 3
- Rosa-Maria Dallapiazza et al, Tangram Aktuell A1/1,2
- Braun, Nieder, Schmöe, Deutsch als Fremdsprache 1A, Grundkurs

# SPANISH – III

**Course Code: FLS 301**

**Credit Units: 02**

## **Course Objective:**

To enable students acquire knowledge of the Set/definite expressions (idiomatic expressions) in Spanish language and to handle some Spanish situations with ease.

## **Course Contents:**

### **Module I**

Revision of earlier semester modules

Set expressions (idiomatic expressions) with the verb *Tener, Poner, Ir...*

Weather

### **Module II**

Introduction to *Gustar...* and all its forms. Revision of *Gustar* and usage of it

### **Module III**

Translation of Spanish-English; English-Spanish. Practice sentences.

How to ask for directions (using *estar*)

Introduction to IR + A + INFINITIVE FORM OF A VERB

### **Module IV**

Simple conversation with help of texts and vocabulary

En el restaurante

En el instituto

En el aeropuerto

### **Module V**

Reflexives

## **Examination Scheme:**

<b>Components</b>	<b>CT1</b>	<b>CT2</b>	<b>C</b>	<b>I</b>	<b>V</b>	<b>A</b>
<b>Weightage (%)</b>	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## **Text & References:**

- Español, En Directo I A
- Español Sin Fronteras -Nivel Elemental

# JAPANESE - III

**Course Code: FLJ 301**

**Credit Units: 02**

## **Course Objective:**

To enable the students to converse in the language with the help of basic verbs and to express themselves effectively and narrate their everyday short encounters. Students are also given projects on Japan and Japanese culture to widen their horizon further.

**Note:** The Japanese script is introduced in this semester.

## **Course Contents:**

### **Module I: Verbs**

Different forms of verbs: present continuous verbs etc

### **Module II**

More Adverbs and adverbial expressions

### **Module III: Counters**

Learning to count different shaped objects,

### **Module IV: Tenses**

Past tense, Past continuous tense.

### **Module V: Comparison**

Comparative and Superlative degree

### **Module VI: Wishes and desires**

Expressing desire to buy, hold, possess. Usage in negative sentences as well. Comparative degree, Superlative degree.

### **Module VII: Appointment**

Over phone, formal and informal etc.

## **Learning Outcome**

- Students can speak the language and can describe themselves and situations effectively
- They also gain great knowledge in terms of Japanese lifestyle and culture, which help them at the time of placements.

## **Methods of Private study /Self help**

- Handouts, audio-aids, and self-do assignments.
- Use of library, visiting and watching movies in Japan and culture center every Friday at 6pm.

## **Examination Scheme:**

<b>Components</b>	<b>CT1</b>	<b>CT2</b>	<b>C</b>	<b>I</b>	<b>V</b>	<b>A</b>
<b>Weightage (%)</b>	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## **Text & References:**

### **Text:**

- Teach yourself Japanese

### **References:**

- Shin Nihongo no kiso 1

# CHINESE – III

**Course Code: FLC 301**

**Credit Units: 02**

## **Course Objective:**

Foreign words are usually imported by translating the concept into Chinese, the emphasis is on the meaning rather than the sound. But the system runs into a problem because the underlying name of personal name is often obscure so they are almost always transcribed according to their pronunciation alone. The course aims at familiarizing the student with the basic aspects of speaking ability of Mandarin, the language of Mainland China. The course aims at training students in practical skills and nurturing them to interact with a Chinese person.

## **Course Contents:**

### **Module I**

Drills  
Dialogue practice  
Observe picture and answer the question.  
Introduction of written characters.  
Practice reading aloud  
Practice using the language both by speaking and by taking notes.  
Character writing and stroke order

### **Module II**

Measure words  
Position words e.g. inside, outside, middle, in front, behind, top, bottom, side, left, right, straight.  
Directional words – beibian, xibian, nanbian, dongbian, zhongjian.  
Our school and its different building locations.  
What game do you like?  
Difference between “hii” and “neng”, “keyi”.

### **Module III**

Changing affirmative sentences to negative ones and vice versa  
Human body parts.  
Not feeling well words e.g. ; fever, cold, stomach ache, head ache.  
Use of the modal particle “le”  
Making a telephone call  
Use of “jiu” and “cai” (Grammar portion)  
Automobiles e.g. Bus, train, boat, car, bike etc.  
Traveling, by train, by airplane, by bus, on the bike, by boat.. etc.

### **Module IV**

The ordinal number “di”  
“Mei” the demonstrative pronoun e.g. mei tian, mei nian etc.  
use of to enter to exit  
Structural particle “de” (Compliment of degree).  
Going to the Park.  
Description about class schedule during a week in school.  
Grammar use of “li” and “cong”.  
Comprehension reading followed by questions.

### **Module V**

Persuasion-Please don't smoke.  
Please speak slowly  
Praise – This pictorial is very beautiful  
Opposites e.g. Clean-Dirty, Little-More, Old-New, Young-Old, Easy-Difficult, Boy-Girl, Black-White, Big-Small, Slow-Fast ... etc.  
Talking about studies and classmates  
Use of “it doesn't matter”  
Enquiring about a student, description about study method.  
Grammar: Negation of a sentence with a verbal predicate.

**Examination Scheme:**

<b>Components</b>	<b>CT1</b>	<b>CT2</b>	<b>C</b>	<b>I</b>	<b>V</b>	<b>A</b>
<b>Weightage (%)</b>	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

**Text & References:**

- “Elementary Chinese Reader Part I, Part-2” Lesson 21-30

# FOOD PRODUCTION TRAINING REPORT

**Course Code:** BHM 450

**Credit Units: 07**

## **Course Objective:**

At the end of the industrial training the student would be able to;

- (i) Explain the organizational structure of the department
- (ii) Describe job description of various job titles, work schedules, opening & closing duties.
- (iii) Explain various sections and their functions
- (iv) Observe personal hygiene, kitchen hygiene and sanitation
- (v) Identify forms/formats, records and registers maintained
- (vi) Help in preparation of various dishes, garnish and service
- (vii) Observe food production standards of finished products

**On completion of the project the student will be required to submit the following:**

**Project File or Industrial workflow log book** - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project;
- Any problems that have arisen that may be useful to document for future reference.

## **Training Report**

The report should be submitted in duplicate (2 copies) spiral bound and a CD and should contain the following components:

### ➤ **Title or Cover Page**

The title page should contain the following information: Department Name; Student's Name; Course; Year; Supervisor's Name.

### ➤ **Acknowledgements**

Acknowledgment to any advisory received in the course of work may be given.

### ➤ **Table of Contents**

Titles and subtitles are to correspond exactly with those in the text.

### ➤ **Introduction**

Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

### ➤ **Materials and Methods**

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

### ➤ **Suggestions**

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

### ➤ **Conclusion**

A conclusion should be the final section in which the outcome of the work is mentioned briefly.

### ➤ **Appendices**

The Appendix contains material which is of interest to the reader ,and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

➤ **Performance Appraisal & Completion Certificate** duly signed and stamped  
**Examination Scheme:**

Project Report:	50
Log book + Attendance + Appraisal	20
Presentation & Viva Voce:	30
<b>Total:</b>	<b>100</b>

# FOOD AND BEVERAGE SERVICE TRAINING REPORT

**Course Code: BHM 451**

**Credit Units: 07**

## **Course Objective:**

At the end of the industrial training the student would be able to:

- (i) explain staff organization
- (ii) do layout
- (iii) list all equipments used (including crockery, cutlery, glassware etc) and use of these equipment
- (iv) describe and explain the menu and bar card
- (v) perform task for table reservation & receiving the guest
- (vi) lay the table, placing the order and pick-up, service and clearance procedure
- (vii) list all bar equipments
- (viii) take and serve orders of different beverages, cigars and cigarettes.

**On completion of the project the student will be required to submit the following:**

**Project File or Industrial workflow log book** - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project;
- Any problems that have arisen that may be useful to document for future reference.

## **Training Report**

The report should be submitted in duplicate (2 copies) spiral bound and a CD and should contain the following components:

### ➤ **Title or Cover Page**

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### ➤ **Table of Contents**

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Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

### ➤ **Materials and Methods**

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

### ➤ **Suggestions**

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

### ➤ **Conclusion**

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### ➤ **Appendices**

The Appendix contains material which is of interest to the reader ,and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

➤ **Performance Appraisal & Completion Certificate** duly signed and stamped

**Examination Scheme:**

Project Report:	50
Log book + Attendance + Appraisal	20
Presentation & Viva Voce:	30
<b>Total:</b>	<b>100</b>

# FRONT OFFICE MANAGEMENT TRAINING REPORT

**Course Code:** BHM 452

**Credit Units: 07**

## **Course Objective:**

At the end of the industrial training the student would be able to:

- (i) understand and explain the organization structure
- (ii) prepare job descriptions of various job titles at front office
- (iii) understand various procedures & functions followed for:-
  1. reservations
  2. reception & information
  3. bell desk
  4. bills and cash
  5. guest relations
  6. night auditing
- (iv) maintain various records & registers and understand their uses.

## **On completion of the project the student will be required to submit the following:**

**Project File or Industrial workflow log book** - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project;
- Any problems that have arisen that may be useful to document for future reference.

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### ➤ **Materials and Methods**

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

### ➤ **Suggestions**

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

### ➤ **Conclusion**

A conclusion should be the final section in which the outcome of the work is mentioned briefly.

### ➤ **Appendices**

The Appendix contains material which is of interest to the reader ,and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

➤ **Performance Appraisal & Completion Certificate** duly signed and stamped

### **Examination Scheme:**

Project Report:	50
Log book + Attendance + Appraisal	20
Presentation & Viva Voce:	30
<b>Total:</b>	<b>100</b>

# ACCOMMODATION MANAGEMENT TRAINING REPORT

**Course Code: BHM 453**

**Credit Units: 07**

## **Course Objective:**

At the end of the industrial training the student would be able to:

- i) understand and explain the organization structure and various sections of the department
- ii) perform duties and responsibilities of the executives and non-executives of the department
- iii) describe the functions of various sections
- iv) explain the duties of room attendant and houseman in different shifts
- v) maintain various records and registers
- vi) demonstrate and follow procedures for:
  - a) cleaning of room and bathroom
  - b) lost and found items
  - c) exchange of linen
  - d) cleaning of various surfaces
  - e) pest control
  - f) flower arrangement procedures

**On completion of the project the student will be required to submit the following:**

**Project File or Industrial workflow log book** - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project;
- Any problems that have arisen that may be useful to document for future reference.

## **Training Report**

The report should be submitted in duplicate (2 copies) spiral bound and a CD and should contain the following components:

### ➤ **Title or Cover Page**

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### ➤ **Table of Contents**

Titles and subtitles are to correspond exactly with those in the text.

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### ➤ **Materials and Methods**

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

### ➤ **Suggestions**

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

### ➤ **Conclusion**

A conclusion should be the final section in which the outcome of the work is mentioned briefly.

➤ **Appendices**

The Appendix contains material which is of interest to the reader ,and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

➤ **Performance Appraisal & Completion Certificate** duly signed and stamped

**Examination Scheme:**

Project Report:	50
Log book + Attendance + Appraisal	20
Presentation & Viva Voce:	30
<b>Total:</b>	<b>100</b>

# FOOD PRODUCTION MANAGEMENT - I

**Course Code: BHM 501**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester students would be able to-

- Learn and explain about the technique of advance skill in food production
- Have a basic knowledge of garde manger and cold kitchen
- Know larder, its functions, food prepare in larder, ingredients used & their names
- Know the buffet display and difference between edible & non-edible display.

## **Course Contents:**

### **Module I: Larder**

#### **Layout & Equipment**

Introduction of Larder Work

Definition

Equipment found in the larder

Layout of 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

Liasoning with Other Departments

Yield Testing

#### **Duties & Responsibilities of the Larder Chef**

Functions of the Larder

Hierarchy of larder Staff

Sections of the Larder

Duties and responsibilities of larder Chef.

### **Module II: Charcuterie**

#### **Sausage**

Introduction to charcuterie

Sausage – Types & Varieties

Casings – Types & Varieties

Fillings – Types & Varieties

Additives & Preservatives

#### **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 the 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 of types of truffle

### **Mouse & Mousseline**

Types of mousse  
Preparation of mousse  
Preparation of mousseline  
Difference between mousse and mousseline

### **Quenelles, Parfaits, Roulades**

Preparation of Quenelles, Parfaits and roulades

### **Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

### **Text & References:**

#### ***Text:***

- Theory of Catering by Kinton Cesserani, Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Hodder & Stoughton
- Theory of Cookery by K Arora, Frank Bros &Co. New Delhi

#### ***References:***

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement, Joana Lorrenz
- Essential of Cooking by James Peterson, by Artisan

# FOOD AND BEVERAGE MANAGEMENT AND CONTROL - I

**Course Code:** BHM 502

**Credit Units:** 02

## **Course Objective:**

At the end of the semester students would be able to-

- Define budget, budgetary control
- Explain various food costs, sales, inventory control
- Describe all the aspects of beverage control
- Implement menu engineering techniques
- Prepare MIS reports.

## **Course Contents:**

### **Module I: Budgetary Control**

Define Budget

Define Budgetary Control

Objectives

Key Factors

Types of Budget & Control.

### **Module II: Breakeven Analysis**

Breakeven chart

P.V. Ratio

Contribution

Marginal Cost

Graphs.

### **Module III: Cost Dynamics**

Element of Cost

Classification of Cost.

### **Module IV: Sales Concepts-**

Various Sales Concepts

Uses of Sales Concepts.

### **Module V: Variance Analysis**

Standard Cost

Standard Costing

Cost Variance

Material Variance

Labour Variance

Overhead Variance

Fixed Overhead Variance

Sales Variance

Profit Variance.

### **Module VI: Inventory Control**

Importance

Objectives

Method

Levels & Techniques

Perpetual Inventory

Monthly Inventory

Pricing of Commodities

Comparison of Physical & Perpetual Inventory.

### **Module VII: Beverage Control**

Purchasing

Receiving

Storing

Issuing

Standard Recipes

Standard Portion Size

Bar Inventory  
Bar Frauds  
Books Maintained.

**Module VIII: Menu Engineering**

Definition and Objectives  
Methods  
Advantages.

**Module IX: MIS**

Preparation of MIS Report  
Calculation of Actual Cost  
Daily Food Cost  
Monthly Food Cost  
Revenue Reports  
Cumulative & Non-cumulative.

**Examination Scheme:**

Components	V	H	CTI	A	EE1
Weightage (%)	05	05	15	5	70

**Text & References:**

*Text:*

- F&B Management & Control by Dr. JM Negi; Kanishka, New Delhi.
- Food & Beverage Costing by Dr. JM Negi; Himalaya Publication House, New Delhi

*References:*

- Management of Food & Beverage Operation by Jack D Ninemeire
- Planning Control for F&B Management by Paul T Wise
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# FRONT OFFICE MANAGEMENT - II

Course Code: BHM 503

Credit Units: 01

## Course Objective:

At the end of the semester students will be able to-

- Understand Customer Relationship Management is to provide information for the students about practical approach to understand a comprehensive view of CRM and show them how to successfully implant an enterprise customer focused solution
- Describe CRM functionality but also gives detailed guidance of how to approach CRM in organization
- Acquire an excellent study into what defines today's best practices in the CRM industry
- Classify a CRM approach that is responsive, flexible and personalized to each customer
- Make use of E-Commerce in CRM.

## Course Contents:

### Module I: Computer Application in Front Office Operation

- ❖ Property Management System - Opera, IDS
- ❖ PMS Modules
- ❖ Point of Sale Functions
- ❖ Global Distribution System
- ❖ Central Reservation system

### Module II : Night Auditing

Functions

Audit procedures

### Module III: Revenue Management

Segment Mix in Hotel Industry

Inventory Management

Rate Management

Central revenue management

### Module IV: Report Generation & Analysis

Performance Reports: Daily Business Report, Monthly Forecast Report, Market Performance, Segment Performance, Source Performance

Competition Analysis: RevPAR, ARR, GOPPAR, Occupancy Percentage

### Module V: Case Study

## Examination Scheme:

Components	V	HA	CTI	A	EE1
Weightage (%)	05	05	15	5	70

## Text & References:

### Text:

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management – Accounting & Control by Dr. Jagmohan negi, Himalaya Publishing House, New Delhi

### References:

- Front Office by Abbott, Butter Worth Hiemann.

## ACCOMMODATION MANAGEMENT - II

**Course Code: BHM 504**

**Credit Units: 01**

### **Module I: Types of Beds and Mattresses**

Construction of beds, mattresses, bed spread, bedding, pillows, bolster, blankets, duvet, throw, bed runner

### **Module II: Fibers & fabrics**

Natural fiber: vegetable fibers and animal fibers

Cotton, linen, silk, wool jute, ramie, hemp & sisal

Manmade fiber: synthetic and regenerated protein fiber

Rayon, Evlon, sarilee, polyester, acrilon etc

Mineral fiber

Metallic fiber

### **Module II: Weaving**

Fiber to yarn: process of weaving`

Types of weaving: plain, twill, satin, sateen, jacquard, figured, cellular weave, ax minister weave

Fabric finishes: Designing, Sizing, Degumming, Weighting, Scouring, Calendaring, Decatizing, Tentering,

Shearing, Flocking, Sanforisation, Mercerization, and Napping. Bleaching, Dyeing, Printing, Singeing,

Special fabrics

### **Module III: carpet**

Carpet manufacturing, woven & non-woven carpets, selection of carpets types of carpet

### **Module IV: Room interiors**

Ceramic

Glass

Plastics

Leather

Metal

Rubber

Cork

### **Examination Scheme:**

Components	V	H	CTI	A	EE1
Weightage (%)	05	05	15	5	70

### **Text & References:**

#### **Text:**

- Accommodation Management Wood Roy C
- Marketing Management: Analysis, Planning & Control by Phillip Kotler
- Professional Management of Housekeeping Operation by Robert J. Martin

#### **References:**

- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox.
- Managing HK Operation by Margrat M Kappa
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# FINANCIAL MANAGEMENT

**Course Code: BHM 505**

**Credit Units: 02**

## Course Objective:

At the end of the semester the students would be able to-

- Understand the meaning of business finance and financial management
- Explain the contents Trading & Profit and Loss Account and Balance Sheet and solve practical problem
- Understand the ratios and calculation of ratios
- Prepare funds flow statements
- Understand the concept of working capital
- Explain the capital budgeting appraising methods

## Course Contents:

### Module I: Financial Management – Meaning and Scope

Meaning of business finance  
Meaning of financial management  
Objectives of financial management.

### Module II: Final Accounts

Introduction to Final Accounts  
Trading Account  
Profit and Loss Account  
Balance Sheet  
Practical problems

### Module III: Ratio Analysis

#### Importance of Ratios

- Liquidity Ratios
- Current ratio
- Quick ratio

### Module IV: Working Capital Management

Concept of working capital  
Factors determining working capital needs  
Over trading and under trading

### Module V: Basics of Capital Budgeting

Importance of Capital Budgeting  
Capital Budgeting appraising methods  
Payback period  
Average rate return  
Net Present Value  
Profitability index  
Internal rate of return  
Practical problems.

## Examination Scheme:

Components	V	H	CTI	A	EE1
Weightage (%)	05	05	15	5	70

## Text & References:

### Text:

- Financial Cost Control Techniques in Hotel & Catering Industry by Dr. JM Negi, Metropolitan, New Delhi
- Hospitality Management & Accounting by Martin G Jaglas
- Hotel Accounting by Ernest B Horwath

***References:***

- Financial Management for Hospitality by Kris Guilding
- Financial Management: Texts & Prosems- 2<sup>nd</sup> Edition by Khan & Jain
- Budget & Budgetary Control by Kakhotiya
- Managerial Financial Accounting by William P Andrew
- An introduction to Accountancy by S N Maheshwari

# HOSPITALITY AND TOURISM RESEARCH METHOD AND RESEARCH PROJECT

Course Code: BHM 506

Credit Units: 02

## Course Objective:

Research methodology will be taught in the theory class to prepare students how to approach the subject of research project in the semester. To deal with surging information data regarding the various aspects of tourism industry, one should have a working efficiency with research and statistical techniques. The techniques may be applied in collecting, organizing, analyzing and interpreting data for decision-making. These may also be applied for formulating and testing research hypothesis. The course has been designed to equip the students with latest and necessary field techniques and to build a necessary statistical acumen among them. Students will master the skill for-

- Writing different types of research proposals
- Constructing the relevant tools of research
- Conduct a research project using appropriate qualitative and quantitative techniques
- Write a research report
- Evaluate a research report
- Give presentation of report supported by latest aids.

## Course Contents:

### Module I: Research Methodology

Meaning of research

Need and importance of research

Types of research

Criteria of good research

### Module III: Data collection, analysis and interpretation (Sample designing)

Types & Sources of Data

Techniques of data collection;

Correlation and regression analysis of two variables only.

Hypothesis testing

Test of significance

Chi-square analysis

Reports

### Module IV: Preparation of research proposals-

Selection and formulation of research problem

Operationalization of concepts and constructs

Review of related literature

Aims and objectives

Hypothesis, method, sample and tools.

### Module V: Evaluation of research report

Research Report Format

Presentation of Report

## Examination Scheme:

Components	V	A	S	CT1	EE1
Weightage (%)	05	05	05	15	70

## Text & References:

### Text:

- Applied General Statistics by Crovton and Crowder
- Behavioural Process in Organizations by Pareek, U.Rao. T.V. & Pestonjee D.M
- Professional Hotel Management by J.M. Negi, S Chand & Co, New Delhi

### References:

- Towards Appropriate Tourism– The case of Developing Countries by Peter long Frankfurt
- Method of Social Research – New York; The Free Press
- How to Complete Your Research Work Successfully by Judith Bell; UBS Publisher, Delhi

- How to Research and Write a Thesis in Hospitality & Tourism by James M. Paynter, John Wiley & Sons, New York, USA
- Strategic Management by John A Pearce II & Richard B Robinson Jr.
- Strategic Management by Samuel C Cerco
- Quantitative Techniques in Management by Vokra
- Quantitative Approaches to Management by Levin I Richerd

# BAKERY & CONFECTIONARY

**Course Code: BHM 520**

**Credit Units: 01**

## Course Objective:

At the end of the semester the students will be able-

- To learn about the advance bakery and confectionary
- To make a bakery product and would be able to explain the meaning of the dishes
- To prepare the basic cakes, pastry and Hot/Cold Desserts.
- To use the equipments confidently
- To learn the basic techniques used in bakery.

## Course Contents:

### Module I Ceremony Cakes

Demonstration & preparation of simple and enriched cakes, recipes

Sponge, Genoise, Fatless, Swiss roll

Fruit Cake

Rich Cakes

Dundee, Madeira

### Module II International Breads

Demonstration and preparation of dishes using varieties of Bread

/French / Italian / Europe / India

French Baguette, Focaccia, Ciabata, Grissini, Lavish,

### Module III Hot/Cold Desserts

Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Souffle – Lemon/Pineapple, Mousse (Chocolate Coffee) Bavaroise, Diplomat pudding, Apricot Pudding

Steamed Pudding – Albert Pudding, Cabinet Pudding

## ExaminationScheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

### End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text&References:

### Text:

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

### References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

# FOOD PRODUCTION MANAGEMENT - I (LAB)

**Course Code: BHM 521**

**Credit Units: 02**

## Course Objective:

At the end of the semester students would be able to-

- To make students learn about the technique of advance skill in food production
- Have a basic knowledge of grade manger and cold kitchen
- Know larder, its functions, food prepare in larder, ingredients used & their names
- Know the buffet display and difference between edible & non-edible display.

## Course Contents:

### Module I: Three course menus to be formulated featuring International Cuisines

French.

Oriental (Chinese and Thai)

Italy, Germany, Spain, Greece, Mexican, Mediteranian and Lebanese.

### Module II: Demonstration of- Charcuterie

Galantines

Pate

Terrines

Mousselines

### Module III: International Cuisine

French Cuisine

Italian

Scandinavian

British

Spanish

German

Demonstrate

### Module IV: Non edible display

Démonstration and practices of non édile ingrédients

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

### End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce

## Text & References:

### Text:

- Theory of Catering by Kinton Cesroni, Hodder & Stoughton
- Practical Cookery by Kinton Cesroni, Hodder & Stoughton
- Theory of Cookery by K Arora, Frank Bros &Co. New Delhi

### References:

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement, Joana Lorrenz
- Essential of Cooking by James Peterson, Artisan

# FOOD AND BEVERAGE MANAGEMENT AND CONTROL - I (LAB)

**Course Code: BHM 522**

**Credit Units: 01**

## Course Objective:

At the end of the semester the students will be able to-

- Prepare budget of a F&B outlet
- Calculate breakeven point & display on graphs
- Take & record inventories
- Demonstrate & perform supervisory skills in a F&B service outlet.

## Course Contents:

### Module I

Preparation of Budget of an Event / Outlet.

### Module II

Calculate breakeven for an F&B outlet and prepare graphs for the above.

### Module III

Case Study & Presentation on calculating cost and cost %.

### Module IV

Taking and Recording of Inventory.

### Module V

Preparation of Bar Inventory procedure and taking Bar Inventory.

### Module VI

Case Study and Presentation of Menu Engineering.

### Module VII

Preparation of MIS of F&B Outlet of a month with Graphs.

### Module VIII

Supervision - F&B Service in Training Restaurant.

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

### End-Term: 70 Marks

Components	JE	V	GP	LE
Weightage (%)	10	10	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; V= Viva; GP= Grooming & Presentation

## Text & References:

### Text:

- Food & Beverage Management & Control by Dr. JM Negi; Kanishka, New Delhi.
- Food & Beverage Costing by Dr. JM Negi; Himalaya Publication House, New Delhi

### References:

- Management of Food & Beverage Operation by Jack D Ninemeire
- Planning Control for Food & Beverage Management by Paul T Wise
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# FRONT OFFICE MANAGEMENT – II (LAB)

**Course Code: BHM 523**

**Credit Units: 01**

## Course Objective:

At the end of the semester the students would be able to-

- Exposure with the essentials of internet technology and to provide them the basic, conceptual and applied knowledge of marketing in the era of technological convergence
- Providing them the knowledge of various tools and techniques of internet marketing.

## Course Contents:

### Module I: Relevance of Internet for Front Office

A strategic tool for global marketing- Overview, Internet Marketing and Tourism  
Internet and Marketing Mix  
Internet and Advertising, E-Commerce transactions on the Net  
Electronic payment systems (EPS), Online Payments.

### Module II: GDS Management

### Module III: Opera—Report Generation

### Module IV: Application – Revenue Management

### Module V: Forms & Formats

### Module VI: Case Handling

## Examination Scheme:

### Internal: 40 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

### End-Term: 60 Marks

Components	JE	VV	GP	LE
Weightage (%)	05	5	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text & References:

### Text:

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management – Accounting & Control by Dr. Jagmohan negi, Himalaya Publishing House, New Delhi

### References:

- Front Office by Abbott, Butter Worth Hiemann.
- Principals of Hotel Front Office Operation by Baker, Cossell
- Check-in – Check-out by Gary K Vallen
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

## ACCOMMODATION MANAGEMENT – II (LAB)

**Course Code: BHM 524**

**Credit Units: 01**

### Course Objective:

At the end of the semester the students would be able to-

- Explain the role of various fabrics and quality of fibers
- Identify various kind of fabrics & their qualities
- Acquire stain removal techniques.
- Do simple flower arrangements.
- Identify indoor plants.
- Design uniform of hotel operational staff.

### Course Contents:

#### Module I

. Handling Different Types of Fabrics & collection of samples (cotton, silk, velvet, georgette, denim, crepe, gabardine, polyester, wool, linen, jute, canvas, brocade, candlewick, chiffon, organdy, velvet, twill, tweed, corduroy, net)

#### Module II

Collection of different special fabrics and their usage (baize, chintz, drill, flannelette, folk weave, tapestry, scrim, plush, satin, hessian, felt )

#### Module III

1. Different types of weaving machine and types of weaving Identification and construction of – plain, basket, figured, weaves, pile, satin,
2. Twill and sateen.

#### Module IV

Different types of bedding and their usage and qualities (collection of sample & pictures)  
Bolster runner, throw, bed cover, pillows, and cushion

#### Module V

Carpet Shampooing

### Examination Scheme:

#### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	5	15	5	5

#### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

### Text & References:

#### Text:

- Professional Management of HK by Robert J Martin
- Hotel Hostel & Hospital Housekeeping-Joan C Branson Published by Hodder & Stoughton.

#### References:

Professional House Keeping by Madlin Tucker

# HOTEL LAW

**Course Code: BHM 507**

**Credit Units: 04**

## Course Objective:

At the end of the semester students will be able to:

- Understand different aspects of Hospitality Law
- Define food quality standards, quality assurance term & processes.
- Elaborate food safety related concerns.

## Course Contents:

### Module I: Hospitality Laws

Introduction

Provision of hospitality laws

Excise laws

### Module II: Food and beverages laws and licenses

P.F.A. act, essential commodities act,

Consumer Protection Act

Different licenses for bar

### Module III: Laws related to Hotel Operations

Doing Business in India

Business Contracts

Hotel Licenses and Permissions

Hotel Insurance

### Module IV: Laws related to Employees and Guests

Labour Laws

Hospitality Laws

### Module V: Laws related to Food and Beverage

Food Legislation

Liquor Licensing

### Module VI: Laws related to the Public Health & Safety

Environment

## Examination Scheme:

Components	V	H	CTI	A	EEI
Weightage (%)	05	05	15	5	70

## Text & References:

- Hotel Law by Amitabh Devendra
- Hospitality Law: Managing Legal Issues in the Hospitality by Stephen C. Barth
- Hotel Law: Transactions, Management and Book by Nelson Migdal
- Understanding hospitality law Textbook by Jack P. Jefferies
- Principles of Hospitality Law book by Alan Pannett and Michael John Boella

# HOTEL INTERIOR DECORATION

Course Code: BHM 508

Credit Units: 04

## Course Objective :

To provide the student of Interior Design knowledge on various developments in Interior design through ages.

- To help the student understand the designs from Prehistoric Period to the middle ages.
- To know more on the Modern Movements in Interior design from the beginnings of 20th century.

## Course Contents :

### Module I: Early Classical Period

Prehistoric Cave paintings – Primitive Designs- Interiors during Egyptian, Greek, Roman, Gothic, Early Christian & Renaissance Periods.

### Module II: Middle Ages

Interiors in Romanesque, Gothic, and renaissance periods

### Module III: Colonial to The Beginning of the 20th Century

Colonial, Victorian designs, Arts & Crafts movement, Art Nouveau, Eclecticism, Frank Lloyd Wright.

### Module IV: Bauhaus to Post War Modernism

Walter Gropius/ Bauhaus, De Stijl, Mies Van Der Rohe, Le Corbusier, Art Deco, Postwar Modernism.

## Examination Scheme:

Components	V	H	CTI	A	EEI
Weightage (%)	05	05	15	5	70

## Taxes & Reference :

1. Interior Design Course, Mary Gilliat Coyran, Octopus Ltd., London
2. Interior Design & Decoration, Sherril Whiton, Prentice Hall
3. Interior Design, Francis D.K. Ching, John Wiley & Sons, New York
4. History of Architecture, Sir Banister Fletcher, CBS Publishers & distributors, New Delhi
5. Time Saver Standards for Interior Design, Joseph De Chiara, McGraw Hill, New York.

# YIELD MANAGEMENT

**Course Code: BHM 509**

**Credit Units: 04**

## Course Objective :

To impart the knowledge of maximum revenue generation with the minimum of cost controlling. To ensure the proper pricing at peak season and off season.

### Module I : Planning & Evaluating Front Office Operations

Setting Room Rates (Details/Calculations thereof)

- Hubbart Formula, market condition approach & Thumb Rule

- Types of discounted rates – corporate, rack etc.

Forecasting techniques

Forecasting Room availability

Useful forecasting data

- % of walking
- % of overstaying
- % of under stay

Forecast formula

Types of forecast

Sample forecast forms

Factors for evaluating front office operations

### Module II: Budgeting

Types of budget & budget cycle

Making front office budget

Factors affecting budget planning

Capital & operations budget for front office

Refining budgets, budgetary control

Forecasting room revenue

Advantages & Disadvantages of budgeting

### Module III : Property Management System

Fidelio / IDS / Shawman

Amadeus

### Module IV : Cash billings

various systems of maintaining guest accounts, reports and cashier desk, Departure procedure, credit and discounts in hotels, handling of credit cards, Travelers cheques, travel agents coupons and airline vouchers, foreign exchange regulations in the hotels regarding payment of hotel bills by foreigners and NRIs, handling of guest valuables. - See more at: <http://www.sgtuniversity.ac.in/faculty-of-hotel-and-tourism-management/pages/front-office-operations-diploma-in-front-office-management#sthash.E2nXSYxx.dpuf>

## Examination Scheme:

Components	V	H	CTI	A	EEI
Weightage (%)	05	05	15	5	70

## Taxes & Reference :

1. Yield Management: Strategies for the Service Industries by Anthony Ingold (Author), Ian Yeoman
2. An Introduction to Revenue Management for the Hospitality Book by Juston Parker, Kimberly A. Tranter, and Trevor Stuart-Hill

# COMMUNICATION SKILLS - I

**Course Code: BCS 501**

**Credit Units: 01**

## **Course Objective:**

To teach the participants strategies for improving academic reading and writing.

Emphasis is placed on increasing fluency, deepening vocabulary, and refining academic language proficiency.

## **Course Contents:**

### **Module I: Social Communication Skills**

Small Talk

Conversational English

Appropriateness

Building rapport

### **Module II: Context Based Speaking**

In general situations

In specific professional situations

Discussion and associated vocabulary

Simulations/Role Play

### **Module III: Professional Skills**

Presentations

Negotiations

Meetings

Telephony Skills

## **Examination Scheme:**

<b>Components</b>	<b>CT1</b>	<b>CT2</b>	<b>CAF</b>	<b>V</b>	<b>GD</b>	<b>GP</b>	<b>A</b>
<b>Weightage (%)</b>	20	20	25	10	10	10	5

CAF – Communication Assessment File

GD – Group Discussion

GP – Group Presentation

## **Text & References:**

- Essential Telephoning in English, Garside/Garside, Cambridge
- Working in English, Jones, Cambridge
- Business Communication, Raman – Prakash, Oxford
- Speaking Personally, Porter-Ladousse, Cambridge
- Speaking Effectively, Jermy Comfort, et.al, Cambridge
- Business Communication, Raman – Prakash, Oxford

# BEHAVIOURAL SCIENCE - IV

**Course Code: BSS 501**

**Credit Units: 01**

## **Course Objective:**

To inculcate an elementary level of understanding of group/team functions  
To develop team-spirit and to know the importance of working in teams

## **Course Contents:**

### **Module I: Group formation**

Definition and Characteristics  
Importance of groups  
Classification of groups  
Stages of group formation  
Benefits of group formation

### **Module II: Group Functions**

External Conditions affecting group functioning: Authority, Structure, Org. Resources, Organizational policies etc.  
Internal conditions affecting group functioning: Roles, Norms, Conformity, Status, Cohesiveness, Size, Inter group conflict.  
Group Cohesiveness and Group Conflict  
Adjustment in Groups

### **Module III: Teams**

Meaning and nature of teams  
External and Internal factors effecting team  
Building Effective Teams  
Consensus Building  
Collaboration

### **Module IV: Leadership**

Meaning, Nature and Functions  
Self leadership  
Leadership styles in organization  
Leadership in Teams

### **Module V: Power to empower: Individual and Teams**

Meaning and Nature  
Types of power  
Relevance in organization and Society

### **Module VI: End-of-Semester Appraisal**

Viva based on personal journal  
Assessment of Behavioural change as a result of training  
Exit Level Rating by Self and Observer

## **Examination Scheme:**

Components	SAP	A	Mid Term Test (CT)	VIVA	Journal for Success (JOS)
Weightage (%)	20	05	20	30	25

## **Text & References:**

- Organizational Behaviour, Davis, K.
- Hoover, Judhith D. Effective Small Group and Team Communication, 2002, Harcourt College Publishers
- Dick, Mc Cann & Margerison, Charles: Team Management, 1992 Edition, viva books
- LaFasto and Larson: When Teams Work Best, 2001, Response Books (Sage), New Delhi
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers

# FRENCH – IV

**Course Code: FLF 501**

**Credit Units: 02**

## Course Objective:

To acquaint the students with the vocabulary related to various services of the hotel/ restaurant, taking orders and ensuring the services.

## Course Contents:

### Unité 4: pp. 46 to 61

#### Contenu lexical:

- 1 informer le client sur les différents services et équipements de l'hôtel
- 2 prendre note d'une commande petit-déjeuner par téléphone
- 3 caractériser les tâches professionnelles du métier de concierge
- 4 indiquer le chemin
- 5 caractériser les tâches professionnelles des métiers de gouvernante et de femme de chambre
- 6 répondre aux clients à l'étage
- 7 nommer les différentes catégories d'aliments
- 8 caractériser un plat
- 9 Aider le client à choisir, s'enquérir de ses goûts, donner des conseils

#### Contenu grammatical:

- 1 pronoms relatifs simples : qui/que (qu')/où
- 2 articles partitifs
- 3 impératif présent
- 4 nominalisation
- 5 prépositions à et de dans les noms des plats
- 6 pronoms personnels indirects

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text & References:

- le livre à suivre : [hôtellerie-restauration.com](http://hôtellerie-restauration.com)

# GERMAN - IV

**Course Code: FLG 501**

**Credit Units: 02**

## Course Objective:

To enable the students to converse, read and write in the language with the help of the basic rules of grammar, which will later help them to strengthen their language.

To give the students an insight into the culture, geography, political situation and economic opportunities available in Germany.

Introduction to Advanced Grammar Language and Professional Jargon

## Course Contents:

### Module I: Present perfect tense

Present perfect tense, usage and applicability

Usage of this tense to indicate near past

Universal applicability of this tense in German

### Module II: Letter writing

To acquaint the students with the form of writing informal letters.

### Module III: Interchanging prepositions

Usage of prepositions with both accusative and dative cases

Usage of verbs fixed with prepositions

Emphasizing on the action and position factor

### Module IV: Past tense

Introduction to simple past tense

Learning the verb forms in past tense

Making a list of all verbs in the past tense and the participle forms

### Module V: Reading a Fairy Tale

Comprehension and narration

- Rotkäppchen
- Froschprinzessin
- Die Fremdsprache

### Module VI: Genitive case

Genitive case – Explain the concept of possession in genitive

Mentioning the structure of weak nouns

### Module VII: Genitive prepositions

Discuss the genitive prepositions and their usage: (während, wegen, statt, trotz)

### Module VIII: Picture Description

Firstly recognize the persons or things in the picture and identify the situation depicted in the picture;

Secondly answer questions of general meaning in context to the picture and also talk about the personal experiences which come to your mind upon seeing the picture.

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text & References:

- Wolfgang Hieber, Lernziel Deutsch
- Hans-Heinrich Wangler, Sprachkurs Deutsch
- Schulz Griesbach, Deutsche Sprachlehre für Ausländer
- P.L Aneja, Deutsch Interessant- 1, 2 & 3
- Rosa-Maria Dallapiazza et al, Tangram Aktuell A1/1,2
- Braun, Nieder, Schmöe, Deutsch als Fremdsprache 1A, Grundkurs

# SPANISH - IV

**Course Code: FLS 501**

**Credit Units: 02**

## **Course Objective:**

To enable students acquire working knowledge of the language; to give them vocabulary, grammar, voice modulations/intonations to handle everyday Spanish situations with ease.

## **Course Contents:**

### **Module I**

Revision of earlier semester modules  
Introduction to Present Continuous Tense (Gerunds)

### **Module II**

Translation with Present Continuous Tense  
Introduction to Gustar, Parecer, Apetecer, doler

### **Module III**

Imperatives (positive and negative commands of regular verbs)

### **Module IV**

Commercial/business vocabulary

### **Module V**

Simple conversation with help of texts and vocabulary  
En la recepcion del hotel  
En el restaurante  
En la agencia de viajes  
En la tienda/supermercado

## **Examination Scheme:**

<b>Components</b>	<b>CT1</b>	<b>CT2</b>	<b>C</b>	<b>I</b>	<b>V</b>	<b>A</b>
<b>Weightage (%)</b>	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## **Text & References:**

- Español Sin Fronteras (Nivel – Elemental)

# JAPANESE - IV

**Course Code: FLJ 501**

**Credit Units: 02**

## Course Objective:

To enable the students to comfortably interact using basic Japanese.

**Note:** Teaching is done in roman as well as Japanese script, students will be taught katankana (another form of script) in this semester i.e. to be able to write all the foreign words in Japanese.

## Course Contents:

### Module I

Comparison using adjectives, Making requests

### Module II

Seeking permission

### Module III

Practice of conversations on:

Visiting people, Party, Meetings, After work, At a ticket vending machine etc

### Module IV

Essays, writing formal letters

## Learning Outcome

➤ Students can speak the language describing above-mentioned topics.

## Methods of Private study /Self help

➤ Handouts, audio-aids, and self-do assignments, role-plays.

➤ Students are also encouraged to attend Japanese film festival and other such fairs and workshops organized in the capital from time to time.

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text & References:

### Text:

- Teach yourself Japanese

### References:

- Shin Nihongo no kiso 1

# CHINESE – IV

**Course Code: FLC 501**

**Credit Units: 02**

## Course Objective:

How many characters are there? The early Qing dynasty dictionary included nearly 50,000 characters the vast majority of which were rare accumulated characters over the centuries. An educate person in China can probably recognize around 6000 characters. The course aims at familiarizing the student with the basic aspects of speaking ability of Mandarin, the language of Mainland China. The course aims at training students in practical skills and nurturing them to interact with a Chinese person.

## Course Contents:

### Module I

Dialogue Practice  
Observe picture and answer the question  
Pronunciation and intonation  
Character writing and stroke order.  
Electronic items

### Module II

Traveling – The Scenery is very beautiful  
Weather and climate  
Grammar question with – “bu shi .... Ma?”  
The construction “yao ... le” (Used to indicate that an action is going to take place)  
Time words “yiqian”, “yiwai” (Before and after).  
The adverb “geng”.

### Module III

Going to a friend house for a visit meeting his family and talking about their customs.  
Fallen sick and going to the Doctor, the doctor examines, takes temperature and writes prescription.  
Aspect particle “guo” shows that an action has happened some time in the past.  
Progressive aspect of an actin “zhengzai” Also the use if “zhe” with it.  
To welcome someone and to see off someone .... I cant go the airport to see you off... etc.

### Module IV

Shipment. Is this the place to checking luggage?  
Basic dialogue on – Where do u work?  
Basic dialogue on – This is my address  
Basic dialogue on – I understand Chinese  
Basic dialogue on – What job do u do?  
Basic dialogue on – What time is it now?

### Module V

Basic dialogue on – What day (date) is it today?  
Basic dialogue on – What is the weather like here.  
Basic dialogue on – Do u like Chinese food?  
Basic dialogue on – I am planning to go to China.

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation  
I – Interaction/Conversation Practice

## Text & References:

- “Elementary Chinese Reader, Part-2” Lesson 31-38

# FOOD PRODUCTION MANAGEMENT - II

**Course Code: BHM 601**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester will be able to-

- Explain and write various types of appetizers garnishes and sandwiches
- Acquire knowledge of wines and herbs in cooking, international cuisine, bakery and confectionary products
- Have knowledge of production management and research development.

## **Course Contents:**

### **Module I: International cuisine**

Geographic location

Historical background

Staple food with regional influences

Specialties

Recipes

Equipment in relation to:

**Continental:** - Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany

### **Chinese**

Introduction to Chinese foods

Historical background

Regional cooking styles

Methods of cooking

Equipment & utensils.

### **Module II: Bakery & Confectionary**

#### **Icings & Toppings**

Varieties of Icings

Using of Icings

Difference between Icings & Toppings

Recipes

#### **Frozen Desserts**

Types and classification of Frozen desserts

Ice-creams – Definitions

Methods of preparation

Additives and preservatives used in Ice-cream manufacture

#### **Meringues**

Making of Meringues

Factors affecting the stability

Cooking meringues

Types of Meringues

Uses of meringues

#### **Chocolate**

History

Sources

Manufacture & processing of Chocolate

Types of Chocolate

Cocoa Butter, white chocolate and its applications.

### **Module III: French (Should be taught along with the relevant topics.)**

Culinary French

Classical recipes (recettes classique)

Classical Garnishes

Offals / Game

Larder terminology and vocabulary.

**Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

**Text & References:*****Text:***

- Theory of Catering by Kinton Cesserani, Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Hodder & Stoughton
- Theory of Cookery by K Arora, Frank Bros & Co, New Delhi

***References:***

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement, Joana Lorrenz
- Essential of Cooking by James Peterson, Artisan

# FOOD AND BEVERAGE MANAGEMENT AND CONTROL – II

**Course Code: BHM 602**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester students would be able to-

- Plan the entire aspects of a F&B Service outlet
- Explain F&B staff organization and their job descriptions
- Describe the procedure of planning and hosting banquet function including buffet
- Have knowledge of preparation of cocktails and gueridon service.

## **Course Contents:**

### **Module I: Planning & Operating F&B Outlet including Banquet**

Physical layout of functional and ancillary areas

Objective of good layout

Steps in planning

Factors to be considered while planning

Calculating space requirement

Various set ups for seating

Planning staff requirement

Selecting and planning of heavy duty and light equipment

Requirement of quantities of equipment required like crockery, glassware, steel or silver etc.

Suppliers & manufacturers

Approximate cost

Planning Décor, furnishing fixture etc.

Case Study.

### **Module II: Managing F&B Outlet**

Supervisory skills

Developing efficiency

Standard Operating Procedure.

### **Module III: Function Catering Banquets**

History

Types

Organization of Banquet department

Duties & responsibilities

Sales

Booking procedure

Banquet menus.

### **Module IV: Banquet Protocol and Informal Banquet**

Space Area requirement

Table plans / arrangement

Misc-en-place

Service

Toasting

Informal banquet like Reception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair,

Wedding and Outdoor catering Convention.

### **Module V: Function Catering Buffets**

Introduction

Factors to plan buffets

Area requirement

Planning and organization

Sequence of food

Menu planning

Types of buffet

Display

Sit down

Fork, Finger, Cold Buffet

Breakfast Buffets

Equipment

Supplies

Check list.

**Module VI: Gueridon Service**

History of gueridon  
 Definition  
 General consideration of operations  
 Advantages & Disadvantages  
 Types of trolleys  
 Factor to create impulse, Buying – Trolley, open kitchen  
 Gueridon equipment  
 Gueridon ingredients.

**Module VII: Bar Operations**

Types of Bar  
 Area of Bar  
 Front Bar  
 Back Bar  
 Under Bar (Speed Rack, Garnish Container, Icewell etc.)  
 Bar Stock  
 Inventory  
 Bar Staffing  
 Opening and Closing Duties.

**Module VIII: Kitchen Stewarding**

Importance  
 Opportunities in kitchen stewarding  
 Record maintaining  
 Machine used for cleaning and polishing  
 Inventory

**Examination Scheme:**

Components	V	H	CTI	A	EE1
Weightage (%)	05	05	15	5	70

**Text & References:***Text:*

- A Guide to Spirit & Liquor by Valton
- Food & Beverage Service by Lilicrap; J Smith R
- Food & Beverage Management & Control by Dr. JM Negi; Kanishka, New Delhi

*References:*

- Food & Beverage Costing by Dr. JM Negi; Himalaya Publishing House, New Delhi
- Food & Beverage Laws-Food Safety & Hygiene by Dr. JM Negi; Aman Publication
- Food & Beverage Costing- 2000 by Dr. JM Negi; Himalaya Publishing House, New Delhi
- Grading & Classification of Hotels by Dr. JM Negi, Kanishka New Delhi
- F&B Management by Cousins
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# FRONT OFFICE MANAGEMENT - III

Course Code: BHM 603

Credit Units: 01

## Course Objective:

At the end of the semester students will be able to-

- Understand Customer Relationship Management is to provide information for the students about practical approach to understand a comprehensive view of CRM and show them how to successfully implant an enterprise customer focused solution
- Describe CRM functionality but also gives detailed guidance of how to approach CRM in organization
- Acquire an excellent study into what defines today's best practices in the CRM industry
- Classify a CRM approach that is responsive, flexible and personalized to each customer
- Make use of E-Commerce in CRM.

## Course Contents:

### Module I: Yield Management

Measuring Yield in the Hotel Industry  
Yield Management in the Hotel Industry  
Elements of Yield Management  
Benefits of Yield Management

### Module II : Forecasting

Benefits of Forecasting  
Data required for forecasting  
Records required for forecasting  
Room availability

### Module III: Evaluating Hotel Performance

Methods of Measuring Hotel  
Performance  
Occupancy Ratios  
Average Daily Rate  
Average Room rate per guest  
Rev Par

### Module IV: Problem Base Learning

Situations (Daily Base situations)  
Case Studies  
Handling Complaints

## Examination Scheme:

Components	V	HA	CTI	A	EE1
Weightage (%)	05	05	15	5	70

## Text & References:

### Text:

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management – Accounting & Control by Dr. Jagmohan negi, Himalaya Publishing House, New Delhi

### References:

Front Office by Abbott, Butter Worth Hiemann.

# ACCOMMODATION MANAGEMENT - III

**Course Code: BHM 604**

**Credit Units: 01**

## Course Objective:

At the end of the semester the students will be able to-

- Understand planning & organization of housekeeping department and its budget preparation & budget re-controls. Students will also be exposed for safety norms in hospitality industry.
- Understand the concept of interior designing & its benefits.
- It is going to be comprehensive study in accommodation management.

## Course Contents:

### Module I: Planning & Organization of the Housekeeping Department

Area inventory list

Frequency schedules

Performance & productivity standards

Time & motion study

Standard operating manuals- job procedures

Job allocation & work schedules, calculating staff strength & planning duty reports

Selection of cleaning equipments & agents (Inventory System)

Housekeeping in Institution other than Hotels.

New Property countdown

### Module II: Budget & Budgetary Control

The budget process

Planning capital budget

Planning operating budget

Operating budget- controlling expenses- income statement

Purchasing systems- methods of buying

Stock records- issuing & control

### Module III: Contract Services & Safety-Security

Types of contract services

Guidelines for hiring contract services

Advantages & disadvantages of contract services

Safety awareness & accident prevention

Fire safety & fire fighting equipment

First aid

Key & key control

Crime prevention & dealing with emergencies situations

Energy & Water Conservation.

### Module IV: Interior Decoration

Elements of design

Colour & its role in décor

Window & window treatments

Lighting & lighting fixtures

Floor finishes & carpets

Furniture & fitting and accessories

Layout of guest room (refurbishing & redecoration)

Sizes of rooms, sizes of furniture & furniture arrangement

Principles of design

Colour harmony & colour schemes

## Examination Scheme:

Components	V	H	CTI	A	EE1
Weightage (%)	05	05	15	5	70

## **Text & References:**

### ***Text:***

- Accommodation Management Wood Roy C
- Marketing Management: Analysis, Planning & Control by Phillip Kotler
- Professional Management of Housekeeping Operation by Robert J. Martin

### ***References:***

- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox.
- Managing HK Operation by Margrat M Kappa
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# HOSPITALITY AND TOURISM MARKETING MANAGEMENT

**Course Code: BHM 605**

**Credit Units: 02**

## **Course Objective:**

The objective of this course is to introduce the basic concepts of marketing business environment, consumers and markets and to develop a feel of the marketplace.

## **Course Contents:**

### **Module I: Understanding Marketing Management**

The production concepts,  
The product concept,  
The selling concept,  
The marketing concept (Relationship marketing, Social marketing),

### **Module II: Understanding Consumer Behavior**

The factors influencing consumer behavior.  
The stages in buying process

### **Module III: Marketing Process**

Market Environment  
Marketing Mix  
Segmentation, Targeting Positioning

### **Module IV: Product Management**

Classification of products,  
New Product development,  
Product mix decisions  
Product Life Cycle

### **Module V: Pricing Strategies**

Steps adopted in selecting the right price.  
Various pricing strategies

### **Module VI: Managing the Integrated Communication**

What is communication?  
Advertising management,  
Managing sales promotions,  
Role of public relations and publicity,  
Direct marketing and personnel selling,  
Role of internet marketing,  
Emerging communication trends.

## **Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>A</b>	<b>P</b>	<b>CT1</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	05	15	70

## **Text & References:**

### **Text:**

- Hospitality & Tourism Marketing by Phillip Cotlar
- Marketing for Hospitality by Tom Peters
- Marketing and sales strength for Hotel & Tourism Industry by Dr. Jagmohan Negi, S. Chand & Co. New Delhi

### **References:**

- Marketing in Travel & Tourism by Victor & Clark
- Marketing at Hospitality Services by Willam Lazer
- Hospitality Sales & Marketing by James R Abbey
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Marketing Management: Analysis, Planning & Control by Phillip Kotler

- Sales, Management, Decision, Policies & Thesis by RR Still & EW Condiff
- Marketing Management by Joseph Guiltman
- Selling: Principles & Practices by B Richerd
- Market Research by DJ Luck, HG Wales & DA Taylor
- A Practical Guide Book to Market Research- Text & Cases by Dr. DM Sarwate
- Marketing Research by Thomas C Kinnear
- Brand Positioning by Sengupta

Marketing Decision Making- Model Building Approach by Lillier & Kotler

# **FACILITY MANAGEMENT, PLANNING AND DESIGN - I**

**Course Code: BHM 606**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester the students will be able to-

- Explain & understand project management, kitchen stewarding layout and design and equipment planning and methods of energy conservation.

## **Course Contents:**

# ENTREPRENEURSHIP DEVELOPMENT

**Course Code: BHM 607**

**Credit Units: 04**

## **Course Objective:**

At the end of semester students will be able to-

- Acquire be self-employed and inculcate a habit of self-earning and maintain a dignified life
- Plan a path for hospitality students to make them successful entrepreneurs in their life and contribute to society
- To understand basic knowledge in the field of entrepreneurship development and give them basic exposure of Govt. policies and assistance
- Describes the roles that new venture creation plays in the economy, defines entrepreneurship and show how three factors – individuals, environments and organizations comes through to create the entrepreneurship event
- Impart the knowledge of the resource based framework i.e. Financial, physical, technological, human and organizational
- Exposed get with franchising opportunity and discuss what elements make a business concepts a legitimate franchise opportunity
- Acquire an effective leadership, quality and effective decision-making.

## **Course Contents:**

### **Module I: Entrepreneurship Skills**

#### **Personality attribute of an entrepreneurs**

- Self control-value attitude
- Socio-culture factors

#### **Unique characters of the hospitality industry**

- Human psychology
- Inter-personal relationship
- Team building
- Customer orientation

#### **Positive entrepreneurship behaviour**

- Overcoming external constrains
- Solving internal problems

### **Module II: Identification of business opportunities in the hospitality industry**

Demand / Market Analysis

Present and future competition

Government policy regarding small Enterprises

### **Module III: Organization of small enterprises - Form of organization**

Sole ownership

Partnership

Private Ltd. Company

Public Ltd. Company

Manpower requirement

### **Module IV: Small Enterprises Risk Analysis**

Motivational factors

Developing Achievement Orientation

Strength and weakness of Independent Business

Feasibility and viability

### **Module V: Establishment of an Enterprise**

Registration of Hotel business

Licenses and Permits for Hotel Industry

Financial resources

Organizing material, human and technical resource

Launching the enterprises

Formulating and implanting business strategies

## Examination Scheme

Components	V	H	CTI	A	EE1
Weightage (%)	05	05	15	5	70

### Text & References:

#### *Text:*

- Small Scale Industries and Entrepreneurship, by Desai Vasant; Bombay, Himalaya
- Small Scale Industries in the Developing Countries, by Staley E. & Morsey R. McGraw Hill.
- Management of Small Scale Industries, by Malhotra I. S. & Gupta S. L,
- Innovation and Entrepreneurship, by Drucker, Peter F; East-West Press (P) Ltd.

#### *References:*

- Entrepreneurial Development in India, by Gupta CB & Srinivasan; Sultan Chand
- Entrepreneur Development– New Ventures Creation, by Taneja S & Gupta SL
- Entrepreneurship Management by Dr. Aruna Kaulgud, Vikas Publishing House.

# MEETING, CONFERENCES & EXHIBITION MANAGEMENT

**Course Code: BHM 608**

**Credit Units: 04**

## Course Objective:

To provide a conceptual overview and a systematic study of MICE programming, management, marketing, and practical applications

To foster professionalism in MICE management, covering the knowledge base, theory, methodologies and ethics

## Course Contents :

### Module I: Introduction. Overview of the MICE Industry

Introduction of MICE industry

Basic terms and concepts in MICE

The nature of MICE markets and demand for facilities

The impact of MICE on local and national communities

### Module II: The Role of MICE in the Tourism Industry

Broader value of MICE; Educate and inform, Promote, Network/Socialize

Attracting tourism

Improving the Destination's image; Increase sales, Improve performance

Support the Local Community; New skills and knowledge, job creation, Infrastructure investment

### Module III: MICE Destinations and Facilities

Destination management

A frame work for the study of destination selection model

### Module IV: Stakeholders of MICE Industry

Local community

Association / Exhibitors

Convention Bureau/ Destination Management Organization (DMO)

Venue and Hotels

Travel agency

Participants

### Module V: Types of Events

Meetings

Incentives

Conventions

Events/Exhibitions

## Examination Scheme :

Components	V	H	CTI	A	EE1
Weightage (%)	05	05	15	5	70

## Taxes & References :

Meetings, Expositions, Events and Conventions by George G. Fenich

Outlines and Highlights for Meetings, Expositions, Events and Conventions by George G. Fenich

Trends in the conference center industry. North America. by PKF Consulting (Firm); International Association of Conference Centers

The International Dictionary of Event Management by Joe Goldblatt (Editor); Kathleen S. Nelson (Editor)

Measuring the Economic Importance of the Meetings Industry by World Trade Organization

# INDO / ASIAN CUISINE

**Course Code: BHM 609**

**Credit Units: 04**

## **Course Objective:**

A wide range of different types of food habits and their development generation by generation. The variety of various cuisine in Asia region and there development.

## **Course Contents :**

### **Module I : South Indian Cuisine**

States included : Karnataka, Andhra Pradesh, Tamilnadu and Kerala.

### **Module II : North Indian Cuisine**

Awadhi cuisine  
Bihari cuisine  
Bhojpuri cuisine  
Kumauni cuisine  
Cuisine of Kashmir  
Mughlai cuisine  
Punjabi cuisine  
Rajasthani cuisine  
Cuisine of Uttar Pradesh

### **Module III : North Frontier Cuisine**

Pakistani Cuisine  
Afghani Cuisine  
Sindhi Cuisine  
Baluchistan Cuisine

### **Module IV : Mandarin Cuisine**

Anhui Cuisine  
Cantonese Cuisine  
Fujian Cuisine  
Hunan Cuisine  
Jiangsu Cuisine  
Shandong Cuisine  
Sichuan Cuisine  
Zhejiang Cuisine

## **Examination Scheme**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

## **Taxes & References :**

The Blood Telegram: India's Secret War in East Pakistan by Gary J. Bass  
The North-West Frontier: British India and Afghanistan, a Pictorial History 1839-1947 by Michael Barthorp  
Mandarin Food and Cooking: 75 Regional Recipes from Beijing Book by Terry Tan

# COMMUNICATION SKILLS - I

**Course Code: BCS 601**

**Credit Units: 01**

## **Course Objective:**

To equip the participant with linguistic skills required in the field of science and technology while guiding them to excel in their academic field.

## **Course Contents:**

### **Module I**

Reading Comprehension  
Summarising  
Paraphrasing

### **Module II**

Essay Writing  
Dialogue Report

### **Module III**

Writing Emails  
Brochure  
Leaflets

### **Module IV: Introduction to Phonetics**

Vowels  
Consonants  
Accent and Rhythm  
Accent Neutralization  
Spoken English and Listening Practice

## **Examination Scheme:**

<b>Components</b>	<b>CT1</b>	<b>CT2</b>	<b>CAF</b>	<b>V</b>	<b>GD</b>	<b>GP</b>	<b>A</b>
<b>Weightage (%)</b>	20	20	25	10	10	10	5

CAF – Communication Assessment File

GD – Group Discussion

GP – Group Presentation

## **Text & References:**

- Effective English for Engineering Students, B Cauveri, Macmillan India
- Creative English for Communication, Krishnaswamy N, Macmillan
- A Textbook of English Phonetics, Balasubramanian T, Macmillan

# BEHAVIOURAL SCIENCE - V

**Course Code: BSS 601**

**Credit Units: 01**

## Course Objective:

This course aims at enabling students towards:

- Understand the importance of individual differences
- Better understanding of self in relation to society and nation
- Facilitation for a meaningful existence and adjustment in society
- To inculcate patriotism and National pride.
- To enhance personal and professional excellence

## Course Contents:

### Module I: Individual differences & Personality

Personality: Definition & Relevance

Importance of nature & nurture in Personality Development

Importance and Recognition of Individual differences in Personality

Accepting and Managing Individual differences (Adjustment Mechanisms)

Intuition, Judgment, Perception & Sensation (MBTI)

BIG5 Factors

### Module II: Socialization

Nature of Socialization

Social Interaction

Interaction of Socialization Process

Contributions to Society & Nation

### Module III: Patriotism and National Pride

Sense of Pride and Patriotism

Importance of Discipline and hard work

Integrity and accountability

### Module IV: Human Rights, Values and Ethics

Meaning of Human Rights

Human Rights Awareness

Importance of human rights

Values and Ethics- Learning based on project work on Scriptures like Ramayana, Mahabharata, Gita etc

### Module V: Personal and Professional Excellence

- Personal excellence:

- Identifying Long-term choices and goals

- Uncovering talent, strength and style

Alan P. Rossiter's eight aspects of Professional Excellence

Resilience during challenge and loss

Continued Reflection (Placements, Events, Seminars, Conferences, Projects, Extracurricular Activities, etc.)

### Module VI: End-of-Semester Appraisal

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

## Examination Scheme:

Components	SAP	A	Mid Term Test (CT)	VIVA	Journal for Success (JOS)
Weightage (%)	20	05	20	30	25

## Text & References:

- Bates, A. P. and Julian, J.: Sociology - Understanding Social Behaviour
- Dressler, David and Cans, Donald: The Study of Human Interaction
- Lapiere, Richard. T – Social Change
- Rose, G.: Oxford Textbook of Public Health, Vol.4, 1985.
- Robbins O.B.Stephen;. Organizational Behaviour

# FRENCH - V

**Course Code: FLF 601**

**Credit Units: 02**

## Course Objective:

To provide the students with necessary linguistic tools to tackle the complaints of the clients at the hotel/ restaurant and through email - understand/ excuse/ foresee and propose rectification/ redressal

## Course Contents:

### Unité 5: pp. 62 to 77

- Contenu lexical:**
- 1 Comprendre les requêtes des clients pendant leur repas et y répondre
  - 2 Savoir dresser une table
  - 3 Comprendre les réclamations des clients (service, cuisine, boisson)
  - 4 S'excuser et envisager une réparation
  - 5 Faire face à des dysfonctionnements (surréservation, chambre pas prête, délogement...)
  - 6 S'excuser et proposer une réparation
  - 7 Comprendre le travail du personnel d'étage : éléments contrôlés dans les chambres
  - 8 Rédiger une lettre d'excuse suite à une réclamation

- Contenu grammatical:**
- 1 pronoms personnel « en »
  - 2 indicatif imparfait et passé composé
  - 3 expression de la quantité: peu/assez/beaucoup/trop
  - 4 Expression du temps: il y a, depuis, pendant, dans, au bout de, en, jusqu'à
  - 5 forme passive
  - 6 les connecteurs logiques et temporels

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text & References:

- le livre à suivre : [hotellerie-restauration.com](http://hotellerie-restauration.com)

# GERMAN - V

**Course Code: FLG 601**

**Credit Units: 02**

## Course Objective:

To enable the students to converse, read and write in the language with the help of the basic rules of grammar, which will later help them to strengthen their language.

To give the students an insight into the culture, geography, political situation and economic opportunities available in Germany

Introduction to Advanced Grammar and Business Language and Professional Jargon

## Course Contents:

### Module I: Genitive case

Genitive case – Explain the concept of possession in genitive

Mentioning the structure of weak nouns

### Module II: Genitive prepositions

Discuss the genitive prepositions and their usage: (während, wegen, statt, trotz)

### Module III: Reflexive verbs

Verbs with accusative case

Verbs with dative case

Difference in usage in the two cases

### Module IV: Verbs with fixed prepositions

Verbs with accusative case

Verbs with dative case

Difference in the usage of the two cases

### Module V: Texts

A poem 'Maxi'

A text Rocko

### Module VI: Picture Description

Firstly recognize the persons or things in the picture and identify the situation depicted in the picture;

Secondly answer questions of general meaning in context to the picture and also talk about the personal experiences which come to your mind upon seeing the picture.

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text & References:

- Wolfgang Hieber, Lernziel Deutsch
- Hans-Heinrich Wangler, Sprachkurs Deutsch
- Schulz Griesbach, Deutsche Sprachlehre für Ausländer
- P.L Aneja, Deutsch Interessant - 1, 2 & 3
- Rosa-Maria Dallapiazza et al, Tangram Aktuell A1/1,2
- Braun, Nieder, Schmöe, Deutsch als Fremdsprache 1A, Grundkurs

# SPANISH - V

**Course Code:** FLS 601

**Credit Units: 02**

## **Course Objective:**

To enable students acquire working knowledge of the language; to give them vocabulary, grammar, voice modulations/intonations to handle everyday Spanish situations with ease.

## **Course Contents:**

### **Module I**

Revision of earlier semester modules

### **Module II**

Future Tense

### **Module III**

Presentations in English on  
Spanish speaking countries

Culture

Sports

Food

People

Politics

Society

Geography

### **Module IV**

Situations:

En el hospital

En la comisaria

En la estacion de autobus/tren

En el banco/cambio

### **Module V**

General revision of Spanish language learnt so far.

## **Examination Scheme:**

<b>Components</b>	<b>CT1</b>	<b>CT2</b>	<b>C</b>	<b>I</b>	<b>V</b>	<b>A</b>
<b>Weightage (%)</b>	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## **Text & References:**

- Español Sin Fronteras, Greenfield

# JAPANESE - V

**Course Code: FLJ 601**

**Credit Units: 02**

## Course Objective:

To enable the students to converse, read and write language comfortably and be able to converse using different patterns and forms taught through out. Students are taught and trained enough to get placed themselves in Japanese companies.

**Note:** Teaching is done in roman as well as Japanese script.

## Course Contents:

### Module I

Dictionary form of the verbs, Joining of verbs

Negative form of verbs

Potential form

### Module II

Joining of many actions together

Usage of dictionary form of the verbs in sentences

Introducing colloquial language.

### Module III

Direct form of the speech, quotations,

Expressing thoughts

Actions and reasoning

### Module IV

Conclusion

Receiving and giving things, favour etc.

Different forms like 'tara' form.

### Module V

Revision of the whole syllabus

## Learning Outcome

- Students can speak and use different patterns, ways to describe a particular situation and can converse comfortably in mentioned situations through out.
- Students can appear in the interviews for placements in Japanese companies.

## Methods of Private study /Self help

- Teaching will be supported by handouts, audio-aids, and self-do assignments and role plays.
- Use of library, visiting and watching movies in Japan and culture center every Friday at 6pm.

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text & References:

### Text:

- Teach yourself Japanese

### References:

- Shin Nihongo no kiso 1

# CHINESE – V

**Course Code: FLC 601**

**Credit Units: 02**

## Course Objective:

What English words come from Chinese? Some of the more common English words with Chinese roots are ginseng, silk, dim sum, fengshui, typhoon, yin and yang, T'ai chi, kung-fu. The course aims at familiarizing the student with the basic aspects of speaking ability of Mandarin, the language of Mainland China. The course aims at training students in practical skills and nurturing them to interact with a Chinese person.

## Course Contents:

### Module I

Drills

Dialogue practice

Observe picture and answer the question.

Pronunciation and intonation.

Character writing and stroke order

### Module II

Intonation

Chinese foods and tastes – tofu, chowmian, noodle, Beijing duck, rice, sweet, sour...etc. Learning to say phrases like – Chinese food, Western food, delicious, hot and spicy, sour, salty, tasteless, tender, nutritious, good for health, fish, shrimps, vegetables, cholesterol is not high, pizza, milk, vitamins, to be able to cook, to be used to, cook well, once a week, once a month, once a year, twice a week.....

Repetition of the grammar and verbs taught in the previous module and making dialogues using it.

Compliment of degree “de”.

### Module III

Grammar the complex sentence “suiran ... danshi...”

Comparison – It is colder today than it was yesterday.....etc.

The Expression “chule....yiwai”. (Besides)

Names of different animals.

Talking about Great Wall of China

Short stories

### Module IV

Use of “huozhe” and “haishi”

Is he/she married?

Going for a film with a friend.

Having a meal at the restaurant and ordering a meal.

### Module V

Shopping – Talking about a thing you have bought, how much money you spent on it? How many kinds were there? What did you think of others?

Talking about a day in your life using compliment of degree “de”. When you get up? When do you go for class?

Do you sleep early or late? How is Chinese? Do you enjoy your life in the hostel?

Making up a dialogue by asking question on the year, month, day and the days of the week and answer them.

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text & References:

- “Elementary Chinese Reader ” Part-II Lesson 39-46

# BAKERY & CONFECTIONARY – IV

Course Code: BHM 620

Credit Units: 01

## Course Objective:

At the end of the semester the students will be able-

- To learn about the advance bakery and confectionary
- To make a bakery product and would be able to explain the meaning of the dishes
- To use the equipments confidently
- To learn the advance techniques used in bakery.

## Course Contents:

### Module I CHOCOLATE

- A. History
- B. Sources
- C. Manufacture & Processing of Chocolate
- D. Types of chocolate
- E. Tempering of chocolate
- F. Cocoa butter, white chocolate and its applications

### Module II PRODUCT & RESEARCH DEVELOPMENT

- A. Testing new equipment,
- B. Developing new recipes
- C. Food Trails
- D. Organoleptic & Sensory Evaluation

### Module III ICINGS & TOPPINGS

- A. Varieties of icings
- B. Using of Icings
- C. Difference between icings & Toppings
- D. Recipes

### Module IV. FROZEN DESSERTS

- A. Types and classification of Frozen desserts
- B. Ice-creams – Definitions
- C. Methods of preparation
- D. Additives and preservatives used in Ice-cream manufacture

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

### End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text&References:

### Text:

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

### References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

# FOOD PRODUCTION MANAGEMENT – II (LAB)

**Course Code: BHM 621**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester students will be able to-  
Demonstrate and prepare international cuisine menus, cakes, pudding, bread, cold cuts and pate.

## **Course Contents:**

### **Module I: Three course menus to be formulated featuring International Cuisines**

French  
Oriental  
Chinese  
Thai.  
Italy, Germany, Spain, Greece, Mexican, Mediteranian and Lebanese.

### **Module II: Demonstration of- Charcuterie**

Galantines  
Pate  
Terrines  
Mousselines

### **Module III: Demonstration**

Chinese Cuisine  
Indonesian Cuisine  
Thai Cuisine  
Mexican Cuisine  
Lebanese Cuisine  
American Cuisine  
Indian Cuisine

### **Module IV: Bakery & Patisserie Practical**

Decorated Cakes  
Gateaux  
International Breads  
Sorbets, Parfaits  
Hot / Cold Desserts

## **Examination Scheme:**

### **Internal: 30 Marks**

<b>Components</b>	<b>JE</b>	<b>LE</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	05	25	10	5

### **End-Term: 70 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce

## **Text & References:**

### **Text:**

- Theory of Catering by Kinton Cesserani, Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Hodder & Stoughton
- Theory of Cookery by K Arora, Frank Bros & Co, New Delhi

### **References:**

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement, Joana Lorrenz
- Essential of Cooking by James Peterson, Artisan



# FOOD AND BEVERAGE MANAGEMENT AND CONTROL – II (LAB)

**Course Code: BHM 622**

**Credit Units: 01**

## Course Objective:

At the end of the semester students will be able to-

- Prepare and give presentation on case studies on planning of F&B outlets
- Plan and supervise service of banquet, buffet, cocktails, gueridon service and setup bar for parties.

## Course Contents:

### Module I: Case Study on planning of

Special Restaurant  
Room Service  
Coffee Shop  
Presentation.

### Module II

Case Study on Planning of Manpower of F&B department:-  
Presentation.

### Module III

Supervision of F&B Service in Training Restaurant.

### Module IV

Case Study of Planning Formal & Informal Banquet function including space requirement, Menu Planning.

### Module V

Setting up of various types of Buffet (Design, Layout).

### Module VI

Demonstration and Practice of Gueridon Service.

### Module VII

Case Study on setting up of Bar for parties.

### Module VIII

Demonstration and Practice of Making Cocktails.

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text & References:

### Text:

- A Guide to Spirit & Liquor by Valton
- Food & Beverage Service by Lilicrap; J Smith R
- Food & Beverage Costing by Dr. JM Negi; Himalaya Publishing House, New Delhi

### References:

- Food & Beverage Costing by Dr. JM Negi; Himalaya Publishing House, New Delhi
- Food & Beverage Laws-food Safety & Hygiene by Dr. JM Negi; Aman Publication, New Delhi
- Food & Beverage Costing- 2000 by Dr. JM Negi; Himalaya Publishing House, New Delhi

- F&B Management by Cousins

# FRONT OFFICE MANAGEMENT – III (LAB)

Course Code: BHM 623

Credit Units: 01

## Course Objective:

At the end of the semester the students would be able to-

- Exposure with the essentials of internet technology and to provide them the basic, conceptual and applied knowledge of marketing in the era of technological convergence
- Providing them the knowledge of various tools and techniques of internet marketing.

## Course Contents:

### Module I: Relevance of Internet for Front Office

A strategic tool for global marketing- Overview, Internet Marketing and Tourism

Internet and Marketing Mix

Internet and Advertising, E-Commerce transactions on the Net

Electronic payment systems (EPS), Online Payments.

### Module II: GDS Management

### Module III: Forecasting

Benefits of Forecasting

Data required for forecasting

Records required for forecasting

Room availability

### Module IV: Application – Revenue Management

### Module V: Guest History Management

### Module VI: Case Handling

## Examination Scheme:

### Internal: 40 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

### End-Term: 60 Marks

Components	JE	VV	GP	LE
Weightage (%)	05	5	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text & References:

### Text:

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management – Accounting & Control by Dr. Jagmohan negi, Himalaya Publishing House, New Delhi

### References:

- Front Office by Abbott, Butter Worth Hiemann.
- Principals of Hotel Front Office Operation by Baker, Cossell
- Check-in – Check-out by Gary K Vallen
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# ACCOMMODATION MANAGEMENT (LAB) - III

**Course Code: BHM 624**

**Credit Units: 01**

## Course Objective:

At the end of the semester the students will be able to-

- Understand First aid kit
- Dealing with emergency situation
- Special Decorations
- Layout of a guest room

## Course Contents:

### Module I: First Aid

First aid kit  
Dealing with emergency situation

### Module II

Special Decorations

### Module III

Refurbishing, Redecoration. Assignment on floor furnishing, wall coverings, curtains. (Samples to be collected)

### Module IV

Various HK rule to waste disposal

### Module V

Energy conservation & eco-friendly concepts – students should be given  
Assignments to work on these concepts and trends in housekeeping  
Study on cases & situations energy conservation.

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	5	15	5	5

### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text & References:

### Text:

- Professional Management of HK by Robert J Martin
- Hotel Hostel & Hospital Housekeeping-Joan C Branson Published by Hodder & Stoughton.

### References:

- Professional House Keeping by Madlin Tucker
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# ADVANCE FOOD PRODUCTION MANAGEMENT - I

**Course Code: BHM 701**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester will be able to -

- To know about professional cooking method
- Acquire knowledge about menu essentials and resolve defects in food
- Have knowledge of buffet function

## **Course Contents:**

### **Module I: Introduction to Indian Cookery**

History

Uses of Spices and Herbs

Types of Masalas

Types of Gravies

### **Module II: HALWAI SECTION**

Hot sweet dishes

Cold sweet dishes

### **Module III: INTRODUCTION TO TANDOOR**

#### **I. History**

Origin

Parts of tandoor

Manufacturing of tandoor

Seasoning of tandoor and its temperature control

#### **II. Basic dishes for tandoor**

Different types of breads

Different meat products

Kababs

Tikka

#### **III. Marination**

Different Marinations

Accelerators

### **Module IV: INDIAN CULINARY TERMS**

List of culinary (common and basic) terms

Explanation with examples

### **Module V: INDIAN CONDIMENTS**

Achar

Murrabba

Chutney

Papad

Namkeen

### **Module VI: INDIAN APPETIZERS**

Geographic location

Historical background

Regional Influence

Specialized Recipe

## **Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

## **Text & References:**

### *Text:*

- Theory of Catering by Kinton Cesserani, Hodder & Stoughton

- Practical Cookery by Kinton Cesserani, Hodder & Stoughton
- Theory of Cookery by K Arora, Frank Bros & Co, New Delhi

***References:***

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement, Joana Lorrenz

# ADVANCE FOOD AND BEVERAGE MANAGEMENT – I

**Course Code: BHM 702**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester students would be able to-

- Practical orient students about the restaurant operations
- To be able to design and formulate a good menu card
- To understand the management aspect of the restaurant business

## **Course Contents:**

### **Module I: Menu Management**

- Menu merchandising-Menu Planning
- Types of Menus
- Pricing of Menu
- Menu as a Marketing tool
- Constraints of Menu Planning

### **Module II: Restaurant Management: -**

- Points to be consider for service of Restaurant
- Manager's Responsibility
- Mise-en-place & Mise-en-scene
- Restaurant sale
- At closing of the restaurant – duties and responsibilities of Manager

### **Module III: Inventory Management: -**

- Importance, Objectives & Methods
- Levels and Techniques
- Monthly & Perpetual Inventory
- Pricing of Commodities

### **Module IV: Labour Management: -**

- Staffing
- Payroll
- Overtime
- Salaries & Wages

### **Module V: Break Even Analysis: -**

- Break even chart, P/V ratio, Contribution
- Marginal Cost, Graphs

## **Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

## **Text & References:**

- Food & Beverage Management – Sudhir Andrews
- Food & Beverage Management – Jag Mohan Negi
- Financial Management – I.M. Pandey
- Food & Beverage Service – Lilicrap & Cousins
- Food & Beverage Service – Vijay Dhawan

# ADVANCE FRONT OFFICE MANAGEMENT - I

**Course Code: BHM 703**

**Credit Units: 01**

## Course Objective:

At the end of the semester students will be able to-

- Understand Customer Relationship Management is to provide information for the students about practical approach to understand a comprehensive view of CRM and show them how to successfully implant an enterprise customer focused solution
- Describe CRM functionality but also gives detailed guidance of how to approach CRM in organization
- Acquire an excellent study into what defines today's best practices in the CRM industry
- Classify a CRM approach that is responsive, flexible and personalized to each customer
- Make use of E-Commerce in CRM.

## Course Contents:

### Module I: Managing Hospitality Delivery: -

Management Role  
Service Strategy Statement  
Developing Service Management Programme  
Moments of Truth in Service Management  
Employee By-In Concept  
Screening of employee who delivers the hospitality

### Module II: Evaluating Service Management Programme & Follow through Maintenance of Comprehensive Data of Guest: -

Self Check In, Self Check Out, Express Check-In and Check-Out  
Uniform services, levels of services in Hotels & Automation of Front Office Management

### Module III: Forecasting of Room

Forecasting of Room availability  
Useful forecasting data  
Percentage of overstay & under stay

### Module IV: Budgeting:

Forecasting of Room Revenue  
Estimating expenses  
Daily operation report, Occupancy ratio

### Module V: Evaluating of Front Office Operation: -

Total Quality Management (TQM)  
Customer Relationship Management (CRM)

## Examination Scheme:

Components	V	HA	CTI	A	EE1
Weightage (%)	05	05	15	5	70

## Text & References:

### Text:

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management – Accounting & Control by Dr. Jagmohan negi, Himalaya Publishing House, New Delhi

### References:

Front Office by Abbott, Butter Worth Hiemann.

# ADVANCE ACCOMMODATION OPERATION MANAGEMENT - I

**Course Code: BHM 704**

**Credit Units: 01**

## Course Objective:

At the end of the semester the students will be able to-

- Understand planning & organization of housekeeping department and its budget preparation & budget re-controls. Students will also be exposed for safety norms in hospitality industry.
- Understand the concept of interior designing & its benefits.
- It is going to be comprehensive study in accommodation management.

## Course Contents:

### Module I: Planning & Organization of the Housekeeping Department

Area inventory list

Frequency schedules

Performance & productivity standards

Supervision

Time & motion study

Standard operating manuals- job procedures

Job allocation & work schedules, calculating staff strength & planning duty reports

Selection of cleaning equipments & agents (Inventory System)

Housekeeping in Institution other than Hotels.

New Property countdown

### Module II: Budget & Budgetary Control

The budget process

Planning capital budget

Planning operating budget

Operating budget- controlling expenses- income statement

Purchasing systems- methods of buying

Stock records- issuing & control

### Module III: Contract Services

Types of contract services

Guidelines for hiring contract services

Advantages & disadvantages of contract services

Pricing of contracts

Contracts specification

### Module IV: Managing Housekeeping staffs

Calculating required staff strength

Recruiting electing, hiring, orienting and training

Performance appraisal

Time & motion study

Employee's welfare

### Module V: Ergonomics

Ergonomics in Hotel Housekeeping

## Examination Scheme:

Components	V	H	CTI	A	EE1
Weightage (%)	05	05	15	5	70

## Text & References:

### Text:

- Accommodation Management Wood Roy C
- Marketing Management: Analysis, Planning & Control by Phillip Kotler
- Professional Management of Housekeeping Operation by Robert J. Martin

### References:

- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox.
  - Managing HK Operation by Margrat M Kappa
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi



# FACILITY MANAGEMENT, PLANNING AND DESIGN - II

Course Code: BHM 705

Credit Units: 02

## Course Objective:

At the end of the semester the students will be able to-

- Explain & understand project management, kitchen stewarding layout and design and equipment planning and methods of energy conservation.

## Course Contents:

### Module I: Project Management

Introduction of Network analysis  
Basic rules and procedures for Network analysis  
C.P.M. and PERT  
Comparison of CPM and PERT  
Classroom exercises  
Network crashing determining crash cost, normal cost.

### Module II: Kitchen Stewarding Layout and Design

Importance of kitchen stewarding  
Kitchen stewarding department layout and design  
Equipment found in kitchen stewarding department

### Module III: Stores – Layout and Design

Stores layout and planning (dry, cold and bar)  
Various equipment of the stores work flow in stores

### Module IV: Car Parking

Calculation of car park area for different types of hotels

### Module V: Energy Conservation

Necessity for energy conservation  
Methods of conserving energy in different area of operation of a hotel  
Developing and implementing energy conservation program for a hotel

## Examination Scheme:

Components	V	H	CTI	A	EE1
Weightage (%)	05	05	15	5	70

## Text & References:

### Text:

- Systematic Layout Planning by Richard Muther, Cahners Books Division of Sahnors Publishing Company Inc. 9 Franklin Street, USA
- Food Service Planning- Layout Equipment by Lendal H Kotschevar & Margrat E Terrell

### References:

- Management Operations & Research by N. Satyanarayan & Latika Raman, Himalaya Publishing House.
- Hospitality Facilities Management and Design by David M Stipanuk

# HUMAN RESOURCE MANAGEMENT

Course Code: BHM 706

Credit Units: 02

## Course Objective:

Human Resource Management has acquired significance in the process and problems of developments both in the case of developed & developing nations of the world. It has acquired importance in the case of tourism & hospitality management in creating permanent & better images in the minds of tourists coming with specific perception & motivations. Further it is a complex phenomenon with many equally important components; each requires special skills & talents. The present course intends to place focus on various segments of the hospitality with regards to management of human resources.

## Course Contents:

### Module I: Introduction to Management

Definition, Nature, Scope and Functions of Management,  
Levels of Management and  
Management Theories - Classical and Neo - Classical Theories  
Systems Approach to organization, Modern Organization Theory.

### Module II: Different Function of Management

Planning  
Organizing  
Staffing  
Directing  
Management Control

### Module III: Human Resource Management

Role, importance, & Applications in hotel Industry

### Module IV: Human Resource Planning

Importance and Relevance of HRP, job analysis, Job Description, Job Specification & Job Evaluation Method

### Module V: Recruitment and Selection

Sources of Recruitment, Selection Process, Induction & Orientation.

### Module VI: Training and Development

Training Methods and Evaluation

### Module VII: Other Human resource related Functions

Motivation and Productivity  
Job Enrichment  
Career planning employee counseling  
Employee Benefits and Welfare Scheme

### Module VIII: Disciplinary Issues

Employee Grievance handling process

### Module IX: Case Study

Live case study on HR from Hospitality industry, solving problems & implementation.

## Examination Scheme:

Components	V	H	CTI	A	EE1
Weightage (%)	05	05	15	5	70

## Text & References:

### Text:

- HR Development- Quarterly Journal of Administration (ILE), Vol. II, by Briggs B.
- Human Resource Development in Tourism & Hospitality by Dr. JM Negi, Frank Bros, New Delhi.
- Personnel Management by Devans R.S., Vikas Publishing House, New Delhi.

### References:

- The Personnel Management Process: Human Resource development by French, Wendell, Houghton Mifflin Company, Bombay
- Personnel Management by Monappa, A.S., Mirza, S, Tata McGraw Hill, Bombay.

# BAKERY & CONFECTIONARY – V

Course Code: BHM 720

Credit Units: 01

## Course Objective:

At the end of the semester the students will be able-

- To learn about the advance bakery and confectionary
- To make a bakery product and would be able to explain the meaning of the dishes
- To use the equipments confidently
- To learn the advance techniques used in bakery.

## Course Contents:

### Module I Glossary of Bakery terms

### Module II Bakery and confectionery raw material

a. Cereals – structure of cereal grain, types of flour, constituents of flour b. Sugar c. Fats d. Milk and milk products e. Salt, spices and flavorings f. Yeast g. Eggs-structure of an egg. Uses of egg in bakery and confectionery h. Fruits and nuts – types i. Flavors and colors

### Module III Bread making methods-

straight dough method, no time dough method, salt delayed method, sponge and dough method, sour dough physical changes occurring in bread making and baking. Oven spring and oven break

### Module IV Characteristics of a good bread - internal and external

### Module V Cake making methods

Creaming method, whisking method, flour batter method, sugar batter method, all in one method. Characteristics of a good cake – internal and external cake.

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

### End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text&References:

### Text:

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

### References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

# ADVANCE FOOD PRODUCTION MANAGEMENT – I (LAB)

**Course Code: BHM 721**

**Credit Units: 02**

## Course Objective:

At the end of the semester students will be able to-  
Demonstrate and prepare international cuisine menus, cakes, pudding, bread, cold cuts and pate.

## Course Contents:

### Course menus from the following cuisines

- \* Awadh
- \* Goa
- \* Hyderabad
- \* Kashmir
- \* Maharastra
- \* Punjab
- \* Rajasthan
- \* South India and its region
- \* Chandela Cuisine
- \* Kumaoni Cuisine

**Rice and Bread Preparations:** Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas etc.

**Meat Preparations:** Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh etc.

**Vegetables and Potato:** Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogj etc.

**Sweet Dishes:** Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

**Chutneys:** Mujeh cheten, Ganda Cheten, Duen cheten, Aleh cheten (pumpkin chutney)

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

### End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text&References:

### Text:

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

### References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz

# ADVANCE FOOD AND BEVERAGE MANAGEMENT– I (LAB)

**Course Code:** BHM 722

**Credit Units: 01**

## Course Objective:

At the end of the semester students will be able to-

- Prepare and give presentation on case studies on planning of F&B outlets
- Plan and supervise service of banquet, buffet, cocktails, gueridon service and setup bar for parties.

## Course Contents:

### Module I: Different types of Set-up: -

Tray and Trolley set-up for Breakfast, Lunch & Dinner  
Room Service Tray-Trolley Set-up

### Module II: Phone Handling

While taking an order  
While taking reservation in restaurant & banquets  
Napkin folding

**Module III:** Service of Non-Alcoholic Beverage like Tea, Coffee & Aerated Beverage

**Module IV:** Preparation and set-up of the Restaurant with Mise-en-place & Mise-en-scene

### Module V:

Guest handling techniques  
Crumbing  
Standard procedure for clearance of table

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	5

### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text & References:

### Text:

- A Guide to Spirit & Liquor by Valton
- Food & Beverage Service by Lilicrap; J Smith R
- Food & Beverage Costing by Dr. JM Negi; Himalaya Publishing House, New Delhi

### References:

- Food & Beverage Costing by Dr. JM Negi; Himalaya Publishing House, New Delhi
- Food & Beverage Laws-food Safety & Hygiene by Dr. JM Negi; Aman Publication, New Delhi

# ADVANCE FRONT OFFICE OPERATION MANAGEMENT – I (LAB)

Course Code: BHM 723

Credit Units: 01

## Course Objective:

At the end of the semester the students would be able to-

- Exposure with the essentials of internet technology and to provide them the basic, conceptual and applied knowledge of marketing in the era of technological convergence
- Providing them the knowledge of various tools and techniques of internet marketing.

## Course Contents:

Module I: Revision of previous (VI) Semester

Module II: Foreign currency & Credit Card handling

Module III: Dealing with group arrival & departures

Module IV: Planning of Itinerary (Domestic & International)

Module V: Handling of Guest Complaints, Enquiries & Requests

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	05	5	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text & References:

### Text:

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management – Accounting & Control by Dr. Jagmohan negi, Himalaya Publishing House, New Delhi

### References:

- Front Office by Abbott, Butter Worth Hiemann.
- Principals of Hotel Front Office Operation by Baker, Cossell
- Check-in – Check-out by Gary K Vallen
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# ADVANCE ACCOMMODATION OPERATION MANAGEMENT (LAB)

## - I

**Course Code: BHM 724**

**Credit Units: 01**

### Course Objective:

At the end of the semester the students will be able to-

- Making all necessary required documentation
- Making of budget operation & capitol
- Preparation of basic interview technique

### Course Contents:

#### Module I: planning & organizing

Make duty roaster & rota. Prepare an inspection check list and make snag list  
Linen Inventory – Stock taking, taking occupancy, make special cleaning chart  
And all other formats

#### Module II

Budgets: Basic knowledge on preparation of budgets based on a mock data of Housekeeping department

#### Module III

Practice with mock sessions of interviewing candidates

#### Module IV

Team cleaning Management

#### Module V

Devising Training modules/standard operating procedure/

### Examination Scheme:

#### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	5	15	5	5

#### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

### Text & References:

#### Text:

- Professional Management of HK by Robert J Martin
- Hotel Hostel & Hospital Housekeeping-Joan C Branson Published by Hodder & Stoughton.

#### References:

- Professional House Keeping by Madlin Tucker
  - Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# CUSTOMER RELATIONSHIP MANAGEMENT

**Course Code: BHM 707**

**Credit Units: 02**

## **Course Objective:**

Students will be able to understand and explain that:

Customer Relationship Management is to provide information for the students about practical approach to understand a comprehensive view of CRM and show them how to successfully implant an enterprise customer focused solution. It gives a good definition of CRM functionality but also gives detailed guidance of how to approach CRM in organization. This also refers to an excellent study into what defines today's best practices in the CRM industry. It covers all subject areas on the different topics of CRM. A CRM approach that is responsive, flexible and personalized to each customer. Use of E-Commerce in CRM.

## **Course Contents:**

### **Module I: Customer Relationship Management**

Definition of CRM & Scope

The Power of CRM (scope & dimension). The need for CRM

CRM Success factor

### **Module II: The Customer Service / Sales Profile**

Types of CRM strategies

CRM in relation to Customer Service

CRM Creating demand for Tourism

Role of Service Associates (Case Study)

### **Module III: Choosing your CRM Strategy**

CRM Strategy Starting Point

The CRM Strategy Creation

Identify Potential Strategies

### **Module IV: Managing and Sharing Customer Data**

Managing Customer Information

Ethics and legalities of Data use

### **Module V: E-Commerce Customer relationship**

CRM on Internet

Choosing the Right niche

## **Examination Scheme:**

<b>Components</b>	<b>CT1</b>	<b>C1 / P1</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	15	10	05	70

## **Text & References:**

### **Text:**

- CRM by Kristen Anderson & Carl Kerr Tata McGraw Hills

### **References:**

- The CRM Hand-book-Jill Dyche -Pearson Education Singapore
- Management & Public Relation & Communication by Shailesh Sen Gupta - Vikas Publishing House, New Delhi.

# BAR MANAGEMENT

Course Code: BHM 708

Credit Units: 02

## Course Objective:

Students will be able to understand and explain that:-

- History of Bar “Types of Bar and Social & Management concerns about alcohols market”.
- Bar layout service processors and selling techniques in bar.
- Marketing Beverage Operations and Bar Control Systems.

## Course Contents:

### Module I: Introduction to Bar and Beverage Operation

A brief History

Types of Bar and Beverage Operation

Managing Bar and Beverage Operation

The future of Bar

### Module II: Social Concerns and Management

Responsibility in today's Alcohol Market

Third – Part liability

Changing Drinking Patters

Health Concerns

Maintaining a professional and Hygienic appearance

### Module III: The Bar

Bar layout

Basic Bar Arrangements

Bar equipment, Accessories

Bar Sanitation

### Module IV: Service procedures and Selling Techniques

A service Orientation

Establishing Service Standards

Handling Service Problems

Selling – Techniques and Strategies

### Module V: Marketing Bar and Beverage Operations

Special consideration in Bar and Beverage Marketing

The Marketing Mix

Product and Place

Price: Beverage-Pricing Strategies

### Module VI: . Bar Control Systems

The Control System

Product Control

Sales Profitability and Control

## Examination Scheme:

Components	CT1	C1 / P1	A	EE1
Weightage (%)	15	10	05	70

## Text & Reference :

Managing Bar and Beverage Operations – Lendal H. Kotschevar & Mary L Tanke

Serving Food and Drink in the Bar – Stanley Thornes

# SAFETY & SECURITY MANAGEMENT

Course Code: BHM 709

Credit Units: 02

## Course Objective:

Students will be able to understand and explain that:-

- History of Bar “Types of Bar and Social & Management concerns about alcohols market”.
- Bar layout service processors and selling techniques in bar.
- Marketing Beverage Operations and Bar Control Systems.

## Course Contents:

### Module I: Planning for safety

Planning: Definition, purpose, nature, scope and procedure, range of planning, variety of plans, strategic planning and process of implementation, Management by objectives and its role in safety, policy formulation.

### Module II: Organizing for Safety

Organizing: Definition, need, nature and principles Organizing of Safety: Organisation structure and safety department Safety Committee: Structure and functions, line and staff functions for safety.

### Module III: Types of Security

Personal Security, Security of personnel – Subversion-Subversive, Security of information, Security of material – Sabotage – Saboteur their plan and action, Physical and Non-Physical Security.

### Module IV : Industrial Security

Factory internal and external security, Inflammable tankers/trucks checking procedure, materials/goods- Inward and outward, patrolling duty, communication and liaison with concerned departments, housekeeping check, Industrial safety procedure, work permit system, Unsafe act and unsafe conditions, Industrial Accidents, Disaster Management

## Examination Scheme:

Components	CT1	C1 / P1	A	EE1
Weightage (%)	15	10	05	70

## Text & Reference :

Safety and environmental management by Daniel Della-Giustina  
National Safety Council Hand book for accident prevention

# COMMUNICATION SKILL - IV

**Course Code: BSC 701**

**Credit Units: 01**

## **Course Objective:**

'Actions speak louder than words.' Every business communicator needs to understand the nuances of 'body language and voice.' This course is designed to enable the young Amritian to decipher the relevance of Kinesics, Proxemics and Para Language that cater to the fundamental requirements of effective business presentations and speeches.

## **Course Contents:**

### **Module I: Non-Verbal Communication**

Principles of non- verbal communication

Kinesics

Proxemics

Paralanguage and visible code

### **Module II: Speaking Skills**

Pronunciation drills (Neutralizing regional pulls)

Conversational English

Guidelines to an effective presentation

### **Module III: Interviews and GDs**

## **Examination Scheme:**

<b>Components</b>	<b>CT1</b>	<b>CT2</b>	<b>CAF</b>	<b>V</b>	<b>GD</b>	<b>GP</b>	<b>A</b>
<b>Weightage (%)</b>	20	20	25	10	10	10	5

CAF – Communication Assessment File

GD – Group Discussion

GP – Group Presentation

## **Text & References:**

- Business Communication, Raman – Prakash, Oxford
- Business Communication for Managers: An Advanced Approach, Penrose, Thomson
- Business Communication, Krizan, Thomson
- Understanding Human Communication, 9/e, Adler R Oxford

# BEHAVIOURAL SCIENCE - VI (LEADING THROUGH TEAMS)

**Course Code: BSS 707**

**Credit Units: 01**

## **Course Objective:**

This course aims to enable students to:  
Understand the concept and building of teams  
Manage conflict and stress within team  
Facilitate better team management and organizational effectiveness through universal human values.

## **Course Contents:**

### **Module I: Teams: An Overview**

Team Design Features: team vs. group  
Effective Team Mission and Vision  
Life Cycle of a Project Team  
Rationale of a Team, Goal Analysis and Team Roles

### **Module II: Team & Sociometry**

Patterns of Interaction in a Team  
Sociometry: Method of studying attractions and repulsions in groups  
Construction of sociogram for studying interpersonal relations in a Team

### **Module III: Team Building**

Types and Development of Team Building  
Stages of team growth  
Team performance curve  
Profiling your Team: Internal & External Dynamics  
Team Strategies for organizational vision  
Team communication

### **Module IV: Team Leadership & Conflict Management**

Leadership styles in organizations  
Self Authorized team leadership  
Causes of team conflict  
Conflict management strategies  
Stress and Coping in teams

### **Module V: Global Teams and Universal Values**

Management by values  
Pragmatic spirituality in life and organization  
Building global teams through universal human values  
Learning based on project work on Scriptures like Ramayana, Mahabharata, Gita etc.

### **Module VI: End-of-Semester Appraisal**

Viva based on personal journal  
Assessment of Behavioural change as a result of training  
Exit Level Rating by Self and Observer

## **Examination Scheme:**

Components	SAP	A	Mid Term Test (CT)	VIVA	Journal for Success (JOS)
Weightage (%)	20	05	20	30	25

## **Text & References:**

- Organizational Behaviour, Davis, K.
- Hoover, Judith D. Effective Small Group and Team Communication, 2002, Harcourt College Publishers

- LaFasto and Larson: When Teams Work Best, 2001, Response Books (Sage), New Delhi
- Dick, Mc Cann & Margerison, Charles: Team Management, 1992 Edition, Viva books
- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers

# FRENCH - VI

**Course Code: FLF 701**

**Credit Units: 02**

## Course Objective:

To furnish linguistic tools

- to talk about work and problems related to work
- to perform simple communicative tasks (explaining a set back, asking for a postponement of appointment, give instructions, place orders, reserve)
- to master the current social communication skills
- oral (dialogue, telephone conversation)
- Written (e-mails, reply to messages)

## Course Contents:

### Module I : Contenu lexical: Travail

1. manger au restaurant, comprendre un menu, commander
2. engager une conversation téléphonique
3. parler de sa formation, de son expérience, de ses compétences
4. Raconter des événements passés
5. consulter sa boîte e-mails, répondre aux messages

### Module II: Problèmes

1. identifier un problème, demander des précisions
2. expliquer un contretemps, déplacer un rendez-vous
3. demander de l'aide (par téléphone, par e-mail)
4. donner des instructions
5. expliquer un problème, suggérer une solution

### Module III: Contenu grammatical

1. futur proche, articles partitifs, un peu de, beaucoup de, une bouteille de, un morceau de...
2. pronoms COD, venir de + infinitif, verbes appeler (au présent)
3. passé composé avec avoir, affirmatif et interrogatif, savoir et connaître
4. passé composé avec être, accord du participe passé, négation
5. pronoms COI, être en train de
6. ne...rien, ne...personne, ne...plus, ne...pas encore, qu'est-ce que/ qu'est-ce qui/qui est-ce que/qui est-ce qui
7. passé composé des verbes pronominaux
8. si/quand+présent, ne...plus, ne...pas encore
9. impératif présent (2) place du pronom et verbes pronominaux
10. trop/pas assez, verbe devoir au conditionnel présent

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text & References:

- le livre à suivre: Français.Com (Débutant)

# ADVANCE FOOD PRODUCTION MANAGEMENT – II

**Course Code: BHM 801**

**Credit Units: 01**

## **Course Contents :**

### **Module I: INTERNATIONAL CUISINE**

Geographic location

Historical background

Staple food with regional Influences

Specialties

Recipes

Equipment in relation to:

- Middle East
- Oriental
- Mexican
- Arabic

### **Module II: COLD KITCHEN**

#### **FORCE MEAT**

Types of Force meat

Preparation of Force meat

Uses of Force meat

#### **CHAUD FROID**

Meaning of Chaud froid

Making of chaud froid & Precautions

Types of chaud froid

Uses of chaud froid

#### **ASPIC & GELEE**

Definition of Aspic and Gelee

Difference

Making of Aspic and Gelee

Uses of Aspic and Gelee

#### **NON EDIBLE DISPLAYS**

Ice carvings

Tallow sculpture

Fruit & vegetable Displays

Salt dough

Pastillage

Jelly Logo

Thermacol work

### **Module III: BREAD MAKING**

Role of ingredients in bread Making

Bread Faults

Bread Improvers

### **Module IV: PRODUCTION MANAGEMENT**

Kitchen Organization

Allocation of Work - Job Description, Duty Rosters

Production Planning

Production Scheduling

Production Quality & Quantity Control

Forecasting & Budgeting

Yield Management

### **Module V: PRODUCT & RESEARCH DEVELOPMENT**

Testing new equipment

Developing new recipes

Food Trails

Organoleptic & Sensory Evaluation

**Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

**Text & References:*****Text:***

- Theory of Catering by Kinton Cesserani, Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Hodder & Stoughton
- Theory of Cookery by K Arora, Frank Bros & Co, New Delhi

***References:***

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement, Joana Lorrenz

# ADVANCE FOOD AND BEVERAGE MANAGEMENT – II

**Course Code: BHM 802**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester students would be able to-

Practical orient students about the restaurant operations  
To be able to design and formulate a good menu card  
To understand the management aspect of the restaurant business

## **Course Contents:**

### **Module I: Cellar Management**

Cellar Location, Temperatures and Storage Procedures  
Equipment Required in Beer Storage Area  
Cellar Control and Records

### **Module II: Supervisory Function**

Supervisory Functions in food Service Operations  
Breakeven Point Calculations  
Handling Complaints

### **Module III: Food Safety and Environmental Concerns**

Food Poisoning  
Type of Food Poisoning  
Prevention of Bacterial Food Poisoning  
Food Safety Activities

### **Module IV: Food Waste Management**

Waste Disposal  
Waste Water  
Disposal of Chemicals  
Used Oil Gases, Odours and Vapours

## **Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

## **Text & References:**

Food & Beverage Management – Sudhir Andrews  
Food & Beverage Management – Jag Mohan Negi  
Financial Management – I.M. Pandey  
Food & Beverage Service – Lilicrap & Cousins  
Food & Beverage Service – Vijay Dhawan

# ADVANCE FRONT OFFICE MANAGEMENT - II

Course Code: BHM 803

Credit Units: 01

## Course Objective:

At the end of the semester students will be able to-

- Understand Customer Relationship Management is to provide information for the students about practical approach to understand a comprehensive view of CRM and show them how to successfully implant an enterprise customer focused solution
- Describe CRM functionality but also gives detailed guidance of how to approach CRM in organization
- Acquire an excellent study into what defines today's best practices in the CRM industry
- Classify a CRM approach that is responsive, flexible and personalized to each customer
- Make use of E-Commerce in CRM.

## Course Contents:

### Module I: Yield Management

Capacity Management

Measuring yield & using yield Management

Potential high & low demand tactics

Yield Management computer software system

### Module II: Human Resource Management

Forecasting & assessing personnel needs

Determining employees qualities – Formats

### Module III: Recruitment & Training

Method of Recruitments Selection , Hiring

Training & Motivation of Personnel (Promotions, Transfers, Increments etc.)

### Module IV: Night Auditing

Importance and functions and process of Night Auditing

### Module V: Automation System of Night Auditing & Up date

## Examination Scheme:

Components	V	HA	CTI	A	EE1
Weightage (%)	05	05	15	5	70

## Text & References:

### Text:

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management – Accounting & Control by Dr. Jagmohan negi, Himalaya Publishing House, New Delhi

### References:

Front Office by Abbott, Butter Worth Hiemann.

# ADVANCE ACCOMMODATION OPERATION MANAGEMENT - II

**Course Code: BHM 804**

**Credit Units: 01**

## **Course Objective:**

At the end of the semester the students will be able to-

- Understand different types of boutique hotels
- Maintenance of garden area and greenery of hotel in & out area .
- It is going to be comprehensive study in accommodation management.

## **Course Contents:**

### **Module I: Ecotels**

Selection of sites  
Hotel design & construction  
Energy & water conservation system  
Environment friendly housekeeping practices  
Ecofriendly products

### **Module II: Land scaping & horticulture**

Landscaping  
Component of Horticulture  
Bonsai  
Indoor plants

### **Module III: new property countdown & renovations**

Pre- opening Housekeeping  
Property set up for routine operation  
Needs of renovation  
Process of renovation  
Types of renovations

### **Module IV: New trends in Hospitality Housekeeping**

New style of décor  
New machineries & HK equipments  
New types of Chemical  
New scientific techniques  
Training & motivation  
Ecofriendly amenities, process and products  
Software & computer usage in Housekeeping

## **Examination Scheme:**

<b>Components</b>	<b>V</b>	<b>H</b>	<b>CTI</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	05	05	15	5	70

## **Text & References:**

### **Text:**

- Accommodation Management Wood Roy C
- Marketing Management: Analysis, Planning & Control by Phillip Kotler
- Professional Management of Housekeeping Operation by Robert J. Martin

### **References:**

- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox.
- Managing HK Operation by Margrat M Kappa
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# BAKERY & CONFECTIONARY – VI

Course Code: BHM 820

Credit Units: 01

## Course Objective:

At the end of the semester the students will be able-

- To learn about the advance bakery and confectionary
- To make a bakery product and would be able to explain the meaning of the dishes
- To use the equipments confidently
- To learn the advance techniques used in bakery.

## Course Contents:

**Module I Cake dressings-icings-types and application, marzipan, cream filling, almond paste fondant, gum paste.**

Module II Recipe balancing

- A. Testing new equipment,
- B. Developing new recipes
- C. Food Trails
- D. Organoleptic & Sensory Evaluation

## Module Pastry

Definition, types – short crust pastry, flaky pastry, puff pastry, choux pastry, Danish pastry, recipes, products, trouble shooting and remedy.

## Module IV Biscuits

Definition, difference between biscuit and cookies, Methods of making biscuits and cookies, characteristics, faults and remedies

## Examination Scheme:

### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

### End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text&References:

### Text:

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

### References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

# ADVANCE FOOD PRODUCTION MANAGEMENT – II (LAB)

**Course Code: BHM 821**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester students will be able to-  
Demonstrate and prepare international cuisine menus, cakes, pudding, bread, cold cuts and pate.

## **Course Contents:**

### **Module I: Three course menus to be formulated featuring International Cuisines**

French  
Oriental  
Chinese  
Thai.  
Italy, Germany, Spain, Greece, Mexican, Mediteranian and Lebanese.  
Chinese Cuisine  
Indonesian Cuisine  
Thai Cuisine  
Mexican Cuisine  
Lebanese Cuisine  
American Cuisine  
Indian Cuisine

### **Module II: Menu Planning**

Food Cost  
Menu Engineering Implementation  
Portion Size  
Portion Control  
Standard Recipe

### **Module III: Plate Presentation**

Mode of Presentation  
Height Adjustment

## **Examination Scheme:**

### **Internal: 30 Marks**

<b>Components</b>	<b>JE</b>	<b>LE</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	05	15	5	5

### **End-Term: 70 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## **Text&References:**

### **Text:**

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

### **References:**

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz

# ADVANCE FOOD AND BEVERAGE MANAGEMENT– II (LAB)

**Course Code: BHM 822**

**Credit Units: 01**

## **Course Objective:**

At the end of the semester students will be able to-

- Prepare and give presentation on case studies on planning of F&B outlets
- Plan and supervise service of banquet, buffet, cocktails, gueridon service and setup bar for parties.

## **Course Contents:**

**Module I: Bar Operations and Managements**

**Module II: Service Procedures in different Food & Beverage areas**

**Module III: Menu planning and Operations**

**Module IV: Designing of various menus**

**Module V: Room Service Operations**

**Module VI: Billing methods in Food Service Operations**

## **Examination Scheme:**

### **Internal: 30 Marks**

<b>Components</b>	<b>JE</b>	<b>LE</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	05	15	05	5

### **End-Term: 70 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>GP</b>	<b>LE</b>
<b>Weightage (%)</b>	10	10	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## **Text & References:**

### **Text:**

- A Guide to Spirit & Liquor by Valton
- Food & Beverage Service by Lilicrap; J Smith R
- Food & Beverage Costing by Dr. JM Negi; Himalaya Publishing House, New Delhi

### **References:**

- Food & Beverage Costing by Dr. JM Negi; Himalaya Publishing House, New Delhi
- Food & Beverage Laws-food Safety & Hygiene by Dr. JM Negi; Aman Publication, New Delhi

# ADVANCE FRONT OFFICE OPERATION MANAGEMENT – I (LAB)

Course Code: BHM 823

Credit Units: 01

## Course Objective:

At the end of the semester the students would be able to-

- Exposure with the essentials of internet technology and to provide them the basic, conceptual and applied knowledge of marketing in the era of technological convergence
- Providing them the knowledge of various tools and techniques of internet marketing.

## Course Contents:

**Module I: Application of Previous Practical of all semester**

**Module II: V.I.P. handling, Dealing with over booking**

**Module III: Forecasting of Room availability**

**Module IV: Handling emergency situations**

**Module V: Role plays & case studies**

## Examination Scheme:

**Internal: 30 Marks**

Components	JE	LE	VV	A
Weightage (%)	05	15	05	05

**End-Term: 70 Marks**

Components	JE	VV	GP	LE
Weightage (%)	05	5	10	50

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

## Text & References:

### Text:

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management – Accounting & Control by Dr. Jagmohan negi, Himalaya Publishing House, New Delhi

### References:

- Front Office by Abbott, Butter Worth Hiemann.
- Principals of Hotel Front Office Operation by Baker, Cossell
- Check-in – Check-out by Gary K Vallen
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# ADVANCE ACCOMMODATION OPERATION MANAGEMENT (LAB)

## - I

**Course Code: BHM 824**

**Credit Units: 01**

### Course Objective:

At the end of the semester the students will be able to-

- Making of all kinds of operational system to be implemented basis
- 

### Course Contents:

#### Module I:

Various environmental friendly practices followed by hotels while doing construction making of an environmental friendly practices

#### Module II

Different component of landscaping and allocation of areas in garden area, various fertilizer & medicine to be used in gardening

#### Module III

Hk system to be followed during renovation, and various precautions not to be disturbing for guest ,

#### Module IV

Latest technology used in hotels during daily operations

#### Module V

New kind of decorations & FFE system in guest rooms

### Examination Scheme:

#### Internal: 30 Marks

Components	JE	LE	VV	A
Weightage (%)	5	15	5	5

#### End-Term: 70 Marks

Components	JE	VV	GP	LE
Weightage (%)	10	10	10	40

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

### Text & References:

#### Text:

- Professional Management of HK by Robert J Martin
- Hotel Hostel & Hospital Housekeeping-Joan C Branson Published by Hodder & Stoughton.

#### References:

- Professional House Keeping by Madlin Tucker
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

# HOSTILITY AND TOURISM RESEARCH PROJECT

**Course Code: BHM 860**

**Credit Units: 02**

## **Course Objective:**

The purpose of research is to seek answers to problems through the application of scientific methodology, which guarantees that the information is reliable and unbiased. This information is utilized to make conclusions and recommend solution. Some elementary factors need to be kept in mind while preparing a research and deciding the topic, these could be based on its relevance, feasibility, coverage, accuracy and research, objectivity and ethics.

To deal with surging information data regarding the various aspects of tourism industry, one should have a working efficiency with research and statistical techniques. The techniques may be applied in collecting, organizing, analyzing and interpreting data for decision-making. These may also be applied for formulating and testing research hypothesis. The course has been designed to equip the students with latest and necessary field techniques and to build a necessary statistical acumen among them. Students will master the skill for-

- Writing different types of research proposals and reports
- Constructing the relevant tools of research
- 
- Conduct a research project using appropriate qualitative and quantitative techniques
- Do presentation with the help of tutorial aid
- Evaluate a research report.

The research topic should be assigned by the deputed subject faculty in the beginning of semester & should be approved by PL & HOI. Continuous monitoring and guidance should be provided to student at all the steps.

At the term end, the research project will be presented before a panel and evaluated by examiners (As nominated by HOI). The evaluation should be based on presentation, viva, report content & format & conclusion.

## **Examination Scheme:**

### **Internal Assessment:**

Abstract:	10
Draft:	15
Research Orientation:	10
Reading:	05

### **External Evaluation:**

Objective:	05
Issue Profile:	10
Comprehensiveness	10
Relevance:	10
Presentation:	15
Viva:	10

## **Text & References:**

### **Text:**

- Applied General Statistics by Crovton and Crowder
- Behavioural Process in Organizations by Pareek, U.Rao. T.V. Pestonjee D.M
- Professional Hotel Management by J.M. Negi, S Chand & Co, New Delhi

### **References:**

- Towards Appropriate Tourism– The case of Developing Countries by Peter long Frankfurt
- Method of Social Research – New York; The Free Press
- How to Complete Your Research Work Successfully by Judith Bell; UBS Publisher, Delhi
- How to Research and Write a Thesis in Hospitality & Tourism by James M. Paynter, John Wiley & Sons, New York, USA.
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Methodology & Techniques of Social Research by Wilkinson & Bhandarkar
- Methods in Social Research by Gode WJ & Hatt PK
- Scientific Social Surveys & Research by Poulaine Young & CF Schmid
- Evaluation Information: A Guide for users of Social Scienc by Lescard, Kartzer Jeffery
- Understanding & Conducting Research Application Education & Behavioural Sciences- 2<sup>nd</sup> Edition.

# TOTAL QUALITY MANAGEMENT

**Course Code: BHM 805**

**Credit Units: 02**

## Course Objective:

To understand the Total Quality Management concept and principles and the various tools available to achieve Total Quality Management.

To understand the statistical approach for quality control.

To create an awareness about the ISO and QS certification process and its need for the industries.

## Course Contents:

### Module I: INTRODUCTION

Definition of Quality, Dimensions of Quality, Quality Planning, Quality costs - Analysis Techniques for Quality Costs, Basic concepts of Total Quality Management, Historical Review, Principles of TQM, Leadership - Concepts, Role of Senior Management, Quality Council, Quality Statements, Strategic Planning, Deming Philosophy, Barriers to TQM Implementation.

### Module II: TQM PRINCIPLES

Customer satisfaction - Customer Perception of Quality, Customer Complaints, Service Quality, Customer Retention, Employee Involvement - Motivation, Empowerment, Teams, Recognition and Reward, Performance Appraisal, Benefits, Continuous Process Improvement - Juran Trilogy, PDSA Cycle, 5S, Kaizen, Supplier Partnership - Partnering, sourcing, Supplier Selection, Supplier Rating, Relationship Development, Performance Measures - Basic Concepts, Strategy, Performance Measure.

### Module III: STATISTICAL PROCESS CONTROL (SPC)

The seven tools of quality, Statistical Fundamentals - Measures of central Tendency and Dispersion, Population and Sample, Normal Curve, Control Charts for variables and attributes, Process capability, Concept of six sigma, New seven Management tools.

### Module IV: TQM TOOLS

Benchmarking - Reasons to Benchmark, Benchmarking Process, Quality Function Deployment (QFD) - House of Quality, QFD Process, Benefits, Taguchi Quality Loss Function, Total Productive Maintenance (TPM) - Concept, Improvement Needs, FMEA - Stages of FMEA.

## Examination Scheme:

Components	CT1	CT2	CAF	V	GD	GP	A
Weightage (%)	20	20	25	10	10	10	5

## Text & Reference:

James R.Evans & William M.Lidsay, The Management and Control of Quality, (5th Edition), South-Western (Thomson Learning), 2002 (ISBN 0-324-06680-5).

Feigenbaum.A.V. "Total Quality Management, McGraw Hill, 1991.

Oakland.J.S. "Total Quality Management Butterworth - Hcinemann Ltd., Oxford. 1989.

Narayana V. and Sreenivasan, N.S. Quality Management - Concepts and Tasks, New Age International 1996.

Zeiri. "Total Quality Management for Engineers Wood Head Publishers, 1991.

# HOTEL ECONOMICS

**Course Code: BHM 806**

**Credit Units: 02**

## **Course Objective:**

At the end of the semester students would be able to:-

It intends to help the students in understanding the nature of Indian Economy in general & economic planning for tourism & hospitality in general.

It will further help them to understand the basic mechanism of pricing of products in different sector of economy with a special focus on product formulation, packaging & pricing of tourist & hospitality product.

## **Course Contents:**

### **Module I**

Meaning of Economics

### **Module II**

Relevance of Economics in Hospitality and Tourism Industry

### **Module III**

Meaning of Demand

### **Module IV**

Demand Curve Analysis

### **Module V**

Factors Affecting Demand

### **Module VI**

Concept of inflation and types of inflation

### **Module VII**

Demand and methods of Forecasting

### **Module VIII**

GDP (Gross Domestic Product) & GNP (Gross National Product)

### **Module IX**

Fiscal Policy and its Feature and Mechanism

### **Module X**

Monetary Policy and its functions

### **Module XI**

Economic Growth and Economic Development, Growth Patterns of Indian Economy

### **Module XII**

Market Structure and Hospitality and Tourism Industry

### **Module XIII**

A small capsule on WTO and its implications on Hospitality and Tourism Industry has also been included.

## **Examination Scheme:**

Components	C	HA	CT1	A	EE1
Weightage (%)	05	05	15	5	70

## **Text & References:**

### **Text:**

- Tourism Economics by Mathieson Alistor & Wall Gerllliej, Physical & Social Impacts.
- The Economics, Travel & Tourism by Anil Andirous, Lengman Cheshues, Melbourne.
- International Travel & Tourism- Principles & Concepts by Dr. JM Negi, S. Chand & Co, New Delhi

***References:***

- Managerial Economics by Mote Lal & Gupta, Tata McGraw Hill, New Delhi
- Fundamentals of Economic Balances
- Indian Economy by AN Aggarwal
- Indian Economy by Dutta & Sundram
- Indian Economy by Saradesai.

# COST MANAGEMENT

**Course Code: BHM 807**

**Credit Units: 02**

## **Course Objective:**

To develop an understanding of basic elements of cost and its classification, allocation and how the costing techniques are useful in the process of managerial decision-making. To expose the students to the latest techniques to facilitate the process of decision making in today's dynamic business world.

## **Course Contents:**

### **Module I: Process Costing**

Process costing — treatment of normal and abnormal losses and gains, valuation of work-in-progress using first-in – first-out and average methods (equivalent production), inter-process transfer and pricing, concepts and accounting for joint products, by-products, waste, scrap, spoilage and defectives, research and development expenses.

### **Module II: Cost Analysis for Planning, Control & Decision making**

Cost-Volume-Profit Analysis, Using CVP analysis for decision making ( Short run and Long Run), CVP analysis in Service and Non-Profit Organizations. Pricing decisions and Cost Management.

### **Module III: Specialized Costing**

Service or operating costing — unit costing and multiple costing, application, identification of cost unit and cost determination and control; Uniform costing, Interfirm comparison, cost reduction, value analysis/engineering including value management

### **Module IV: Costing Methods and Accounting Systems**

Costing and accounting systems - activity based costing, customer profitability analysis; direct product profitability; just-in-time and back flush accounting; Target costing; life cycle costing, parametric cost control.

## **Examination Scheme:**

<b>Components</b>	<b>CPA</b>	<b>TP</b>	<b>Q/S</b>	<b>A</b>	<b>ME</b>	<b>EE</b>
<b>Weightage (%)</b>	5	5	5	5	10	70

## **Text & References:**

- **Horgren, Datar, Foster, Rajan, Ittner, Cost Accounting- A Managerial Emphasis, Prentice Hall**
- Jain, S.P. & Narang, K.L., Cost Accounting- Principles and Practice, Kalyani Publishers
- Lal, Jewarh (2011), Cost Accounting, Tata McGraw Hill
- Khan, M.Y. & Jain P.K. (2010), Cost Accounting, Tata McGraw Hill

# COMMUNICATION SKILL - V

Course Code: BCS 801

Credit Units: 01

## Course Objective:

The influx of multinationals, FDIs and Retail Management makes global communication a harsh reality and offers cultural communication challenges. This course is designed to inculcate transcultural communication skills among the young Amityians.

## Course Contents:

### Module I: Importance of Culture in Communication

Principles of effective cross cultural communication  
Developing Communication Competence

### Module II: Barriers to effective communication

Sender, Receiver and Situation related barriers  
Measures to overcome the barriers  
Listening skills

### Module III: Cross cultural communication

Characteristics of culture  
Social differences  
Contextual differences  
Nonverbal differences  
Ethnocentrism

## Examination Scheme:

Components	CT1	CT2	CAF	V	GD	GP	A
Weightage (%)	20	20	25	10	10	10	5

CAF – Communication Assessment File

GD – Group Discussion

GP – Group Presentation

## Text & References:

- Business Communication, Raman – Prakash, Oxford
- Business Communication for Managers: An Advanced Approach, Penrose, Thomson
- Understanding Human Communication, 9/e, Adler R Oxford

# **BEHAVIOURAL SCIENCE - VII**

## **(PERSONAL AND PROFESSIONAL EXCELLENCE)**

**Course Code: BSS 801**

**Credit Units: 01**

### **Course Objective:**

This course aims at imparting an understanding of:

Build and leverage your professional reputation

Maintain focus in pressure situations

Make a balanced choice between professional and personal commitments

### **Course Contents:**

#### **Module I: Individual, Society and Nation**

Individual Differences and Dimensions of Personality

Socialization Process

Relating to the Nation: Values, Culture, Religion

Sense of pride and Patriotism

Managing Diversity

#### **Module II: Components of Excellence**

Personal Excellence:

Identifying long-term choices and goals

Uncovering the talent, strength & style

Analyzing choke points in your personal processes by analysis in area of placements, events, seminars, conference, extracurricular activities, projects etc.

Developing professional power: Goal-setting, time management, handling criticism, interruptions and time wasters

#### **Module III: Career Planning**

Knowing one's Interest and Aptitude

Identifying available Resources

Setting goals to maintain focus:

Developing Positive attributes in personality

Self-reliance and Employability skills

#### **Module IV: Stress Management for Healthy Living**

Meaning and Nature of Stress

Stages of stress

Causes and Consequences of stress: Personal, Organizational and Environmental

Personal Styles and strategies of coping

#### **Module V: Professional Success**

Building independence & interdependence

Reducing resistance to change

Continued reflection (Placements, events, seminars, conferences, projects extracurricular Activities etc.)

#### **Module VI: End-of-Semester Appraisal**

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

**Examination Scheme:**

<b>Components</b>	<b>SAP</b>	<b>A</b>	<b>Mid Term Test (CT)</b>	<b>VIVA</b>	<b>Journal for Success (JOS)</b>
<b>Weightage (%)</b>	20	05	20	30	25

**Text & References:**

- J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company
- Smither Robert D.; The Psychology of Work and Human Performance, 1994, Harper Collins College Publishers
- Raman, A.T. (2003) Knowledge Management: A Resource Book. Excel Books, Delhi.
- Kamalavijayan, D. (2005). Information and Knowledge Management. Macmillan India Ltd. Delhi

# FRENCH - VII

**Course Code: FLF 801**

**Credit Units: 02**

## Course Objective:

To strengthen the language of the students with both oral and written  
To provide the students with the know-how

- to master the tenses – present, past and future
- to express emotion
- to accomplish simple tasks of day-to-day programmes
- to prepare résumé

## Course Contents:

Rédiger un résumé (Cf. Campus 2 – P.6, Français.Com, Intermédiaire- p.98)

Passer un entretien d'embauche. Français.Com, Intermédiaire – p.100

### Contenu lexical: Tranches de vie

1. évoquer un souvenir
2. raconter une histoire
3. rapporter des événements marquants d'une vie professionnelle
4. expliquer une situation de stress, donner son avis
5. faire des projets

- Contenu grammatical:**
1. formation de l'imparfait, chaque/chacun
  2. emploi du passé composé et de l'imparfait
  3. relatifs qui, que, où, mise en relief, indicateurs de temps: depuis, il y a, pendant, pour, en
  4. pronom en de quantité, propositions complétives: je pense que..., je crois que ...
  5. futur simple, pronom y

## Examination Scheme:

Components	CT1	CT2	C	I	V	A
Weightage (%)	20	20	20	20	15	5

C – Project + Presentation

I – Interaction/Conversation Practice

## Text & References:

- le livre à suivre : Français.Com (Débutant)