

# **AMITY UNIVERSITY**

————— RAJASTHAN —————

**Amity School of Hospitality**  
**(ASH)**

**Program Code: BHM**

**12289**

**Duration – 4 Years Full Time**

**(Programme Structure)**

**Choice Based Credit System (CBCS)**

**2021**

**AMITY UNIVERSITY RAJASTHAN**

## Program Learning Outcomes-PLO

- Acquire domain specific practical knowledge and skills regarding core functional areas of Hotels and customer front and functions.
- Understand the basic principles of essential hospitality business functions.
- Evaluate and communicate persuasively with guests and team members.
- Recognize the challenges & opportunities and working effectively with people in divers environment.
- Reflect multidisciplinary approach in creative and innovative thinking in Hospitality business.
- Develop leadership skills, professional attitude and work ethics in diverse situations.

## Credits Summary

Program	Semester	Core Credit	Domain Credit	Open Elective/Minor Track	Value Added	Industrial Training/Research Project	Total Credit
UG	I	16	0	0	4	0	20
	II	21	0	3	4	0	28
	III	15	2	3	8	0	28
	IV	0	3	3	4	16	23
BHM	V	14	4	3	4	0	25
	VI	17	4	3	4	0	28
	VII	10	10				20
4 Years	VIII	20				8	28
	<b>Total</b>	<b>113</b>	<b>20</b>	<b>15</b>	<b>28</b>	<b>24</b>	<b>200</b>

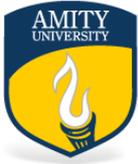
CC = Core Courses

DE = Domain Elective

OE = Open Elective

VA = Value Added Courses

NTCC = Non- Teaching Credit Courses (NTCC)



# AMITY UNIVERSITY

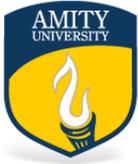
## RAJASTHAN

### Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

#### FIRST SEMESTER

Code	Course	Category	L	T	P/F W	Total Credit
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	2			2
BHM 104	Accommodation Operation – I	CC	2			2
BHM 105	Computer & Information Technology	CC	1	-		1
BHM 121	Food Production & Culinary Art – I Lab	CC			4	2
BHM 122	Food & Beverage Service Operation – I Lab	CC			4	2
BHM 123	Front Office Operation – I Lab	CC		-	2	1
BHM 124	Accommodation Operation – I Lab	CC		-	2	1
BHM 125	Computer & Information Technology - I Lab	CC		-	2	1
BCS 101	English	VA	1		-	1
BSS 104	Behavioural Science – I	VA	1	-	-	1
FLF 101	Foreign Language – I French	VA	2	-	-	2
<b>Total</b>						<b>20</b>



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## RAJASTHAN

### Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

#### SECOND SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 201	Food Production & Culinary Art – II	CC	2	1		3
BHM 202	Food & Beverage Service Operation – II	CC	2	1		3
BHM 203	Front Office Operation – II	CC	2	1		3
BHM 204	Accommodation Operation – II	CC	2	1		3
BHM206	Fundamentals of Hospitality Accounting	CC	1	1	-	2
BHM220	Bakery & Confectionary –II Lab	CC	-	-	4	2
BHM 222	Food & Beverage Service Operation – II Lab	CC			4	2
BHM 223	Front Office Operation – II Lab	CC		-	2	1
BHM 224	Accommodation Operation – II Lab	CC		-	2	1
BHM 225	Computer & Information Technology – II Lab	CC			2	1
BCS 201	English	VA	1		-	1
BSS 204	Behavioural Science – II	VA	1	-	-	1
FLF 201	Foreign Language – II French	VA	2	-	-	2
<b>Open Elective -I</b>		OE	3			3
<b>Total</b>						<b>28</b>



# AMITY UNIVERSITY

## RAJASTHAN

### Amity School of Hospitality (ASH)

**Program Name: Bachelor of Hotel Management**

**THIRD SEMESTER**

Code	Course	Category	L	T	P/FW	Total Credit
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		2
BHM 304	Accommodation Management – I	CC	1	1		2
BHM 305	Managerial Accounting	CC	1	1	-	2
BHM 320	Food Production & Culinary Art –III Lab	CC			4	2
BHM 321	Food & Beverage Service Operation –III Lab	CC			2	1
BHM 326	Room Division Management – I Lab	CC		-	2	1
BHM 324	Information Technology in Hospitality & Tourism Lab	CC	-	-	2	1
<b>EVS003</b>	Environmental Studies	VA	3	1		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 304	Behavioural Science – III	VA	1	-	-	1
FLF 301	Foreign Language – III French	VA	2	-	-	2
<b>Open Elective -II</b>		OE	3			3
<b>Total</b>						<b>28</b>



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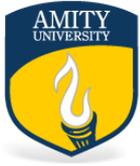
## RAJASTHAN

### Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

#### FOURTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
<b>Industrial Training (3 months )( Jan 1 to March 30)</b>						
BHM 450	Food Production Training Report					4
BHM 451	Food & Beverage Service Training Report					4
BHM 452	Front Office Management Training Report					4
BHM 453	Accommodation Management Training Report					4
BCS 401	Communication Skills – II	VA	1		-	1
BSS 404	Behavioural Science – IV	VA	1	-	-	1
FLF 401	Foreign Language – IV French	VA	2	-	-	2
	<b>Open Elective –III</b> ( 6 sessions x 6 weeks)	OE	3			3
<b>TOTAL</b>						<b>23</b>



# AMITY UNIVERSITY

## RAJASTHAN

### Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

#### FIFTH SEMESTER

Code	Course	Category	L	T	P/FW	Total 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 521	Food Production Management – I Lab	CC			4	2
BHM 522	Food & Beverage Management & Control – I Lab	CC			2	1
BHM 524	Accommodation Management –II Lab	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	Revenue Management	DE	1	1		
BCS 501	Communication Skills – III	VA	1		-	1
BSS 504	Behavioural Science – V	VA	1	-	-	1
FLN 501	Foreign Language – V French	VA	2	-	-	2
<b>Open Elective -IV</b>		OE	3			3
<b>Total</b>						<b>25</b>



# AMITY UNIVERSITY

## RAJASTHAN

Sixth Semester

Code	Course	Category	L	T	P/FW	Total Credit
BHM 601	Food Production Management – II	CC	2			2
BHM 602	Food & Beverage Management & Control – II	CC	2			2
BHM 605	Hospitality & Tourism Marketing Management	CC	2			2
BHM 606	Facility Management, Planning & Design – I	CC	1			1
BHM 627	Food styling & presentation - Lab	CC			4	2
BHM 622	Food & Beverage Management & Control – II Lab	CC			2	1
BHM 650	Hospitality Integrated Project- Designing a product	CC				7
<b>DE Electives: Student has to select 2 course from the list of following DE electives</b>						
BHM 607	Entrepreneurship Development	DE	2			4
BHM 608	Meeting ,Confrences & Exhibition Management	DE	2			
BHM 609	IndoAsian Cuisine	DE	2			
BCS 601	Communication Skills – IV	VA	1		-	1
BSS 604	Behavioural Science – VI	VA	1	-	-	1
FLN 601	Foreign Language – VI French	VA	2	-	-	2
<b>Open Elective -V</b>		OE	3			3
<b>Total</b>						<b>28</b>

# Amity School of Hospitality (ASH)

## Program Name: Bachelor of Hotel Management

### SEVENTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credits
BHM 701	Advance Food Production Management – I	CC	2			2
BHM 702	Advance Food & Beverage Management -I	CC	2			2
BHM 710	Resort & Club Management	CC	2			2
BHM 705	Facility Management, Planning & Design – II	CC	2			2
BHM706	Human Resource Management	CC	2			2
<b>Domain Specialization Elective: Student has to select 01 group from the list of following:</b>						
<b>Group A</b>						
BHM 720	Bakery & Confectionary – V Lab	DE		1	4	3
BHM 721	Advance Food Production Management – I Lab	DE		1	4	3
<b>Group B</b>						
BHM 722	Advance Food & Beverage Management –I Lab	DE		1	4	3
BHM 725	Bar Operations	DE	2	1		3
<b>Group C</b>						
BHM 723	Advance Front Office Operation Management-I Lab	DE		1	4	3
BHM 724	Advance Accommodation Operation Management-I Lab	DE		1	4	3
<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	Restaurant Management	DE	2			
BHM 709	Safety & Security Management	DE	2			
<b>Total</b>						<b>20</b>

### EIGHTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 860	Dissertation – Research project on Hospitality & Tourism					8
BHM 850	Practice School/ Specialized Training ( Jan to April )	CC	-	-	-	20
<b>Total</b>						<b>28</b>

**Amity School of Hospitality (ASH)**

**Program Name: Bachelor of Hotel Management**

**FIRST SEMESTER**

<b>Code</b>	<b>Course</b>	<b>Category</b>	<b>L</b>	<b>T</b>	<b>P/F W</b>	<b>Total Credit</b>
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	2			2
BHM 104	Accommodation Operation – I	CC	2			2
BHM 105	Computer & Information Technology	CC	1	-		1
BHM 121	Food Production & Culinary Art – I Lab	CC			4	2
BHM 122	Food & Beverage Service Operation – I Lab	CC			4	2
BHM 123	Front Office Operation – I Lab	CC		-	2	1
BHM 124	Accommodation Operation – I Lab	CC		-	2	1
BHM 125	Computer & Information Technology - I Lab	CC		-	2	1
BCS 101	English	VA	1		-	1
BSS 104	Behavioural Science – I	VA	1	-	-	1
FLF 101	Foreign Language – I French	VA	2	-	-	2
<b>Total</b>						<b>20</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

###### 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:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

**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 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, payssane, mignonnete, 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

#### 111Module 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.

**ExaminassionsSchème:**

**Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

**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: 50 Marks**

<b>Components</b>	<b>JE(continue evaluation)</b>	<b>LE(continue evaluation)</b>	<b>Assignment</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	05	15	15	10	5

**End-Term: 50 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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 : 2**

### **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

### Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### Text&References:

#### *Text:*

- Front Office Management by Mr. Sbhah 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: 50 Marks**

<b>Components</b>	<b>JE(continue evaluation)</b>	<b>LE(continue evaluation)</b>	<b>Assignment</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	05	15	15	10	5

**End-Term: 50 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. 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 : **2**

### Course Objective:

- At the end of the semester the students would have a thorough knowledge of:
- Organization of Housekeeping department and its basic functioning
- All agents and equipment used for cleaning of all possible surfaces
- Room supplies and bathroom supplies
- Room layouts and what are constitutes in a guest room
- Pests found in the hotel and their control.
- All routine and records maintained of H.K. department
- Liaison with all other department of the hotel.

### Course Contents:

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

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

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

Layout of the Housekeeping Department.  
Subsections of Housekeeping departments  
Organization structure of HK

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

Job specification and description of EHK, HK Supervisors, Night shift Supervisor, Control desk in charge, Laundry Manager, pest control in charge, Florist and Gardner.

#### **Module IV: Cleaning Organization/ science/ Cleaning Agents**

Principles of cleaning  
Measurement of cleaning  
Classification of chemicals  
Frequency of cleaning daily, periodic, special  
Daily cleaning, Weekly cleaning, monthly cleaning, yearly cleaning  
Design features that simplify cleaning

#### **Module V: various services Keys& lost found system**

Type of keys, computerized key cards, Key control  
Duty roaster, Duty rotas, work schedule, Job cards  
Lost & found system  
Special services: Valet service, babysitting, Guest Loan item, fresh en up services, second service and turn down service

## Module VI: 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

### Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### Text&Références:

#### *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 thorough knowledge of-

- Use of cleaning agents
- Use of cleaning equipment (manual as well as mechanical)
- Cleaning of all kinds of surfaces in a hotel.
- Do basic housekeeping operation with their own hands
- Demonstrate bed making and basic knowledge of linen
- Demonstrate use of maid's trolley and its uses

### **Course Contents:**

#### **Module I Guest room decoration**

Urlimaking

Rangoli making

#### **Module II**

Room Layout and Standard Supplies

#### **Module III**

Cleaning Equipment

#### **Module IV: Cleaning of different surfaces, Composition, Care and Cleaning of Different Surface**

Metals, Glass, Leather, Rexines, Plastic, Ceramics, Wood, stone, rubber, Wall finishes, Floor finishes.

#### **Module V**

Floor cleaning and Dusting of various areas

#### **Module VI**

Maid's trolley – setting up a trolley

Bed making

**Examination Scheme:****Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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

## Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

## 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 Lab

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.

### Examination Scheme :

#### Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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

## ENGLISH

Course Code: BCS101

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

Shakespeare

To Autumn

Keats

O! Captain, My Captain.

Walt Whitman

Where the Mind is Without Fear

Rabindranath Tagore

**Psalm of Life**

**H.W. Longfellow**

### Examination Scheme:

Components	A	CT	HA	EE
Weightage (%)	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/104**

**Credit Units: 01**

**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

**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: **FLF 101**

Crédits : **2**

To familiarize the students of French Language with:

1. addressing someone
2. to present oneself and someone else
3. Where one works?

### **Course Content**

#### **Unit 1: Pg: 9-24**

##### **A. Lexicale:**

1. mots transparents
2. politesses: bonjour, s'il vous plaît, merci, etc.
3. salutations, excuses
4. nombres de 0 à 99.
5. adjectifs de nationalité
6. alphabet
7. professions
8. activité des entreprises
9. coordonnées

##### **B. Grammaire:**

1. articles indéfinis et articles défini
2. masculin, féminin et pluriel des noms
3. je, il, elle sujets/ tu, vous sujets
4. verbes: parler, habiter, s'appeler, être, avoir, aller, faire, connaître, vendre.
5. masculine et féminin des adjectifs de nationalité
6. c'est moi/ c'est toi
7. c'est/ il est + profession
8. qui est-ce? Qu'est-ce que...?
9. complément du nom avec de...
10. Quel interrogatif..

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

Penfornis, J. (2007), Français.com (Débutant). Paris: CLE International



**AMITY UNIVERSITY**  
————— RAJASTHAN —————

**Amity School of Hospitality (ASH)**

## Program Name: Bachelor of Hotel Management

### SECOND SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 201	Food Production & Culinary Art – II	CC	2	1		2
BHM 202	Food & Beverage Service Operation – II	CC	2	1		3
BHM 203	Front Office Operation – II	CC	2	1		3
BHM 204	Accommodation Operation – II	CC	2	1		3
BHM206	Fundamentals of Hospitality Accounting	CC	1	1	-	2
BHM220	Bakery & Confectionary –II Lab	CC	-	-	4	2
BHM 222	Food & Beverage Service Operation – II Lab	CC			4	2
BHM 223	Front Office Operation – II Lab	CC		-	2	1
BHM 224	Accommodation Operation – II Lab	CC		-	2	1
BHM 225	Computer & Information Technology – II Lab	CC			2	1
BCS 201	English	VA	1		-	1
BSS 204	Behavioural Science – II	VA	1	-	-	1
FLF 201	Foreign Language – II French	VA	2	-	-	2
<b>Open Elective -I</b>		OE	3			3
<b>Total</b>						<b>28</b>

# FOOD PRODUCTION AND CULINARY ART - II

Course Code: BHM 201

Crédits : 3

## 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

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### **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 AND BEVERAGE SERVICE OPERATION – II

**Course Code: BHM 202**

**Crédits : 3**

## **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

### **Examination Scheme:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>Mid Term</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### **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

**Module IV: Cocoa & Malted Beverages**

Origin & Manufacture

Preparation & Service

**Module V: Service of Beer**

**Examinations Schème:**

**Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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 : 3**

## **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.

### Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)		30		15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### 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

## ExaminationsSchème:

### Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

### End-Term: 50 Marks

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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 : 3**

## **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

### Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### 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)

## **ExaminassionsSchème:**

**Internal: 50 Marks**

<b>Components</b>	<b>JE(continue evaluation)</b>	<b>LE(continue evaluation)</b>	<b>Assignment</b>	<b>VV</b>	<b>A</b>

<b>Weightage (%)</b>	05	15	15	10	5
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**End-Term: 50 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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

#### **Examination Scheme:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>Mid Term</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

## **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)

CourseCode: BHM220

Crédits : 2

### 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 BASIC BREAD MAKING

- Demonstrations & preparation of simple and enrich bread, recipes
- Bread loaf (white & brown)
- Bread rolls (various shapes)
- French bread
- Brioche

#### MODULE II SIMPLE COOKIES

- Demonstrations & preparation of simple and enrich cookies like nan khatai
- Golden Cookies
- Melting Moments
- Tri Color biscuit
- Chocolate Chip Cookies
- Chocolate Cream Finger, and Bachelor button

#### MODULE III SIMPLE CAKES

- Demonstration & preparation of simple and enriched cakes, recipes
- Sponge, Genoise, Fatless, Swiss roll
- Fruit Cake
- Rich Cakes
- Dundee, Madeira

#### MODULE IV 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 V 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

# 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 book 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**

**Examination Schème:****Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

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

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

**References:**

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



# ENGLISH

**Course Code: BCS 201**

**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	Shakespeare
To Autumn	Keats
O! Captain, My Captain.	Walt Whitman
Where the Mind is Without Fear	Rabindranath Tagore
Psalm of Life	H.W. Longfellow

#### **Examination Scheme:**

Components	A	CT	HA	EE
Weightage (%)	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: BSS 204**

**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:**

<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:**

- 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.

# Foreign Language French

Semester II Course Code: FLF 201 (Hotel Management) Credit Units: 02

## Course Objective

To familiarize the students of French Language with:

1. to identify the objects and to explain their usage..
2. to do a purchasing in a market, to discuss the price etc
3. Comparison of the objects.

## Course Content

Unit 2: Pg: 26-40

### C. Lexicale:

1. petits objets usuels
2. nombres de 0 à 1000 et 0 à 20 000
3. les prix en euros
4. objets usuels
5. meubles et fournitures de bureau
6. adjectifs pour decrire des objets
7. couleurs

### D. Grammaire:

1. adjectifs possessifs (1)
2. pour + infinitif
3. verbe: avoir
4. ne...pas / pas de
5. question avec est-ce que?
6. question negatif, réponse Si
7. prepositions de lieu
8. il y a / qu'est-ce qu'il y a
9. accord et place des adjectifs qualificatifs
10. il manque...
11. comparatifs et superlatifs
12. pronoms toniques
13. pronom on

**Text & References:**

Penfornis, J. (2007), Français.com (Débutant). Paris: CLE International



**Amity School of Hospitality (ASH)**

**Program Name: Bachelor of Hotel Management**

**THIRD SEMESTER**

Code	Course	Category	L	T	P/FW	Total Credit
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		2
BHM 304	Accommodation Management – I	CC	1	1		2
BHM 305	Managerial Accounting	CC	1	1	-	2
BHM 320	Food Production & Culinary Art –III Lab	CC			4	2
BHM 321	Food & Beverage Service Operation –III Lab	CC			2	1
BHM 326	Room Division Management – I Lab	CC		-	2	1
BHM 324	Information Technology in Hospitality & Tourism Lab	CC	-	-	2	1
<b>EVS003</b>	Environmental Studies	VA	3	1		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 304	Behavioural Science – III	VA	1	-	-	1
FLF 301	Foreign Language – III French	VA	2	-	-	2
<b>Open Elective -II</b>		OE	3			3
<b>Total</b>						<b>28</b>

## **FOOD PRODUCTION & CULINARY ART - III**

**Course Code: BHM 301**

**CreditUnits: 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 AND PLANNING**

- Equipment required for mass/volume feeding
- Heat and cold generating equipment
- Care and maintenance of these equipments
- Modern development in equipment manufacture
- Space allocation
- Staffing

#### **MODULE II: MENU PLANNING AND INDENTING**

- Basic principles of menu planning – recapitulation
- Planning menus for commercials and non commercial catering organizations
- Theme dinners
- Transport facilities, cruise lines, airlines, railway
- Nutrition factors for the above
- Principles of indenting for volume feeding
- Portion sizes of various items for different types of volume feeding

#### **MODULE III: 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 IV : Regional Indian Cuisine**

Introduction to Regional Indian Cuisine

Heritage of Indian Cuisine

Factors that affect 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/Uttranchal

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

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

#### **Examination Scheme:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

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

##### *Text:*

- Prasad by Jigs Kalra; Allied Publisher, New Delhi
- Taste of India by MadhurJaffery; 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**

**CreditUnits: 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:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)		30		15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### 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: 02**

### 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)

### **Examination Scheme:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

## **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. JagmohanNegi, 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: 02**

### **Course Objective:**

At the end of the semester the students would have a thorough knowledge about the various fiber, weaving and special fabrics. Students will learn manufacturing and maintenance of carpet.

### **Course Contents:**

#### **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

#### **Module V: 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

**Examination Scheme:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

**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:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### 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. JagmohanNegi, Himalaya Publishing House, New Delhi

#### *References:*

- Basic Financial Accounting by Raymond Schmidgall
- Accounting for Hospitality Management by Andrew N Valdamir
- 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 plan 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, MacchKofta, YakheanKaliya, TabakMaaz, Rogon Josh

**Vegetables and Potato:** Ruwanganchaman,Choekwangan,ChamanQaliyanAllehYakhean, DumAloo Kashmiri ,Nader Palak, RazmaGogji

**Sweet Dishes:** KongehPhirin (Soojiphirni with Saffron), Aae'tphirin (Wheat Flour Phirni), Halwa

**Chutneys:** Mujehcheten, GandaCheten, Dueencheten, Alehcheten (pumpkin chutney)

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

### ExaminationScheme:

**Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**Text&References:**

***Text:***

- Prasad by Jigs Kalra; Allied Publisher, New Delhi
- Taste of India by MadhurJaffery, 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**

**CreditUnits: 01**

### **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

### **ExaminationScheme:**

**Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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

## Room Division Management –I Lab

Course Code: BHM 326

CreditUnits: 01

### Course Objective:

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

- To Understand Significance of Computers in Front Office & Housekeeping
- To gain hand on Practices of working on Hotel Software
- To handle the various level of Situations of Operation
- To become skilled at the major operation of front office and Housekeeping
- To learn the room division management systems.

### Module I: Role Computer Application in Front Office & House Keeping Operation

Reports generations in Excel and word, Power Point, Communication with Guests & Employees, Making Requisitions, and Inventory.

### Module II: Property Management System

Hands on practices of Hotel Software application related to Front Office procedures such as Reservation, Registration, Guest History, Telephones, Accounting Procedures & Housekeeping Procedures i.e.: Reports, Rooms Status, Floor Cleaning etc.

### Module III Situation Handling & Role Plays

Situations & Role plays based on Front Office & House Keeping Operations, Case Studies of Front Office and House Keeping, Problem Base Learning of both Departments, Complaints Handling.

### Module IV Front Office & House Keeping Operations

Stain Removal Procedures, Flower Arrangement & Indoor plants, Laundry Machinery and Equipment, Forms & Formats, Self Check in Procedure, Express Check our Procedure, Latest Technology used in Front office Operation, Electronic payment systems (EPS), Online Payments, Reservations.

### Module V Room Division Operation

Room Division Departments, Roles & Responsibilities of Room Division Managers, Guest Handling from Check in to Check out, Revenue Generation Practices & Forecasting,

### Examination Scheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**Recommended reading**

Vallen, G.K. & Vallen, J.J. (2013) Check-in; Check Out: Managing Hotel Operations (9th ed) Prentice Hall.

Bardi, J.A. (2010) Front Office Management, (5th Ed), Wiley and Sons.

Kasavana, M. I. (2012) Managing Technology in the Hospitality Industry. American Hotel and lodging Educational Institute.

Nyheim, P., Connelly, D. (2011). Technology Strategies for the Hospitality industry (2nd Ed.) Prentice Hall

Tranter, K.A. Stuart-Hill, T. and Parker, J. (2009), An Introduction to Revenue Management for the Hospitality Industry: Principles and Practices for the Real World, Prentice Hall.

Woods, R., Ninemeier, J.D., Hayes, D.K, Austen, M.A. (2013) Professional Front Office Management new international edition , Pearson.

Hayes, D.K., Ninemeier, J.D., and Miller, A.A. (2011). Foundations of Lodging Management, (2nd ed). Pearson.

O'Fallon, M.J. and Rutherford, D.G. (2010) Hotel Management and Operations, (5th ed). John Wiley and Sons.

**INFORMATION TECHNOLOGY IN HOSPITALITY  
AND TOURISM (LAB)**

**Course Code: BHM 324**

**CreditUnits: 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**

**ExaminationScheme:**

**Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**Text&References:**

**Text:**

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

**References:**

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

**ENVIRONMENTAL STUDIES - II**

Course Code: EVS 003

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	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

#### 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
- De A.K., Environmental Chemistry, Wiley Eastern Ltd.
- Down to Earth, Centre for Science and Environment (R)
- 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.
- Jadhav, H &Bhosale, V.M. 1995. Environmental Protection and Laws. Himalaya Pub. House, Delhi 284 p.
- 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	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### 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&ShalaksharaSwamy 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)



# TOURISM OPERATIONS

**Course Code: BHM 307**

**Credit Units: 01**

## **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>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

## **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.

## 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  
(INTERPERSONAL COMMUNICATION AND RELATIONSHIP MANAGEMENT)**

**Course Code: 304**

**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

**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.

**Course Code: FLF 301**

**CreditUnits: 02**

**Course Objective**

To familiarize the students of French Language with vocabulary of Hotel Management in French:

- Introduction of Hotel Management professional
- Profession of Hotel Management: different job definitions
- Reservation norms in a French hotel
- Formal letters/e-mails for reservation

**Course Content**

**Unit 1&2: pages 6-29**

**VOCABULARY CONTENT**

- Se présenter/ Présenter quelqu'un
- Présenter son métier
- Présenter les principes caractéristiques d'un hôtel
- Les métiers de l'hôtellerie et de la restauration
- Questionner le client pour servir  
Remplir une fiche de réservation
  
- Informer sur les horaires  
Prendre en note la réservation d'une table
  
- Comprendre et écrire un message électronique
- Écrire une lettre commerciale  
Détailer des prestations
  
- S'excuser de ne pas satisfaire une demande de réservation  
Justifier
  
- Modifier ou annuler un dossier de réservation  
Rappeler au client ses obligations
  
- Révisions de l'unité 1&2

**GRAMMAR CONTENT**

- Indicatif présent
- Articles définis et indéfinis
- Interrogation
- Expression du temps :  
Heures et dates
  
- Adjectifs possessifs
- Forme linguistique de la lettre commerciale

- Forme négative : ne...pas, ne...plus, ne...rien, ne...jamais
- Indicatif passé composé

**Text & References:**

Corbeau,S.Dubois,C.Penfornis,J.(2007)[hôtellerie-restauration.com](http://hôtellerie-restauration.com),Paris :CLE International/SEJER



# AMITY UNIVERSITY

## RAJASTHAN

### Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

#### FOURTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
<b>Industrial Training (3 months) (Jan 1 to March 30)</b>						
BHM 450	Food Production Training Report					4
BHM 451	Food & Beverage Service Training Report					4
BHM 452	Front Office Management Training Report					4
BHM 453	Accommodation Management Training Report					4
BCS 401	Communication Skills – II	VA	1		-	1
BSS 404	Behavioural Science – IV	VA	1	-	-	1
FLF 401	Foreign Language – IV French	VA	2	-	-	2
	<b>Open Elective –III</b> ( 6 sessions x 6 weeks)	OE	3			3
<b>TOTAL</b>						23

# FOOD PRODUCTION TRAINING REPORT

**Course Code: BHM 450**

**Credit Units: 04**

## **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**

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➤ **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>

# FOOD AND BEVERAGE SERVICE TRAINING REPORT

**Course Code: BHM 451**

**Credit Units: 04**

## **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**

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

### ➤ **Acknowledgements**

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### ➤ **Table of Contents**

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

### ➤ **Introduction**

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➤ **Materials and Methods**

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➤ **Suggestions**

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➤ **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: 04**

## **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;
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➤ **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: 04**

## **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**

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

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### ➤ **Introduction**



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➤ **Materials and Methods**

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

**Examination Scheme:**

Project Report: 50

Log book + Attendance + Appraisal 20

Presentation & Viva Voce: 30

**Total: 100**

**Amity School of Hospitality (ASH)**

**Program Name: Bachelor of Hotel Management**

**FIFTH SEMESTER**

Code	Course	Category	L	T	P/FW	Total Credits
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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 521	Food Production Management – I Lab	CC			4	2
BHM 522	Food & Beverage Management & Control – I Lab	CC			2	1
BHM 524	Accommodation Management –II Lab	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	Revenue Management	DE	1	1		
BCS 501	Communication Skills – III	VA	1		-	1
BSS 504	Behavioural Science – V	VA	1	-	-	1
FLF 501	Foreign Language – V French	VA	2	-	-	2
<b>Open Elective -IV</b>		OE	3			3
<b>Total</b>						<b>25</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 foiegras
- 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>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### **Text&References:**

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

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

**CreditUnits: 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:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

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### **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, AmityUniversity 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	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

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**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. Jagmohannegi, Himalaya Publishing House, New Delhi

***References:***

- Front Office by Abbott, Butter Worth Hiemann.

## ACCOMMODATION MANAGEMENT - II

**Course Code: BHM 504**

**CreditUnits: 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 equipment's & 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 & firefighting 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

Color harmony & color schemes

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

Areas of Infestation, Preventive measure and Control measure

Rodent control, Insect infestation, Contact insecticides, Systematic insecticides, Respiratory insecticides  
Special insects and their treatments

### **Module VI Clinically tested Housekeeping**

WHO& HRACC Guidelines for Hotels cleaning & Hygiene maintenance  
SOP for room cleaning & Public area Cleaning  
Guest Handling Standards  
Disinfectant & sanitizer

#### **Examination Scheme:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

#### **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**

**CreditUnits: 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:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

**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 &Prostems- 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 METHODOLOGY

**Course Code: BHM 506**

**CreditUnits: 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 II: 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 III: 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 IV: Evaluation of research report**

Research Report Format  
Presentation of Report

## **Examination Scheme:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### **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 Samual C Cerco
- Quantitative Techniques in Management by Vokra
- Quantitative Approaches to Management by Levin I Richerd

## **FOOD PRODUCTION MANAGEMENT - I (LAB)**

**Course Code: BHM 521**

**CreditUnits: 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

### **ExaminassionsSchème:**

**Internal: 50 Marks**

<b>Components</b>	<b>JE(continue evaluation)</b>	<b>LE(continue evaluation)</b>	<b>Assignment</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	05	15	15	10	5

**End-Term: 50 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**Text&References:**

***Text:***

- Theory of Catering by KintonCesroni, Hodder & Stoughton
- Practical Cookery by KintonCesroni, 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**

**CreditUnits: 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: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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, AmityUniversity Press, New Delhi

## ACCOMMODATION MANAGEMENT – II (LAB)

**Course Code: BHM 524**

**CréditUnits: 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
- Understand First aid kit
- Dealing with emergency
- Energy conservation and waste disposal
- Ecofriendly environment

### **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).

Different types of weaving machine and types of weaving Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and satin. Collection of different special fabrics and their usage (baize, chintz, drill, flannelette, folk weave, tapestry, scrim, plush, satin, hessian, felt )

#### **Module II**

Soft furnishing/ Carpet Shampooing

#### **Module III**

First aid kit  
Dealing with emergency  
Safety & security in Hotels

#### **Module IV**

Various HK rule to waste disposal  
**Renewable sources of energy**

#### **Module V**

Special Decorations .  
follow up principle of decoration  
Application of approaches of designing

#### **Module VI**

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.  
Standard of HVAC in Hotels

### **Examination Scheme:**

**Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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

CreditUnits: 02

### 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	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva; A: Attendance, CT: class test EE : End Term Examination

**Text & References:**

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

## HOTEL INTERIOR DECORATION

**Course Code: BHM 508**

**CreditUnits: 02**

### **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, Eclectism, 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:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### **Taxes &Reference :**

1. Interior Design Course, Mary GilliatCoyran, 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.

## Revenue Management

Course Code: BHM 509

CreditUnits: 02

### Course Objective:

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

- To understand the significance of Revenue Management.
- To able to learn the strategies of forecasting for developing business.
- To study & understand the reports generating and analyzing the reports.
- To learn the practices of calculating the performance through applying various formulas.
- To Practice the resolving the problems through discussing , analyzing , evaluating, researching.

### Module I: Revenue Management Definition and Fundamentals

Revenue Management is a culture and philosophy,Ingredients of Effective hotel Revenue Management,How to measure your efficiency?,

### Module II: Forecasting

Forecasting in hotels starts with making a budget, Demand Calendar, Unconstrained Demand, Group Trends

### Module III Revenue Management Reports

Pick up Report, Daily Business Report, Monthly Forecast Report, Market Performance

### Module IV Performance Analysis

Monthly Pick up Analysis, yield Management, Competition Analysis: RevPAR, ARR, GOPPAR, Occupancy Percentage and other formulas for calculating performance

### Module V Case Study

Problem Base Learning Methods, Analyzing the performance of Hotels, analyzing the problems of the hotels

### Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### Recommended reading

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

### References:

- Front Office by Abbott, Butter Worth Hiemann.

## COMMUNICATION SKILLS - III

**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 - V**  
**(INDIVIDUAL, SOCIETY AND NATION)**

**Course Code: BSS 505**

**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.)

**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

**Course Code: FLF 501**

**Credit Units: 02**

**Course Objective:**

- To make contact with someone
- To distribute the rooms and baggage
- To accompany a client
- To describe the equipments of a room
- To take charge of a client
- To welcome on the phone

**Course Contents:**

Unité 3 Accueil Page : 30-45 Leçons 1-6

**Contenu Lexical:**

- Le client
- Le groupe
- L'hôtel
- La chambre
- Les produits d'accueil
- Les messages d'accueil
- Le restaurant
- La table
- La carte
- Le standart
- Les coordonnées
- Le numéro de téléphone

**Contenu Grammatical:**

- Les nombres ordinaux
- Le futur proche
- Le futur de l'indicatif
- La localisation
- L'adjectif qualificatif
- L'adjectif démonstratif
- L'expression du lieu
- Les prépositions
- Les articles contractés
- Les couleurs
- L'indicatif présent

**Text & References:**

- Sophie Corbeau, Chantal Dubois, Jean-Luc Penfornis, Laurent Semichon (2010) Hotellerie-Restaurant.com, Saint-Amand-Montrond

- Robert, Collins (2006) Collins Robert French Dictionary, Paris : Harper Collins



# AMITY UNIVERSITY

## RAJASTHAN

### Amity School of Hospitality (ASH)

#### Program Name: Bachelor of Hotel Management

#### SIXTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 601	Food Production Management – II	CC	2			2
BHM 602	Food & Beverage Management & Control – II	CC	2			2
BHM 605	Hospitality & Tourism Marketing Management	CC	2			2
BHM 606	Facility Management, Planning & Design – I	CC	1			1
BHM 627	Food styling & presentation - Lab	CC			4	2
BHM 622	Food & Beverage Management & Control – II Lab	CC			2	1
BHM 650	Hospitality Integrated Project- Designing a product	CC				7
<b>DE Electives: Student has to select 2 course from the list of following DE electives</b>						
BHM 607	Entrepreneurship Development	DE	2			4
BHM 608	Meeting ,Confrences & Exhibition Management	DE	2			
BHM 609	IndoAsian Cuisine	DE	2			
BCS 601	Communication Skills – IV	VA	1		-	1
BSS 604	Behavioural Science – VI	VA	1	-	-	1
FLF 601	Foreign Language – VI French	VA	2	-	-	2
<b>Open Elective -V</b>		OE	3			3
<b>Total</b>						<b>28</b>

# 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:**

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

**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:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>Mid Term</b>	<b>A</b>	<b>EE</b>
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<b>Weightage (%)</b>	30	15	5	50
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Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### **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

# 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:**

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

**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 Gultnan
  - 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 Kinneer
  - 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 would be able to-

- Explain & understand hotel design, aspects of facility planning, star classification, kitchen layout and design and architectural aspects.

## Course Contents:

### Module I: Hotel Design

Design Consideration

- Attractive Appearance
- Efficient Plan
- Good Location
- Suitable Material
- Good Workmanship
- Sound financing
- Competent Management

### Module II: Facilities Planning

The Systematic Layout Planning Pattern (SLP) for hotel

Planning Consideration

Flow Process and Flow Diagram Procedure for determining space considering ,the guiding factors for the guest room / public facilities, support facilities and services, hotel administration,

### Module III: Architectural Consideration

Difference between carpet area, plinth area and super built area, their relationships, reading of blueprint (plumbing, electrical, AC, ventilation, FSI, FAR, public areas)

Approximate cost of construction estimation

Approximate operating areas in budget type / 5 star type hotel / guest room

Approximate requirement and estimation of water / electrical load gas, ventilation.

### Module IV: Star Classification of Hotel

Criteria for star classification of hotel (five, four, three, two, one and heritage)

## Module V: Kitchen Layout and Design

Principles of kitchen layout and design

Areas of various kitchens with recommended dimension

Factors that affect kitchen design

Placement of equipments

Flow of work

Space allocation

Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen)

Planning of various supporting services (pot wash, wet grinding, chef room, larder, store and other staff facilities)

## Module VI: Kitchen Equipment

Equipment requirement for commercial kitchen, heating, gas / electrical, cooling (for various catering establishment)

Developing Specification for various kitchen equipments

Kitchen equipment basis of selection,

Manufacturers

Budgeting of kitchen equipment

### Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### 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 & Design by David M Spipamuk

## **FOOD STYLING AND PRESENTATION-I LAB**

**Course Code: BHM 627**

**Credit Units: 02**

**Course Objective:**

On successful completion of this course students will be able to display the cooked food in aesthetic manner. Student will be able understand balance of light, composition and theme while conducting food photography.

**Course Contents:**

**1 Basic Elements of Food Presentation**

1.1 Colour , 1.2 Texture, 1.3 Shape , 1.4 Layout , 1.5 Simplicity , 1.6 Flavours

**2 Presentation**

2.1 Balance 2.2 Portion Size 2.3 Temperature –Hot / Cold 2.4 Presenting Food for Service ( 2.4.1 Plates Size 2.4.2 Shape 2.4.3 Style 2.4.4Colour2.4.5 Plate Presentation 2.4.6 Uses of Platers 2.4.7 Trays 2.4.8 Bowls 2.4.9 Service Style 2.4.10 Buffet 2.4.11 PrePlated 2..4.12 Silver service)

**3. Garnishes**

3.1 Tools for Garnishing 3.2 Types of Garnishing 3.2.1 Bell pepper balloon 3.2.2 Cucumber ribbons 3.2.3 Zucchini Flowers 3.2.4 Curls, Rose 3.5 Pipping Skills

**4. Art of Cooking**

4.1 Different Style of Cooking 4.2 Cooking Technique in effective presentation 4.3 Special Technique 4.3.1 Foam 4.3.2 Dry ice 4.3.3 Nitrogen 4.3.4 Caviar 4.3.5 Anti-grill

## 5. Food Styling

5.1 Equipment & Props (Fabric, Surfaces, Cutlery) 5.2 Food styling best practices 5.3 Cooking separately and building Later

## 6. Food Photography

6.1 Basic Photography 6.2 Equipment & Handling 6.3 Lighting & Composition 6.4 Set Planning 6.5 Food Photography 6.6 Food styling for food media 6.7 Visit to a food Studio / work shop 6.8 Final Presentation

Examination Scheme:

**Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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
- The Food Stylist's Handbook: Hundreds of Media Styling Tips, Tricks, and Secrets for Chefs, Artists, Bloggers, and Food Lovers,By Denise Vivaldo and Cindie Flannigan
- Food Photography: From Snapshots to Great Shots Paperback –by Nicole S. Young.
- That Photo Makes Me Hungry – Photographing Food for Fun & Profit: Photographing Food for Fun and Profit Hardcover – by Andrew Scrivani
- Feast for the Eyes: The Story of Food in Photography Hardcover – by Susan Bright
- Garnishing: A Feast For Your Eyes by Francis Talyn Lynch (1987-06-02) Hardcover – by Francis Talyn Lynch



# 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.

### Examinations Schème:

#### Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

#### End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

### 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

# HOSPITALITY INTEGRATED PROJECT DESIGNING A PRODUCT

Course Code: BHM 650

Credit Units: 07

Module Team

## Aims:

To enable students to integrate, extend and apply business disciplines to a given scenario and to further develop group work, initiative, problem solving and team skills.

## Learning Outcomes

On successful completion of the module the student will be able to:

- L1 Evaluate implications of planning decisions and appreciate contribution of strategic planning in the management process in the hospitality industry.
- L2 Research and evaluate the feasibility of the given scenario, demonstrating sound understanding of the business environment and market impacts.
- L3 Integrate and successfully synthesise key disciplines.
- L4 Demonstrate cohesion and communication within the group environment.

Assessed in this module

A B C D

*				
	*			
*	*			
*	*	*	*	
*		*		

A – Knowledge and Understanding

B – Intellectual Skills

C – Practical Skills

D – Transferable Skills

## Learning Experiences

The module will engage the student in the following types of learning experiences:

Lectures	12 hrs
Student Centred Learning	65 hrs
Assessment ( Presentation )	7 hrs

### **Assessment Pattern**

There will be TWO coursework assessments. The first assessment will be a written report. The second assessment will involve a group presentation.

The course work weighting would be a. 60% Report Writing & b. 40% Presentation.

### **Content**

- i. Feasibility study integrating business disciplines.
- ii. General Business environment.
- iii. Organisational structure.
- iv. Business Plan format.
- v. Business impacts.
- vi. Finance. ( Sources of funding. Financial analysis, cash budgets, profit statements and balance sheets.)
- vii. Marketing. ( Market restrains and influences, marketing strategies )
- viii. Personnel (Manpower planning, recruitment, selection and training).
- ix. Aspects of Hospitality Operations.

### **Main Texts**

- a. Johns, N. & Lee-Ross, D (1998), *Research Methods in Service Industry Management*, Cassell.
- b. Ransley. J & Ingram. H.(2004), *Developing Hospitality Properties and Facilities*, Butterworth-Heinemann.
- c. Waters D.(1996), *Operations Management- producing goods and service*, Addison Wesley, Harlow.

**Journals**

- a. Annals of Tourism Research.
- b. Caterer and Hotelkeeper.
- c. Cornell Hotel and Restaurant Administration Quarterly.
- d. Hospitality Design.
- e. Hotel and Restaurant Magazine.
- f. International Journal of Hospitality Management.
- g. Journal of Hospitality and Tourism Management.

**Internet and Web Pages**

- |   |  |
|---|--|
| a. World Tourism Organisation ( WTO / OMT )       | <a href="http://www.world-tourism.org">www.world-tourism.org</a> |
| b. World Travel and Tourism Council               | www. wtcc.org  |
| c. International Hotel and Restaurant Association | <a href="http://www.ih-ra.com">www.ih-ra.com</a>                 |
| d. Caterer and Hotelkeeper                        | www. caterer.com   |

Signed		Date
		Date received

**Examination Scheme:**

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

**ENTREPRENEURSHIP DEVELOPMENT**

**Course Code: BHM 607**

**Credit Units: 02**

**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:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>Mid Term</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### **Text & References:**

#### **Text:**

- Small Scale Industries and Entrepreneurship, by Desai Vasant; Bombay, Himalaya
- Small Scale Industries in the Developing Countries, by Staley E. & Morse 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: 02

## 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	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### **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: 02**

## **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:**

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

**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 604**

**Credit Units: 01**

## **Course Objective:**

- To develop an understanding the concept of stress its causes, symptoms and consequences.
- To develop an understanding the consequences of the stress on one's wellness, health, and work performance.

## **Course Contents:**

Module I: Stress  
Meaning & Nature

Characteristics

Types of stress

Module II: Stages and Models of Stress  
Stages of stress

The physiology of stress

Stimulus-oriented approach.

Response-oriented approach.

The transactional and interactional model.

Pressure – environment fit model of stress.

Module III: Causes and symptoms of stress  
Personal

Organizational

Environmental

Module IV: Consequences of stress  
Effect on behavior and personality

Effect of stress on performance

Individual and Organizational consequences with special focus on health

Module V: Strategies for stress management  
Importance of stress management

Healthy and Unhealthy strategies

Peer group and social support

Happiness and well-being

**Text & References:**

- Blonna, Richard; Coping with Stress in a Changing World: Second edition
- Pestonjee, D.M, Pareek, Udai, Agarwal Rita; Studies in Stress And its Management
- Pestonjee, D.M.; Stress and Coping: The Indian Experience
- Clegg, Brian; Instant Stress Management – Bring calm to your life now

## FRENCH - V

**Course Code: FLF 601**

**Credit Units: 02**

### **Course Objective:**

- To inform the clients about the services
- To inform the clients about the equipments
- To take an breakfast order on the phone
- To define a professional task
- To indicate an itinerary
- To describe a dish
- To take an order in a restaurant

### **Course Contents:**

Unité 4 Services Page : 46-61 Leçons 1-6

### **Contenu Lexical:**

- Les équipements
- La commande
- Les curiosités locales
- Le service à l'étage
- La gastronomie
- La commande au restaurant

### **Contenu Grammatical:**

- Les pronoms relatifs simples
- Les articles partitifs
- L'impératif présent
- La nominalisation
- Les prépositions à et de dans les noms des plats
- Les pronoms personnels indirects

**Text & References:**

- Sophie Corbeau, Chantal Dubois, Jean-Luc Penfornis, Laurent Semichon (2010) *Hotellerie-Restauration.com*, Saint-Amand-Montrond
- Robert, Collins (2006) *Collins Robert French Dictionary*, Paris : Harper Collins



**Amity School of Hospitality (ASH)**

**Program Name: Bachelor of Hotel Management**

**SEVENTH SEMESTER**

Code	Course	Category	L	T	P/FW	Total Credits
BHM 701	Advance Food Production Management – I	CC	2			2
BHM 702	Advance Food & Beverage Management -I	CC	2			2
BHM 710	Resort & Club Management	CC	2			2
BHM 705	Facility Management, Planning & Design – II	CC	2			2
BHM706	Human Resource Management	CC	2			2
<b>Domain Specialization Elective: Student has to select 01 group from the list of following:</b>						
<b>Group A</b>						
BHM 720	Bakery & Confectionary – V Lab	DE	1		4	3
BHM 721	Advance Food Production Management – I Lab	DE	1		4	3
<b>Group B</b>						
BHM 722	Advance Food & Beverage Management –I Lab	DE		1	2	3
BHM 725	Bar Operations	DE	2	1		3
<b>Group C</b>						
BHM 723	Advance Front Office Operation Management-I Lab	DE		1	4	3
BHM 724	Advance Accommodation Operation Management-I Lab	DE		1	4	3
<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	Restaurant Management	DE	2			
BHM 709	Safety & Security Management	DE	2			
<b>Total</b>						<b>20</b>

## **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

#### **HALWAI SECTION**

- Hot sweet dishes
- Cold sweet dishes

#### **MODULE II: 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 III: INDIAN CULINARY TERMS**

- List of culinary (common and basic) terms

- Explanation with examples

**MODULE IV: INDIAN CONDIMENTS & APPETIZERS**

- Geographic location
- Historical background
- Regional Influence
- Specialized Recipe

**MODULE V : KITCHEN MANAGEMENT**

- Kitchen planning
- International standers
- HACCP
- Food processing and packaging

**Examination Scheme:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva; A: Attendance, CT: class test EE : End Term Examination

**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

CreditUnits: 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:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

**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

## **RESORT & CLUB MANAGEMENT**

**Course Code: BHM 710**

**Credit Units: 02**

### **Course Objective:**

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

- Describe the history, growth, and development of resorts and the gaming industry.
- Describe key marketing and financial aspects of resorts and the gaming industry.
- Identify the demographic characteristics of resort and casino patrons.
- Describe the process of resort planning and development, and the basic elements of a resort complex.
- Summarize current developments in casino gaming, resorts, and the future trends.
- Identify the various social, economic, and cultural concerns related to the resort and gaming industry.
- Identify key recreational activities and facilities common to resorts.

### **Course Contents:**

#### **Module I: Introduction: -**

- A. The History and Characteristics of Resorts
- B. The Resort Concept
- C. The Development of Gaming

#### **Module II: Resort Planning and Development: -**

- A. Investment Consideration
- B. The Role of Planning and Management
- C. Planning, Facilities, Grounds Maintenance
- D. Planning and the Leisure concept
- E. Food and Beverage planning

#### **Module III: Recreational Activities**

- A. Golf, B. Tennis, C. Snow sports, D. Water sports
- E. Spa and Health Club Facilities, F. Recreational Infrastructure and Nature
- G. Theme Resorts

#### **Module IV: Managing the Resort:**

- A. Personnel organization and Human Relations
- B. Wage and Salary Administration
- C. Employee Productivity
- D. Labor force (hiring, retention, turnover)

#### **Module V: Future Trends in Resort Development, Management, and Planning**

- A. Planning for community cohesiveness
- B. Historical challenges and problems of resort development
- C. Determining the Economic Impact of the Resort and Gaming Industry
- D. Social and Cultural Aspects of Gaming

### **Examination Scheme:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

**Text&References:**

*Hasimoto, K., Kline, S., and G. Fenich. 1998. Casino Management: Past, Present, and Future. (2<sup>nd</sup> Edition). Dubuque: Kendall & Hunt.*

*Mill, R.C. 2001. Resorts: Management and Operation. New York: Wiley & Sons.*

## FACILITY MANAGEMENT, PLANNING AND DESIGN - II

**Course Code: BHM 705**

**CreditUnits: 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:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>

<b>Weightage (%)</b>	30	15	5	50
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Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

**Text&References:**

***Text:***

- Systematic Layout Planning by Richard Muther, Cahners Books Division of Sahnerns 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**

**CreditUnits: 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:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### **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 – VLAB

**Course Code: BHM 720**

**Credit Units: 03**

### **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 & CHARACTERISTICS OF A GOOD BREAD - INTERNAL AND EXTERNAL

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: 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.

#### MODULE V: NON EDABLE DISPLAYS

Examination Scheme:

**Internal: 50 Marks**

<b>Components</b>	<b>JE(continue evaluation)</b>	<b>LE(continue evaluation)</b>	<b>Assignment</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	05	15	15	10	5

**End-Term: 50 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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: 03**

### **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**

#### **I REGIONAL**

- Awadh
- Goa
- Hyderabad
- Kashmi
- Punjab
- Rajasthan
- South India and its region

#### **INTERNATIONAL**

- Italian
- Chinese
- German
- Middle east
- French

**Chutneys:** Mujehcheten, Ganda Cheten, Dueencheten, Alehcheten (pumpkin chutney)

**Accompaniments:** sauces, marinates

Examination Scheme:

**Internal: 50 Marks**

<b>Components</b>	<b>JE(continue evaluation)</b>	<b>LE(continue evaluation)</b>	<b>Assignment</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	05	15	15	10	5

**End-Term: 50 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

## **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

CreditUnits: 03

### 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: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

### 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: 03

### 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 IIBHM I:** Dealing with group arrival & departures

**Module IV:** Planning of Itinerary (Domestic & International)

**Module V:** Handling of Guest Complaints, Enquiries & Requests

### Examination Scheme:

**Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

**End-Term: 50 Marks**

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

### 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, AmityUniversity Press, New Delhi

## ADVANCE ACCOMMODATION OPERATION MANAGEMENT (LAB) - I

Course Code: BHM 724

CreditUnits: 03

### 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
- 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.
- 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: planning & organizing

Property set up for routine operation 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 New trends in Hospitality Housekeeping

New style of décor  
New machineries & HK equipment  
New types of Chemical  
New scientific techniques  
Training & motivation  
Ecofriendly amenities, process and products  
Software & computer usage in Housekeeping  
Latest technology used in hotels during daily operations

#### Module III Budgets: Basic knowledge on preparation of budgets based on a mock data of

Housekeeping department

Practice with mock sessions of interviewing candidates

#### Module IV

Team cleaning Management  
Designing Training modules/standard operating procedure/

#### Module V Landscaping

Different component of landscaping and allocation of areas in garden area, various fertilizer & medicine to be used in gardening

Component of Horticulture

Bonsai / Indoor plants

**Module VI: Ecotels**

Various environmentally friendly practices followed by hotels while doing construction. Making of an environmentally friendly practice

Environment friendly housekeeping practices

Ecofriendly products

Energy & water conservation system

Selection of sites

Hotel design & construction

Various practices to be follow

**Examination Scheme:**

**Internal: 50 Marks**

<b>Components</b>	<b>JE(continue evaluation)</b>	<b>LE(continue evaluation)</b>	<b>Assignment</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	05	15	15	10	5

**End-Term: 50 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

**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

## **Bar Operations Lab**

Course Code: BHM725

Credit Units: 03

Course Objective:

Students will be able to understand and demonstrate:-

- Service of All Alcoholic Beverages
- Bar Inventory, ordering, Supply & receiving techniques in bar.
- Menu Planning & customer handling in BAR
- Demonstrate knowledge and skill required to carry out Bar Service Operations

Course Contents:

### **Module I: Alcoholic beverages service**

Service of wine

Service of sprits

Service of beer

Service of liquor

### **Module II: Menu engineering**

Menu engineering process

Menu Planning

### **Module III: Bar Indenting**

Indenting of Alcoholic beverages

Indenting for non-alcoholic beverages

### **Module IV: Role Play**

Managerial skills

Duty Rota & duty Roaster

### **Module V: Customer Handling**

Handling drunken & fussy guest

Handling Guest complaints

Examination Scheme:

#### **Internal: 50 Marks**

<b>Components</b>	<b>JE(continue evaluation)</b>	<b>LE(continue evaluation)</b>	<b>Assignment</b>	<b>VV</b>	<b>A</b>
<b>Weightage (%)</b>	05	15	15	10	5

#### **End-Term: 50 Marks**

<b>Components</b>	<b>JE</b>	<b>VV</b>	<b>INDENT/ worksheet</b>	<b>LE</b>
<b>Weightage (%)</b>	05	05	10	30

**Abbreviation:** JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

#### **Text &Reference:**

Managing Bar and Beverage Operations – Lendal H. Kotschevar& Mary L. Tanke

Serving Food and Drink in the Bar – Stanley Thornes

## **CUSTOMER RELATIONSHIP MANAGEMENT**

Course Code: BHM707

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>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

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.

## **RESTAURANT MANAGEMENT**

Course Code: BHM708

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:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

### **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: BHM709

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:**

<b>Components</b>	<b>AS</b>	<b>P</b>	<b>V</b>	<b>CT average of three</b>	<b>A</b>	<b>EE</b>
<b>Weightage (%)</b>	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

**Text & Reference :**

Safety and environmental management by Daniel Della-Giustina

National Safety Council Hand book for accident prevention



# AMITY UNIVERSITY

## RAJASTHAN

### Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

EIGHTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 860	Dissertation – Research project on Hospitality & Tourism					8
BHM 850	Practice School/ Specialized Training ( Jan to April )	CC	-	-	-	20
<b>Total</b>						28

## HOSTILITY AND TOURISM RESEARCH PROJECT

**Course Code: BHM 860**

**Credit Units: 08**

### **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 Poulina Young & CF Schmid
- Evaluation Information: A Guide for users of Social Scienec by Lescard, Kartzer Jeffery
- Understanding & Conducting Research Application Education & Behavioural Sciences- 2<sup>nd</sup> Edition.

# FOOD PRODUCTION TRAINING REPORT

**Course Code: BHM 850**

**Credit Units: 20**

## **Course Objective:**

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

- (viii) HACCP & hygiene procedures & practices maintained by the department
- (ix) Recipe standardization & product development
- (x) Explain the organizational structure of the department
- (xi) Menu development & designing & requirement for different events, festivals & theme parties.
- (xii) Describe job description of various job titles, work schedules, opening & closing duties.
- (xiii) Explain various sections and their functions
- (xiv) Identify forms/formats, records and registers maintained by department
- (xv) Know the Help in preparation of various dishes, garnish and service
- (xvi) Observe food production standards of finished products
- (xvii) Standard purchase system

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

**Project File or Specialised 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 850**

**Credit Units: 20**

### **Course Objective:**

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

- (ix) Explain the hierarchy of department
- (x) How to maintain logbook, cover registrar,
- (xi) List all reports generated in department (including breakage, cover, sales, inventory, duty roasters, duty Rota etc.)
- (xii) Menu of different specialized restaurant and bar card
- (xiii) The total overall operation & planning shift wise
- (xiv) Layout of different restaurants for different timings
- (xv) Equipment's specification along with manufactures & pricing
- (xvi) List of alcoholic beverages along with the brand name, costing, pricing, licenses maintained by hotel.

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

**Project File or Specialised 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 softcopy 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**

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➤ **Table of Contents**

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➤ **Introduction**

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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**

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➤ **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

**Total: 100**

# FRONT OFFICE MANAGEMENT TRAINING REPORT

**Course Code: BHM 850**

**Credit Units: 20**

## **Course Objective:**

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

- (v) Guest handling ,critical situations handling
- (vi) Property management system , hotel software
- (vii) Revenue management , strategies , reports
- (viii) Presentation skill , grooming , verbal communication
- (ix) Front office management , staffing
- (x) Documentation ,logbook , shift handling ,staffing , inter office communication
- (xi) Guest history management feedback handling
- (xii) understand various procedures & functions followed for:-
  1. reservations
  2. reception & information
  3. bell desk
  4. bails and cash
  5. guest relations
  6. night auditing
- (xiii) 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 Specialised 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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➤ **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

**Total:** **100**

# ACCOMMODATION MANAGEMENT TRAINING REPORT

**Course Code: BHM 850**

**Credit Units: 20**

## **Course Objective:**

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

- vii) To learn about the different reports maintained by housekeeping department
- viii) Interior decoration & sizes of the rooms
- ix) Interior decoration & sizes of the various public areas.
- x) Various furniture, fixtures & equipment's maintained in Guest rooms & public areas.
- xi) HVAC (heat ,ventilation, air-conditioning ) & lighting
- xii) Provisions & requirements for handicapped room
- xiii) Facilities provided by management for smoking & non-smoking rooms
- xiv) Understand and explain the organization structure and various sections of the department
- xv) Maintain various records and registers (scanned copies of same has to be attached )
- xvi) Pest control chemicals, room cleaning chemicals, guest room supplies, Laundry chemicals , bathroom amenities (Sizes & companies) along with material safety data sheet.

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

**Project File or Specialised 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

**Total: 100**

