

TOURISM AND HOTEL MANAGEMENT PROGRAMME

MOHANLAL SUKHADIA UNIVERSITY



CHOICE-BASED CREDIT SYSTEM
(UNDERGRADUATE SEMESTER SCHEME
WITH SEVERAL ENTRY AND EXIT OPTIONS)
FOLLOWING NEP 2020

CURRICULUM FOR BBA HOTEL
MANAGEMENT

2023–24

Hotel
MANAGEMENT
SYLLABUS

(AS PER NEP)

1st Semester

(BHM5000T) FOOD & BEVERAGE -1

Food Production (Theory)

Unit 1: - Introduction to Cookery, Level of Skills & experience, Attitude & Behaviour in the kitchen, Personal Hygiene & Food Safety, Contamination of Food, Uniform & Protective Clothing, Hierarchy of Kitchen Department, Layout of Kitchen Department, Equipment and Fuel Used in The Kitchen, Basic Menu Planning.

Unit 2: - Basic Principles of Vegetable Cookery, Classification of Fruits and Their Uses in Cooking, Stocks, Classification of Stocks, Soups, Modern Trends of Presenting Soups, Sauces, Derivatives of Mother Sauces & their uses, Salads, Types of salad, Emerging Trends in Salad Making.

Unit 3: - Introduction to Meats, Yield Tests, Introduction to Fish and Shellfish, Classification of Fish & Shellfish, Some famous species of Fish, Introduction to Eggs, Seed, Nuts and Spices, Introduction to Rice, Cereals and Pulses, Method of Cooking.

Food & Beverage Service (Theory)

Unit 4: - Food Service Industry, Sectors of Food Service Industry, Types of restaurants, External, Internal factors, Food and Beverage Staff of Hotel, Function of Food & Beverage Department, organization of Food & Beverage Department, Intra & Inter department Relationships.

Unit 5: - Food Service Equipment, Purchase Considerations for Food Service, Storage of Service Equipment, Ancillary Sections, Dispense Bar, Styles of Food Service, Factors Influencing style of Service.

Suggested Reading: -

1. Food Production Operations by Chef Parvinder S. Bali
2. Practical Professional Cookery by Cracknell and Kaufmann
3. Catering Management by Mohini Sethi & Surjeet Malhan
4. Hygiene and Sanitation by S. Roday
5. Indian Food: A Historical Companion by Achaya KT
6. Food: A Culinary History by Jean-Louis Flandrin
7. Food & Beverage Service Training Manual- By Sudhir Andrews
8. Food & Beverage Service by R Singaravelan
9. The Steward by Peter Diaz
10. Food & Beverage Service by Anil Sagar
11. The World Atlas of Coffee – James Hoffman

Note: Any other Latest Edition of reference/text books can be included

(BHM5000P) FOOD & BEVERAGE - LAB

Food Production (Practical)

Unit 1: - Equipment's, Hygiene, Safety and Security in Kitchen, Vegetables – Classification, Cuts, Preparation of Salad Dressings, Identification and Selection of Ingredients, Basic Cooking Methods and Pre-Preparations,

Unit 2: - Types of Stocks, Types of Stocks, Types of Sauces, Types of Egg Cookery, Demonstration & Preparation of Simple Menu.

Unit 3: - Types of Simple Salads & Types of Soups, Simple Egg Preparations, Simple Potato Preparations, Vegetable Preparations.

Food & Beverage Service (Practical)

Unit 4: - Food Service Areas, Ancillary F&B Service Areas, Familiarization Of F&B Service Equipment, Care & Maintenance of F&B Service Equipment, Cleaning / Polishing of Epns Items, Basic Technical Skills, Holding Service Spoon & Fork, Carrying A Tray / Salver, Laying A Table Cloth, Changing A Table Cloth During Service, Placing Meal Plates & Clearing Soiled Plates

Unit 5: - Stocking Sideboard, Service of Water, Using Service Plate & Crumbing Down, Napkin Folds, Changing Dirty Ashtray, Cleaning & Polishing Glassware, Tea – Preparation & Service, Coffee - Preparation & Service, Juices & Soft Drinks - Preparation & Service, Mocktails, Juices, Soft Drinks, Mineral Water, Tonic Water, Cocoa & Malted Beverages – Preparation & Service

Suggested Reading: -

- 1.Theory of Cookery by Krishna Arora
2. Food Production Operations by Chef Parvinder S.Bali
3. Practical Professional Cookery by Cracknell and Kaufmann
4. Catering Management by Mohini Sethi & Surjeet Malhan
5. Indian Food: A Historical Companion by Achaya KT
6. Food: A Culinary History by Jean-Louis Flandrin
7. The Theory of Catering by Victor Cesarani, David Foskett
- 8.Food & Beverage Service Training Manual- By Sudhir Andrews
- 9 Food & Beverage Service by R Singaravelan
- 10.The Steward by Peter Diaz
- 11.Food & Beverage Service by Anil Sagar

Note: Any other Latest Edition of reference/textbooks can be included

(BHM5001T) ROOM DIVISION -1

Accommodation Operations (Theory)

Unit 1: - The Hotel Industry-An Overview, Classification of Hotels, Star rating of Hotels, Hotel Departments, The House Keeping Department, Importance of House Keeping, Responsibilities, Organizational structure, Housekeeping Personnel, Attributes of Housekeeping Staffs, Layout of the department, Coordination, Professional House keeper, Housekeeping in other institutions.

Unit 2: - Managing Housekeeping Personnel, Documents, Staff Strength, Recruiting, selecting, Hiring, Orienting, Training, Scheduling, Employee Welfare and Discipline. Contract and Outsourcing.

Unit 3: -Planning Housekeeping Operations, The Planning Process, Daily Routines and Systems, The Housekeeping Day, Leave Application procedure, Gate Pass Procedure

Front Office (Theory)

Unit 4: -Introduction to The Hospitality Industry, Tourism Industry, Core Areas of a Hotel, Classification of Hotels, Hotel Tariff Plans, Types of guest Rooms.

Unit 5: - Hotel Organization, Major Departments of a Hotel, Front Office Organization, Function Areas, Sections and Layout of Front office, Organisation of Front Office Staffs, Duties and responsibilities of Some Front Office Personnel, Qualities of front office Personnel.

Suggested Reading: -

1. Hotel, hostel and hospital housekeeping by Branson and Lennox
2. Hotel Housekeeping – Operations and Management by G.Raghubalan and SmriteeRaghubalan,
3. The Professional Housekeeper by Schneider, Tucker and Scoviak
4. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
5. Managing Front Office Operations – Michael L Kasavanna& Richard M. Brooks
6. Front Office Operations and Management - Jatashankar R. Tiwari
7. An introduction to hospitality- Dennis L. Foster
8. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
9. Hotels for Tourism Development – Dr. Jagmohan Negi

Note: Any other Latest Edition of reference/text books can be included.

(BHM50001P) ROOM DIVISION - LAB

House Keeping (Practical)

Unit 1: - Sample Layout of Guest Rooms, Guest Room Supplies and Position, Cleaning Equipment- (Manual and Mechanical),

Unit 2: - Cleaning Agent, Public Area Cleaning (Cleaning Different Surface), Wood, Silver/ Epns, Brass, Glass, Floor, Wall.

Unit 3: - Maid's Trolley, Familiarizing with Different Types of Rooms, Facilities and Surfaces.

Front Office (Practical)

Unit 4: -Appraisal of Front Office Equipment and Furniture, Rack, Front Desk Counter & Bell Desk, Filling Up of Various Proforma,

Unit 5: - Welcoming of Guest, Telephone Handling, Role Play, Reservation, Arrivals, Luggage Handling, Message and Mail Handling, Paging.

Suggested Reading: -

1. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
2. Front Office Operations and Management - Jatashankar R. Tiwari
3. An introduction to hospitality- Dennis L.Foster
4. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
5. Hotels for Tourism Development – Dr.Jagmohan Negi
- 6.Hotel, hostel and hospital housekeeping by Branson and Lennox
- 7.Hotel Housekeeping – Operations and Management by G.Raghubalan and Smritee Raghubalan,
- 8.The Professional Housekeeper by Schneider, Tucker and Scoviak
- 9.Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

Note: Any other Latest Edition of reference/text books can be included

(BHM5002T)Principles of Management

Unit 1: -Evolution of management thought Systems, Managerial processes, functions, skills and roles in an organization, Social Responsibility of Business, Leadership Concept, Nature, Importance, Attributes of a leader, Leadership Grid.

Unit 2: -Definition, Functions, Process, Scope and Significance of Management, Nature of Management, Managerial Roles, Planning and Organizing Nature, Scope, Objective and Significance of Planning, Elements and Steps of Planning, Delegation and Decentralization, Formal and Informal Organizations.

Unit 3: - Direction – Definition, Nature, Need and Importance, Principles of Directing, Supervision – Role and Functions of a Supervisor, Effective Supervision, Coordination Concept, Importance, Principles and Techniques of Coordination

Unit 4: - Personality & Attitudes: Meaning of personality and attitude –, Nature and dimensions of attitude, Development of personality – Attributes of personality, Transactional Analysis, Ego states, Johari window, Motivation: Definition, Importance, Theories of Motivation – content and process theories.

Unit 5: - Group Dynamics and Team building: Concept of Group & Team, Theories of Group Formation - Formal and Informal Groups, Importance of Team building, Stress management: Definition, Causes, Managing stress, Stress as a motivator, Work life balance.

Suggested Reading: -

AECC 1 HINDI/ ENGLISH

Suggested Reading: -

2nd Semester

(BHM5003T) FOOD & BEVERAGE - 2

Food & Beverage Service (Theory)

Unit 01: - Menu, Origin of Menu, Menu of institutional Catering, French Classical Courses, A la Carte Sequence, Menu Knowledge, Compound Butter, Examples of Dishes & their Descriptions for French Classical Courses.

Unit 2: - Cover and Accompaniments for Selected Dishes, Introduction.

Unit 3: - French and Culinary Terms, French Names, writing the Menu in French. Menu Planning, points considered while planning the Menu, Compiling A La Carte Menu, Continental A la carte menu, Indian A la carte Menu, Compiling Continental Table D'hote Menu, Menu Compiling for existing Operations, Various types of Menus found in Hotels, Menu as a sales tool.

Food Production (Theory)

Unit 4: - Basic Commodities Used in Bakery and Pastry, Flour, Gluten Free Flour, Raising Agents, Fats and Oils, Bread Fabrication, Basic Sponges and Cakes, Pastes, Creams, Fillings and Sauces, Laminated Pastries.

Unit 5: - Introduction to Indian Cooking, Condiments, Herbs and Spices Used in Indian Cuisine, Masalas and Pastes, Understanding Commodities and Their Usage in Kitchen, Basic Indian Gravies.

Suggested Reading: -

1. Food Production Operations by Chef Parvinder S. Bali
2. Practical Professional Cookery by Cracknell and Kaufmann
3. Catering Management by Mohini Sethi & Surjeet Malhan
4. Hygiene and Sanitation by S. Roday
5. Indian Food: A Historical Companion by Achaya KT
6. Food: A Culinary History by Jean-Louis Flandrin
7. Food & Beverage Service Training Manual- By Sudhir Andrews
8. Food & Beverage Service by R Singaravelan
9. The Steward by Peter Diaz
10. Food & Beverage Service by Anil Sagar
11. The World Atlas of Coffee – James Hoffman

Note: Any other Latest Edition of reference/text books can be included

(BHM5003P) Food & Beverage - LAB

Unit 1: - Table Lay-Up & Service, Tray/Trolley Set-Up & Service,

Unit 2: - Preparation for Service (Restaurant), Procedure for Service of a Meal,

Unit 3: -Social Skills, Special Food Service - (Cover, Accompaniments & Service), Service of Tobacco, Restaurant French.

Food Production (Practical)

Unit 4: - Meat, Preparation of Basic Cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope, Fish, Identification, Selection and Processing of Meat, Fish and Poultry, Chicken, Mutton, Fish, Simple Potato Preparations, Vegetable Preparations, Indian Cookery, Pastry, Cold Sweet, Hot Sweet, Indian Sweets.

Unit 5: -Bakery Equipment's, Bread Making, Simple Cakes, Simple Cookies, Hot / Cold Desserts.

Suggested Reading: -

- 1.Theory of Cookery by Krishna Arora
2. Food Production Operations by Chef Parvinder S.Bali
- 3.Practical Professional Cookery by Cracknell and Kaufmann
- 4Catering Management by Mohini Sethi & Surjeet Malhan
- 5.Indian Food: A Historical Companion by Achaya KT
- 6.Food: A Culinary History by Jean-Louis Flandrin
- 7.The Theory of Catering by Victor Ceserani, David Foskett
- 8.Food & Beverage Service Training Manual- By Sudhir Andrews
- 9 Food & Beverage Service by R Singaravelan
- 10.The Steward by Peter Diaz
- 11.Food & Beverage Service by Anil Sagar

Note: Any other Latest Edition of reference/textbooks can be included

(BHM5004 T) ROOM DIVISION - 2

Front Office (Theory)

Unit -1: - Front Office Communication, The Seven C's, Importance of Communication, Types of Communication, Flow of Communication, Barriers of Communication, interdepartmental Communication, Room Tariff, Room Rate Designation, Meal Plans, Room Tariff Card, Room Tariff Fixation,

Unit 2: -Guest Cycle, Reservations, Types of Reservation, Modes of Reservation Inquiry, Sources of Reservation, System of reservation, Processing Reservation Requests, Reservation Reports, Importance of Reservation and Room Reservations

Unit 3: - Registration, Pre- registration, Check – In Procedures (Manual, Semi automated & fully automated Hotels)

Accommodation Operations (Theory)

Unit 4: -Housekeeping Inventories, Cleaning Equipment, Agents, Guest Supplies, Linen, Uniforms, Composition, Care, And Cleaning of Different Surfaces, Metals, Glass, Ceramics Wood, Stone, Leather, Rubber, Hotel Guestrooms, Importance of the guestrooms to a Guest, Types of Guestrooms, Guestroom Status, Guest Floor Rules.

Unit 5: - Standard Contents of a Guestroom, Guestroom Furniture, Furniture Arrangement, Guestroom Fixtures and Fittings, beds, Mattresses and Bedding, Soft Furnishings, Cleaning Guestrooms, Types of soil, Nature of Soil, Standard of Cleaning, The Science of Cleaning, The Cleaning Process, Cleaning Public Areas, Entrances, Lobbies, front Desk, Elevators, Staircases, Guest Corridors, Public Restrooms, Banquet Halls, Dining Rooms, Leisure Areas.

Suggested Reading: -

- 1 Hotel, hostel and hospital housekeeping by Branson and Lennox
- 2.Hotel Housekeeping – Operations and Management by G.Raghubalan and SmriteeRaghubalan,
- 3.The Professional Housekeeper by Schneider, Tucker and Scoviak
- 4.Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- 5.Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
- 6.Front Office Operations and Management - Jatashankar R. Tiwari
- 7.An introduction to hospitality- Dennis L.Foster
- 8.Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- 9.Hotels for Tourism Development – Dr. Jagmohan Negi

Note: Any other Latest Edition of reference/text books can be included.

(BHM5004 P) ROOM DIVISION - LAB

Front Office (Practical)

Unit 1: - Hot Function Keys, Create and Update Guest Profiles, Make Fit Reservation, Send Confirmation Letters, Printing Registration Cards, Make an Add-On Reservation, Amend A Reservation, Cancel A Reservation-With Deposit and Without Deposit, Log onto Cashier Code.

Unit 2: - Process A Reservation Deposit, Pre-Register A Guest, Put Message and Locator for a Guest, Put Trace for Guest, Check in A Reserved Guest, Check in Day Use, Check –In A Walk-In Guest.

Unit 3: - Maintain Guest History, Issue A New Key, Verify A Key, Cancel A Key, Issue A Duplicate Key, Extend Key, Programme Keys Continuously, Re-Programme Keys, Programme One Key for Two Rooms.

Accommodation Operations (Practical)

Unit 4: - Room, Servicing Guest Room (Checkout/ Occupied and Vacant), Bathroom, Bed Making Supplies (Day Bed/ Night Bed).

Unit 5: - Records, Guest Room Inspection, Handling Room Linen/ Guest Supplies, Guest Handling.

Suggested Reading: -

1. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
2. Front Office Operations and Management - Jatashankar R. Tiwari
3. An introduction to hospitality- Dennis L.Foster
4. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
5. Hotels for Tourism Development – Dr.Jagmohan Negi
- 6.Hotel, hostel and hospital housekeeping by Branson and Lennox
- 7.Hotel Housekeeping – Operations and Management by G.Raghubalan and Smritee Raghubalan,
- 8.The Professional Housekeeper by Schneider, Tucker and Scoviak
- 9.Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

Note: Any other Latest Edition of reference/text books can be included

BHM5005 T - HOTEL ACCOUNTING

Unit –I

Hospitality accounting – Meaning of Book- keeping and Accounting, Basic Accounting Terminology, Objectives, Users of Accounting Information, Accounting Concepts and Conventions, Advantage and Limitations of Accounting.

Unit -2

Accounting Transactions – Accounting Equation, Journal meaning and Step of Journal Entry, classification of Accounts, Rules of Journal Entries, Ledger Posting- Guest Billing, Vouchers, Trial balance.

Unit -3

Final Accounts- Trading Account, Profit and Loss account and Balance Sheet with Numerical Problems.

Unit -4

Subsidiary Books- Types of Subsidiary books, Advantages, Cash book – Single and Double column, Purchase book, Sales book.

Unit -5

Cost Concept and Cost Sheet, Material Control- Store Purchase Order – Stores requisition, Stores ledger- LIFO and FIFO.

Suggested Reading: -

1. Financial Accounting - Jain, Khandelwal, Pareek.
2. Accounting Volume-I – Rawat.
3. An Introduction to Accounting- S.k. Maheshwari.
4. Cost Accounting- M.L. Agrawal.
5. Accounting Principles – Shakshi Gupta.

Note: Any other Latest Edition of reference/text books can be included

AECC 2 HINDI/ENGLISH

Suggested Reading: -

Semester 03

(BHM6006T) FOOD & BEVERAGE - 3

Food Production (Theory)

Unit 1: - Introduction to Equipment Used in Volume Cookery, Selection of Kitchen Equipment, Care and maintenance of Equipment, Types of Volume Catering Establishments, Institutional & Industrial Catering, Army Mess, Hospital Catering, Off-premise catering, Theme Banquet, Central processing Units, Airline Catering, Railway catering, Marine Catering, Purchasing and Indenting for Volumes, Principles of Indenting for Volume Feeding, Planning for Volume Catering. Basic stages of Design for a Catering Establishment, Optimum Utilization of Space for Volume Catering, Selection of Equipment, Staffing and Resourcing.

Unit 2: - Regional Cuisines of India, States wise, Dum Cooking, Origin of Dum Cooking, Special Equipment and their use, Classical Dishes, Tandoor Cooking, Origin and History, Types of tandoors and their uses, Basic Meat Processing and Marinating Techniques for making kebabs, The Role of Ingredients in Kebabs, Rice Cooking, Region and history of the cultivation of Rice, Types of Rice, Basic Rice preparation methods, Common Rice preparation in India.

Unit 3: - Introduction to Indian Sweets, Origin and history of Indian Sweets, Ingredients used in Indian Sweets, Regional influences on Indian Sweets, Equipment used in preparing Indian Sweets, Traditional Home Style Cooking, Concept of Ghar ka Khana, Demand of Ghar ka Khana in Five star establishment, Home Style of Dishes and their adaption by hotels.

Food & Beverage Service (Theory)

Unit 4: - Preparing the Restaurant-Before and After the Service, Misa en scene, Misa en Place, Points to be observed while laying the covers, Cover laying Procedure, Prior to guest arrival, Cover laying procedure during Service, Types of Cover, Ala carte cover, Table d' hote, cover, activities after service, Service Procedure, meals and snacks served in restaurant, flow of work, Service procedure for a la carte, lunch and dinner, Breakfast, Brunch and Afternoon Tea, Menu and covers for various breakfast types, Breakfast types, service of breakfast in restaurant.

Unit 5: - Room Service, Location and equipment required for room service, Room Service equipment, Order taking for room service, Methods of collecting breakfast order, Gueridon Service, Types of trolley, equipment used on a trolley, Maintenance of trolley equipment, Order Taking and Billing Methods, Check in system in food service operations, Methods of taking food order, Alcoholic beverage order, Billing, Handling Situations, Billing with different situation and guest in dinning areas.

Suggested Reading: -

1. Food Production Operations by Chef Parvinder S. Bali
2. Practical Professional Cookery by Cracknell and Kaufmann
3. Catering Management by Mohini Sethi & Surjeet Malhan
4. Hygiene and Sanitation by S. Roday
5. Indian Food: A Historical Companion by Achaya KT
6. Food: A Culinary History by Jean-Louis Flandrin
7. Food & Beverage Service Training Manual- By Sudhir Andrews
- 8 Food & Beverage Service by R Singaravelan
9. The Steward by Peter Diaz
10. Food & Beverage Service by Anil Sagar
11. The World Atlas of Coffee – James Hoffman

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(BHM6006P) FOOD & BEVERAGE - LAB

Food Production (Practical)

Unit 1: - Each Institute to Formulate 36 Set of Menus from The Following Cuisines, Maharashtrian, Awadh, Bengali, Goan, Punjabi, South Indian, Rajasthani, Gujrati, Hyderabadi, Kashmiri.

Unit 2: - Rice and Bread Preparations, Meat Preparations, Vegetables and Potato.

Unit 3: - Sweet Dishes: Kongeh Phiran (Sooji Phirni with Saffron), Aatte Phirin (Wheat Flour Phirni), Halwa, Chutneys.

Food & Beverage Service (Practical)

Unit 4: - Dispense Bar – Organizing Mise-En-Place, Service of Wines, Service of Aperitifs, Service of Beer, Service of Spirits, Service of Liqueurs.

Unit 5: - Wine & Drinks List, Matching Wines with Food.

Suggested Reading: -

- 1.Theory of Cookery by Krishna Arora
2. Food Production Operations by Chef Parvinder S.Bali
- 3.Practical Professional Cookery by Cracknell and Kaufmann
- 4.Catering Management by Mohini Sethi & Surjeet Malhan
- 5.Indian Food: A Historical Companion by Achaya KT
- 6.Food: A Culinary History by Jean-Louis Flandrin
- 7.The Theory of Catering by Victor Ceserani, David Foskett
- 8.Food & Beverage Service Training Manual- By Sudhir Andrews
- 9.Food & Beverage Service by R Singaravelan
- 10.The Steward by Peter Diaz
- 11.Food & Beverage Service by Anil Sagar

Note: Any other Latest Edition of reference/textbooks can be included

(BHM6007 T) ROOM DIVISION -3

Accommodation Operations (Theory)

Unit 1:- Supervision In Housekeeping, Role of a Supervisor, Specific functions of supervisor, Housekeeping control desk, Forms format records and Registers, Coordination with other departments, Handling Telephone calls, Handling difficult situation, Handling Room transfer, Housekeeping Control Desk, Forms format records and Registers, Coordination with other departments,.

Unit 2:- Budgeting For Housekeeping Expenses, Types of Budgets, Housekeeping expenses, Budget Planning process, Income statements of the room division, Controlling expenses, Textiles, Terminology, Classification and identification textiles fibres, yarn, fabric construction

Unit 3:- Linen And Laundry Operations, The linen and uniform rooms, storage of linen, linen exchange, par stock, Linen quality and linen control, The laundry process, dry cleaning, stain removals, Uniforms, selection and design of Uniforms, Establishing Par level for uniforms, storage of Uniforms.

Front Office (Theory)

Unit 4:- Guest Services, various Guest services, Handling Guest mails, Custody and control of keys, Guest paging, Save deposit lockers, Guest room change, Left luggage handling, Types of guest complaints, handling guest complaints, Check Out And Settlement, Departure Procedure(fully automated system), Mode of Settlement of Bills, Foreign Exchange, Case settlement, Potential checkout problem and solutions.

Unit 5:-Front Office accounting, Types of Account, Vouchers, Folios, Ledger, Front Office accounting cycle, creation of accounts, maintenance of accounts, settlement of accounts, Night Auditing, night auditor, duties and responsibilities of night auditors, night audit process, Verifying No Shows, Preparing Reports.

Suggested Reading: -1 Hotel, hostel and hospital housekeeping by Branson and Lennox

- 2.Hotel Housekeeping – Operations and Management by G.Raghubalan and SmriteeRaghubalan,
- 3.The Professional Housekeeper by Schneider, Tucker and Scoviak
- 4.Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- 5.Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
- 6.Front Office Operations and Management - Jatashankar R. Tiwari
- 7.An introduction to hospitality- Dennis L.Foster
- 8.Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- 9.Hotels for Tourism Development – Dr. Jagmohan Negi

Note: Any other Latest Edition of reference/text books can be included.

(BHM6007 P)ROOM DIVISION -LAB

Accommodation Operations (Practical)

Unit 1:- Layout Of Linen And Uniform Room/Laundry.

Unit 2:- Laundry Machinery And Equipment, Stain Removal,

Unit 3:- Flower Arrangement, Selection And Designing Of Uniforms

Front Office (Practical)

Unit 4:- Hot Function Keys, Create And Update Guest Profiles, Send Confirmation Letters, Print Registration Cards, Make Fit Reservation & Group Reservation, Make An Add-On Reservation, Amend A Reservation, Cancel A Reservation-With Deposit And Without Deposit, Log Onto Cahier Code, Process A Reservation Deposit, Pre-Register A Guest, Put Message And Locator For A Guest, Put Trace For Guest, Check In A Reserved Guest, Check In Day Use, Check –In A Walk-In Guest, Maintain Guest History.

Unit 5:- Make Sharer Reservation, Add A Sharer To A Reservation, Make A/R Account, Take Reservation Through Travel Agent/Company/ Individual Or Source, Make Check And Update Guest Folios, Process Charges For In-House Guests And Non-Resident Guests, Handle Allowances And Discounts And Packages, Process Advance For In-House Guest, Put Routing Instructions, Print Guest Folios During Stay, Processing Foreign Currency Exchange/ Cheque Exchange, Process Guest Check Out By Cash And Credit Card, Check Out Without Closing Folio-Skipper Accounts, Check Out Using City Ledger, Print Guest Folio During Check Out, Close Bank At End Of Each Shift, Check Room Rate And Variance Report, Tally Allowances For The Day At Night, Tally Paid Outs For The Day At Night, Tally Forex For The Day At Night, Credit Check Report.

Suggested Reading: -

1. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
2. Front Office Operations and Management - Jatashankar R. Tiwari
3. An introduction to hospitality- Dennis L.Foster
4. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
5. Hotels for Tourism Development – Dr.Jagmohan Negi
- 6.Hotel, hostel and hospital housekeeping by Branson and Lennox
- 7.Hotel Housekeeping – Operations and Management by G.Raghubalan and Smritee Raghubalan,
- 8.The Professional Housekeeper by Schneider, Tucker and Scoviak
- 9.Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

Note: Any other Latest Edition of reference/text books can be included

BHM6008 T: EVENT MANAGEMENT

Unit 1

Understand event-type of events, reason and need for events, role of event management company. Introduction to planning, Meaning & Defining planning, Characteristics of Good Planner, SWOT Analysis.

Unit 2

Understand Process- Meaning, Need, And Benefits of a Process, Steps for Creating Process, planning event _ Determining the purpose of your event, Types of Events for Your Business, What's the Goal of Your Event, understanding Your Event's Audience.

Unit 3

Events for Amping Up Marketing and Sales 'Events to start and enhance Awareness, Events to increase Productivity, Crossover –Events, Identifying the scope and Size of the Event, Social versus Business Aspects, Outlining the Needs, Set your Event Vision, Assessment of information, Design objectives for your events.

Unit 4

Event Planning Process, Creation of Concept, Brainstorming for concept, Creativity, Budgeting of event. The Budget's Purpose, Budget Line Items, other costs to consider, Drafting a Budget, Activating a Budget, Keeping a Budget on Track

Unit 5

Staffing and Vendors, breaking down the event, outsourcing strategies, Negotiating Tactics, Accountability and Responsibility.

Suggested Reading: -

Start And Run Event Planning Business, by Cindy Lamierie,- Self Counsel Press, 01 Sep.-2004,ISBN-1551803674

Event Planning Ethics and Etiquette - Publisher: John Wiley & Son' Publication

Event pranning Prr':"':: 3/E: Your Step-bv-Step Guide to Success -Entrepreneur ,Cheryl Kimball (Author) – Publication, Date: June 13,2011

Note: Any other Latest Edition of reference/text books can be included

BHM301T: COMMUNICATIVE ENGLISH

Unit-1: Fundamentals of Communication-Need, Purpose, Nature, Models, Barriers to communication & overcoming the barriers

Unit-2: Listening on The Job- Definition, Levels and types of listening, Listening barriers, Guidelines for effective listening & Listening computerization and note taking

Unit-3: 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

Unit-4: Non-Verbal Communication- Definition, its importance and its inevitability, Kinesics: Body movements, facial expressions, posture, eye contact etc. A) Proxemics: The communication use of space B) Paralanguage: Vocal behavior and its impact on verbal communication. **Communicative use of artifacts** – furniture, plants, colours, architects etc

Unit-5: Speech Improvement-Pronunciation, stress, accent, important of speech in hotels, Common phonetic difficulties, Connective drills exercises & Introduction to frequently used foreign sounds. USING THE TELEPHONE-The nature of telephone activity in the hotel industry, the need for developing telephone skills & developing telephone skills

Suggested Reading

Semester 04

(BHM6009 T) FOOD & BEVERAGE -4

Food & Beverage Service (Theory)

Unit 1: - Non-Alcoholic Beverages, Coffee, Faults in Coffee, Tea, milk-based drinks, aerated drinks, squashes, Alcoholic Beverages, methods of preparing alcohol, fermentation and distillation, classification of alcoholic beverages, alcoholic strength, Wine, classification of wines, grapes, factors influencing of character of wines, wine tasting, Steps of wine tasting, Winemaking, naming of wines, Fortified Wines, types of fortified wines, Vermouth and Bitters.

Unit 2: -Wines of France, French wine laws, classification of French wines, wine producing region, Italy, Italian wine law and classification, Wine producing region, Italian Wine region, Germany, Spain, Portugal, USA, Australia and Other Countries, Food and Wine.

Unit 3: - Beer, Ingredients of Beer production, Production of Beer, Terms used in beer manufacturing, types of beer, Cider, Perry, Whisky, Brandy, Gin, Rum, Vodka, Tequila, Mezcal, Other Spirits, Liqueurs and Eaux-De-Vie, Service of Alcoholic Beverages, Cocktails and Mocktails, Tobacco

Food Production (Theory)

Unit 4: -Larder or Cold Kitchen, Section and function of larder kitchen, Layout of larder, Charcuterie, ham, Bacon, Gammon, galantines, ballotines, dodines, Pates, terrine, Appetizers and Garnishes, Classification of appetizers, Garnishing Hors D' oeuvres, Sandwiches, Types of sandwiches, parts of sandwich, Uses of Herbs and Wines in Cooking, Popular herbs used in cooking, Wines used in cooking.

Unit 05: -Western Cuisines, Italian, Mediterranean, Mexican, European Cuisines, French, UK, Scandinavian, German Cuisine, Western Plated Food, Concept of Plate Presentation, merging of flavours, Shapes & texture on the plate, Concept of Health Food, types of nutrients, Balanced diet and nutritional analysis, Oriental Cuisines, Chinese, Japanese, Thai cuisines.

Suggested Reading: -

1. Food Production Operations by Chef Parvinder S. Bali
2. Practical Professional Cookery by Cracknell and Kaufmann
3. Catering Management by Mohini Sethi & Surjeet Malhan
4. Hygiene and Sanitation by S. Roday
5. Indian Food: A Historical Companion by Achaya KT
6. Food: A Culinary History by Jean-Louis Flandrin
7. Food & Beverage Service Training Manual- By Sudhir Andrews
8. Food & Beverage Service by R Singaravelan
9. The Steward by Peter Diaz
10. Food & Beverage Service by Anil Sagar
11. The World Atlas of Coffee – James Hoffman

Note: Any other Latest Edition of reference/text books can be included

(BHM6009 P) FOOD & BEVERAGE -LAB

(BHM6009 P) FOOD & BEVERAGE DEPARTMENT

Food & Beverage Service (Practical)

Unit 01: -Planning & Operating Food & Beverage Outlets.

Unit 02: - Function Catering – Banquets, Function Catering – Buffets.

Unit 03: -Gueridon Service, Kitchen Stewarding.

Food Production(Practical)

Unit 04: - Continental Menu 10 Types, 5 Buffets Menu

Unit 05: - Chinese, International, Spain, Italy, Germany, U.K., Greece, Five Demonstrations of Four Hour Each

Suggested Reading: -

- 1.Theory of Cookery by Krishna Arora
2. Food Production Operations by Chef Parvinder S.Bali
- 3.Practical Professional Cookery by Cracknell and Kaufmann
- 4.Catering Management by Mohini Sethi & Surjeet Malhan
- 5.Indian Food: A Historical Companion by Achaya KT
- 6.Food: A Culinary History by Jean-Louis Flandrin
- 7.The Theory of Catering by Victor Ceserani, David Foskett
- 8.Food & Beverage Service Training Manual- By Sudhir Andrews 9
- Food & Beverage Service by R Singaravelan
- 10.The Steward by Peter Diaz
- 11.Food & Beverage Service by Anil Sagar

Note: Any other Latest Edition of reference/textbooks can be included

BHM6010 T: ROOM DIVISION -4

Front Office (Theory)

Unit -1: -Safety and Security, Hotel security staff and system, Role of front office, security and control of room keys,

Unit -2: - Computer Applications in Front Office, Property management system, PMS application in front office, Different property management system, Methods of measuring Hotel performance

Unit 3: - Evaluating Hotel Performance

Accommodation Operations (Theory)

Unit 04: - Sewing Room, Safety and Security, Work Environment Safety, Job safety analysis, Potential hazards in housekeeping, safety awareness and accident prevention, fire prevention, dealing with emergency.

Ergonomics in Housekeeping.

Unit 05: - Pest Control and Waste Management Internal Environment, Interior Designing, Hotels Contract Services, Energy and Water Conservation in Housekeeping, Operations, First Aid.

Suggested Reading: -

- 1 Hotel, hostel and hospital housekeeping by Branson and Lennox
- 2.Hotel Housekeeping – Operations and Management by G.Raghubalan and Smritee Raghubalan,
- 3.The Professional Housekeeper by Schneider, Tucker and Scoviak
- 4.Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- 5.Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
- 6.Front Office Operations and Management - Jatashankar R. Tiwari
- 7.An introduction to hospitality- Dennis L.Foster
- 8.Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- 9.Hotels for Tourism Development – Dr. Jagmohan Negi

Note: Any other Latest Edition of reference/text books can be included.

BHM6010 P: ROOM DIVISION - LAB

Front Office (Practical)

Unit 01: -HMS Training – Hot Function Keys, How to Put Message, How To Put A Locator, How To Check In A First Time Guest, How To Check In An Existing Reservation, How To Check In A Day Use, How To Issue A New Key, How To Verify Key, How To Cancel A Key, How To Issue A Duplicate Key, How To Extend A Key, How To Print And Prepare Registration Cards For Arrivals, How To Programme Keys Continuously, How To Programme One Key For Two Rooms, How To Re-Programme A Key.

Unit 02:- How To Make A Reservation, How To Create And Update Guest Profiles, How To Update Guest Folio, How To Print Guest Folio, How To Make Sharer Reservation, How To Feed Remarks In Guest History, How To Add A Sharer, How To Make Add On Reservation, How To Amend A Reservation, How To Make Group Reservation, How To Make A Room Change On The System, How To Log On Cashier Code, How To Close A Bank At The End Of Each Shift, How To Put A Routing Instruction, How To Process Charges, How To Process A Guest Check Out, How To Check Out A Folio, How To Process Deposit For Arriving Guest, How To Process Deposit For In House Guest, How To Check Room Rate Variance Report, How To Process Part Settlements, How To Tally Allowance For The Day At Night, How To Tally Paid Outs For The Day At Night, How To Tally Forex For The Day At Night, How To Pre-Register A Guest.

Unit 03:- How To Handle Extension Of Guest Stay, Handle Deposit And Check Ins With Voucher, How To Post Payment, How To Print Checked Out Guest Folio, Check Out Using Foreign Currency, Handle Settlement Of City Ledger Balance, Handle Payment For Room Only To Travel Agents, Handle Of Banquet Event Deposits, How To Prepare For Sudden System Shutdown, How To Checkout Standing Batch Totals, How To Do A Credit Check Report, How To Process Late Charges On Third Party, How To Process Late Charges To Credit Card, How To Check Out During System Shut Down, Handling Part Settlements For Long Staying Guest, How To Handle Paymaster Folios, How To Handle Bills On Hold.

Accommodation Operations (Practical)

Unit 04: -Team Cleaning, Inspection Checklist, Time and Motion Study,

Unit 05: - Devising/ Designing Training Module

Suggested Reading: -

1. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
2. Front Office Operations and Management - Jatashankar R. Tiwari
3. An introduction to hospitality- Dennis L.Foster
4. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
5. Hotels for Tourism Development – Dr.Jagmohan Negi
- 6.Hotel, hostel and hospital housekeeping by Branson and Lennox
- 7.Hotel Housekeeping – Operations and Management by G.Raghubalan and Smritee Raghubalan,
- 8.The Professional Housekeeper by Schneider, Tucker and Scoviak
- 9.Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

Note: Any other Latest Edition of reference/text books can be included

BHM6011 T: ENTREPRENEURSHIP

Unit-1 Entrepreneurial Management

The evolution of the concept of entrepreneurship, John Kao's Model on Entrepreneurship, Idea Generation, identifying opportunities and Evaluation; Building the Team / Leadership; Strategic planning for business; Steps in strategic planning, Forms of ownership – Sole proprietorship; partnership; limited liability partnership and corporation form of ownership. Managing growth; Harvesting and Exit Strategies;

Unit-2 Entrepreneurship, Creativity and Innovation

Stimulating Creativity; Organizational actions that enhance/hinder creativity, Managerial responsibilities, Creative Teams; Sources of Innovation in Business; Managing Organizations for Innovation and Positive Creativity.

Unit-3 Social Entrepreneurship

Corporate Entrepreneurship, Introduction to Social Entrepreneurship; Characteristics and Role of Social Entrepreneurs; Innovation and Entrepreneurship in a Social Context; Start-Up and Early-Stage Venture Issues in creating and Sustaining a Non-profits Organization; Financing and Risks; Business Strategies and Scaling up.

Unit-4 Family Business and Entrepreneurship

The Entrepreneur; Role and personality; Family Business: Concept, structure and kinds of family firms; Culture and evolution of family firm; Managing Business, family and shareholder relationships; Conflict and conflict resolution in family firms; Managing Leadership, succession and continuity;

Unit-5 Financing the Entrepreneurial Business

Valuation of a new company, Financing entrepreneurial ventures; Arrangement of funds; Traditional sources of financing, Loan syndication, Consortium finance, role played by commercial banks, appraisal of loan applications by financial institutions, Venture capital.

Suggested Reading: -

1. Burns, P. (2001). Entrepreneurship and small business. New Jersey: Palgrave.
2. Drucker, P. F. (2006). Innovation and entrepreneurship: Practice and principles. USA: Elsevier.
3. Gersick, K. E., Davis, J. A., Hampton, M. M., & Lansberg, I. (1997). Generation to generation: Life cycles of the family business. Boston: Harvard Business School Press.
4. Hisrich, R., & Peters, M. (2002). Entrepreneurship. New Delhi: Tata McGraw Hill.

SEM 6350 T: COMMUNICATIVE FRENCH

Unit 1:- Greetings in French, Understand days of the week and months of the year. Count (numbers), Spell words, introduce yourself (give your age, your job, talk about your family, say where you are from, where you live, say the languages you speak) Understand a menu/Order at a restaurant, Ask questions (2), Understand and give directions (1), Speak about the weather, Say the time, Suggest an outing, Buy in shops.

Unit 2:-

Do your grocery, shopping, Indicate a quantity, Speak about the future (1), Make a positive/negative comment, Describe someone, Speak about the past (1), Talk about a duration, Talk about your studies, Give an advice, order (1).

Unit 3:-

Give an opinion (1), How to avoid repetitions, Give an advice (3), Express a certitude, Express wishes

Unit 4:-

Describe a place, Talk about citizenship, Organise a speech, Ask questions about an object, Describe material, Understand a written/oral advertisement, Give your opinion (2), Understand a leaflet

Unit 5:

Make a demand, Express your interest, Express an obligation/permission, Give an advice, Describe an accommodation, Write a project, Congratulate, Speak about your family

Suggested Reading:

Semester 05

BHM 7100 T: BAKERY & CONFECTIONARY

Food Production Specialisation (Theory)

Unit 01: - Cakes and Pastries, Classical cake & pastries, modern trends in cake and pastries making, Types of cakes and their classification, Chocolate, history of chocolate, chocolate production, types of chocolate, uses & storage of chocolate.

Unit 02: - Desserts, Hot & cold desserts, Presentation of desserts, buffet desserts, Ice Creams & Frozen Desserts, churned frozen dessert, still frozen desserts, storage and service of frozen desserts.

Unit 03: - Sauces and Coulis, components of sauces, types of sauces, classical and contemporary sauces, various uses of sauces.

Unit 04: - Cookies and Biscuits, preparation of simple cookies, types of cookies, use of cookies, common faults in cookies preparation.

Unit 05: - Production Management, Kitchen organisation, allocation of work job description, duty rosters, forecasting and budgeting, Yield management, Research and Product Development, testing new equipment, developing new recipe, food trials, evaluating a recipe.

BHM 7100 P: BAKERY & CONFECTIONARY LAB

BAKERY & CONFECTIONARY -Food Production Specialisation (Practical)

Unit 01: - Cakes, Pastries, Chocolate

Unit 02: -Desserts, Ice Cream, Frozen Desserts

Unit 03: - Sauces and Caulis

Unit 04: -International Bread

Unit 05: - Bakery Products.

Suggested Reading:

1. Food Production Operations by Chef Parvinder S. Bali
2. Practical Professional Cookery by Cracknell and Kaufmann
3. Catering Management by Mohini Sethi & Surjeet Malhan
4. Hygiene and Sanitation by S. Roday
5. Indian Food: A Historical Companion by Achaya KT
6. Food: A Culinary History by Jean-Louis Flandrin
7. Food & Beverage Service Training Manual- By Sudhir Andrews
8. Food & Beverage Service by R Singaravelan
9. The Steward by Peter Diaz
10. Food & Beverage Service by Anil Sagar
11. The World Atlas of Coffee – James Hoffman

Note: Any other Latest Edition of reference/text books can be included.

BHM 7101 T: MIXOLOGY

MIXOLOGY -Food & Beverage Specialisation (Theory)

Unit 01:- Cellar, Location, temperature, storage procedure, equipment required in beer storage area, cellar control and records, Bar Operations, Types of Bar.

Unit 02:- Function Catering, Banquet, Types of function, Function staff, staff requirement calculation, function menu, service methods, function equipment, table plans, table setup, Supervisory Function, Briefing and allocation of tables, check in the mise en place, mise en scene, handling tips, breakeven points calculation, training the staffs,

Unit 03:- Costs, nature, behaviour, control ability, time, sales expressed in monetary terms, Sales, Profit, Gross profit, after wage profit, Food Cost Control, advantages of food cost control, food cost control tools and procedure, food cost reporting, weekly monthly food cost report.

Unit 04:- Customer Relationship Management, importance of customer relation, guest satisfaction, consistency in the quality of dishes and service.

Unit 05:- Food Safety and Environmental Concerns, Food poisoning, types of food poisoning, controlling bacterial growth, prevention of bacterial food poisoning.

BHM 7101 P: MIXOLOGY -LAB

Food & Beverage Specialisation (Practical)

Unit 01:- F&B Staff Organization

Unit 02:- Supervisory Skills

Unit 03:- Bar Operations

Unit 04:- Class Room Exercise (Case Study Method)

Unit 05:- Preparation & Service Of Cocktail & Mixed Drinks

Suggested Reading:

1. Food Production Operations by Chef Parvinder S. Bali
2. Practical Professional Cookery by Cracknell and Kaufmann
3. Catering Management by Mohini Sethi & Surjeet Malhan
4. Hygiene and Sanitation by S. Roday
5. Indian Food: A Historical Companion by Achaya KT
6. Food: A Culinary History by Jean-Louis Flandrin
7. Food & Beverage Service Training Manual- By Sudhir Andrews
8. Food & Beverage Service by R Singaravelan
9. The Steward by Peter Diaz
10. Food & Beverage Service by Anil Sagar
11. The World Atlas of Coffee – James Hoffman

Note: Any other Latest Edition of reference/text books can be included

BHM7102 T: INTERIOR DECORATION

Accommodation Operation Specialisation (Theory)

Unit 1:- Interior decoration, Colour, Lighting, Floor covering & finishes, Types characteristics cleaning of floor covering, importance of floor maintenance, windows and windows treatment, Facilities Planning And Facilities Management

Unit 2:- Hotel Renovation, Reason to renovate, types of renovation, subsidiary process in renovation, Flower Arrangement, flower arrangements in hotels, flower arrangements in basics, designing flower arrangements, common flower and foliage

Unit 3:- Horticulture, Essential components of horticulture, landscaping, indoor plans, bonsai in hotel properties.

Unit 04:- Ecotels, ecotel certification, choosing and eco-friendly sites, hotel design and construction, energy conservation, water conservation, waste management, New Property Operations, starting of house keeping count down.

Unit 05: - Changing Trends in Housekeeping, hygiene, outsourcing,

BHM7102 P: INTERIOR DECORATION – LAB

Accommodation Operation Specialisation (Practical)

Unit 01:- Standard Operating Procedure

Unit 02:- First Aid

Unit 03:- Fire Safety Fire Fighting

Unit 04:- Special Decoration (Theme Related To Hospitality Industry)

Unit 05:- Layout Of Guest Room

Suggested Reading:

- 1 Hotel, hostel and hospital housekeeping by Branson and Lennox
- 2.Hotel Housekeeping – Operations and Management by G.Raghubalan and Smritee Raghubalan,
- 3.The Professional Housekeeper by Schneider, Tucker and Scoviak
- 4.Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- 5.Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
- 6.Front Office Operations and Management - Jatashankar R. Tiwari
- 7.An introduction to hospitality- Dennis L.Foster
- 8.Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- 9.Hotels for Tourism Development – Dr. Jagmohan Negi

Note: Any other Latest Edition of reference/text books can be included.

BHM7103 T: ROOM REVENUE MANAGEMENT

Front Office Specialisation (Theory)

Unit 01:- Yield Management And Forecasting, Yield management in the hotel, elements, benefits, challenges, measuring yield, forecasting.

Unit 02:- Hospitality Marketing, basic concepts of marketing, hotel front office, sales and marketing of hospitality products, budget.

Unit 03:- Human Resource Management, planning, development, job analysis, recruitment, selection, orientation, HR challenges, Hospitality Industry.

Unit 04:- Environmental Management, Environment and ecology, Air pollution, water pollution, Environmental Education, International EMS standards.

Unit 05:- Total Quality Management, Practices in TQM, Japanese 5s practice, business process, Re engineering, Quality control Circles, kaizen, Benchmarking, Benefits of TQM.

BHM7103 P: ROOM REVENUE MANAGEMENT - LAB

Front Office Specialisation Front Office Specialisation (Practical)

Unit 01:-

Hams Training – Hot Function Keys, How To Put Message, How To Put A Locator, How To Check In A First Time Guest, How To Check In An Existing Reservation, How To Check In A Day Use, How To Issue A New Key, How To Verify Key, How To Cancel A Key, How To Issue A Duplicate Key, How To Extend A Key, How To Print And Prepare Registration Cards For Arrivals

Unit 02:-

How To Programme Keys Continuously, How To Programme One Key For Two Rooms, How To Re-Programme A Key, How To Make A Reservation, How To Create And Update Guest Profiles, How To Update Guest Folio, How To Print Guest Folio, How To Make Sharer Reservation, How To Feed Remarks In Guest History, How To Add A Sharer, How To Make Add On Reservation, How To Amend A Reservation, How To Cancel A Reservation, How To Make Group Reservation, How To Make A Room Change On The System, How To Log On Cashier Code, How To Close A Bank At The End Of Each Shift, How To Put A Routing Instruction

Unit 03:-

How To Process Charges, How To Process A Guest Check Out

How To Check Out A Folio, How To Process Deposit For Arriving Guest, How To Process Deposit For In House Guest, How To Check Room Rate Variance Report, How To Process Part Settlements, How To Tally Allowance For The Day At Night, How To Tally Paid Outs For The Day At Night, How To Tally Forex For The Day At Night

Unit 04:-

How To Pre-Register A Guest, How To Handle Extension Of Guest Stay, Handle Deposit And Check Ins With Voucher, How To Post Payment, How To Print Checked Out Guest Folio, Check Out Using Foreign Currency, Handle Settlement Of City Ledger Balance, Handle Payment For Room Only To Travel Agents, Handle Of Banquet Event Deposits, How To Prepare For Sudden System Shutdown

Unit 05:-

How To Checkout Standing Batch Totals, How To Do A Credit Check Report, How To Process Late Charges On Third Party, How To Process Late Charges To Credit Card, How To Check Out During System Shutdown, Handling Part Settlements For Long Staying Guest, How To Handle Paymaster Folios, How To Handle Bills On Hold

Suggested Reading:

1. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
2. Front Office Operations and Management - Jatashankar R. Tiwari
3. An introduction to hospitality- Dennis L.Foster
4. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
5. Hotels for Tourism Development – Dr.Jagmohan Negi
- 6.Hotel, hostel and hospital housekeeping by Branson and Lennox
- 7.Hotel Housekeeping – Operations and Management by G.Raghubalan and Smritee Raghubalan,
- 8.The Professional Housekeeper by Schneider, Tucker and Scoviak
- 9.Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

Note: Any other Latest Edition of reference/text books can be included

BHM7104 T: HUMAN RESOURCE MANAGEMENT

Unit 1: Introduction to Human Resource Management

- Definition and importance of HRM
- Concepts and Perspectives on Human Resource Management
- Human Resource Management in a Changing Environment
- HRM functions and roles
- Ethical considerations in HRM

Unit 2: HR Planning and Recruitment

- Human resource planning
- Recruitment
- Job analysis, job description, and job specification
- Induction and Socialization;
- Career Planning, Succession Planning.

Unit 3: Selection, Training, and Development

- Selection process: screening, interviews, assessments
- Training needs analysis and designing training programs
- Methods of training and development
- Evaluating training effectiveness

Unit 4: Performance Management and Compensation

Performance appraisal methods and techniques

- Potential Evaluation;
- Retirement and other separation processes
- Compensation systems: salary, benefits, incentives
- Pay equity and legal considerations

Unit 5 : Financial Compensation and work life

- Principal Compensation Issues & Management –
- Compensation Management: Concepts and Components, Perks and Benefits.
- Job Evaluation: concept and methods
- Stress Management and Quality of Work Life

Suggested Readings

Note: Any other Latest Edition of reference/text books can be included

BHM7105 T:- FOOD SAFETY MANAGEMENT

Unit -1 HAZARDS TO FOOD SAFETY

Changing trends in food consumption & choices, Hazards to food safety, food borne hazards (Physical, Chemical & Biological) Food borne illness, and classification of food had borne illness. Microorganisms, What Microorganisms need for growth. Potentially hazardous foods, ready to eat foods. Food borne illness caused by bacteria viruses & parasites Food borne illness caused by chemicals. Factors that contribute to food borne illness.

Unit 2: FOOD HANDLING TEMPERATURES

Time and temperature abuse, How and when to measure food temperatures. Holding foods-Hot holding, cold holding, reheating, and cooling, The importance of hand washing & good personal hygiene, personal habits. Avoiding cross contamination.

Unit-3 FOLLOWING FOOD PRODUCT FLOW

Strategies in determining the food quality. Measuring temperature at receiving & storage. Following the flow of food. Receiving, packaged foods, red meat products, game animals, poultry, eggs, fluid milk & Milk products, fish, Vegetables & fruits. Proper storage of foods-refrigerator storage, freezer storage & dry storage. Storage condition, Thawing frozen foods. Waste management Pest control

Unit -4 MANAGING FOOD SAFETY WITH HACCP

The HACCP system Need for implementing HACCP. Seven Principles of HACCP system Food safety & standards act Food safety & standards rules

Unit -5 NUTRITION AND NUTRIENTS

Nutrition (Definition) Importance of food, Digestion absorption Recommended Dietary allowances Function of Food to man Nutrients (Definition), Carbohydrates Protein, Lipids, Composition, Functions, Sources, Digestions, Deficiency, Vitamins (A, D, E, K, Thiamine, Riboflavin, Niacin, Vitamin C, Folic Acid), Minerals (Sodium, Iron, Calcium, Phosphorus & Iodine) Composition, Classification, Functions, Sources, Deficiency

Suggested Readings

1. S. RODAY, Food hygiene & Sanitation, Tata McGraw Hill, 1999, ISBN 0-07-463178-0.
2. JOAN LOKEN, The HACCP Food safety Manual, John Wiley, 1994.
3. McSwane, Nancy Rue, Richard Linton, Essentials of Food safety and Sanitation. David. 5th edition. Prentice Hall. ISBN-13: 978-0132438957
4. William C Frazier, Dennis C Westhoff, Food Microbiology, 2008, Tata McGraw Hill.

Note: Any other Latest Edition of reference/text books can be included

SEM7351 T: YOGA

Unit-1: Meaning, History and Development of Yoga, The fundamentals of Yoga, Yogic Practices for Health and Wellness, General guidelines for Yogic Practice.

Unit-2: Prayer: Concept and recitation of Pranava :-akara, ukara, makara, bindhu, nAtham. (aum). **Cleansing Practice**

(Technique, Contraindications and Benefits): Kapalabhati

Unit-3: Chalana Kriya/Loosening Practice (Technique, Contraindications and Benefits): Neck Movement (Griva Shakti Vikasaka I, II, III, IV), Shoulder Movement, Bhujja Valli Shakti Vikasaka

Unit-4: Yogasana-I: Standing Posture-Padmnanas/sukhasan, Tadasana, Vrikshasana, **Sitting Posture**-Bhadrasana, Vajrasana, Ardha-Ushtrasana,& Ushtrasana,, **Prone Posture**-Makarasana, Bhujangasana, Shalabhasana. **Supine Posture (Lying on back)**-Uttanapadasana, Ardhalasana,& Setubandhasana

Unit-5: Pranayama (Technique, Contraindications and Benefits): Anulmoa Viloma/NadiShodhana, Ujjaye (without Kumbhaka), Shitali (without Kumbhaka), Bhramari (without Kumbhaka), **Dhyana** (Technique and Benefits)-Body Awareness, Breath Awareness & Yoga Nidra

Suggested Reading:

Semester 06

(BHM7106 S)

INDUSTRIAL TRAINING & REPORT WRITING

1)Exposure To Industrial Training Is An Integral Part Of The 3rd Year Curriculum. The Class Would Be Divided Into Two Groups Or As The Case May Be. The 18 Weeks Industrial Training Would Be Divided Into Four/Five Weeks Each In The Four Key Areas Of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.

2)Attendance In The 2nd Year Would Be Calculated Separately For The Two Components Of Institute Training And Industrial Training. Industrial Training Will Require An Input Of 102 Working Days I.E. (18 Weeks X 06 Days = 108 Days). A Student Can Avail Leave To A Maximum Of 15% (15 Days) Only With Prior Permission Of The Hotel Authorities. Similarly, The Institute Principal Can Condone An Additional 10% (10 Days) On Production Of A Medical Certificate.

3) For Award Of Marks, 20% Marks Of It Would Be On The Basis Of Feed-Back From The Industry In A Prescribed Performance Appraisal Form (Paf). It Will Be The Students' Responsibility To Get This Feed-Back/Assessment Form Completed From All The Four Departments Of The Hotel For Submission To The Institute At The End Of Industrial Training. For The Remaining 80% Marks, Students Would Be Assessed On The Basis Of Seminar/Presentation Before A Select Panel. The Presentation Would Be Limited To Only One Key Area Of The Student's Interest. A Hard Copy Of The Report Will Also Have To Be Submitted To The Panel.

4)Responsibilities Of Institute, Hotel And The Student/Trainee With Aims & Objectives Have Been Prescribed For Adherence.

5)Once The Student Has Been Selected / Deputed For Industrial Training By The Institute, He/she Shall Not Be Permitted To Undergo It Elsewhere. In Case Students Make Direct Arrangements With The Hotel For Industrial Training, These Will Necessarily Have To Be Approved By The Institute. Students Selected Through Campus Interviews Will Not Seek Industrial Training On Their Own.

6)There Will Be No Inter Change Of Candidates From One Batch To Another I.E. Winter Batch To Summer Batch And Vice Versa.

Suggested Reading:

SEM7102 P: COMPUTER

Unit 1: Fundamentals of Computer Introduction – Objectives - Computer, Mobile/ Tablet and their application - Components of a Computer System - Central Processing Unit- Common Input & Output devices - USB ports and Pen Drive - Connecting Power cord, Keyboard, Mouse, Monitor and Printer to CPU

Unit 2: Word Processor: Introduction – Objective -Word Processing Basic - Opening Word Processing Package - Title Bar, Menu Bar, - Toolbars & Sidebar - Creating a New Document - Opening and Closing Documents Opening Documents - Save and Save As - Closing Document - Using The Help - Page Setup - Print Preview - Printing of Documents - PDF file and Saving a Document as PDF file - Document manipulation & Formatting - Text Selection - Cut, Copy and Paste - Font, Colour, Style and Size selection - Alignment of Text - Undo & Redo - Spelling & Grammar - Shortcut Keys

Unit 3: Internet: Introduction – Objectives – Internet - protocols: HTTP, HTTPS, FTP - Concept of Internet & WWW - Website Address and URL - Applications of Internet - Modes of Connecting Internet (Hotspot, Wi-Fi, LAN Cable, Broadband, USB Tethering) - Popular Web Browsers (Internet Explorer/Edge, Chrome, Mozilla Firefox,) - Exploring the Internet - Surfing the web - Popular Search Engines - Searching on Internet

Unit 4: E-mail: Introduction -Objectives - Structure - protocols: SMTP, IMAP, POP3 - Opening Email account - Mailbox: Inbox and Outbox - Creating and Sending a new E-mail - CC – BCC- Replying -Mail Merge Forwarding - attachments – Scheduling – Password Protect – Delete.

Unit 5: Skill Developments Activities:

- Use Word document to prepare Resume
- Draft a Covering letter using Word Processor
- To assemble the computer systematically
- Systematically draft different emails Any other activities, which are relevant to the course

Suggested Reading:

- Fundamentals of Computers, by RajaramanV ,Adabala N
- Fundamentals of Computers by Manoj Wadhwa (Author)
- Fundamentals of Computers by (V. Rajaraman)
- Learning MS-Word and MS-Excel, by RohitKhurana
- Microsoft Word 2019 Step by Step Joan Lambert (Author)
- MICROSOFT WORD FOR BEGINNERS 2021: LEARN WORD PROCESSING SKILLS by RICHARD STEVE Note: Latest edition of textbooks and reference Books may be used

