

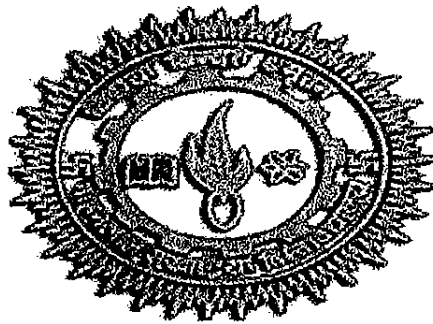
**BACHELORS OF BUSINESS ADMINISTRATION IN
HOTEL MANAGEMENT**

MANAGEMENT



SYLLABUS

2019-22



TOURISM & HOTEL MANAGEMENT PROGRAM

(FACULTY OF MANAGEMENT STUDIES)

MOHANLAL SUKHADIA UNIVERSITY,

UDAIPUR – 313001

Office: 0294-2470062; Web: www.mlsudthm.org



BBA. HOTEL MANAGEMENT (3 YEAR DEGREE COURSE)

THE PROGRAMME

The B.Sc. *Hotel Management* is a three year (six semesters) full time programme, a degree course.

Course Structure

The programme has been organized in three years. First year and second year and third, each year comprising two semesters. The list of papers offered during first year and second year and third of the program shall be as follows-

BBA. Hotel Management, Semester I (Theory)

Module No.	Title	Hours
101	Foundation Course in Food Production I	40
102	Foundation Course in Food & Beverage Service I	40
103	Foundation Course in Front Office I	40
104	Foundation Course in Accommodation Operation I	40
105	Management in Tourism	40
106	English I	40
107	Introduction to computer I	40

BBA Hotel Management, Semester I (Practical)

Module No.	Title	Hours
101P	Foundation Course in Food Production I	60
102P	Foundation Course in Food & Beverage Service I	60
103P	Foundation Course in Front Office I	60
104P	Foundation Course in Accommodation Operation I	60
107P	Introduction to computer I	60



BBA c. Hotel Management- Semester II (Theory)

Module No.	Title	Hours
201	Foundation Course in Food Production II	40
202	Foundation Course in Food & Beverage Service II	40
203	Foundation Course in Front Office II	40
204	Foundation Course in Accommodation Operation II	40
205	Principle of Food Science	40
206	Hotel Accounting	60
207	English II	40

BBA Hotel Management, Semester II (Practical)

Module No.	Title	Hours
201P	Foundation Course in Food Production II	60
202P	Foundation Course in Food & Beverage Service II	60
203P	Foundation Course in Front Office II	60
204P	Foundation Course in Accommodation Operation II	60

BBA: Hotel Management- Semester III (Theory)

Module No.	Title	Hours
301	Food Production Operations	40
302	Food & Beverage Operations	40
303	Front Office Operations	40
304	Accommodation Operations	40
305	Financial Management	60
306	Nutrition	40
307	Computer & IT	40

BBA: Hotel Management - Semester III (Practical)

Module No.	Title	Hours
301	Food Production Operations	60
302	Food & Beverage Operations	60
303	Front Office Operations	60
304	Accommodation Operations	60
307	Computer & IT	60



BBA Hotel Management- Semester IV Theory

Module No.	Title	Hours
401	Advance Food Production Operations-IV	40
402	Advance Food & Beverage Operations-IV	40
403	Front Office Management IV	40
404	Accommodation Management IV	40
405	Food Safety Quality	40
406	Food & Beverage Control	40
407	Hospitality Marketing	60

BBA Hotel Management - Semester IV Practical

Module No.	Title	Hours
401	Advance Food Production Operations-IV	60
402	Advance Food & Beverage Operations-IV	60
403	Front Office Management IV	60
404	Accommodation Management IV	60
406	Food & Beverage Control	60

BBA Hotel Management- Semester V Theory

Module No.	Title	Hours
501	Advance Food Production Operations-V	40
502	Advance Food & Beverage Operations-V	40
503	Front Office Management V	40
504	Accommodation Management V	40
505	English II	40
506	Facility Planning	40

BBA - Hotel Management- Semester VI

Module No.	Title	Marks
601	Industrial Training 20 Weeks	200
	Project Report & VIVA VOCE	

Number of Seats- 60 (Thirty)

Fee Structure- The Course fee shall be Rs. Twenty Thousand (Rs.60,000) per year. The examination fee shall be charged extra, as decided by the University.

SCHEME OF EXAMINATION:

6. A candidate admitted to BBA Hotel Management programme may be allowed to the examination after completing the regular course of studies prescribed for the examination which shall be of six semesters (three year) duration.
7. **Evaluation:**
 - (iii) Each paper, theory and practical, separately, will carry 100 marks. The theory written examination will be for 80 marks. The duration of written examination for each paper shall be three hours. The remaining 20 marks will be for internal assessment.
 - (iv) The Guidelines for internal Assessment are as under-
Test – 20 MM. There will be two tests of 10 marks each. The student, who wishes to seek another chance for defaulter / improvement, may request with a deposit of Rs. 150 (One Hundred Fifty) for each paper. The duration of Test for each paper shall be one hour.
8. **Training:** At the end of Semester V, (after the examination) all students will have to undergo a training of 5 months with an organization of repute. A student can opt a Hotel, or a tourist office to impart training over there or can choose a project study. Each student will be required to submit a report to the department/ faculty for the work undertaken by him/her during the training period. The project report will be written under the guidance of a faculty. The typed project report must be submitted within the time period decided by department/faculty for the purpose of evaluation.
9. **Evaluation the Project Report:**
The project work will carry weightage of 200marks.
Project Report (Writing) = 100 marks
Viva Voce (Presentation Project Work) = 100 marks

200 Marks



RULES FOR PASS/ PROMOTION

- (g) The span period of the programme is six semester (three year) from the date of registration in this programme.
- (h) The minimum marks for passing the examination shall be 45% in each paper and 50% in aggregate for all the year.
- (i) To be eligible for promotion to the next semester of the programme a students must clear at least 70 % paper offered during semester of the programme.
- (j) Division in the Degree shall be awarded on the basis of the aggregate marks.
Securing 60% and above : 1st Division
All others : 11nd Division
- (k) A student to be eligible for award of degree has to clear all the papers offered during three year program within the period of 4 years.
- (l) A students who has secured minimum marks to pass in each paper but has not secured the minimum marks for the aggregate(50%) for the annual examination may take Re-examination in not more than two papers to obtain the aggregate percentage required to pass annual examination.

10. ATTENDANCE

No candidate shall be considered who have pursued a regular course of study unless He/ she is certified by Head / Director of the / Department / Faculty and have attended the three- fourth of the total number of classroom session conducted in each semester during his/her course of study. Any student not complying with this requirement will not be allowed to appear in the examination. However, the Director may condone the required percentage of attendance by not more than 10 percent during a semester /year. A student not allowed to appear in the preceding year examination due to shortage of attendance, may appear in the paper of the preceding year alone with the paper of the current year after making up the attendance shortfall. Remedial classes, however, will not be arranged by the Department/ Faculty for the purpose.



SEMESTER - 1st

MINIMUM CONTACT HOURS & MARKS SCHEME FOR EACH SUBJECT

No.	Subject code	Subject	Contact Hours per Semester		
			Th	Tut.	Pr.
1	BBA (HM)101	Foundation Course in Food Production-I	40	-	60
2	BBA (HM)102	Foundation Course in Food & Beverage Service-I	40	-	60
3	BBA (HM)103	Foundation Course in Front Office- I	40	-	60
4	BBA (HM)104	Foundation Course in Accommodation Operation-I	40	-	60
5	BBA (HM)105	Management In Tourism	- 40	20	- -
6	BBA (HM) 106	English I	40	-	-
7	BBA (HM) 107	Introduction to Computer	40	-	60
TOTAL:			280	20	300
GRAND TOTAL			600		

No.	Subject code	Subject	Term Marks*		
			Th.		Pr.
			Ext	Int	
1	BBA (HM)101	Foundation Course in Food Production-I	80	20	100
2	BBA (HM)102	Foundation Course in Food & Beverage Service-I	80	20	100
3	BBA (HM)103	Foundation Course in Front Office- I	80	20	100
4	BBA (HM)104	Foundation Course in Accommodation Operation-I	80	20	100
5	BBA (HM)105	Management In Tourism	80	20	
6	BBA (HM) 106	English-I	80	20	
7	BBA (HM) 107	Introduction to Computer	80	20	100
TOTAL:			700		500
GRAND TOTAL			1200		

SEMESTER - 2nd

MINIMUM CONTACT HOURS & MARKS SCHEME FOR EACH SUBJECT



No.	Subject code	Subject	Contact Hours per Semester		
			Th	Tut.	Pr.
1	BBA. (HM)201	Foundation Course in Food Production - II	40		60
2	BBA (HM)202	Foundation Course in Food & Beverage Service - II	40		60
3	BBA (HM)203	Foundation Course in Front Office - II	40		60
4	BBA. (HM)204	Foundation Course in Accommodation Operations - II	40		60
5	BBA. (HM)205	Principle of Food Science	40	20	-
6	BBA (HM)206	Hotel Accounting	60	20	-
7	BBA. (HM)207	English-II	40	20	-
TOTAL:-			300	60	240
GRAND TOTAL			600		
No.	Subject code	Subject	Term Marks*		
			Th.		Pr.
			Ext	Int	
1	BBA. (HM)201	Foundation Course in Food Production - II	80	20	100
2	BBA (HM)202	Foundation Course in Food & Beverage Service - II	80	20	100
3	BBA. (HM)203	Foundation Course in Front Office - II	80	20	100
4	BBA (HM)204	Foundation Course in Accommodation Operations - II	80	20	100
5	BBA. (HM)205	Principle of Food Science	80	20	-
6	BBA. (HM) 206	Hotel Accounting	80	20	-
7	BBA. (HM)207	English-II	80	20	-
TOTAL:			700		400
GRAND TOTAL			1100		

SEMESTER – 3rd



MINIMUM CONTACT HOURS & MARKS SCHEME FOR EACH SUBJECT

No.	Subject code	Subject	Contact Hours per Semester		
			Th.	Tut.	Pr.
1	BBA (HM)301	Food Production Operations	40	-	60
2	BBA (HM)302	Food & Beverage Operations	40	-	60
3	BBA (HM)303	Front Office Operations	40	-	60
4	BBA (HM)304	Accommodation Operations	40	-	60
5	BBA (HM)305	Financial Management	60	20	-
6	BBA (HM)306	Nutrition	40	-	-
7	BBA (HM) 307	Computer & IT	40		
TOTAL:-			260	20	300
GRAND TOTAL			580		
No.	Subject code	Subject	Term Marks*		
			Ext	Int	Pr.
1	BBA (HM)301	Food Production Operations	80	20	100
2	BBA (HM)302	Food & Beverage Operations	80	20	100
3	BBA (HM)303	Front Office Operations	80	20	100
4	BBA (HM)304	Accommodation Operations	80	20	100
5	BBA (HM)305	Financial Management	80	20	-
6	BBA (HM)306	Nutrition	80	20	-
7	BBA (HM) 307	Computer & IT	80	20	-
TOTAL:-			560	140	400
GRAND TOTAL			1100		

SEMESTER – 4th

MINIMUM CONTACT HOURS & MARKS SCHEME FOR EACH SUBJECT

No.	Subject code	Subject	Contact Hours per Semester		
			Th.	Tut.	Pr.
1	BBA (HM)401	Advance Food Production Operations – IV	40	-	60
2	BBA (HM)402	Advance Food & Beverage Operations – IV	40	-	60
3	BBA (HM)403	Front Office Management – IV	40	-	60
4	BBA (HM)404	Accommodation Management – IV	40	-	60
5	BBA (HM)405	Food Safety & Quality	40	-	-
6	BBA (HM)406	Food & Beverage Control	40	-	60
7	BBA (HM)407	Hospitality Marketing	40	20	-
TOTAL:-			240	20	300
GRAND TOTAL			560		
No.	Subject code	Subject	Term Marks*		
			Ext	Int	Pr.
1	BBA (HM)401	Advance Food Production Operations - IV	80	20	100
2	BBA (HM)402	Advance Food & Beverage Operations – IV	80	20	100
3	BBA (HM)403	Front Office Management – IV	80	20	100
4	BBA (HM)404	Accommodation Management – IV	80	20	100
5	BBA (HM)405	Food Safety & Quality	80	20	-
6	BBA (HM)406	Food & Beverage Control	80	20	100
7	BBA (HM)407	Hospitality Marketing	80	20	-
TOTAL:-			700		500
GRAND TOTAL			1200		

SEMESTER – 5th

MINIMUM CONTACT HOURS & MARKS SCHEME FOR EACH SUBJECT

No.	Subject code	Subject	Contact Hours per Semester		
			Th.	Tut.	Pr.
1	BBA (HM)501	Advance Food Production Operations - Vth	40		60
2	BBA (HM)502	Advance F&B Operations – Vth	40		60
3	BBA (HM)503	Front Office Management – Vth	40		60
4	BBA (HM)504	Accommodation Management – Vth	40		60
5	BBA (HM)505	English II	40		60
6	BBA (HM)506	Facility Planning	40		-
TOTAL:-			240		300
GRAND TOTAL			540		
No.	Subject code	Subject	Term Marks*		
			Ext	Int	Pr.
1	BBA (HM)501	Advance Food Production Operations - Vth	80	20	100
2	BBA (HM)502	Advance F&B Operations – Vth	80	20	100
3	BBA (HM)503	Front Office Management – Vth	80	20	100
4	BBA (HM)504	Accommodation Management – Vth	80	20	100
5	BBA (HM)505	English II	80	20	-
6	BBA (HM)506	Facility Planning	80	20	-
TOTAL:-			600		400
GRAND TOTAL			1000		

SEMESTER – 6st

MINIMUM CONTACT HOURS& MARKS SCHEME FOR EACH SUBJECT

No.	Subject code	Subject	Contact Hours per Semester		
			Th.	Tut.	Pr.
1	BBA (HM)601	Industrial Training (16 Weeks) IT Certificate with presentation and Log Book	-	-	-
TOTAL:-					
GRAND TOTAL					
No.	Subject Code	Subject	Term Marks*		
			Th.	Pr.	
1	BBA (HM)601	Industrial Training (16 Weeks) IT Certificate with presentation and Log Book	-	200	
TOTAL:-				200	
GRAND TOTAL				200	

BBA (HM) 101 – FOUNDATION COURSE IN FOOD PRODUCTION – I (THEORY)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.NO.	Topic	Hours
01	INTRODUCTION TO COOKERY	02
	<ul style="list-style-type: none"> A. Levels of skills and experiences B. Attitudes and behavior in the kitchen C. Personal hygiene D. Uniforms and protective clothing E. Safety procedure in handling equipment 	
	CULINARY HISTORY	01
	<ul style="list-style-type: none"> A. Development of culinary art from the middle ages to modern cookery 	
01	HIERARCHY AREA OF DEPARTMENT AND KITCHEN	03
	<ul style="list-style-type: none"> A. Classical brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments 	
01	CULINARY TERMS	02
	<ul style="list-style-type: none"> A. List of culinary terms(western and Indian) B. Explanation with examples 	
02	AIMS AND OBJECTIVES OF COOKING	02
	<ul style="list-style-type: none"> A. Aims and objectives of cooking B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation 	
03	BASIC PREPARATION OF FOOD PRODUCTION – I	
	<ul style="list-style-type: none"> i) VEGETABLES AND FRUIT COOKERY <ul style="list-style-type: none"> A. Introduction – classification of vegetables B. Pigments and colour changes C. Effect of heat on vegetables D. Cuts of vegetables E. Classification of fruits 	03

	<p>F. Uses of fruit in cookery G. Salad and salad dressings</p> <p>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</p> <p>iii) SAUCES A. Classification of sauces B. Recipes for mother sauces C. Storage and precautions</p> <p>iv) SOUPS A. Classification with examples B. Basic recipe of consommé with 10 garnishes</p> <p>v) EGG COOKERY A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery</p>	<p>03</p> <p>02</p> <p>02</p> <p>02</p>
04	<p>METHODS OF COOKING FOOD</p> <p>A. Roasting B. Grilling C. Frying D. Baking E. Broiling F. Poaching G. Boiling</p> <ul style="list-style-type: none"> • Principles of each of the above • Care and precautions to be taken • Selection of food for each type of cooking 	04
05	<p>COMMODITIES</p> <p>i) Shortenings (Fats and oils) A. Role of shortenings B. Varieties of shortenings C. Advantages and disadvantages of using various shortenings D. Fats and oils – Types, varieties</p>	04

	Demonstration and preparation of simple menu	04
	Simple salads and soups <ul style="list-style-type: none"> • Cole slaw • Potato salad • Beet root salad • Green salad • Fruit salad • Consommé 	28
	Simple egg preparation <ul style="list-style-type: none"> • Scotch egg • Assorted omelettes • Oeuf Florentine • Oeuf benedict • Oeuf farci • Oeuf deur mayonnaise 	
	Simple potato preparations <ul style="list-style-type: none"> • Baked potato • Mashed potato • French fries • Roasted potato • Boiled potatoes • Lyonnaise potatoes • Alouettes 	
	Vegetable preparation <ul style="list-style-type: none"> • Boiled vegetables • Glazed vegetables • Fried vegetables • Stewed vegetables 	
TOTAL		60

BBA (HM) 101 – FOUNDATION COURSE IN FOOD PRODUCTION –I (PRACTICAL)

PART 'A'- COOKERY

HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.NO.	Topic	Hours
01	i) Equipments – Identification, Description, Uses and handling ii) Hygiene – Kitchen etiquettes, practices and knife handling iii) Safety and security in kitchen	04
02	i) Vegetables – Classification ii) Cuts – julienne, jardinière, macedoine, payssane, mignonnette, dices, cubes, shred, mirepoix iii) Preparation of salad dressing	04
03	Identification and selection of ingredients – Qualitative and quantitative measures	04
04	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 – Onion, leeks, cabbage vii) Starch cooking (Rice, pasta, potatoes etc.)	04
05	i) Stocks – Types of stock (White and brown) ii) Fish stock ✓ iii) Emergency stock iv) Fungi stock	04
	Sauces – Basic mother sauces <ul style="list-style-type: none"> • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato 	04
	Egg cookery – Preparation of variety of egg dishes <ul style="list-style-type: none"> • Boiled (soft and hard) • Fried (sunny side up, single fried, bull's eye, double fried) • Poaches • Scrambled • Omelette (Plain, stuffed, Spanish) • En cocotte (eggs benedict) 	04

PART – 'B' – BAKERY AND PATISSERIE

HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.NO.	Topic	Hours
01	Equipments <ul style="list-style-type: none"> • Identification • Uses and handling Ingredients – Quantitative and qualitative measures	04
02	BREAD MAKING <ul style="list-style-type: none"> • Demonstration and preparation of simple and enriched bread recipes • Bread loaf (white and brown) • Bread rolls (various shapes) • French bread • Brioche 	10
03	SIMPLE CAKES <ul style="list-style-type: none"> • Demonstration and preparation of simple and enriched cakes recipes • Sponge, genoise, fatless, swiss roll • Fruit cake • Rich cakes • Dundee • Madeira 	10
04	SIMPLE COOKIES <ul style="list-style-type: none"> • Demonstration and preparation of simple cookies like • Nan khatai • Golden goodies • Melting moments • Swiss tart • Tri colour biscuits • Chocolate chip • Cookies • Chocolate cream fingers • Bachelor buttons 	16
05	HOT / COLD DESSERTS <ul style="list-style-type: none"> • Caramel custard 	20

	<p>B. Laminated C. Choux D. Hot water / Rough puff</p> <ul style="list-style-type: none"> • Recipes and method of preparation • Differences • Uses of each pastry • Care to be taken while preparing pastry • Role of each ingredient • Temperature of baking pastry <p>2) 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</p> <p>3) SIMPLE BREADS A. Principles of bread making B. Simple yeast bread C. Role of each ingredient in bread making D. Baking temperature and its importance</p> <p>4) PASTRY CREAM A. Basic pastry creams B. Uses in confectionery C. Preparation and care in production</p>	<p>02</p> <p>02</p> <p>02</p>
03	<p>BASIC COOMODITIES:</p> <p>1) Milk A. Introduction B. Processing of milk C. Pasteurization of milk D. Pasteurization – homogenization E. Types of milk – skimmed and condensed F. Nutritive value</p> <p>2) Cream A. Introduction B. Processing of cream C. Types of cream</p> <p>3) Cheese A. Introduction B. Processing of cheese C. Types of cheese</p>	<p>02</p> <p>02</p> <p>03</p>

	<ul style="list-style-type: none">ii) Raising agents<ul style="list-style-type: none">A. Classification of raising agentsB. Role of raising agentsC. Action and reactions iii) Thickening agents<ul style="list-style-type: none">A. Classification of thickening agentsB. Role of thickening agents iv) Sugar<ul style="list-style-type: none">A. Importance of sugarB. Types of sugarC. Cooking of sugar - various	
TOTAL		30

**BBA (HM)102 - FOUNDATION COURSE IN FOOD &
BEVERAGE SERVICE - I (THEORY)**



HOURS ALLOTTED: 40 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	THE HOTEL & CATERING INDUSTRY A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each	05	20%
02	DEPARTMENTAL ORGANISATION & STAFFING A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department)	05	15%
03	I FOOD SERVICE AREAS (F & B OUTLETS) A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque	08	20%
	II ANCILLIARY DEPARTMENTS A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding	04	10%
04	F & B SERVICE EQUIPMENT Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware - Hollowware	08	15%

05	<p>- All other equipment used in F&B Service</p> <p>NON-ALCOHOLIC BEVERAGES</p> <p>Classification (Nourishing, Stimulating and Refreshing beverages)</p> <p>A. Tea</p> <ul style="list-style-type: none"> - Origin & Manufacture - Types & Brands <p>B. Coffee</p> <ul style="list-style-type: none"> - Origin & Manufacture - Types & Brands 	10	HOTEL MANAGEMEN 20%
TOTAL		30	100%

BBA: (HM)-103 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE - I (PRACTICAL)

2019-20
BBA
HOTEL MANAGEMENT

HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No	Topic	Hours
01	Food Service areas – Induction & Profile of the areas	04
02	Ancillary F&B Service areas – Induction & Profile of the areas	08
03	Familiarization of F&B Service equipment	08
04	Care & Maintenance of F&B Service equipment	08
05	Cleaning / polishing of EPNS items by: Plate Powder method Polivit method Silver Dip method Burnishing Machine	08
06	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware	16
07	Tea – Preparation & Service	04
08	Coffee - Preparation & Service	04
TOTAL		60

S.No.	Topic	Hours
01	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office	06
02	CLASSIFICATION OF HOTELS AND TYPES OF ROOMS A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation Time shares and condominium And J. Types Of Rooms	10
03	TIME SHARE & VACATION OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size	06
04	FRONT OFFICE ORGANIZATION A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits	12
05	HOTEL ENTRANCE, LOBBY AND FRONT OFFICE AND BELL DESK A. Layout And front office Equipments B. Functions And Records and Procedure Bell Desk	06
Total		40

BBA (HM)103 – FOUNDATION COURSE IN FRONT OFFICE – I
(PRACTICAL)



HOURS ALLOTTED: 60

MAXIMUM MARKS: 100

S.No.	Topic	Hours
1	Appraisal of front office equipment and furniture	10
2	Rack, Front desk counter & bell desk	10
3	Filling up of various proforma	10
4	Welcoming of guest and Escorting of Guest	10
5	Telephone handling And Conservation	10
6	Role play: <ul style="list-style-type: none">• Reservation• Arrivals• Luggage handling• Message and mail handling• Paging	10
TOTAL		60

BBA (HM) -104 FOUNDATION COURSE IN ACCOMMODATION OPERATION -I (THEORY)

HOURS ALLOTTED: 40 MAXIMUM MARKS: 100

S.NO.	Topic	Hours
01	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION A. Defination of Housekeeping B. Importance of Housekeeping C. Functions of Housekeeping D. Role of Housekeeping in Hospitality Operation	08
02	ORGANISATION CHART OF HOUSEKEEPING DEPARTMENT AND DUTIES AND RESPONSIBILITIES A. Organisation Chart of small Hotels B. Organisation Chart of Medium Hotels C. Organisation Chart Of Large Hotels D. Identifying Housekeeping Responsibilities E. Duties and Responsibilities of Housekeeping Staff F. Personality Traits Of Housekeeping	16
03	TYPES OF ROOMS AND ROOM CODES AND GUEST ROOM AMENITIES A. Types of Room In Hotels B. Room Codes-C/O,V,OOO,OS,DND,CMR C. Guest Room Amenities in Fivestar Hotels D. Layout of Housekeeping Department	04
04	CLEANING AGENTS AND CLEANING EQUIPMENTS AND TYPES OF MATTRESS AND BED A. Types of Cleaning Agent B. Cleaning Equipments -Manual and Mechanical C. Types of Bed And Mattress	08
05	INTERDEPARTMENTAL COORDINATION A. With FO B. With Kitchen C. With F&B D. With Security E. With All Other Departments	04
TOTAL		40

BBA. (HM) 105- MANAGEMENT IN TOURISM
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Content	Hours
1	<ul style="list-style-type: none"> • Concept and Nature of Management: Concept & Definitions, • Features of Management, Management as Science, Art & Profession, Levels of Management, Scope of Management, • Nature of Management Process, • Classification of Managerial Functions, Evolution of Management Thought, • Approaches to Management (Classical, Behavioral, Quantitative Contingency), • Contribution Of Leading Thinkers, • Orientation to management thought process. • Role of Manager- Professional Manager and his tasks, Managerial skills, Managerial Ethics and Organisation Culture, Recent Trends in Management Thought. 	12
2	<p>PLANNING & ORGANISING</p> <ul style="list-style-type: none"> • Overview of functions of management; • Concepts of POSDCORB, • Planning and Management Process, Mission- Objective- Goals, Urgent and • Important Paradigms, • Planning process in Detail, Types and Levels of Plans • Problems solving and decision making, • Time Management. • Planning and Decision Making - Nature, Process and Types of Planning, • Management By Objectives (MBO), Nature & Principles Of Organization, • Organizing and Organizing Structure, • Forms Of Organization Structure Line & Staff, Organisation Chart, Principles • of Organisation; • Scalar Principle, Departmentation; Unity and Command, • Span of Control, Centralization and Decentralization, • Authority and Responsibility, Delegation 	15
3	<p>CONTROLLING & DIRECTING</p> <ul style="list-style-type: none"> • Basic concepts of control- Definition, Process and Techniques. • Directing: Nature & Scope of Directing, • Motivation and Morale, • Communication, • Leadership, Concept, Theories of Leadership, styles, Successful versus • effective leadership styles in travel trade and hospitality organizations, • Coordination 	12

4	<p>ORGANISATION BEHAVIOUR</p> <ul style="list-style-type: none"> • Concept, Foundation of Organisation Behaviour, • Theoretical framework for Organisation Behaviour, • Contemporary challenges to Organisation Behaviour in 21st Century. Perception: Concept, perceptual selectivity, managerial implications • of perception. • Motivation: Definition, Importance, • Motives: Characteristics, Classification of motives - Primary & Secondary motives. • Theories of Motivation - Maslow Theory of need hierarchy - • Herzberg's theory. 	
5	<p>GROUP DYNAMICS</p> <ul style="list-style-type: none"> • Types of Groups, • Reason for the formation of group, Group cohesiveness, group conflicts, team building, • Individual differences: Causes of individual differences. • Interpersonal Skill - Transactional analysis, Life Positions, Johari Window 	11
	Total	60

BBA (HM) 106 – ENGLISH – I

HOURS ALLOTTED: 40 MAXIMUM MARKS: 100

CourseContent:

Unit I	Basics of Grammar: Tenses, Auxiliary verb/ modals, verbs. Prepositions, Conjunctions (parts of speech). Articles. Determiners
Unit II	Sentence formation Difference between simple, compound and complex sentences, Basic sentence patterns
Unit III	English Grammar Usage: phrase, phrasal verbs, idiomatic expressions, Clauses(Nominal, Adjective, and Adverbial), Use of Non-finites Verbs (Gerunds, Participles& Infinitives)
Unit IV	Letter writing Formal. Informal, official and business letter writing, layout of a formal letter, application (Types of applications, job application, covering letter, forwarding letter)
Unit V	Writing skills Reading comprehension. Précis writing. Paragraph writing, paragraph completion, and summarizing

Suggested Reading:

1. Rajinder Pal and PremLata. English Grammer and Composition, Sultan Chand Publication.
2. Vibrant English. Hyderabad: Orient BlackSwan.
3. Leech, Geoffery and Jan Svartivik. A Communicative Grammar of English, New Delhi: Pearson.

CONTENT

1	Word Processor : Creating, opening and closing word documents, basic formatting, working with charts and tables, headers and footers, footnotes and endnotes, bullets and numbering, indentation, creating formatted documents, working with columns, format painter, text to table, printing documents etc.	10
2	Spreadsheet : Basics of spreadsheets, rows, columns, named range, formula and functions, conditional formatting, sorting, filters, headers and footers, charts , text to column, remove duplicates, page formatting and printing etc.	10
3	Presentation Software : Creating basic presentations	10
4	Internet : Working with browsers, saving web pages, printing web pages, sending and receiving emails	10
	TOTAL	40

BBA (HM) 201 - FOUNDATION COURSE IN FOOD PRODUCTION - II (THEORY)

HOURS ALLOTTED: 40 MAXIMUM MARKS: 100

S.NO.	Topic	Hours
01	SOUPS A. Basic recipes other than consommé with menu example • Broths • Bouillon • Puree • Cream • Veloute • Chowder • Bisque etc B. Garnishes and accompaniments C. International soups	04
	SAUCES AND GRAVIES A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary and proprietary	03
	MEAT COOKERY A. Introduction of meat cookery B. Cuts of beef / veal C. Cuts of lamb / mutton D. Cuts of pork E. Variety meats (Offals) F. Poultry	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)	02
	RICE, CEREALS AND PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Variety of rice and other cereals	02
02	1) PASTRY A. Short crust	03

	<p>D. Classification of cheese E. Curing of cheese F. Uses of cheese</p> <p>4) Butter A. Introduction B. Processing of butter C. Types of butter</p>	02
04	<p>BASIC INDIAN COOKERY</p> <p>1) Condiments and 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)</p> <p>2) 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</p>	04
05	<p>KITCHEN ORGANIZATION AND LAYOUT A. General layout of the kitchen in various organization B. Layout of receiving areas C. Layout of service and wash up</p>	03
TOTAL		40

BBA. (HM) 201 – FOUNDATION COURSE IN FOOD PRODUCTION –II (PRACTICAL)

PART 'A'- COOKERY

HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S NO.	Topic	Hours
1	Meat – Identification of various cuts, carcass demonstration Preparation of basic cuts – Lamb and Pork – Chops, Tornado, Fillet, Steaks and Escalope Fish – Identification and classification Cuts and folds of fish	04
2	Identification, selection and processing of Meat, Fish and Poultry Slaughtering and dressing	04
3	Preparation of menu Salads and soups Waldrof salad, fruit salad, Russian salad, salad nicoise Cream soup (Spinach, Vegetable, Tomato) Puree soup (Lentil, Peas, Carrot) International soups Chicken, Mutton and Fish preparations: Fish orly, a la anglaise, Colbert, meuniere, poached, baked Entrée – Lamb stew, hot-pot, shepherd's pie, grilled steaks, lamb / pork chops, roast chicken, grilled chicken, leg of lamb, beef Simple potato preparations: Basic potato dishes Vegetable preparations: Basic vegetable dishes Indian cookery Rice dishes, breads, main course, basic vegetables, paneer preparations	52
Total		60

PART - 'B' - BAKERY AND PATISSERIE

HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S NO.	Topic	Hours
1	PASTRY: <ul style="list-style-type: none"> • Demonstration and preparation of dishes using varieties of pastry • Short crust – Jam-tarts, turnovers • Laminated – Palmiers, Khara biscuit, Danish pastry, Cream horns • Choux paste – Éclairs, profiteroles 	20
2	COLD SWEET <ul style="list-style-type: none"> • Honeycomb mould • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé 	20
3	HOT SWEET <ul style="list-style-type: none"> • Bread and butter pudding • Caramel custard • Albert pudding • Christmas pudding 	12
4	INDIAN SWEETS Simple ones such as chicoli, gaajarhalwa, kheer	08
Total		60

BBA (HM)-202 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II
(THEORY)

HOURS ALLOTTED: 40

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	MEALS & MENU PLANNING: A. Origin of Menu B. Objectives of Menu Planning C. Types of Menu D. Courses of French Classical Menu <ul style="list-style-type: none"> • Sequence • Examples from each course • Cover of each course • Accompaniments E. French Names of dishes F. Types of Meals <ul style="list-style-type: none"> • Early Morning Tea • Breakfast (English, American Continental, Indian) • Brunch • Lunch • Afternoon/High Tea • Dinner • Supper 	02 02 03 05 04 05	
02	I PREPARATION FOR SERVICE A. Organising Mise-en-scene B. Organising Mise en place II TYPES OF FOOD SERVICE A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service	05 06	
03	SALE CONTROL SYSTEM A. KOT/Bill Control System (Manual) <ul style="list-style-type: none"> • Triplicate Checking System • Duplicate Checking System • Single Order Sheet • Quick Service Menu & Customer Bill B. Making bill C. Cash handling equipment D. Record keeping (Restaurant Cashier)	05	

- A. History
- B. Processing for cigarettes, pipe tobacco & cigars
- C. Cigarettes – Types and Brand names
- D. Pipe Tobacco – Types and Brand names
- E. Cigars – shapes, sizes, colours and Brand names
- F. Care and Storage of cigarettes & cigars

03



TOTAL	40	100%
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BBA (HM)202 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE - II
(PRACTICAL)

HOURS ALLOTTED: 60

MAXIMUM MARKS: 100



S.No	Topic	Hours		
01	REVIEW OF SEMESTER -1	04		
02	TABLE LAY-UP & SERVICE Task-01: A La Carte Cover Task-02: Table d' Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover TRAY/TROLLEY SET-UP & SERVICE Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup	12		
03	PREPARATION FOR SERVICE (RESTAURANT) A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties	06		
04	PROCEDURE FOR SERVICE OF A MEAL Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests	12		
05	Social Skills Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes	04		
06	Special Food Service - (Cover, Accompaniments & Service) Task-01: Classical Hors d' oeuvre <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus </td> </tr> </table> Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts)	<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus 	10
<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus 			

	Service of Tobacco <ul style="list-style-type: none">• Cigarettes & Cigars	
07	Restaurant French: To be taught by a professional French language teacher. <ul style="list-style-type: none">• Restaurant Vocabulary (English & French)• French Classical Menu Planning• French for Receiving, Greeting & Seating Guests• French related to taking order & description of dishes	12
TOTAL		60

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BBA (HM) -203 FOUNDATION COURSE IN FRONT OFFICE-II (THEORY)

HOURS ALLOTTED: 40 MAXIMUM MARKS: 100

S.NO.	Topic	Hours
01	TARIFF STRUCTURE A. Basis of charging, plans, competition, customer, s profile, standards of service and amenities B. Hubbart Formula C. Different types of Tariff <ul style="list-style-type: none">• Rack Rate• Discounted Rates for Corporate , Airline , Groups and Travel Agents	15
02	FRONT OFFICE AND GUEST HANDLING A. Introduction to guest Cycle B. Pre-Arrival and Arrival C. During Guest Stay D. Departure and After Departure	03
03	RESERVATION AND ROOM SELLING TECHNIQUES A. Importance of Reservation B. Modes of Reservation channel and sources C. Types of Reservation all D. Systems (Non automatic, semi Automatic And Other E. Cancellation F. Amendments and Overbooking G. Room Upselling and Discount	10
04	ARRIVALS AND DURING STAY ACTIVITIES A. Preparing for Guest arrivals at reservation and fo B. Receiving of Guests C. Pre-Registration and Registration D. Relevant Record for fit, Groups, VIP, Air Crews E. During Stay Activities –Information Services, Messege and Mail Handling, Key Handling, Room Selling New Techniques	10
05	FRONT OFFICE COORDINATION WITH ALL DEPARTMENTS	02
TOTAL		40

BBA . (HM) 203 FOUNDATION COURSE IN FRONT OFFICE – II
(PRACTICALS)



HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	TOPIC
1	Handling Guest Complaints
2	Create and update guest profiles
3	Make FIT reservation
4	Make Welcome Letters
5	Handling Reception
6	Call Handling
7	Etiquettes' for Talking
8	Set up Of Lobby
9	Lay out of Reception
10	Foreign Currency Knowledge
11	Currency Exchange
12	Group Handling
13	Back Office Work
14	VIP Guest Check in
15	Types of Vip
16	Reservation Handling
17	Maintain guest history
18	Guest preference
19	Key Control
20	Cash Handling
	TOTAL HOURS: 60

BBA (HM) -204 FOUNDATION COURSE IN ACCOMODATION OPERATION-II (THEORY)

HOURS ALLOTTED: 40 MAXIMUM MARKS: 100

S.NO.	Topic	Hours
01	TYPES OF CLEANING AND CONTROL DESK A. Daily ,Weekly,Monthly,Quarterly,Half Yearly,Yearly,Deep ,Spring,BSA B. Control Desk and It's Work	06
02	TYPES OF KEYS AND PEST CONTROL A. Master key, Grandmaster key, Emergency Key, Office key, Section key B. Key Register and Key Control C. Pest-Areas of Infestation Preventive measures and Control	10
03	ROUTINE SYSTEM AND RECORDS OF HOUSEKEEPING A. Staff Attendance Register B. Call Register, Room Occupancy Report, Guest Room Inspection Form, Floor Register, Work Order, Log Book Lost and Found Slip, Lost and Found Register, Maid Report, Room Attendent Report, Handover Record, Guest Special Request Register, Record of Special Cleaning, VIP Lists, Floor Supervisor Work Sheet	15
04	IMPORTANCE OF INSPECTION A. Room Inspection Checklist	04
05	INDOOR PLANTS AND HORTICULTURE A. Selection and Care B. Gardening	05
TOTAL		40



BBA (HM) -204 FOUNDATION COURSE IN ACCOMODATION OPERATION-II (PRACTICAL)

HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Introduction of cleaning equipment and Control Desk set up and work -Manual -Mechanical	08
02	Introduction of cleaning Chemicals	03
03	Public Area knowledge	06
04	Cleaning procedure for public Area	06
05	Bathroom Cleaning In Public Area	05
06	Glass/Mirror Cleaning Procedure	03
07	Dusting Procedure	03
08	Room Entering Procedure	04
09	Lost and Found Practicals	04
10	Bed Making Procedure with types of linen	08
11	Checkout Room cleaning procedure	02
12	Occupied Room Cleaning Procedure	02
	TOTAL HOURS	60

BBA (HM) 205 – PRINCIPLES OF FOOD SCIENCE

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S. NO.	TOPIC	HOURS
01	<ul style="list-style-type: none"> Definition and scope of food science It's inter relationship with food chemistry, food microbiology and food processing. 	02
	<p>CARBOHYDRATES</p> <p>A. Introduction</p> <p>B. Effect of cooking (gelatinisation and retrogradation)</p> <p>C. Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization)</p> <p>D. Uses of carbohydrates in food preparations</p>	04
02	<p>FAT & OILS</p> <p>A. Classification (based on the origin and degree of saturation)</p> <p>B. Autoxidation (factors and prevention measures)</p> <p>C. Flavour reversion</p> <p>D. Refining, Hydrogenation & winterisation</p> <p>E. Effect of heating on fats & oils with respect to smoke point</p> <p>F. Commercial uses of fats (with emphasis on shortening value of different fats)</p>	05
	<p>PROTEINS</p> <p>A. Basic structure and properties</p> <p>B. Type of proteins based on their origin (plant/animal)</p> <p>C. Effect of heat on proteins (Denaturation, coagulation)</p> <p>D. Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity)</p> <p>E. Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.)</p>	04
03	<p>FOOD PROCESSING</p> <p>A. Definition</p> <p>B. Objectives</p> <p>C. Types of treatment</p> <p>D. Effect of factors like heat, acid, alkali on food constituents</p>	03
	<p>EVALUATION OF FOOD</p> <p>A. Objectives</p> <p>B. Sensory assessment of food quality</p> <p>C. Methods</p>	03

	D. Introduction to proximate analysis of Food constituents E. Rheological aspects of food	
04	EMULSIONS A. Theory of emulsification B. Types of emulsions C. Emulsifying agents D. Role of emulsifying agents in food emulsions COLLOIDS • Definition • Application of colloid systems in food preparation	03 02
05	FLAVOUR • Definition • Description of food flavours (tea, coffee, wine, meat, fish spices) BROWNING • Types (enzymatic and non-enzymatic) • Role in food preparation • Prevention of undesirable browning	02 02
TOTAL		30

	Content	Hours
1	Uniform System of Accounting Meaning, Objectives & Advantages of Uniform System of Accounting Difficulties in implementing the Uniform System of Accounting Essentials of Successful Implementation of the Uniform System of Accounting in Hotels Meaning of Income Statement Purpose of preparing an Income Statement Preparation of Income Statement under the Uniform System of Accounting in Hotels with the Format prescribed Departmental Income & Expense Statements in Hotel with their respective schedule (Schedule Nos. 1 to 16) Meaning of Balance Sheet Purpose of preparing a Balance Sheet Preparation of Balance Sheet under the Uniform System of Accounting in Hotels with the Format prescribed Practical Problems	12
2	Departmental Accounting Meaning, Objectives & Advantages of Departmental Accounting Methods of calculating the profitability of different departments in Hotels Inter-departmental Transfers Meaning of Cost-Allocation & Cost-Appportionment Advantages of Cost-Allocation & Cost-Appportionment Steps involved in Allocating Costs Principles of Cost-Allocation & Cost-Appportionment Drawbacks of Cost-Allocation & Cost-Appportionment Bases of Cost-Allocation Practical Problems	12
3	Audit of Hotels Meaning & objectives of Audit Benefits of audit in Hotels Difference between Accountancy & Auditing Limitations of Audit Classification of Audit Distinction between Internal Audit & Statutory Audit	06
4	The Auditor of Hotels Meaning of Auditor Qualities of an Auditor, Independence of an Auditor Auditor of Hotel Rights/Powers of a Hotel Auditor Duties of a Hotel Auditor	06
5	Planning the Audit Arrangements with the Client Audit Memorandum Audit Programme Audit Note Book Audit Working Papers Instructions to the Client	06
6	Liability of the Auditor Nature of the Auditor's Liability Civil Liability	06

	<input type="checkbox"/> Criminal Liability <input type="checkbox"/> Contractual Liability <input type="checkbox"/> Statutory Liability <input type="checkbox"/> Liability towards third parties <input type="checkbox"/> Liability for unlawful acts of the Client	
7	Internal Control <input type="checkbox"/> Meaning & Features of Internal Control <input type="checkbox"/> Objectives of Internal Control <input type="checkbox"/> Advantages & Limitations of Internal Control <input type="checkbox"/> Essentials of a Good Internal Control System <input type="checkbox"/> Implementation & Review of Internal Control	06
8	Internal Check <input type="checkbox"/> Meaning of Internal Check <input type="checkbox"/> Objectives of Internal Check <input type="checkbox"/> Advantages & Limitations of Internal Check <input type="checkbox"/> Elements of a Good Internal Check System <input type="checkbox"/> Distinction between Internal Check & Internal Audit	06
	Total	60

Course Content:

Unit I	Aspects of English Grammar: Tenses, Error detection, synonyms, antonyms, homonyms, acronyms. Homophones. vocabulary building, one word substitution
Unit II	English Usage common problems with verbs, adjectives, adverbs, pronouns, conjunctions, Punctuation, Prefix, suffix, Sentence correction, sentence completion, transformation of sentences
Unit III	Functional English Active and passive voice, Direct and indirect speech, Narration of an incident, story
Unit IV	Writing skills : Application (types, form and content of an application), Academic essay writing, and passage completion by filling in the suitable words/s
Unit V	Report writing: Report writing (types of report, formal and informal report, drafting of a report, layout of a report, short report and essential requirement of a good report)

Suggested Readings:

1. Rajinder Pal and Prem Lata. English Grammar and Composition, Sultan Chand Publication
2. Vibrant English. Hyderabad: Orient Blackswan, 2013
3. Leech, Geoffrey and Jan Svartvik. A Communicative Grammar of English. New Delhi: Pearson, 2009.

BBA (HM) 301 - FOOD PRODUCTION OPERATIONS- (THEORY)

HOURS ALLOTTED: 40 MAXIMUM MARKS: 100

S NO	Topic	Hours
01	<p>QUANTITY FOOD PRODUCTION EQUIPMENT</p> <p>A. Equipment required for mass / volume feeding B. Heat and cold generating equipment C. Care and maintenance of this equipment D. Modern developments in equipment manufacture</p> <p>MENU PLANNING</p> <p>A. Basic principles of menu planning – recapitulation B. Points to consider in menu planning for various volume feeding outlets such as industrial, institutional, mobile catering units C. Planning menus for • School / college students • Industrial workers • Hospitals • Outdoor parties • Theme dinners • Transport facilities, cruise lines, airlines, railway D. Nutritional factors for the above</p>	05
02	<p>QUANTITY FOOD PRODUCTION INDENTING</p> <p>• Principles of indenting for volume feeding • Portion sizes of various items for different types of volume feeding • Modifying recipes for indenting for large scale catering • Practical difficulties while indenting for volume feeding</p>	03
03	<p>QUANTITY FOOD PRODUCTION PLANNING</p> <p>Principles of planning for quantity food production with regard to:</p> <p>• Space allocation • Equipment selection • Staffing</p>	04
04	<p>VOLUME FEEDING</p> <p>A. Institutional and industrial catering • Types of Institutional and industrial catering</p>	10

	<ul style="list-style-type: none"> • Problems associated with this type of catering • Scope of development and growth <p>B. Hospital catering</p> <ul style="list-style-type: none"> • Highlights of hospital catering for patients, staff, visitors • Diet menus and nutritional requirements <p>C. Off premises catering</p> <ul style="list-style-type: none"> • Reasons for growth and development • Menu planning and theme parties • Concept of a central production unit • Problems associated with off-premises catering <p>D. Mobile catering</p> <ul style="list-style-type: none"> • Characteristics of rail, airline (Flight kitchens and sea catering) • Branches of mobile catering <p>E. Quantity purchase and storage</p> <ul style="list-style-type: none"> • Introduction to purchasing • Purchasing system • Purchase specification • Purchasing techniques • Storage 	
04	<p>REGIONAL INDIAN CUISINE</p> <p>A. Introduction to regional Indian cuisine</p> <p>B. Heritage of Indian cuisine</p> <p>C. Factors that affect eating habits in different parts of the country</p> <p>D. Cuisine and its highlights of different states / regions / communities to be discussed under:</p> <ul style="list-style-type: none"> • Geographic location • Historical background • Seasonal availability • Special equipment • Staple diets • Speciality cuisine for festivals and special occasions <p>STATES Andhra Pradesh, Bengal, Goa, Gujrat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North eastern states, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh / Uttaranchal</p> <p>COMMUNITIES</p>	18



Total	Parsee, Chettinad, Hyderabadi, Lucknow, Avadhi, Malabari Christian and Bohri	40
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BBA (HM) 301 -FOOD PRODUCTION OPERATIONS – (PRACTICAL)

HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

MAHARASHTRIAN

Menu 01 Masala bhaat
Kolhapuri mutton
Batatabhajee
Masala poori
Koshimbir
Coconut poli

Menu 02 Moond dal khichdee
Patranimacchi
Tomato saar
Tilgul chapatti
Amti
Basundi

AWADH

Menu 01 Yakhani pulao
Mughlai paratha
Gosht do pizza
Badin jaan
Kulfi with falooda

Menu 02 Galouti kebab
Bakarkhani
Gosht korma
Paneer pasanda
Muzzafar

BENGALI

Menu 01 Ghee bhat
Macherjhol
Alooposto
Mistidoi

Menu 02 Doimach
Tikoniparatha
Baigunbhajia
Payesh

GOAN

Menu 01 Arroz
Galina xacutti
Toor dal sorak
Alleballe

Menu 02 Coconut pulao
Fish caldeen
Cabbage foogath
Bebinca

PUNJABI

Menu 01 Rada meat
Matar pulao
Kadhi
Punjabi gobhi
Kheer

Menu 02 Amritsar macchi
Rajmah masala
Pindichana
Bhaturas
Row di kheer

Menu 03 Sarson da saag
Makki di roti
Peshawarichole
Moti pulao
Sooji da halwa

Menu 04 Tandoori roti
Tandoori murg
Dal makhani
Pudina chutney
Baingan bhartha
Savian

SOUTH INDIAN

Menu 01 Meenporiyal
Curd rice
Thoran
Rasam
Pal payasam



Menu 02 Lime rice
Meenmoilee
Olan
Malabariparatha
Prappupayasam

Menu 03 Tamarind rice
Kori gashi
Kalan
Sambhar
Savianpayasam

Menu 04 Coconut rice
Chicken chettinad
Avial
Huli
Mysore pak

RAJASTHANI

Menu 01 Gattekapulao
Laalmaas
Makkikasoweta
Chutney (garlic)
Dal halwa

Menu 02 Dal
Batti
Churma
Besanke gate
Ratalukisubzi
Safedmaas

GUJRATI

Menu 01 Sarki
Brown rice
Sallimurg
Gujrati dal
Mehtithepla
Shrikhand

Menu 02 Gujratikhichdi
Oondhiyu
Batata nu tomato
Osaman



Jeerapoori
Mohanthal

HYDERABADI

Menu 01 Sofyani biryani
Dalcha
Mirchikasalan
Mix veg raita
Khumanikameetha

KASHMIRI

Menu 01 Kashmiri pulao
Gushtaba
Razmagogji
Kongehphirin (soojiphirni with saffron)
Mujehcheten

Menu 02 Lawas
Rogan josh
Dum aloo Kashmiri
Halwa
Alehcheten (Pumpkin chuney)

BBA (HM) -304 ACCOMODATION OPERATIONS-III (THEORY)

HOURS ALLOTTED: 40 MAXIMUM MARKS: 100

S.NO.	Topic	Hours
01	LINEN ROOM A. Activities of Linen Room B. Layout and Equipment in the Linen Room C. Selection Criteria for Various Linen Items and fabric Suitable for this purpose D. Purchase of Linen E. Calculation Of Linen Requirements F. Linen Control Procedure and Records G. Stocktaking –procedure and records H. Recycling of Discarded Linen I. Linen Hire	10
02	UNIFORMS A. Advantages of providing Uniforms to staff B. Issuing and exchange of uniforms C. Types of Uniforms D. Selection and Design of Uniform E. Layout of the Uniform	03
03	SEWING ROOM A. Activities and areas to be provided B. Equipment Provided C. Lay Out	06
04	LAUNDRY A. On And Off Premises Laundry B. Flow Process of industrial Laundering-OPL C. Stages in Wash Cycle D. Laundry Equipment And Machines E. Layout Of The Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet Service I. Stain Removal	12
05	MODERN EQUIPMENTS IN LAUNDRY AND STAFFING OF LAUNDRY A. Modern Equipment and Use B. Staff Hierarchy C. Duties and Responsibilities	09
TOTAL		40

BBA (HM) 305 FINANCIAL MANAGEMENT
HOURS ALLOTTED: 80 MAXIMUM MARKS: 100



S.No.	Content	Hours
1	Nature of Financial Management: <ul style="list-style-type: none"> • Introduction; finance functions; • Goals of financial management; risk & return trade off; • Organization of finance functions. • Time value of Money - Reasons for time value of money; future value of a single amount; future value of an annuity; present value of a single amount; present value of an annuity; multi period compounding. 	16
2	Basics of Capital Budgeting: <ul style="list-style-type: none"> • Nature of investment decisions • Importance of investment decisions • Investment evaluation criteria • Capital budgeting techniques – NPV, IRR, Payback and accounting rate of return. 	16
	Cost of Capital: <ul style="list-style-type: none"> • Meaning and significance of the cost of capital • Concept of cost of capital • Opportunity cost • Component cost of capital: - debt, equity, preference capital, and retained earnings; weighted average cost of capital. • Meaning of capital structure • Factors influencing capital structure 	16
	Analysis of financial statement <ul style="list-style-type: none"> • Meaning of ratios • Types of ratios-how to calculate it • Meaning and uses of fund flow statement – • Preparation of Problems in fund flow statement, Cash flow 	16
	Working Capital Management: <ul style="list-style-type: none"> • Concepts of working capital- need for working capital; determinants of working capital; computation of working capital • An elementary knowledge of components of working capital management • cash management, receivables management and inventory management. • Dividend Policy Decisions: Introduction; meaning of dividend; aspects of dividend policy; • Practical considerations in dividend policy; forms of dividends 	16
	Total	80



BBA (HM) -304 ACCOMODATION OPERATIONS-III (PRACTICAL)

HOURS ALLOTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Layout of Linen and Uniform Room/Sewing Room /Soiled linen Room /Laundry Set Up	03
02	Laundry Machinery and Equipment	15
03	Laundry Chemicals /Procedure for washing Cloths	10
04	Stain Removal	06
05	Laundry Desk	04
06	Normal and Express service laundry	04
07	Guest laundry pickup and delievery procedure in fivestar hotels	04
08	Flower Arrangement	08
09	Selection and Designing of Uniforms	03
10	Gardening Equipment for Horticulture	03
	TOTAL HOURS	60

BBA (HM) 306 NUTRITION

HOURS ALLOTTED: 40 MAXIMUM MARKS: 100

S.NO.	Topic	Hours
01	BASIC ASPECTS <ul style="list-style-type: none"> • Definition of the terms health, nutrition and nutrients • Importance of food – (Physiological, Psychological and social function of food) in maintaining good health • Classification of nutrients 	02
	ENERGY <ul style="list-style-type: none"> • Definition of energy and units of its measurement (Kcal) • Energy contribution from macro-nutrients (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 	03
02	MACRO-NUTRIENTS Carbohydrates <ul style="list-style-type: none"> • Definition • Classification (Mono, Di and Polysaccharides) • Dietary sources • Functions • Significance of dietary fibre (Prevention / Treatment of diseases) 	05
	Lipids <ul style="list-style-type: none"> • Definition • Classification (Saturated and Unsaturated) • Dietary sources • Functions • Significance of fatty acids (PUFAs, MUFAs, SFAs, EFA) 	05
	Proteins <ul style="list-style-type: none"> • Definition • Classification based upon amino acid composition • Dietary sources • Functions • Methods of improving quality of protein in food (Special emphasis on soya protein and whey proteins) 	05
	Vitamins	

	<ul style="list-style-type: none"> • Definition and classification (water and fat soluble vitamins) • Food sources, function and significance of : • Fat soluble vitamins (Vitamin A, D, E, K) • Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin, Folic acid) <p>Minerals</p> <ul style="list-style-type: none"> • Definition and classification (Major and minor) • Food sources, function and significance of : • Calcium, iron, sodium, iodine and fluorine 	05
03	<p>WATER</p> <ul style="list-style-type: none"> • Definition • Dietary sources (Visible , invisible) • Functions of water • Role of water in maintaining health (Water balance) 	01
04	<p>BALANCED DIET</p> <ul style="list-style-type: none"> • Definition • Importance of balanced diet • RDA for various nutrients – age, gender, physiological state <p>MENU PLANNING</p> <ul style="list-style-type: none"> • 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 	02 03
05	<p>MASS FOOD PRODUCTION</p> <ul style="list-style-type: none"> • Effect of cooking on nutritive value of food (QFP) <p>NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH</p> <ul style="list-style-type: none"> • Need for introducing nutritionally balanced and health specific meals • Critical evaluation of fast foods • New products being launched in the market (Nutritional evaluation) 	02 02
TOTAL		40



BBA 307- COMPUTER & IT

HOURS ALLOTTED: 40

MAXIMUM MARKS: 100

CONTENT

1	Advanced features of word processor, implementing inbuilt styles, find and replace, using templates, hyperlinks, bookmarks and cross-references, wordart, page setup and printing options, watermarks, paragraph options, creating table of contents, bibliography, inserting table of figures, index and captions, mail merge, track changes, balloons, comparing documents, protecting documents, working with views.	12
2	Working with formula and functions, database functions, manual sorting, filters and advanced filters, formula auditing, captions, getting external data, data validation etc.	08
3	Creating good presentations, slide transition, slide animation, rehearse timings, inserting objects, printing slides, setting up slide show etc.	10
4	Study of salient features of various tourism portals and aggregators like makemytrip, trivago, skyscanner, cleartrip etc.	10
	TOTAL	40

BBA. (HM) 401-ADVANCE FOOD PRODUCTION OPERATIONS -I (THEORY)

HOURS ALLOTTED: 40 MAXIMUM MARKS: 100

S NO.	Topic	Hours
01	LARDER	
	I. LAYOUT & EQUIPMENT A. Introduction of Larder Work B. Definition C. Equipment found in the larder D. Layout of a typical larder with equipment and various sections	03
	II. TERMS & LARDER CONTROL A. Common terms used in the Larder and Larder control B. Essentials of Larder Control C. Importance of Larder Control D. Devising Larder Control Systems E. Leasing with other Departments F. Yield Testing	03
01	III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF A. Functions of the Larder B. Hierarchy of Larder Staff C. Sections of the Larder D. Duties & Responsibilities of larder Chef	03
	02	
02	CHARCUTIERIE	
	I. SAUSAGE A. Introduction to charcutierie B. Sausage - Types & Varieties C. Casings - Types & Varieties D. Fillings - Types & Varieties E. Additives & Preservatives	02
	II. FORCEMEATS A. Types of forcemeats. B. Preparation of forcemeats C. Uses of forcemeats	02
02	III. BRINES, CURES & MARINADES A. Types of Brines B. Preparation of Brines C. Methods of Curing D. Types of Marinades E. Uses of Marinades F. Difference between Brines, Cures & Marinades	02

	<p>IV. HAM, BACON & GAMMON A. Cuts of Ham, Bacon & Gammon. B. Differences between Ham, Bacon & Gammon C. Processing of Ham & Bacon D. Green Bacon E. Uses of different cuts</p>	
	<p>V. GALANTINES A. Making of galantines B. Types of Galantine C. Ballotines</p>	02
	<p>VI. PATES A. Types of Pate B. Pate de foiegras C. Making of Pate D. Commerical pate and Pate Maison E. Truffle – sources, Cultivation and uses and Types of truffle.</p>	02
	<p>VII. MOUSE & MOUSSELINE A. Types of mousse B. Preparation of mousse C. Preparation of mousseline D. Difference between mousse and mousseline</p>	02
	<p>VIII. CHAUD FROID A. Meaning of Chaudfroid B. Making of chaudfrod & Precautions C. Types of chaudfroid D. Uses of chaudfroid</p>	02
	<p>IX. ASPIC & GELEE A. Definition of Aspic and Gelee B. Difference between the two C. Making of Aspic and Gelee D. Uses of Aspic and Gelee</p>	02
	<p>X. QUENELLES, PARFAITS, ROULADES Preparation of Quenelles, Parfaits and Roulades</p>	02
	<p>XI. NON EDIBLE DISPLAYS A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermacol work</p>	04
03	<p>APPETIZERS & GARNISHES A. Classification of Appetizers B. Examples of Appetizers</p>	02

	<p>IV. HAM, BACON & GAMMON A. Cuts of Ham, Bacon & Gammon. B. Differences between Ham, Bacon & Gammon C. Processing of Ham & Bacon D. Green Bacon E. Uses of different cuts</p>	
	<p>V. GALANTINES A. Making of galantines B. Types of Galantine C. Ballotines</p>	02
	<p>VI. PATES A. Types of Pate B. Pate de foiegras C. Making of Pate D. Commerical pate and Pate Maison E. Truffle – sources, Cultivation and uses and Types of truffle.</p>	02
	<p>VII. MOUSE & MOUSSELINE A. Types of mousse B. Preparation of mousse C. Preparation of mousseline D. Difference between mousse and mousseline</p>	02
	<p>VIII. CHAUD FROID A. Meaning of Chaudfroid B. Making of chaudfrod& Precautions C. Types of chaudfroid D. Uses of chaudfroid</p>	02
	<p>IX. ASPIC & GELEE A. Definition of Aspic and Gelee B. Difference between the two C. Making of Aspic and Gelee D. Uses of Aspic and Gelee</p>	02
	<p>X. QUENELLES, PARFAITS, ROULADES Preparation of Quenelles, Parfaits and Roulades</p>	02
	<p>XI. NON EDIBLE DISPLAYS A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermacoï work</p>	04
03	<p>APPETIZERS & GARNISHES A. Classification of Appetizers B. Examples of Appetizers</p>	02



	C. Historic importance of culinary Garnishes D. Explanation of different Garnishes	
04	SANDWICHES A. Parts of Sandwiches B. Types of Bread C. Types of filling – classification D. Spreads and Garnishes E. Types of Sandwiches F. Making of Sandwiches G. Storing of Sandwiches	02
05	USE OF WINE AND HERBS IN COOKING A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking	02
Total		40



BBA (HM) 401 – ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)

PART – 'A' - COOKERY

HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S. NO.	Menu	Hours
1	MENU 01 <ul style="list-style-type: none">• Consommé Carmen• Poulet Sauté Chasseur• Pommes Loretta• Haricots Verts	02
2	MENU 02 <ul style="list-style-type: none">• Bisque D'écrevisse• Escalope De Veauviennoise• Pommes Batailles• Epinards au Gratin	02
3	MENU 03 <ul style="list-style-type: none">• Crème Du Barry• Darné De Saumon Grille• Sauce paloise• Pommes Fondant• PetitsPois A La Flamande	02
4	MENU 04 <ul style="list-style-type: none">• Veloute Dame Blanche• Cote De Porc Charcuterie• Pommes De Terre A La Crème• Carottes Glace Au Gingembre	02
5	MENU 05 <ul style="list-style-type: none">• Cabbage Chowder• Poulet A La Rex• Pommes Marguises• Ratatouille	02
6	MENU 06 <ul style="list-style-type: none">• Barquettes Assortis• Stroganoff De Boeuf• Pommes Persilles• Riz Pilaf	02
7	MENU 07 <ul style="list-style-type: none">• Duchesse Nantua• Poulet Maryland• Croquette Potatoes• Banana fritters• Corn gallets	02

8	MENU 08 <ul style="list-style-type: none"> • Kromeskies • Filet De Sols Walweska • Pommes Lyonnaise • FunghiMarirati 	02
9	MENU 09 <ul style="list-style-type: none"> • Vol-Au-Vent De Volaille Et Jambon • Poulet a la kiev • Creamy Mashed Potatoes • Butter tossed green peas 	02
10	MENU 10 <ul style="list-style-type: none"> • Quiche Lorraine • Roast Lamb • Mint sauce • Pommes Parisienne 	02
	Plus 5 Buffets <ul style="list-style-type: none"> • Cold Buffet • Hot Continental • Hot Indian • Buffet Desserts • Bread Displays 	10
Total		30



BBA (HM) 401 – ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)

PART – 'B'- BAKERY AND PATISSERIE

HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S. NO.	Topic	Hours
1	Brioche Baba au Rhum	02
2	Soft Rolls Chocolate Parfait	02
3	French Bread Tarte Tartin	02
4	Garlic Rolls Crêpe Suzette	02
5	Harlequin Bread Chocolate Cream Puffs	02
6	Focaccia Crème Brûlée	02
7	Vienna Rolls Mousse Au Chocolat	02
8	Bread Sticks Souffle Milanaise	02
9	Brown Bread Pâte Des Pommes	02
10	Clover Leaf Rolls Savarin des fruits	02
11	Whole Wheat Bread Charlotte Royal	02
12	Herb & Potato Loaf Doughnuts	02
13	Milk Bread Gateaux des Peache	02
14	Ciabatta Chocolate Brownie	02
15	Buffet desserts Modern Plating Styles	02
Total		30

	Content	Hours
1	<p>PLANNING & OPERATING VARIOUS F&B OUTLET</p> <ul style="list-style-type: none"> · Physical layout of functional and ancillary areas · Objective of a good layout · Steps in planning · Factors to be considered while planning · Calculating space requirement · Various set ups for seating · Planning staff requirement · Menu planning · Constraints of menu planning · Selecting and planning of heavy duty and light equipment · Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. · Suppliers & manufacturers · Approximate cost · Planning Décor, furnishing fixture etc. 	08
2	<p>FUNCTION CATERING</p> <p>BANQUETS</p> <ul style="list-style-type: none"> · History · Types · Organisation of Banquet department · Duties & responsibilities · Sales · Booking procedure · Banquet menus <p>BANQUET PROTOCOL</p> <ul style="list-style-type: none"> · Space Area requirement · Table plans/arrangement · Misc-en-place · Service · Toast & Toast procedures <p>INFORMAL BANQUET</p> <ul style="list-style-type: none"> · Reception · Cocktail parties · Convention 	08

	<ul style="list-style-type: none"> · Seminar · Exhibition · Fashion shows · Trade Fair · Wedding · Outdoor catering 	
3	FUNCTION CATERING BUFFETS <ul style="list-style-type: none"> · Introduction · Factors to plan buffets · Area requirement · Planning and organisation · Sequence of food · Menu planning · Types of Buffet · Display · Sit down · Fork, Finger, Cold Buffet · Breakfast Buffets · Equipment · Supplies · Check list 	08
4	GUERIDON SERVICE <ul style="list-style-type: none"> · 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 	08
5	KITCHEN STEWARDING <ul style="list-style-type: none"> · Importance, · Opportunities in kitchen stewarding · Record maintaining · Machine used for cleaning and polishing · Inventory 	08
	Total	40



**BBA . (HM)402 - ADVANCE FOOD & BEVERAGE OPERATIONS – I
(PRACTICAL)**

HOURS ALLOTTED: 60

MAXIMUM MARKS: 100

S.No	Topic	Hours
01	Planning & Operating Food & Beverage Outlets Class room Exercise Developing Hypothetical Business Model of Food & Beverage Outlets • • Case study of Food & Beverage outlets - Hotels & Restaurants	12
02	Function Catering – Banquets •□Planning & organizing Formal & Informal Banquets •□Planning & organizing Outdoor caterings	15
03	Function Catering – Buffets Planning & organizing various types of Buffet	06
04	Gueridon Service •□Organizing Mise-en-place for Gueridon Service •□Dishes involving work on the Gueridon Task-01 Crepe suzette Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak	15
05	Kitchen Stewarding •□Using & operating Machines •□Exercise – physical inventory	02
TOTAL		60

S.NO.	Topic	Hours
01	PLANING FRONT OFFICE OPERATIONS A. Setting room rates (Details /Calculation) -Hubbart Formula ,market condition approach and Thumb Rule -Types of Discounted Rates –Corporate, Rack Rate B. Forecasting Techniques C. Useful Forecasting Data <ul style="list-style-type: none"> • % Of Walking • % Of Overstaying • % Of Under stay D Forecast formula E Types of For cast F Sample Forecast Forms	15
02	EVALUATING FRONT OFFICE A. Factors for evaluating front office Operations	03
03	BUDGETING A Types of Budget and Budget cycle B Making Front Office Budget C Factors Affecting Budget Planning D Capital and Operations budget fo E Refining Budgets ,Budgetary Control F Forecasting Room Revenue G Advantages and Disadvantages	10
04	PMS/ HMS/AMEDIO/IDS/FIDELIO	05
05	BASIC FRENCH TERMS	07
TOTAL		40

Hands on practice of computer applications on PMS front office procedures such as:

- Ø Night audit,
- Ø Income audit,
- Ø Accounts

- Ø Situation handling – handling guests & internal situations requiring management tactics/strategies

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No.	Topic
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history

22	How to use
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest
36	How to check room rate variance report
	TOTAL HOURS 60



BBA (HM) -404 ACCOMODATION MANAGEMENT-IV(THEORY)

HOURS ALLOTTED: 40 MAXIMUM MARKS: 100

S.NO.	Topic	Hours
01	PLANING AND ORGANISING HOUSEKEEPING DEPARTMENT A. Area Inventory List B. Frequency Schedules C. Performance and Productivity Standard D. Time and Motion Study In Housekeeping Operations E. Standard Operating Manuals –Job Procedures F. Job Allocation and Work Schedules G. Calculating staff strength and planning duty roster ,team work and leadership H. Training in HKD I. Division training programme for Staff J. Inventory level for non Recycled Items K. Budget and Budgetary Control L. The budget process M. Planing Capital Budget N. Planing operation Budget O. Operating Budget P. Purchasing Systems –methods of Buying Q. Stock Records –issuing and control R.	15
02	HOUSEKEEPING IN INSTITUTIONS AND OTHER THAN HOTELS	06
03	CONTRACT SERVICES A. Types of contract services B. Guidelines for hiring contract services C. Advantage and Disadvantage	04
04	ENERGY AND WATER CONSERVATION IN HOUSEKEEPING	05
05	ECO FRIENDLY PRACTICES A. Housekeeping Role in a green property B. Guest Supplies C. System of certifying Ecotal	10
TOTAL		40

BBA: (HM) -404 ACCOMODATION MANAGEMENT-IV(PRACTICAL)

HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.NO	TOPICS	HOURS
1	TEAM CLEANING AND TYPES OF CLEANING A. Planing B. Organizing C. Executing D. Evaluating	08
2	INSPECTION CHECKLIST	02
3	FLOOR SUPERVISOR WORK RECORDS	02
4	FLOOR SCRUBBING AND SOFA SHAMPOOING	10
5	TYPES OF CLEANING IN HOUSEKEEPING	07
6	TURNDOWN SERVICE PROCEDURE	05
7	TIME AND MOTION STUDY A. Steps of Bed Making B. Steps in Servicing a guest Room	06
8	DIRTY DOZEN IN HOUSEKEEPING	06
9	CLEANING OF AC DUCTS AND GRILLS	04
10	CLEANING PROCEDURE FOR CARPET, BRONZE, TILES , WOODEN, MET, GRANITE, WOOD, TILES	10
TOTAL		60

BBA, (HM) 405 FOOD SAFETY AND QUALITY

HOURS ALLOTTED: 40 MAXIMUM MARKS: 100

S NO	Topic	Hours
01	<p>Basic introduction to food safety, food hazards and risks, contaminants and food hygiene</p> <p>MICRO-ORGANISMS IN FOOD</p> <p>A. General characteristics of Micro-Organisms based on their occurrence and structure.</p> <p>B. Factors affecting their growth in food (intrinsic and extrinsic)</p> <p>C. Common food borne micro-organisms:</p> <p>a. Bacteria (spores/capsules)</p> <p>b. Fungi</p> <p>c. Viruses</p> <p>d. Parasites</p>	06
02	<p>FOOD SPOILAGE & FOOD PRESERVATION</p> <p>A. Types & Causes of spoilage</p> <p>B. Sources of contamination</p> <p>C. Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products)</p> <p>D. Basic principles of food preservation</p> <p>E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)</p> <p>BENEFICIAL ROLE OF MICRO-ORGANISMS</p> <p>A. Fermentation & Role of lactic and bacteria</p> <p>B. Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages)</p> <p>C. Miscellaneous (Vinegar & anti-biotics)</p>	08
03	<p>FOOD BORNE DISEASES</p> <p>A. Types (Infections and intoxications)</p> <p>B. Common diseases caused by food borne pathogens</p> <p>C. Preventive measures</p> <p>FOOD ADDITIVES</p> <p>A. Introduction</p> <p>B. Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)</p>	10

	FOOD CONTAMINANTS & ADULTERANTS A. Introduction to Food Standards B. Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material) C. Common adulterants in food D. Method of their detection (basic principle)	
04	FOOD LAWS AND REGULATIONS A. National – PFA Essential Commodities Act (FPO, MPO etc.) B. International – Codex Alimentarius, ISO C. Regulatory Agencies – WTO D. Consumer Protection Act QUALITY ASSURANCE A. Introduction to Concept of TQM, GMP and Risk Assessment B. Relevance of Microbiological standards for food safety C. HACCP (Basic Principle and implementation)	08
05	HYGIENE AND SANITATION IN FOOD SECTOR A. General Principles of Food Hygiene B. GHP for commodities, equipment, work area and personnel C. Cleaning and disinfection (Methods and agents commonly used in the hospitality industry) D. Safety aspects of processing water (uses & standards) E. Waste Water & Waste disposal RECENT CONCERNS A. Emerging pathogens B. Genetically modified foods C. Food labelling D. Newer trends in food packaging and technology E. BSE (Bovine Serum Encephalopathy)	08
Total		40

REFERENCES:

- i. Modern Food Microbiology by Jay. J.
- ii. Food Microbiology by Frazier and Westhoff
- iii. Food Safety by Bhat & Rao
- iv. Safe Food Handling by Jacob
- v. Food Processing by Hobbs Betty
- vi. PFA Rules

	Content	Hours
1	COST DYNAMICS <ul style="list-style-type: none"> · Introduction to cost control and elements of Cost · Classification of Cost · Objectives and advantages of Cost Control 	02
2	SALES CONCEPTS <ul style="list-style-type: none"> · Various Sales Concept · Uses of Sales Concept 	02
3	CONTROL CYCLE FOR FOOD <ul style="list-style-type: none"> · Purchasing Control · Types of Food Purchase · Quality Purchasing · Food Quality Factors for Different Commodities · Definition of Yield · Tests to Arrive at Standard Yield · Definition of Standard Purchase Specification · Advantages of Standard Yield and Standard Purchase Specification · Purchasing Procedure · Different Methods of Food Purchasing · Methods of Purchasing in Hotels · Purchase Order Forms · Ordering Cost · Carrying Cost 	03
4	RECEIVING CONTROL <ul style="list-style-type: none"> · Aims of Receiving · Job Description of Receiving Clerk/Personnel · Equipment Required for Receiving · Documents by the Supplier (including format) · Delivery Notes · Bills/Invoices · Credits Notes · Statements · Records Maintained in the Receiving Department · Goods Received Book · Daily Receiving Report 	03

	<ul style="list-style-type: none"> · Meat Tags · Receiving Procedure, Blind Receiving · Assessing the Performance and Efficiency of Receiving Department · Potential frauds in Receiving · Hygiene in receiving areas and it's relative importance 	
5	<p>STORING & ISSUING CONTROL</p> <ul style="list-style-type: none"> · Storing Control · Aims of Store Control · Job Description of Food Store Room Clerk/Personnel · Storing Control · Conditions of Facilities and Equipment · Arrangements of Food · Location of Storage Facilities · Security · Stock Control · Two Types of Foods Received - Direct Stores (Perishables/Non-Perishables) · Stock Records Maintained Bin Cards (Stock Record Cards/Books) · Issuing Control · Requisitions · Transfer Notes · Perpetual Inventory Method · Monthly Inventory/Stock Taking · Pricing of Commodities · Stock Taking and Comparison of Actual Physical Inventory and Book Value · Stock Levels · Practical Problems 	03
6	<p>PRODUCTION CONTROL</p> <ul style="list-style-type: none"> · Aims and Objectives · Forecasting · Fixing of Standards <ul style="list-style-type: none"> ○ -Definition of Standards (Quality and Quantity) ○ -Standard Recipe (Definition, Objectives and Various Tests) ○ -Standard Portion Size (Definition, Objectives and Equipment used) ○ -Standard Portion Cost (Objectives and Cost Cards) · Computation of Staff Meals 	03
7	<p>INVENTORY CONTROL</p> <ul style="list-style-type: none"> · Importance · Objective 	03

	<ul style="list-style-type: none"> · Method · Levels and Technique · Perpetual Inventory · Monthly Inventory · Pricing of Commodities · Comparison of Physical and Perpetual Inventory 	
8	BEVERAGE CONTROL <ul style="list-style-type: none"> · Purchasing Receiving · Storing · Issuing · Production Control · Standard Recipe · Standard Portion Size · Bar Frauds · Books Maintained · Beverage Control 	03
9	SALES CONTROL <ul style="list-style-type: none"> · Procedure of Cash Control · Machine System · ECR · NCR · Preset Machines · POS · Reports · Thefts · Cash Handling 	02
10	BUDGETARY CONTROL <ul style="list-style-type: none"> · Define Budget · Define Budgetary Control · Objectives · Frame Work Key Factors · Types of Budget · Budgetary Control 	03
11	VARIANCE ANALYSIS <ul style="list-style-type: none"> · Standard Cost 	03

	<ul style="list-style-type: none"> • Standard Costing • Cost Variances • Material Variances • Labor Variances • Overhead Variance • Fixed Overhead Variance • Sales Variance • Profit Variance 	04
12	BREAKEVEN ANALYSIS <ul style="list-style-type: none"> • Breakeven Chart • P V Ratio • Contribution • Marginal Cost • Graphs 	02
13	MENU MERCHANDISING <ul style="list-style-type: none"> • Menu Control • Menu Structure • Planning • Pricing of Menus • Types of Menus • Menu as Marketing Tool • Layout • Constrains of Menu Planning 	02
14	MENU ENGINEERING <ul style="list-style-type: none"> • Definition and Objectives • Methods • Advantages 	02
15	MIS <ul style="list-style-type: none"> • Reports • Calculation of Actual Cost • Daily Food Cost • Monthly Food Cost • Statistical Revenue Reports • Cumulative and Non- Cumulative 	02
	Total	40



BBA (HM) 406- FOOD & BEVERAGE CONTROL (PRACTICAL)

HOURS ALLOTTED: 60

MAXIMUM MARKS: 100

Content

1	Understanding of standard purchase specifications – receiving schedules vide use of SPS sheets	12
2	Understanding of standard yield cards with practical examples by faculty chef	12
3	Practicing via demo of yields for lamb, chicken, fish, rice, vegetables, sauces (basic), rotis and parathas, bread rolls, fruits (minimum 50 high use items)	12
4	Making of standard yield cards for above items	12
5	Pricing of standard menu items via use of standard yield cards	12
	Total	60

BBA. (HM) 407 HOSPITALITY MARKETING
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Content	Hours
1	INTRODUCTION TO MARKETING <ul style="list-style-type: none"> • Definition of Marketing, Core concept of Marketing, Philosophies of Marketing • Definition, Difference between goods and Services • Characteristics of Services • 7 P's of Service Marketing • Consumer Behaviour- Definition, factors affecting consumer Behaviour (only) • Market Segmentation – Basis for segmentation 	12
2	SALES MANAGEMENT: <ul style="list-style-type: none"> • Definition and meaning, Objectives, Sales Research, • Sales Forecasting, Sales Forecasting methods, • Sales Planning and control: Goal setting, Performance measurement, diagnosis and corrective actions. 	12
3	SALES ORGANIZATION: <ul style="list-style-type: none"> • Need for Sales Organizations, their structure, Sales Managers Functions and responsibilities, • Planning for major customers and sales Budget, Specific Characteristics of a successful salesman. 	12
4	DEVELOPING THE SALES FORCE FOR CUSTOMERS AND CONSUMER PRODUCTS: <ul style="list-style-type: none"> • Recruiting, Selection and Training of Sales force. Motivating the Sales Team: Motivation Programs - Sales Meetings, Sales Contests. 	12
5	SALES COMPENSATION: <ul style="list-style-type: none"> • Monetary compensation, incentive programs as motivators, Non-Monetary compensation - fine tuning of compensation package, Supervising, Evaluating Sales Force Performance and Controlling Sales activities (Sales Records and Reporting Systems), Improving Sales Productivity. 	12
	Total	60

	<p>E. Uses of Merlingues</p> <p>IV. BREAD MAKING A. Role of ingredients in bread Making B. Bread Faults C. Bread Improvers</p> <p>V. CHOCOLATE A. History B. Sources C. Manufacture & Processing of Chocolate D. Types of chocolate E. Tempering of chocolate F. Cocoa butter, white chocolate and its applications</p>	03 03
3	<p>PRODUCTION MANAGEMENT A. Kitchen Organisation B. Allocation of Work - Job Description, Duty Rosters C. Production Planning D. Production Scheduling E. Production Quality & Quantity Control F. Forecasting & Budgeting G. Yield Management</p>	04
4	<p>PRODUCT & RESEARCH DEVELOPMENT A. Testing new equipment, B. Developing new recipes C. Food Trails D. Organoleptic & Sensory Evaluation</p>	03
5	<p>FRENCH</p> <ul style="list-style-type: none"> • Culinary French • Classical recipes (recettesclassique) • Historical Background of Classical Garnishes • Offals/Game • Larder terminology and vocabulary <p>Note: Should be taught along with the relevant topics</p>	03
Total		40

	<p>E. Uses of Meringues</p> <p>IV. BREAD MAKING</p> <p>A. Role of ingredients in bread Making</p> <p>B. Bread Faults</p> <p>C. Bread Improvers</p> <p>V. CHOCOLATE</p> <p>A. History</p> <p>B. Sources</p> <p>C. Manufacture & Processing of Chocolate</p> <p>D. Types of chocolate</p> <p>E. Tempering of chocolate</p> <p>F. Cocoa butter, white chocolate and its applications</p>	03 03
3	<p>PRODUCTION MANAGEMENT</p> <p>A. Kitchen Organisation</p> <p>B. Allocation of Work - Job Description, Duty Rosters</p> <p>C. Production Planning</p> <p>D. Production Scheduling</p> <p>E. Production Quality & Quantity Control</p> <p>F. Forecasting & Budgeting</p> <p>G. Yield Management</p>	04
4	<p>PRODUCT & RESEARCH DEVELOPMENT</p> <p>A. Testing new equipment,</p> <p>B. Developing new recipes</p> <p>C. Food Trails</p> <p>D. Organoleptic & Sensory Evaluation</p>	03
5	<p>FRENCH</p> <ul style="list-style-type: none"> • Culinary French • Classical recipes (recettesclassique) • Historical Background of Classical Garnishes • Offals/Game • Larder terminology and vocabulary <p>Note: Should be taught along with the relevant topics</p>	03
Total		40

BBA (HM) 501 – ADVANCE FOOD PRODUCTION OPERATIONS – II (PRACTICAL)

PART – 'A'- COOKERY

HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S. NO.	Topic	Hours
1	MENU 01 <ul style="list-style-type: none"> • Prawn Ball Soup • Fried Wantons • Sweet & Sour Pork • Hakka Noodles 	02
2	MENU 02 <ul style="list-style-type: none"> • Hot & Sour soup • Beans Schezwan • Stir Fried Chicken & Peppers • Chinese Fried Rice 	02
3	MENU 03 <ul style="list-style-type: none"> • Sweet Corn Soup • Shao Mai • Tung-Po Mutton • Yangchow Fried Rice 	02
4	MENU 04 <ul style="list-style-type: none"> • Wonton Soup • Spring Rolls • Stir Fried Beef & Celery • Chow Mein • 	02
5	MENU 05 <ul style="list-style-type: none"> • Prawns in Garlic Sauce • Fish Szechwan • Hot & Sour Cabbage • Steamed Noodles 	02
06	<p style="text-align: center;">INTERNATIONAL SPAIN</p> MENU 06 <ul style="list-style-type: none"> • Gazpacho • Pollo En Pepitoria • Paella • Fritata De Patata • Pastel De Mazaana 	02
07	<p style="text-align: center;">ITALY</p> MENU 07 <ul style="list-style-type: none"> • Minestrone • Ravioli Arabeata 	02

	<ul style="list-style-type: none"> • FettocineCarbonara • PolloAlla Cacciatore • MedanzaneParmigiane 	
08	<p style="text-align: right;">GERMANY</p> <p>MENU 08</p> <ul style="list-style-type: none"> • Linsensuppe • Sauerbaaten • Spatzale • German Potato Salad 	02
09	<p style="text-align: right;">U.K.</p> <p>MENU 09</p> <ul style="list-style-type: none"> • Scotch Broth • Roast Beef • Yorkshire Pudding • Glazed Carrots & Turnips • Roast Potato 	02
10	<p style="text-align: right;">GREECE</p> <p>MENU 10</p> <ul style="list-style-type: none"> • SoupeAvogolemeno • Moussaka A La Greque • Dolmas • Tzaziki 	02
11	<p>DEMONSTRATION OF:</p> <ul style="list-style-type: none"> • Charcuterie Galantines • Pate • Terrines • Mousselines • New Plating Techniques 	10
Total		30

BBA: (HM) 501 – ADVANCE FOOD PRODUCTION OPERATIONS – II (PRACTICAL)

PART – 'B'- BAKERY

HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S. NO.	Topic	Hours
01	Grissini Tiramisu	02
02	Pumpernickel Apple strudel	02
03	Yorkshire curd tart Crusty bread	02
04	Baklava Harlequin bread	02
05	Baguette Crepe Normandy	02
06	Croissants Black forest cake	02
07	Pizza base Honey praline parfait	02
08	Danish pastry Cheese cake	02
09	Soup rolls Chocolate truffle cake	02
10	Ginger bread Blancmange	02
11	Lavash Chocolate parfait	02
12	Cinnamon and raisin rolls Soufflé chaud vanilla	02
13	Fruit bread Plum pudding	02
14	Demonstration of: <ul style="list-style-type: none"> • Meringues • Icings and toppings 	02
15	Demonstration of: <ul style="list-style-type: none"> • Wedding cake and ornamental cake 	02
Total		30

BBA (HM)502 - ADVANCE FOOD & BEVERAGE OPERATIONS – II (THEORY)

HOURS ALLOTTED: 40

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	FOOD & BEVERAGE STAFF ORGANISATION A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roster	08	25%
02	MANAGING FOOD & BEVERAGE OUTLET A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure	06	25%
03	BAR OPERATIONS A. Types of Bar • Cocktail • Dispense B. Area of Bar C. Front Bar D. Back Bar E. Under Bar (Speed Rack, Garnish Container, Ice well etc.) F. Bar Stock G. Bar Control H. Bar Staffing I. Opening and closing duties	06	25%
08	COCKTAILS & MIXED DRINKS A. Definition and History B. Classification C. Recipe, Preparation and Service of Popular Cocktails - Martini – Dry & Sweet - Manhattan – Dry & Sweet - Dubonnet - Roy-Roy - Bronx - White Lady - Pink Lady - Side Car - Bacardi - Alexandra - John Collins - Tom Collins - Gin FIZZ - Pimm's Cup – no. 1,2,3,4,5 - Flips - Noggs - Champagne Cocktail	20	25%

- Between the Sheets
- Daiquiri
- Bloody Mary
- Screw Driver
- Tequilla Sunrise
- Gin-Sling
- Planters Punch
- Singapore Sling
- Pinacolada
- Rusty Nail
- B&B
- Black Russian
- Margarita
- Gimlet – Dry & Sweet
- Cuba Libre
- Whisky Sour
- Blue Lagoon
- Harvey Wall Banger
- Bombay Cocktail

TOTAL

40 100%

BBA (HM)502 - ADVANCE FOOD & BEVERAGE OPERATIONS - II (PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	F&B Staff Organization Class room Exercise (Case Study method) <ul style="list-style-type: none"> • <input type="checkbox"/> Developing Organization Structure of various Food & Beverage Outlets • <input type="checkbox"/> Determination of Staff requirements in all categories <ul style="list-style-type: none"> • Making Duty Roster • <input type="checkbox"/> Preparing Job Description & Specification 	20
02	Supervisory Skills <ul style="list-style-type: none"> • <input type="checkbox"/> Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events • <input type="checkbox"/> Drafting Standard Operating Systems (SOPs) for various F & B Outlets • <input type="checkbox"/> Supervising Food & Beverage operations <ul style="list-style-type: none"> • Preparing Restaurant Log 	20
03	Bar Operations <ul style="list-style-type: none"> • <input type="checkbox"/> Designing & Setting the bar • <input type="checkbox"/> Preparation & Service of Cocktail & Mixed Drinks 	20
TOTAL		60

BBA (HM) -503 FRONT OFFICE MANAGEMENT-V (THEORY)

HOURS ALLOTTED: 40 MAXIMUM MARKS: 100



S.NO.	Topic	Hours
01	YIELD MANAGEMENT A. Concept and Importance B. Applicability to Rooms Division C. Capacity Management D. Discount Allocation E. Duration Control F. Measurement Yield G. Potential High and Low Demand Tactics	14
02	YIELD MANAGEMENT SOFTWARE /TEAM	3
03	TIMESHARE & VACATION OWNERSHIP A. Defination and types of timeshare options B. Difficulties faced in marketing timeshare Business C. Advantage and Disadvantage Timeshare Business D. Exchange Companies –Resort condominium international ,Interval international E. How to Improve the Timeshare /Referral/Condominium concept in India	10
04	BASIC FRENCH WORDS AND CONSERVATION	06
05	FRENCH A. Conservation With Guests <ul style="list-style-type: none"> • Providing Information to Guest About the hotel,city,sight seeing,car rentals,,Airlines,TA, • Departure (Cashier ,Bills Section and Bell Desk) 	07
TOTAL		40

BBA (HM) -503 FRONT OFFICE MANAGEMENT-Vth (PRACTICAL)

HOURS ALLOTTED-60 MAXIMUM MARKS -100



01	How to process part settlements
02	How to tally allowance for the day at night
03	How to tally paid outs for the day at night
04	How to tally forex for the day at night
05	How to pre-register a guest
06	How to handle extension of guest stay
07	Handle deposit and check ins with voucher
08	How to post payment
09	How to print checked out guest folio
10	Check out using foreign currency
11	Handle settlement of city ledger balance
12	Handle payment for room only to Travel Agents
13	Handle of banquet event deposits
14	How to prepare for sudden system shutdown
15	How to checkout standing batch totals
16	How to do a credit check report
17	How to process late charges on third party
18	How to process late charges to credit card
19	How to check out during system shut down
20	Handling part settlements for long staying guest
21	How to handle paymaster folios
22	How to handle bills on hold
	TOTAL HOURS 60

BBA . (HM) -504 ACCOMODATION MANAGEMENT-V (THEORY)

HOURS ALLOTED: 40 MAXIMUM MARKS: 100



S.NO.	Topic	Hours
01	WASTE MANAGEMENT A. 3R of Waste Management B. Garbage Segregation C. Disposal D. Compositing E. Energy Generation	08
02	INTERIOR DECORATION A. Elements of Design B. Coulour and its role in décor-Types of coulour schemes C. Window and window Treatments D. Lighting and Lighting Fixtures E. Floor Finishes F. Carpets G. Furniture and Fittings H. Accessories	15
03	LAYOUT OF GUEST ROOMS A. Sizes of room, Sizes of furniture, Furniture Arrangement B. Principals of Designs C. Refurbishing and Redecoration	06
04	NEW PROPERTY COUNTDOWN	05
05	ECO FRIENDLY PRACTICES A. Housekeeping Role in a green property B. Guest Supplies C. System of certifying Ecotal	06
TOTAL		40

BBA . (HM) -504 ACCOMODATION MANAGEMENT-Vth(PRACTICAL)

HOURS ALLOTTED: 60 MAXIMUM MARKS: 100



S.NO	TOPICS	HOURS
1	STANDARD OPERATING PROCEDURE A. Skill Oriented Task (cleaning and polishing glass ,brass)	04
2	FIRST AID A. First aid kit B. Dealing With Emergency Situations C. Maintaining Records	05
3	FIRE SAFETY AND FIRE FIGHTING A. Safety Measures B. Fire Drill	05
4	SPECIAL DECORATION A. Indenting B. Costing C. Planing With lime Split D. Executing	06
5	LAYOUT OF GUEST ROOM A. To The Scale B. Earmark Pillars C. Specification of Coulours,Furniture,Fixture,Soft Furnishing and Accessories	12
6	SOFTWARE USED IN HOUSEKEEPING DEPARTMENT	08
7	PURCHASE REQUISITION MAKING PROCEDURE AND FORMATS	06
8	MAINTAINING OF CHEMICAL PANTRY AND USE OF FIRE EXIT AREA	05
9	TYPES OF TRAINING IN HOUSEKEEPING AND REPORTING MAINTENANCE AND FOLLOW UPS	06
10	DEEP CLEANING PROCEDURE OF WC	03
TOTAL		60

	<ul style="list-style-type: none"> • F and B • Housekeeping • Laundry and Sanitation • Guestrooms <p>Fuels</p> <ul style="list-style-type: none"> • Definition and Classification of fuel • Properties of fuel • Selection of fuel – • Types of fuel • Solid fuels • Liquid fuels • Gaseous fuels 	
4	<p>Heating, ventilation, refrigeration and air conditioning</p> <ul style="list-style-type: none"> • Heating system • Heat insulation • Types of ventilation • Definitions –heat, temp, specific heat, sensible heat, latent heat, relative humidity, dry bulb temp, wet bulb temp, tons of refrigeration • Refrigerant-types, properties of good refrigerants • Refrigeration cycles • Factors affecting human comfort • Types of ac systems-unitary and centralized • Window AC • Walk in freezer and cold storage 	06
5	<p>Designing of facilities</p> <ul style="list-style-type: none"> • Designing of building and civil infrastructure – Roof, Exterior Walls, Elevator, Shafts and Landscaping • Designing of parking areas – Standard Parking Space allotment, Layout considerations • Designing of Lodging Facilities – Designing of Guest Room, Suites, Lobbies, Recreational facilities • Designing of Food and Beverage area – Concept of Designing Food and Beverage Production and Service Areas 	06
Total		40



Course Content:

Unit I	Aspects of English Grammar: Tenses, Error detection, synonyms, antonyms, homonyms, acronyms. Homophones. vocabulary building, one word substitution
Unit II	English Usage common problems with verbs, adjectives, adverbs, pronouns, conjunctions, Punctuation, Prefix, suffix, Sentence correction, sentence completion, transformation of sentences
Unit III	Functional English Active and passive voice, Direct and indirect speech, Narration of an incident, story
Unit IV	Writing skills : Application (types, form and content of an application), Academic essay writing, and passage completion by filling in the suitable words/s
Unit V	Report writing: Report writing (types of report, formal and informal report, drafting of a report, layout of a report, short report and essential requirement of a good report)

Suggested Readings:

1. Rajinder Pal and Prem Lata. English Grammar and Composition, Sultan Chand Publication
2. Vibrant English. Hyderabad: Orient Blackswan, 2013
3. Leech, Geoffrey and Jan Svartvik. A Communicative Grammar of English. New Delhi: Pearson, 2009.



S NO.	Topic	Hours
1	Maintenance Department <ul style="list-style-type: none"> • Importance of maintenance dept. in hotel industry • Organization of maintenance dept. in 3/4/5 Star Hotel. • Duties and responsibilities of engineering dept • Types of maintenance <ul style="list-style-type: none"> - Preventive maintenance - Breakdown maintenance - Predictive maintenance - Contract maintenance 	03
	Water , Sanitation and Waste treatment <ul style="list-style-type: none"> • Water purification methods • Methods of water softening(Ion exchange, Zeolite process) • Cold and hot water distribution system • Various plumbing fixtures • Types of sanitary traps and their applications • Types of water closets and flushing • Classification of solid waste • Garbage collection and disposal system • Swimming pool maintenance 	04
2	Electrical Systems <ul style="list-style-type: none"> • AC and DC system. • Single and three phase system • Types of Electrical safety devices • Fuses • Earthing • Circuit breakers • Methods of lightning • Calculation of electricity bill 	04
	Safety and Security systems in hotel <ul style="list-style-type: none"> • Classification of fire, symbols • Methods and types of fire extinguishers • Fire detector (heat and smoke) • Various security system for hotel • Guest security. • Window and door • Valuables • Parking 	05
3	Energy Management <ul style="list-style-type: none"> • Importance of energy conservation • Use of solar energy for various activities • Energy conservation program for • Front office • Kitchen 	06

	<ul style="list-style-type: none"> • Housekeeping • Laundry and Sanitation • Guestrooms <p>Fuels</p> <ul style="list-style-type: none"> • Definition and Classification of fuel • Properties of fuel • Selection of fuel – • Types of fuel • Solid fuels • Liquid fuels • Gaseous fuels 	
4	<p>Heating, ventilation, refrigeration and air conditioning</p> <ul style="list-style-type: none"> • Heating system • Heat insulation • Types of ventilation • Definitions –heat, temp, specific heat, sensible heat, latent heat, relative humidity, dry bulb temp, wet bulb temp, tons of refrigeration • Refrigerant-types, properties of good refrigerants • Refrigeration cycles • Factors affecting human comfort • Types of ac systems-unitary and centralized • Window AC • Walk in freezer and cold storage 	06
5	<p>Designing of facilities</p> <ul style="list-style-type: none"> • Designing of building and civil infrastructure – Roof, Exterior Walls, Elevator, Shafts and Landscaping • Designing of parking areas – Standard Parking Space allotment, Layout considerations • Designing of Lodging Facilities – Designing of Guest Room, Suites, Lobbies, Recreational facilities • Designing of Food and Beverage area – Concept of Designing Food and Beverage Production and Service Areas 	06
Total		40

SEMESTER – 6st



MINIMUM CONTACT HOURS & MARKS SCHEME FOR EACH SUBJECT

No.	Subject code	Subject	Contact Hours per Semester		
			Th.	Tut.	Pr.
1	BBA (HM)601	Industrial Training (16 Weeks) IT Certificate with presentation and Log Book	-	-	-
TOTAL:-					
GRAND TOTAL					
No.	Subject Code	Subject	Term Marks*		
			Th.	Pr.	
1	BBA (HM)601	Industrial Training (16 Weeks) IT Certificate with presentation and Log Book	-	200	
TOTAL:-				200	
GRAND TOTAL				200	