



Mysore Road, Jnana Bharathi, Bengaluru, Karnataka 560056

DEPARTMENT OF COMMERCE



BHM
BACHELOR
OF
HOTEL MANAGEMENT

4 – YEAR (EIGHT SEMESTERS)
UNDERGRADUATE PROGRAMME
(AICTE APPROVED)
FROM
ACADEMIC YEAR 2024 – 2025 ONWARDS
UNDER
STATE EDUCATION POLICY


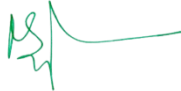





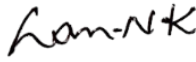


Prof. Dr. R. SARVAMANGALA

Dean and Chairperson
Department of Commerce
Jnanabharathi Campus,
Bangalore – 560 056.

Proceedings of BOS Meeting

Proceedings of the BOS meeting for UG-B.com (Regular), B.com (Insurance and Actuarial Science), B.com (LSCM), B.com (TTM), BBA (General), BBA (Aviation Management), BA (Tourism), BHM, B.com (Retail operation -AEP) B.com (Logistics operation-AEP), B.com (Banking Financial Service and Insurance -AEP) and B.com (Business Analytics) programmes as per the SEP structure and online B.com for the Academic Year 2024-25 held on 2nd, 4th, 5th, 6th, 8th, 10th, 11th, 12th, 15th, 16th, 18th, and 19th July 2024 in the Department of commerce Jnana Bharathi campus, Bengaluru University, Bengaluru-560056. The board has reviewed and approved the course matrix for 1st Semester to 6th Semester and syllabus for 1st and 2nd semesters of the above-mentioned programmes. The board authorized the Chairman to make the necessary changes.

BOARD OF STUDIES

Sl. No	Name & Address	Photo	Designation	Signature
01	Dr. R. Sarvamangala Chairperson & Dean, Department of Commerce, Jananabharathi Campus Bangalore University, Bengaluru-560056		Chairperson	
02	Dr. Gurumuthy K H Principal, Department of Commerce, Government First Grade College, Kuduru, Magadi-561101		Member	
03	Dr. Mohammed Farooq Pasha Associate Professor, Department of Commerce, Government First Grade College, Kengeri, Bengaluru-560060		Member	
04	Dr. Ganesh N K Associate Professor, Department of Commerce, Government First Grade College, Ramanagara- 562159		Member	
05	Dr. Ambarish R Principal, Dharmasagara First Grade College, Dommasandra, Anekal Taluk, Bengaluru- 562125		Member	

06	Dr. Tabreez Pasha Principal & Director, DON BOSCO Institute of Management Studies and Computer Applications, Kumbalagodu, Mysore Road, Bengaluru-560074		Member	
07	Prof. Shankaracharya Principal, Department of Commerce, VEIT College, Jayanagara, Bengaluru-560011		Member	
08	Dr. Balaji N P Associate Professor, Department of Commerce, Government First Grade College, Bidadi, Ramanagara Dist-562109		Member	
09	Dr. K. Sivamurugan Associate Professor, Department of Commerce, ST Claret College, Jalahalli, Bengaluru-560013		Member	
10	Prof. Ravikiran T N Principal, Transcend Degree College Yelachenahalli, Kumaraswamy Layout, Bengaluru, Karnataka 560078		Member	
1	Dr. Indrajit Chaudhury Dean- School of Hospitality and Tourism AIMS Institutions Peenya, Bangalore-560058		Co-opted Member	
12	Chef Eabin Mathew BGS INSTITUTE OF HOTEL MANAGEMENT Bgs Knowledge City, K, Nithyananda Nagara, Kengeri, Kumbalagodu, Bengaluru-560074		Co-opted Member	

REGULATIONS PERTAINING TO BACHELOR OF HOTEL MANAGEMENT,

4 YEAR, 8 SEMESTERS

(AICTE APPROVED)

UNDER STATE EDUCATION POLICY

ACADEMIC YEAR 2024 – 2025 ONWARDS

As per the Government Order No. ED 166 UNE 2023, Bangalore, dated 08.05.2024, all Universities in Karnataka, are required to revise the curriculum of Degree Programs as per the guidelines of the Karnataka State Higher Education Council and State Education Planning Commission, constituted by the government, from the academic year 2024-2025. In furtherance of the said Government order, the Program Structure prepared by the BOS will be applicable to students admitted to BHM Program, offered by Bengaluru University affiliated colleges. Therefore, this regulation will be applicable to all students seeking admission for BHM Programme from the academic year 2024-25. The Board of Studies resolved to provide the regulation for BHM Undergraduate Program along with Framework and Syllabus for the various Core Courses and Specific Elective Courses for each semester.

1. PROGRAM EDUCATIONAL OBJECTIVES:

The program objectives of the 4 – Year Bachelors Program in Hotel Management encompasses the following broad range of goals designed to prepare students for successful careers in the Hospitality, Tourism and Service Industry.

- ▶ **Comprehensive Industry Knowledge** - To address the Operational and Managerial needs of the Hospitality and Tourism Industries and provide students with a thorough understanding of the hospitality industry, including its structure, functions, and current trends.
- ▶ **Operational Skills Development:** Equip students with practical skills in key operational areas such as Food and Beverage Management, Front Office Operations, Housekeeping, and Accommodation Management.
- ▶ **Management and Leadership** - Develop students' managerial and leadership abilities, focusing on areas such as Human Resources, Financial Management, Marketing, and Strategic Planning.
- ▶ **Communication Skills:** Enhance students' communication skills, both written and verbal, essential for effective interaction with guests, staff, and stakeholders.
- ▶ **Problem-Solving and Critical Thinking:** Foster critical thinking and problem-solving abilities, enabling students to address challenges and make informed decisions.
- ▶ **Customer Service Excellence:** Instill the importance of exceptional customer service and train students to deliver high-quality guest experiences.
- ▶ **Technological Proficiency:** Introduce students to the latest technology, automation and software used in the hospitality industry, preparing them to leverage these tools effectively
- ▶ **Professionalism and Ethics:** Instill a high sense of professionalism and ethical behavior, ensuring students uphold the highest standards in their careers.
- ▶ **Industry Engagement:** Provide opportunities for students to engage with industry professionals through internships, guest lectures, and networking events.
- ▶ **Sustainable Practices:** Emphasize the importance of sustainability and responsible business practices within the Hospitality, Tourism and Service Sectors.
- ▶ **Cultural Competence:** Promote cultural awareness and sensitivity, preparing students to work in a diverse and global Hospitality, Tourism and Service Industry.

2. ELIGIBILITY:

Students who have passed the two – year Pre-University (Class XII or 10 + 2) Course of Karnataka State or equivalent thereto are eligible to seek admission to the BHM Degree Program.

3. DURATION OF THE PROGRAM:

The course of study for the BHM degree shall extend over a period of four academic years, each

academic year comprising two semesters, and excluding the duration of the examinations, each semester comprising sixteen weeks of class work. **The candidate shall complete the BHM Degree Program within eight years from the date of admission to the First Semester of the Program.**

4. INDUSTRIAL EXPOSURE TRAINING AND SPECIALIZATION TRAINING

The Program being professional, the students are required to undergo Industrial Exposure Training in the 5th Semester of the BHM Program. This Training is to introduce the students to the operational aspects of all the four Core Areas and other Ancillary Areas of a 5 Star hotel. The duration of the Training is 20 weeks.

In the 8th Semester the students will be exposed to a Specialization Training Exposure to help the students understand thoroughly the operations of the area in which a he/she wishes to specialize and develop skills and ability to apply concepts, tools and techniques to take up a career in the chosen area.

5. MEDIUM OF INSTRUCTION:

The medium of Instruction and Examination of BHM Program shall be in English only.

6. SUBJECTS OF STUDY:

A candidate for the BHM Program shall seek to study the Courses stated in the Course Matrix.

7. ATTENDANCE:

- For calculating attendance, each semester shall be taken as a unit
- A student shall be considered to have satisfied the requirements of attendance for the Semester, if he/she has attended in aggregate 75% of the number of working hours in each of the Courses.
- A student who fails to complete the Courses in the manner stated above shall not be permitted to take the End-Semester University Examinations.

8. TEACHING AND EVALUATION

8.1 To teach BHM Program a Candidate with BHM/BSc.HM/BHMCT with Masters in Hotel Management (MHM), MBA (HM), MSc in Hotel Management are only eligible to teach and to evaluate the Hotel Management (Core and Allied) subjects (except languages & compulsory subjects). Languages, Constitution of India, Environmental Studies (EVS) Courses shall be taught by the teachers as recognized by the respective Board of Studies.

8.2 All Hotel Management Core and Ancillary Courses, Hospitality Communication, Hospitality Etiquettes, and Hotel Management Software Courses shall be taught by Hotel Management Faculty as mentioned above.

8.3. Commerce and Management Subjects/Papers should be taught by M.Com/MBA/MMS Degree Holders as approved the BoS of Commerce and Management Board only.

9. SCHEME OF EXAMINATION:

There shall be a University Examination at the end of each Semester. The Maximum Marks for the University End Semester Examination in each Theory Paper shall be 80. Practical Exams carry a Maximum Marks of 50. Internal Marks shall be awarded as per the course matrix of BHM, approved by Bangalore University.

(a) Criteria for awarding Internal Marks:

SL. NO.	CRITERIA	WEIGHTAGE
1	CLASS TESTS	10 MARKS
2	ASSIGNMENTS/ REPORTS	10 MARKS

10. APPEARANCE FOR THE EXAMINATION:

- A candidate shall apply for all the papers in each Semester Examination when he/she appears for the first time. A candidate shall be considered to have appeared for the End-Semester

Examination only if he/she has submitted the prescribed application for the Examination along with the required fees to the University with a minimum of 75% attendance in each subject.

- b. A candidate who is permitted to seek admission to the BHM Degree Program on transfer from any other University should study and pass the subjects which are prescribed by Bangalore University. Such candidates shall **not** however be eligible for the award of overall ranks.

11. MINIMUM FOR A PASS:

Candidates who have obtained at least 35% of marks each in the Theory and Practical Examination and an aggregate of 40% Marks in the Semester shall be eligible for a pass. Practical Exams are out of 50 and passing marks is 20. For the Project and Electives 40% of marks to be scored in each category mentioned in the Course Matrix (Project Report, Internal, Viva, Logbook etc.)

12. CLASSIFICATION OF SUCCESSFUL CANDIDATES:

- i. The results of individual Semesters of BHM Degree Examination shall be declared and classified separately as follows:
- First Class Distinction:** Those who obtain 85% and above of the total marks
 - First Class:** Those who obtain 60% and above of the total marks
 - Second Class:** Those who obtain 50% and above but less than 60% of the total marks.
 - Pass Class:** Rest of the successful candidates who secure 40% and above but less than 50% of the total marks.
- ii. Class and Ranks shall be declared based on the aggregate marks obtained by the candidate in all the subjects of the first to eight semesters of BHM Degree Program. **However, only those candidates who have passed each Semester Examination in the first attempt shall be eligible for the award of ranks.** The first **10 ranks** only shall be notified by the University.

13. MEDALS AND PRIZES:

No candidates passing an external examination shall be eligible for any scholarship, fellowship, medal, prize or any other reward.

14. CONDITIONS TO KEEP TERMS:

- A candidate is allowed to keep Terms and qualify for promotion to higher Semesters.
- Such candidates who have failed /remained absent for one or more papers, henceforth called as "**Repeaters**", shall appear for Exams in such papers during the successive Examinations.
- Examination for Odd/Even semester shall be conducted respectively at the end of Odd/Even Semester (Odd with Odd & Even with Even)
- The candidate shall take the Examination as per the Syllabus offered to him/her at the time of joining the Program.
- A candidate who is declared to have passed in Theory paper but failed in Practicum or vice versa should re-appear either Theory or Practical which ever he/she has failed.

15. PATTERN OF QUESTION PAPER:

Each Theory Question Paper shall be for three hours duration for each Examination. The question paper shall consist of three sections - to test the Conceptual Skills, Analytical Skills, Comprehension Skills, and Articulation. The question paper will be as per the following model (Except for Languages).

- Section A (Conceptual Knowledge) – 7 x 2 = 14 marks
Answer any Seven of Ten
Q. 1 – a, b, c, d, e, f, g, h, i, j
- Section B (Analytical & Comprehension) – 3 x 8 = 24 marks
Answer any Three of Five
Q. Nos. – 2, 3, 4, 5, 6
- Section C (Articulation & Essay Type) – 3 x 14 = 42 marks
Answer any Three of Five
Q. Nos. – 7, 8, 9, 10,11

BHM – Program Outline: 2024 – 2025 onwards

	1 Year BHM		2 Year BHM		3 Year BHM		4 Year BHM		Total
	Semester								
	1	2	3	4	5	6	7	8	
Total Marks	850	850	850	850	800	700	800	800	6500
Total Credits	26	26	26	26	20	21	22	24	191
Yearly Credits	52		52		41		46		191
Eligibility Criteria									
Eligibility for Promotion	1st to 2nd Year BHM		2nd to 3rd Year BHM		3rd to 4th Year				
Minimum Credits	26		60		90				

ANNEXURE - 1
BANGALORE UNIVERSITY BHM DEGREE (SEP) COURSE MATRIX
BHM SEP-2024-25

BHM SEMESTER – I

Sl. No.	Course Code	Course Name	L	T	P	C	Duration of Exam (Hrs)	Internal	External	
		Theory						Max Marks	Max Marks	Total Marks
1		Language - I	4	0	0	3	3	20	80	100
2		Language - II	4	0	0	3	3	20	80	100
3	BHM121	Food & Beverage Production - I	3	0	0	3	3	20	80	100
4	BHM123	Food & Beverage Service - I	3	0	0	3	3	20	80	100
5	BHM125	Front Office - I	3	0	0	3	3	20	80	100
6	BHM127	Housekeeping - I	3	0	0	3	3	20	80	100
7		Environmental Studies	2	0	0	2	1.5	20	30	50
		Practical								
8	BHM131	Food & Beverage Production Practical- I	0	0	4	2	4	10	40	50
9	BHM133	Food & Beverage Service Practical - I	0	0	4	2	4	10	40	50
10	BHM135	Front Office Practical- I	0	0	2	1	2	10	40	50
11	BHM137	Housekeeping Practical - I	0	0	2	1	2	10	40	50
		Total		0		26		180	670	850

BHM SEMESTER – II

Sl. No.	Course Code	Course Name	L	T	P	C	Duration of Exam (Hrs)	Internal	External	
		Theory						Max Marks	Max Marks	Total Marks
1		Language – I	4	0	0	3	3	20	80	100
2		Language – II	4	0	0	3	3	20	80	100
3	BHM122	Food & Beverage Production – II	3	0	0	3	3	20	80	100
4	BHM124	Food & Beverage Service – II	3	0	0	3	3	20	80	100
5	BHM126	Front Office – II	3	0	0	3	3	20	80	100
6	BHM128	Housekeeping -II	3	0	0	3	3	20	80	100
7		Computer Accounting Prime Tally(CAPT)	2	0	0	2	1.5	20	30	50
		Practical								
8	BHM132	Food & Beverage Production Practical- II	0	0	4	2	4	10	40	50
9	BHM134	Food & Beverage Service Practical- II	0	0	4	2	4	10	40	50
10	BHM136	Front Office Practical – II	0	0	2	1	2	10	40	50
11	BHM138	Housekeeping Practical – II	0	0	2	1	2	10	40	50
		Total		0		26		180	670	850

BHM SEMESTER – III

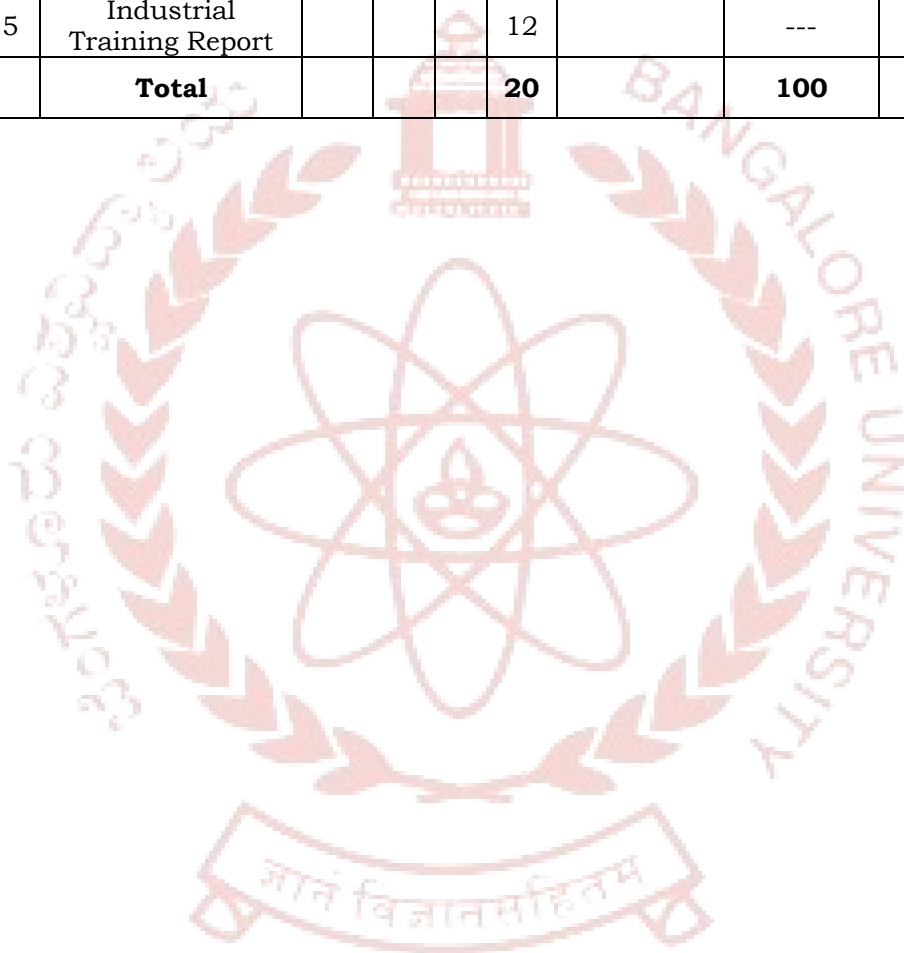
Sl. No.	Course Code	Course Code	L	T	P	C	Duration of Exam (Hrs)	Internal	External	
		Theory						Max Marks	Max Marks	Total Marks
1		Language - I	3	0	0	3	3	20	80	100
2		Language - II	3	0	0	3	3	20	80	100
3	BHM221	Food & Beverage Production – III	3	0	0	3	3	20	80	100
4	BHM223	Food & Beverage Service – III	3	0	0	3	3	20	80	100
5	BHM225	Front Office – III	3	0	0	3	3	20	80	100
6	BHM227	Housekeeping - III	3	0	0	3	3	20	80	100
7	BHM251	Constitution of India /Constitutional Values	2	0	0	2	1.5	20	30	50
		Practical								
8	BHM231	Food & Beverage Production Practical – III	0	0	4	2	4	10	40	50
9	BHM233	Food & Beverage Service Practical – III	0	0	4	2	4	10	40	50
10	BHM235	Front Office Practical – III	0	0	2	1	2	10	40	50
11	BHM237	Housekeeping Practical – III	0	0	2	1	2	10	40	50
		Total	20	0		26		180	670	850

BHM SEMESTER – IV

Sl. No.	Course Code	Course Name	L	T	P	C	Duration of Exam (Hrs)	Internal	External	
		Theory						Max Marks	Max Marks	Total Marks
1		Language – I	3	0	0	3	3	20	80	100
2		Language – II	3	0	0	3	3	20	80	100
3	BHM222	Food & Beverage Production – IV	3	0	0	3	3	20	80	100
4	BHM224	Food & Beverage Service – IV	3	0	0	3	3	20	80	100
5	BHM226	Front Office - IV	3	0	0	3	3	20	80	100
6	BHM228	Housekeeping - IV	3	0	0	3	3	20	80	100
7	BHM251	Hospitality Etiquettes & Communication Skills	2	0	0	2	1.5	20	30	50
		Practical								
8	BHM232	Food & Beverage Production Practical – IV	0	0	4	2	4	10	40	50
9	BHM 234	Food & Beverage Service Practical – IV	0	0	4	2	4	10	40	50
10	BHM236	Front Office Practical – IV	0	0	2	1	2	10	40	50
11	BHM238	Housekeeping Practical - IV	0	0	2	1	2	10	40	50
		Total	20	0		26		180	670	850

BHM SEMESTER – V

Sl. No	Course Code	Course Name	L	T	P	C	Duration of Exam	Internal	External	
1		Industrial Exposure Training (20 Weeks)						Max Marks	Max Marks	Total Marks
	BHM321	Log Book				4		100	---	100
	BHM323	Viva & Presentation				4		---	200	200
	BHM325	Industrial Training Report				12		---	500	500
		Total				20		100	700	800



BHM SEMESTER – VI

Sl. No.	Course Code	Course Name	L	T	P	C	Duration of Exam (Hrs)	Internal	External	
		Theory						Max Marks	Max Marks	Total Marks
1	BHM322	Bakery & Pastry Arts	3	0	0	3	3	20	80	100
2	BHM324	Information Technology in Hotels	3	0	0	3	3	20	80	100
3	BHM326	Rooms Division Management	3	0	0	3	3	20	80	100
4	BHM328	Tourism and Travel Management	3	0	0	3	3	20	80	100
6	BHM330	Hotel Financial Accounting	3	0	0	3	3	20	80	100
		Practical								
7	BHM352	Specialization (Electives) (Any One) 1. Culinary Management 2. Food and Beverage Management 3. Front Office Management 4. Accommodation Management		0	4	2		30	170	200
8	BHM332	Bakery and Pastry Arts Practical	0	0	4	2	4	10	40	50
9	BHM334	Information Technology in Hotels Practical's	0	0	4	2	3	10	40	50
		Total	18	0		21		160	640	800

BHM SEMESTER – VII

Sl. No	Course Code	Course Name	L	T	P	C	Duration of Exam	Internal	External	External	
		Theory						Max Marks	Max Marks (Viva Voce)	Max Marks	Total Marks
1	BHM421	Allied Hospitality Management	3	0	0	3	3	20	---	80	100
2	BHM423	Revenue Management in Hotels	3	0	0	3	3	20	---	80	100
3	BHM425	Research Methodology	3	0	0	3	3	20	---	80	100
4	BHM427	Entrepreneurship Development in Hospitality	3	0	0	3	3	20	---	80	100
5	BHM429	Marketing for Hospitality Services & Products	3	0	0	3	3	20	---	80	100
6	BHM431	Creative Design in Hospitality	3	0	0	3	3	20	---	80	100
7	BHM433	Project Work – Entrepreneurship Development	0	0	8	4		20	30	150	200
		Total	21	0	4	22		140	30	630	800

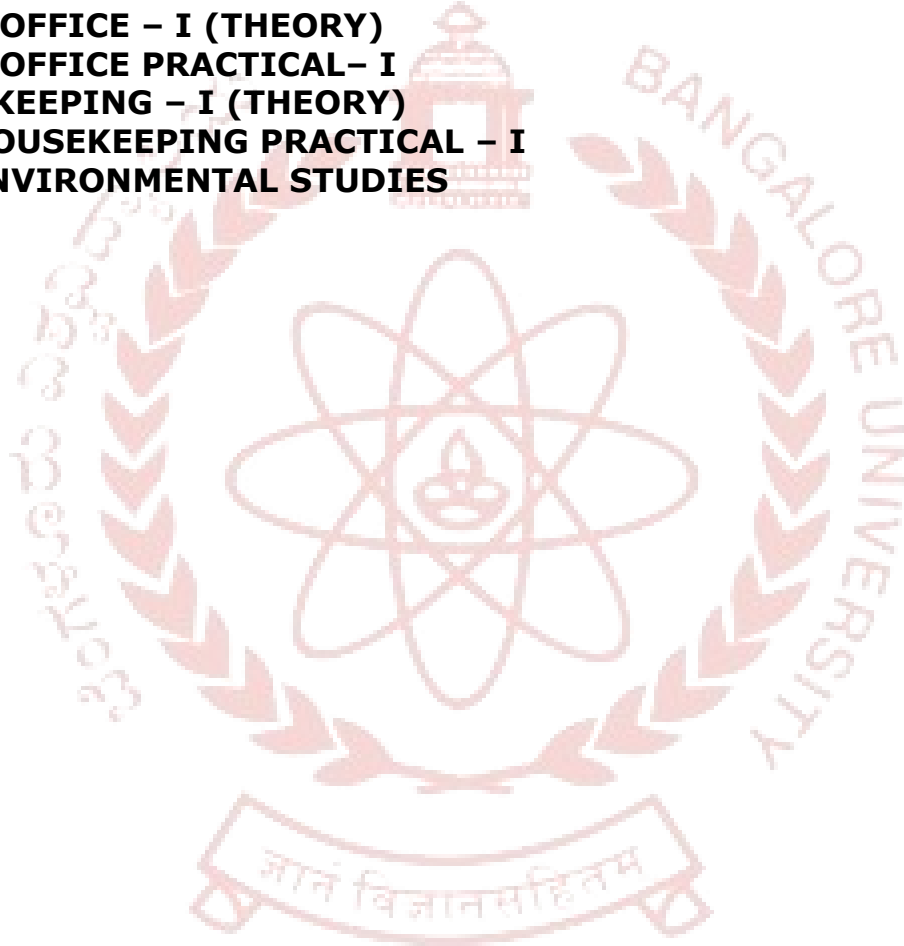
BHM SEMESTER – VIII

Sl. No.		Course Name	L	T	P	C		Internal	Duration of Exam	External	
		Specialization Training (20 weeks)						Max Marks		Max Marks	Total Marks
1	BHM422	Training Report				12		---	---	500	500
	BHM424	Log Book				6		100	---	---	100
	BHM426	Specialization Research Paper				4		100	---	---	100
	BHM428	Viva Voce & Presentation				2		---	---	100	100
		Total				24		200	---	600	800

BHM SEMESTER I

COURSES:

1. LANGUAGE - I
2. LANGUAGE - II
3. FOOD & BEVERAGE PRODUCTION – I (THEORY)
4. FOOD & BEVERAGE PRODUCTION PRACTICAL – I
5. FOOD & BEVERAGE SERVICE – I (THEORY)
6. FOOD & BEVERAGE SERVICE PRACTICAL – I
7. FRONT OFFICE – I (THEORY)
8. FRONT OFFICE PRACTICAL – I
9. HOUSEKEEPING – I (THEORY)
10. HOUSEKEEPING PRACTICAL – I
11. ENVIRONMENTAL STUDIES



COURSE	FOOD & BEVERAGE PRODUCTION – I (THEORY)
COURSE CODE	BHM121
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES:

1. Learn about the evolution and growth of Culinary Arts
2. Understand and apply basic culinary techniques, including knife skills, cooking methods, and food preparation.
3. Identify and understand the use of various ingredients, including meats, vegetables, fruits, herbs, spices, and other essential cooking components.
4. Develop skills in reading, interpreting, and creating recipes, including measurements, ingredient lists, and step-by-step instructions.
5. Comprehend the principles of food safety and hygiene, including proper food handling, storage, and sanitation practices to prevent foodborne illnesses.
6. Learn about the different types of kitchen equipment and tools, their uses, and maintenance procedures.
7. Familiarize with common culinary terms and language used in professional kitchens
8. Develop effective communication and teamwork skills necessary for working in a kitchen environment.
9. Instill a sense of professionalism, including personal grooming, kitchen etiquette, and the importance of a positive attitude.

SYLLABUS

1. CULINARY HISTORY	06 HOURS
<ul style="list-style-type: none"> - Origin of Modern Cookery - Historical Evolution - Introduction to the Art of Cookery - Nouvelle Cuisine – Salient Features, Characteristics - Continental Cuisine – History, Ingredients Used & Cooking Methods 	
2. INTRODUCTION TO COOKERY	04 HOURS
<ul style="list-style-type: none"> - Levels of Skills and Experience - Attitude and Behaviour in the Kitchen - Uniform and Protective Clothing - Setting up of Workstation - Ergonomics in Kitchen 	
3. FOOD COMMODITIES	10 HOURS
<ul style="list-style-type: none"> - Classification - Cereals & Pulses – Types and Uses - Dairy Products – Types & Uses - Meat & Meat Products – Types, Cuts & Uses - Seafood – Classification, Types, Cuts & Uses - Vegetables, Herbs & Fruits – Classification, Types, Cuts of Vegetables. - Fats & Oils – Types & Uses - Spices & Condiments – Types & Uses - Types & Uses of Leavening Agents, Colouring Agents, Flavouring Agents, Sweetening Agents 	
4. METHODS OF COOKING	06 HOURS
<ul style="list-style-type: none"> - Methods of Heat Transfer, Aims and Objectives of Cooking - Effect of Heat on Carbohydrates, Proteins, Fats, Vitamins and Minerals - Methods of Cooking – Classification, Equipment's Used, Examples of Dishes - Modern Methods of Cooking – Microwave, Solar, Infrared, En Papilote etc. - Réchauffé – Meaning, Merits and Demerits, Menu Examples 	

5. BASIC PREPARATIONS

10 HOURS

- Pre-preparation of Ingredients – Subdivision, Combining and Mixing Methods
- Stocks – Types & Uses
- Sauces – Classification and Importance, Menu Examples
- Soups – Classification, Importance, Menu Examples
- Salad Dressings – Classification, Importance, Types
- Marinades & Gravies – Types
- Aspic, Glazes & Jellies

6. HYGIENE, SANITATION AND SAFETY IN KITCHEN

05 HOURS

- Definition, Meaning and Importance
- Food Contamination – Chemical & Biological, Food borne Illness
- Sanitary Procedures for Safe Food Handling
- Personal Hygiene – Principles
- Kitchen Hygiene – Principles, Kitchen Sanitation Practices
- Professional Standards for Food Handlers, HACCP, FSSAI
- Safety in Kitchens

7. COORDINATION WITH OTHER DEPARTMENTS OF A HOTEL

04 HOURS

REFERENCE BOOKS:

- | | |
|---|---|
| 1. Practical Cookery | David Foskett and Patricia Paskins |
| 2. Commodities | Bernard Davis |
| 3. Professional Cooking | Wayne Gisslen |
| 4. The Professional Chef | The Culinary Institute of America |
| 5. Food: A Culinary History | Jean-Louis Flandrin |
| 6. Larousse Gastronomique" | Librairie Larousse |
| 7. On Cooking: A Textbook of Culinary Fundamentals" | Sarah R. Labensky, Alan M. Hause, and Priscilla A. Martel |
| 8. Culinary Arts Principles and Applications" | Mark D. Erickson, Lisa Erickson, and Christopher Koetke |
| 9. Practical Professional Cookery | Cracknell H. J. and Kaufmann R. J |
| 10. Hygiene and Sanitation | S. Roday |

COURSE	FOOD & BEVERAGE PRODUCTION PRACTICAL – I
COURSE CODE	BHM131
NO. OF CREDITS	02
NO. OF HOURS PER WEEK	04
NO. OF HOURS PER SEMESTER	60

SYLLABUS

(Recipes to be provided wherever applicable and journal entry to be made)

1. Equipment's – Identification and Description
2. Hygiene, Safety and Security in Kitchen
3. Vegetables – Identification, Cuts, and Preparation of TEN simple vegetable dishes (Continental Only)
4. Salads and Salad Dressings, Preparation of TEN simple salads (Continental Only) with various Dressings
5. Basic Cooking Methods (Continental & Indian)
6. Stock, Sauces and Soups, Preparation of Mother Sauces, Five Derivative Sauces each
7. Preparation of TEN Soups (Continental Only)
8. Preparation of TEN Egg Dishes (Continental Only)
9. Simple Potato Preparations – TEN Dishes (Continental Only)
10. Cuts of Meats – Chicken, Mutton, Beef, Pork (Five Preparations each, Continental Only)
11. Cuts of Fish – Flat and Round Fish (Five Preparations, Continental Only)
12. Maintenance of Practical Journal

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS
TIME

50 MARKS
4 HOURS

EXTERNAL ASSESSMENT
PRACTICALS

40 MARKS

INTERNAL ASSESSMENT

10 MARKS

Food Preparations will be evaluated on: Taste, Texture & Consistency, Plating, Presentation, Creativity, and Aroma.

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COURSE	FOOD & BEVERAGE SERVICE – I (THEORY)
COURSE CODE	BHM123
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Understand the structure and components of the hospitality industry, including different types of food and beverage establishments.
2. Learn various service styles and techniques for efficient and professional service.
3. Instill a sense of professionalism, including appropriate dress code, grooming standards, and service etiquette.
4. Develop strong customer service skills, including effective communication, handling complaints, and enhancing guest satisfaction.
5. Understand the principles of table setting, including the arrangement of cutlery, crockery, and glassware, and learn how to serve food and beverages correctly.
6. Learn the process of taking orders accurately, using point-of-sale (POS) systems, and managing billing and payments.
7. Develop the ability to explain menu items to guests, make recommendations, and answer questions about ingredients and preparation methods.
8. Enhance interpersonal skills and the ability to work effectively as part of a team in a food and beverage service environment.
9. Explore various career paths within the food and beverage service industry and understand the skills and attributes needed for professional growth.
10. Comprehend the importance of food safety and hygiene practices in food and beverage service, including personal hygiene and workplace sanitation.

SYLLABUS

1. THE FOOD & BEVERAGE SERVICE INDUSTRY	06 HOURS
<ul style="list-style-type: none"> - Introduction, Evolution and Growth of the Catering Industry - Types of Catering Operations – Commercial and Welfare - A Career in the F & B Service Department 	
2. THE FOOD & BEVERAGE SERVICE DEPARTMENT	10 HOURS
<ul style="list-style-type: none"> - Introduction - Food & Beverage Service Areas/Outlets - Role of the Department and its Contribution to the Revenue - Organizational Structure of the F & B Service Department - Job Description of F & B Staff 	
3. FOOD & BEVERAGE SERVICE EQUIPMENTS	10 HOURS
<ul style="list-style-type: none"> - Furniture – Tables, Chairs, Sideboards - Linen – Types, Care and Upkeep - Cutlery, Crockery, Glassware, Silverware, Disposables - Special Equipments – Trolleys, Electrical Equipments, Chafing Dishes etc. - Maintenance and Upkeep of Equipments - Knowledge of Suppliers/Material/Price Ranges 	
4. ATTRIBUTES OF THE F & B SERVICE PERSONNEL	04 HOURS
5. TYPES OF SERVICE	10 HOURS
<ul style="list-style-type: none"> - Mise-en-Scene and Mise-en-Place - Table Service – English, French, American, Russian, Silver Service - Assisted Service - Carvery - Self Service – Buffet, Cafeteria - Specialized Service – Gueridon, Trolley, Automates etc. - Sequence of Indian Service from Different Regions 	

6. HYGIENE AND SANITATION

05 HOURS

- Need for Hygiene
- Hygiene and Sanitary Procedures in the F & B Service Areas
- Grooming and Personal Hygiene and their Importance
- Critical Zones in the F & B Service Areas

REFERENCE BOOKS:

- | | |
|---|---------------------------------|
| 1. Food and Beverage Service | John Cousins, Dennis Lillicrap |
| 2. The Theory of Hospitality & Catering | David Foskett, Patricia Paskins |
| 3. Food and Beverage Management | Bernard Davis, Andrew Lockwood |
| 4. Restaurant Service Basics | Sondra J. Dahmer, Kurt W. Kahl |
| 5. The Restaurant: From Concept to Operation | John R. Walker |
| 6. Bar and Beverage Management | Chris Parry |
| 7. Hospitality Employee Management and Supervision:
Concepts and Practical Applications" | Kerry L. Sommerville |
| 8. Service Management Principles for Hospitality
& Tourism | Jay Kandampully |
| 9. Food and Beverage Service | Dennis Lilicrap & John Cousins |
| 10. Modern Restaurant Service | John Fuller |
| 11. Hygiene and Sanitation | S. Roday |



COURSE	FOOD & BEVERAGE SERVICE PRACTICAL – I
COURSE CODE	BHM133
NO. OF CREDITS	02
NO. OF HOURS PER WEEK	04
NO. OF HOURS PER SEMESTER	60

SYLLABUS

1. Restaurant Etiquette and Standard Phrases
2. Mise – en – Place
3. Mise – en – Scene
4. Identification of Equipments
5. Knowledge of Sideboard
6. Laying and Relaying of tablecloth
7. Laying a Table, Rules for Laying a Table
8. Napkin Folds
9. Receiving a Guest
10. Service of Water, Service of Hot Beverages
11. Handling of Service Gear
12. Carrying Plates, Glasses etc.
13. Silver Service
14. Crumbing
15. Cleaning of Ashtrays
16. Clearance of the Table
17. Functional Layout of a Restaurant
18. Maintenance of Journal
19. Assignment – Visit to an A – Class Restaurant and submit a report on the Service Aspects.

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 MARKS
TIME	4 HOURS
EXTERNAL ASSESSMENT PRACTICAL	40 MARKS
INTERNAL ASSESSMENT	10 MARKS

COURSE	FRONT OFFICE – I (THEORY)
COURSE	BHM125
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Understand the structure and significance of the hospitality industry, focusing on the role of the front office department.
2. Learn about the organizational structure, functions, and responsibilities of the front office staff.
3. Understand the guest cycle from pre-arrival to departure, including the reservation process, registration, stay, and check-out procedures.
4. Acquire skills in handling guest arrivals, check-ins, registration processes, and managing room assignments.
5. Develop strong customer service skills, including effective communication, problem-solving, and guest relations to enhance guest satisfaction.
6. Learn professional telephone etiquette, managing incoming and outgoing calls, and handling guest inquiries and requests efficiently.
7. Instill a sense of professionalism, including appropriate dress code, grooming standards, and workplace etiquette.
8. Enhance interpersonal skills and the ability to work effectively as part of a team in a front office environment.
9. Develop awareness and sensitivity towards cultural differences and diverse guest needs.
10. Explore various career paths within front office operations and understand the skills and attributes needed for professional growth.

SYLLABUS

- | | |
|--|-----------------|
| 1. THE GLOBAL HOSPITALITY INDUSTRY | 05 HOURS |
| <ul style="list-style-type: none"> - Origin, History, Growth and Development - Present Scenario and Scope - Global - Founders of the Hotel Industry | |
| 2. THE HOSPITALITY INDUSTRY IN INDIA | 05 HOURS |
| <ul style="list-style-type: none"> - Origin, History, Growth, Present Scenario - Founders of Hotel Industry in India - Scope of the Hotel Industry in India | |
| 3. CLASSIFICATION OF HOTELS | 07 HOURS |
| <ul style="list-style-type: none"> - Need for Classification - Classification of Hotels and Other Types of Lodging - Classification Based on Size, Location, Clientele, Duration of Guest Stay, Level of Services, Basis of Ownership, based on Target Market, based on Theme - Alternative Accommodation | |
| 4. THE FRONT OFFICE DEPARTMENT | 08 HOURS |
| <ul style="list-style-type: none"> - Introduction, Organizational Structure – Need for Organization - Front Office Layout and Equipment - Front Office Organization, Duties and Responsibilities of Front Office Staff - Qualities & Attributes of Front Office Staff - A Career in the Front Office | |
| 5. GUEST CYCLE AND ROOM RESERVATIONS | 08 HOURS |
| <ul style="list-style-type: none"> - Guest Cycle – Pre-arrival, Arrival, Stay, Departure and Post Departure - Reservations – Types – Tentative, Wait-listed and Confirmed, Overbooking - Modes of Reservation Enquiry, Sources of Reservation and Systems of Reservation – Manual or Automatic - Processing Reservation Requests, Reservation Reports, Importance of Reservation | |

6. REGISTRATION

06 HOURS

- Pre-Registration
- Registration – Form C, Passport, Visa, Registration Records, Registration Records, Registration Process
- Check – in Procedures

7. GUEST SERVICES

06 HOURS

- Various Guest Service – Handling Guest Mail, Message handling, Custody and Control of keys, Guest Paging, Safe Deposit Locker, Guest Room Change, Left Luggage Handling, Wake-up Call, Processes and Formats used

REFERENCE BOOKS

- | | |
|--|--|
| 1. Hotel Front Office Management | James A. Bardi |
| 2. Managing Front Office Operations | Michael L. Kasavana, Richard Brooks |
| 3. Principles of Front Office Operations | Sue Baker, Jeren Schmidt,
and Michael Kasavana |
| 4. Hotel Operations Management | David K. Hayes, Jack D. Ninemeier,
and Alisha A. Miller |
| 5. Front Office Management in Hotels:
Key Issues and Best Practices | Peter Abbott, Sue Lewry, and Lena
Samuels |
| 6. Hotel Front Office Operations | Sue Baker, Pam Bradley
and Jeremy Huyton |
| 7. Front Office Operations & Management | Ahmed Ismail |
| 8. Hotel Front Office | Sudhir Andrews |
| 9. Basic Front Office | Peter Renner |
| 10. Front Office Procedures, Social Skills
and Management | Peter Abbot & Sue Lewry |

COURSE	FRONT OFFICE PRACTICAL – I
COURSE CODE	BHM135
NO. OF CREDITS	01
NO. OF HOURS PER WEEK	02
NO. OF HOURS PER SEMESTER	30

SYLLABUS

1. Appraisal of Front Office Equipment & Furniture
2. Filling up of Forms and Formats
3. Welcoming of Guest
4. Telephone Handling
5. Countries, Capitals, Currencies and Official Airlines of the World
6. Grooming, Hospitality Etiquette
7. Role Plays on Job Description of Key Staff
8. Paging & Messaging
9. Report on any ten Hill Stations and ten Beaches of India, mentioning the features, tourist amenities, and places of tourist interest in and around
10. Assignment – Visit to the Front Office Department of a Star hotel and submit a report on the various Forms and Formats Used and the Purpose they serve.
11. Maintenance of Practical Journal

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 MARKS
TIME	3 HOURS
EXTERNAL ASSESSMENT PRACTICAL	40 MARKS
INTERNAL ASSESSMENT	10 MARKS

COURSE	HOUSEKEEPING – I (THEORY)
COURSE CODE	BHM127
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Understand the role and importance of the housekeeping department within the hospitality industry and its impact on guest satisfaction.
2. Learn about the organizational structure of the housekeeping department, roles, and responsibilities of housekeeping staff.
3. Acquire knowledge of various cleaning techniques, procedures, and equipment used for maintaining guest rooms, public areas, and back-of-house spaces.
4. Understand the properties and uses of different cleaning agents and chemicals, including safety precautions and proper handling.
5. Learn the standards and procedures for room setup, bed making, and maintenance of guest rooms to ensure high levels of cleanliness and comfort.
6. Gain knowledge of laundry operations, including handling linens, sorting, washing, drying, ironing, and folding procedures.
Develop skills in providing excellent guest services, handling guest requests, and maintaining positive guest relations.
7. Instill a sense of professionalism, including appropriate dress code, grooming standards, and workplace etiquette.
8. Enhance interpersonal skills and the ability to work effectively as part of a team in a housekeeping environment.
9. Develop awareness and sensitivity towards cultural differences and diverse guest needs.
10. Explore various career paths within housekeeping operations and understand the skills and attributes needed for professional growth.

SYLLABUS

1. INTRODUCTION TO HOUSEKEEPING	05 HOURS
Meaning & Definition Importance of Housekeeping in the Hospitality Industry Role and Responsibility of Housekeeping A Career in the Housekeeping Department	
2. THE HOUSEKEEPING DEPARTMENT	08 HOURS
Organizational Structure of the Housekeeping Department, Need for Organization Duties and Responsibilities of the Housekeeping Personnel Attributes and Qualities of the Housekeeping Personnel Sub-sections of the Housekeeping Department Coordination with other Departments	
3. HOUSEKEEPING PROCEDURES	06 HOURS
Daily Routines - Duty Allotment, Duty Chart, Briefings, Debriefing, Key Control, Gate Passes, Lost & Found, Purchase and Indenting from Stores Dealing with Guest Arrival, Departure, Missing & Damages, Sickness, Theft, Guest Complaints	
4. HOUSEKEEPING CONTROL DESK	06 HOURS
Importance, Role, Coordination Work, Check Lists, Key Control Forms, Formats and Registers Used Guest Handling, Paging Systems and Methods, General Emergency	

5. PUBLIC AREAS

08 HOURS

Classification

Cleaning and Upkeep of Public Areas (Lobby, Cloakrooms, Restaurants, Bar, Banquet Areas, Administration Offices, Lifts and Elevators, Staircases, Back Areas, Front Areas, Corridors, Cleaning of Room Corridors

Cleaning of Floors – Types of Floor Surfaces, Floor Finishes and their Treatment.

Service and Floor Pantry - Location, Importance, Layout and Essential Features

6. GUESTROOM

08 HOURS

Occupied Room, Vacant Room, Departure Room, Out of Order Rooms, House Use Rooms, Rooms under Repair

Standard Contents of a Guestroom, Frequency of Change

Guestroom Cleaning – Principles and Practices, Special Cleaning Programmes

Bed making and Turndown Service,

Guestroom Inspections, Neglected Areas

Guest Supplies, Guest Amenities

7. COORDINATION WITH OTHER DEPARTMENTS

04 HOURS

REFERENCE BOOKS

- | | |
|---|--|
| 1. Hotel Housekeeping: Operations and Management" | G. Raghubalan, Smritee Raghubalan |
| 2. Housekeeping Management | Matt A. Casado |
| 3. Managing Housekeeping Operations | Margaret M. Kappa, Aleta Nitschke |
| 4. Hotel Housekeeping Training Manual | Sudhir Andrews |
| 5. Principles of Hotel Housekeeping Operations | Sue Baker, Jeren Schmidt, Michael Kasavana |
| 6. The Professional Housekeeper | Madeline Angeli |
| 7. The Professional Housekeeper | Schneider and Tucker |
| 8. Hotel, Hostel & Hospital Housekeeping | Branson & Lennox |
| 9. Managing Housekeeping Operations | Kappa, Nitschke & Schappert |

COURSE	HOUSEKEEPING PRACTICAL – I
COURSE CODE	BHM137
NO. OF CREDITS	01
NO. OF HOURS PER WEEK	02
NO. OF HOURS PER SEMESTER	30

SYLLABUS

01. Telephone Handling
02. Polishing of Brass Items
03. Bed Making Procedure
04. Forms and Formats – Preparation of Occupancy Slips, Gate Pass, Job Order, Lost and Found Register, Key Register, Room Occupancy Report, Check List, Floor Register, Maids Report, Housekeepers Report, Logbook, Guest Special Request Register, Record of Special Cleaning, VIP List, Floor Linen Book/Register, Guest Room Inspection
05. Receiving a Complaint/Request from a Guest/Supervisor over the Telephone at the Control Desk and taking Remedial Action
06. Assignment – Make a report on Cleaning Agents (Domestic/Commercial) by undertaking a Field Study
07. Assignment – Prepare a report on the various Forms and Formats used in the Housekeeping Department through a Visit to a Star Hotel
08. Maintenance of Practical Journal

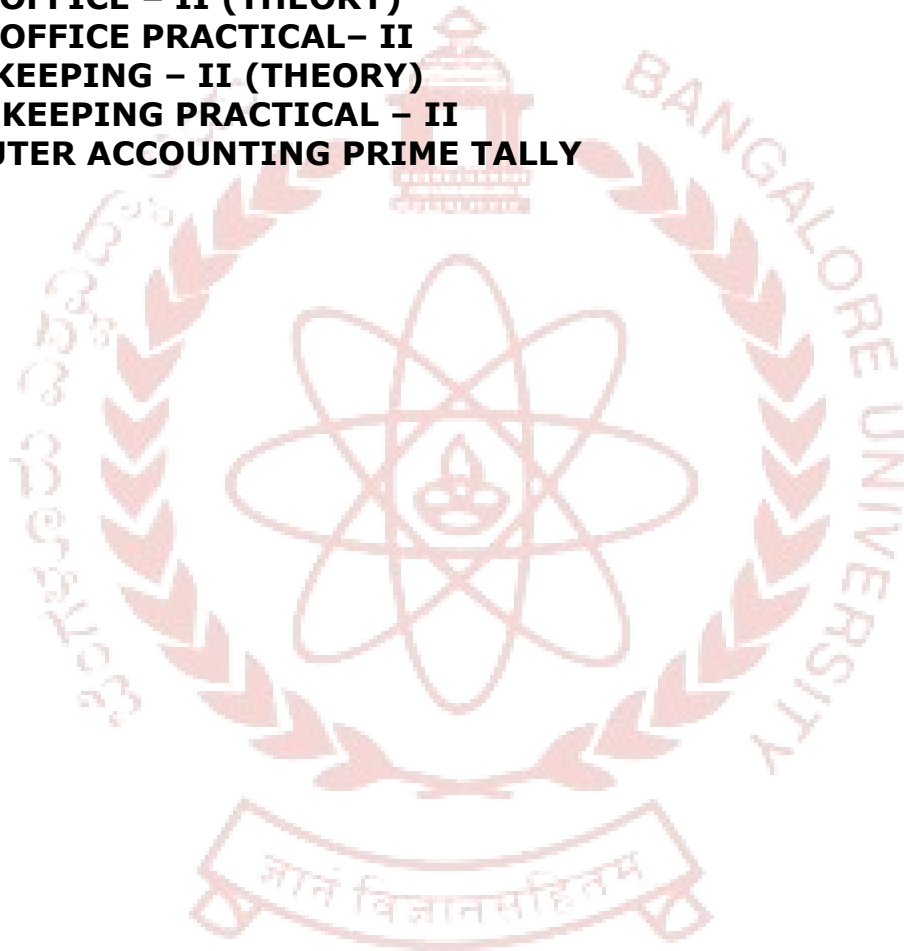
UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 MARKS
TIME	3 HOURS
EXTERNAL ASSESSMENT PRACTICALS	40 MARKS
INTERNAL ASSESSMENT	10 MARKS

BHM SEMESTER II

COURSES:

- 1. LANGUAGE - I**
- 2. LANGUAGE - II**
- 3. FOOD & BEVERAGE PRODUCTION – II (THEORY)**
- 4. FOOD & BEVERAGE PRODUCTION PRACTICAL – II**
- 5. FOOD & BEVERAGE SERVICE – II (THEORY)**
- 6. FOOD & BEVERAGE SERVICE PRACTICAL – II**
- 7. FRONT OFFICE – II (THEORY)**
- 8. FRONT OFFICE PRACTICAL- II**
- 9. HOUSEKEEPING – II (THEORY)**
- 10. HOUSEKEEPING PRACTICAL – II**
- 11. COMPUTER ACCOUNTING PRIME TALLY**



COURSE FOOD & BEVERAGE PRODUCTION – II (THEORY)

COURSE CODE BHM122

NO. OF CREDITS 03

NO. OF HOURS PER WEEK 03

NO. OF HOURS PER SEMESTER 45

COURSE LEARNING OBJECTIVES

1. Learn about the origin, evolution and cultural significance of Italian and French Cuisine
2. Understand and apply basic techniques of making Hors d Oeuvres, Salads and Sandwiches.
3. Learn the components of well-balanced salads, sandwiches and hors d’ oeuvres
4. Understand the composition and properties of Milk and milk products and study the methods of milk processing and identify the different types of milk products.
5. Comprehend the importance and purpose of accompaniments and garnishes.
6. Develop skills in planning menus with well paired accompaniments and garnishes.
7. Comprehend the scope and significance of the Gardemanger station within the professional kitchen and develop skills in preparing a variety of cold dishes, including salads, terrines, pâtés, and cold appetizers.
8. Identify different types of farinaceous products, including pasta, rice, grains, and legumes.
9. Develop skills in cooking and serving pasta dishes, ensuring proper texture and flavor
10. Study the composition, nutritional value, and culinary uses of eggs, and develop skills in preparing basic egg dishes such as boiled, poached, scrambled, and fried eggs.
11. Comprehend the nutritional significance of breakfast as the first meal of the day, and recognize the cultural variations and significance of breakfast foods globally

SYLLABUS

1. FRENCH AND ITALIAN CUISINE

10 HOURS

- Features, Regional Classification, Ingredients, Methods of Cooking, Courses of the menu, Glossary of Culinary Terms

2. HORS D’ OEUVRES, SALADS AND SANDWICHES

07 HOURS

- Classification – Cold and Hot
- Classical Hors d’ oeuvres and their Accompaniments
- Classification of Salads, Importance of Salads, Salad Dressings, Dips
- Indian Appetizers – Types, Accompaniments and Service
- Sandwiches - History and Origin, Classification and Examples
- Parts of a Sandwich, Types of Sandwich Fillings
- Principles of Preparation, Sandwich Arrangements
- Variations – Burgers, Hot Dogs etc.

3. MILK AND MILK PRODUCTS

07 HOURS

- Composition of Milk, Importance and Role in Kitchen
- Milk Products – Butter – Composition, Types and Uses
- Cream – Composition, Types and Uses
- Yogurt – Composition, Uses in Kitchen,
- Ghee – Composition, Uses in Kitchen
- Classification of Cheese, Manufacture of Cheese, International Cheese
- Uses, Importance, Cooking and Storage of Cheese
- Paneer – Preparation, Indian Dishes using Paneer

4. ACCOMPANIMENTS AND GARNISHES

05 HOURS

- Accompaniments - Meaning and Importance
- Classical Vegetable Accompaniments
- Different Potato Preparations
- Garnishes – Meaning and Importance of Presentation,
- Garnishes for Indian Dishes, Trends in Presentation Artistry

5. GARDEMANGER

07 HOURS

Definition, Functions, Role and Importance of Gardemanger and Butchery
 Staff Organisation in Gardemanger
 Preparations – Salads and Salad Dressings, Hors d’oeuvres, Sandwiches
 Specialty Meat Products – Farcis, Terrines, Pate, Galantines, Ballotine, Mousse, Quenelles
 Cold Sauces, Chaudfroid, Aspics – Method of Preparation, Charcuterie
 Cold Cuts – Types, Smoked and Cured Meats

6. FARINACEOUS AND EGG COOKERY

04 HOURS

Meaning, Principles of Cooking Pasta and Rice, Pasta – Types, Cookery
 Egg Cookery – Composition, Importance and Role in Kitchen & Bakery
 Various Continental and Indian Egg Preparations

7. BREAKFAST COOKERY

05 HOURS

Types of breakfast
 Indian Breakfast and Accompaniments
 Preparation of Continental Breakfast Items and their accompaniments
 Breakfast Rolls – Recipes

REFERENCE BOOKS:

International Cuisine & Food Production Management	Parvinder S. Bali
The Professional Chef	The Culinary Institute of America
Practical Cookery	David Foskett and Patricia Paskins
Commodities	Bernard Davis
Professional Cooking	Wayne Gisslen
The Professional Chef	The Culinary Institute of America
Food: A Culinary History	Jean-Louis Flandrin
Larousse Gastronomique"	Librairie Larousse
On Cooking: A Textbook of Culinary Fundamentals"	Sarah R. Labensky, Alan M. Hause, and Priscilla A. Martel
Culinary Arts Principles and Applications"	Mark D. Erickson, Lisa Erickson, and Christopher Koetke
Practical Professional Cookery	Cracknell H. J. and Kaufmann R. J
Hygiene and Sanitation	S. Roday

COURSE	FOOD & BEVERAGE PRODUCTION PRACTICAL – II
COURSE CODE	BHM132
NO. OF CREDITS	02
NO. OF HOURS PER WEEK	04 HOURS
NO. OF HOURS PER SEMESTER	60 HOURS

SYLLABUS (MENU) FOR FOOD & BEVERAGE PRODUCTION

A set of 15 Menus comprising 10 French and 05 Italian Menus to be planned, Each Menu to have a Starter/Soup, Main Course, Vegetable Course, Accompaniments (Pasta/Rice), and a Dessert
A detailed study of each menu with the origin, history, ingredients, characteristics etc. prior to each menu practical is mandatory
Maintaining Journal
Re-capitulation of First Semester Practical Syllabus

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 Marks
TIME	04 HOURS
EXTERNAL ASSESSMENT PRACTICALS	40 MARKS
INTERNAL ASSESSMENT	10 MARKS

FOR THE PRACTICAL EXAMINATION STUDENTS WILL BE ASKED TO PREPARE AND PRESENT ANY OF THE 15 PRESCRIBED MENUS ON THE DAY OF THE EXAMINATION.

Food/Bakery Preparations will be evaluated on: Taste, Texture & Consistency, Plating, Presentation, Creativity, and Aroma

COURSE	FOOD & BEVERAGE SERVICE – II (THEORY)
COURSE CODE	BHM124
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Understand the Fundamentals of Menu Planning and recognize the Importance of Menu Design
2. Plan Menus for Different Types of Food Service Operations
3. Understand the Fundamentals of Banquet and Function Catering, and master Event Planning and Coordination
4. Design and Create Customized Menus
5. Comprehend the Fundamentals of Non-Alcoholic Beverages
6. Master Techniques for Preparing Non-Alcoholic Beverages
7. Understand the Fundamentals of Beverage Bar Operations
8. Master Beverage Preparation Techniques
9. Understand the History and Cultural Significance of Tobacco
10. Comprehend the Types and Varieties of Tobacco Products
11. Learn the Agricultural and Production Processes

SYLLABUS

<p>1. MENU PLANNING Origin and Types of Menu The French Classical Menu, French Menu Terminology Introduction to Menu Planning Basic Menu Criteria, Contents of a Menu Factors Affecting Menu Planning Modern Trends in Menu Planning Menu as a Marketing Tool</p>	08 HOURS
<p>2. SPECIALISED SERVICES & ANCILLARY AREAS In Room Dining – Taking Order, Suggestion, Setting up of Tray Breakfast Service – Types of Breakfast, Mise en Place, Tray Set up Coffee Shop & Specialty Restaurants Control Procedures and Reservation System Functions of Pantry, Still Room etc. Gueridon Service – History, Equipment’s Required, Staffing</p>	08 HOURS
<p>3. BANQUETS AND FUNCTION CATERING History and Origin of Banquets Banquet Organisation of a Hotel Types of Banquet Service – Regular, Banquet Table Service, Formal & Informal Banquets Buffet Service, Principles of Buffet Service Selling Menus, Menu Planning and Points to be remembered, Function Prospectus Table and Seating Plans Booking Procedure and Sales</p>	08 HOURS
<p>4. NON-ALCOHOLIC BEVERAGES Classification Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service Cold Beverages – waters, juices, milk based, syrups, squashes, aerated – types, brands and service</p>	05 HOURS
<p>5. THE BAR Introduction, Types of Bar, Bar Layout, Basic Bar Arrangements, Equipment’s, Bar Menu & Wine List, Principles of Bar Design, Interior Design of Bars</p>	08 HOURS

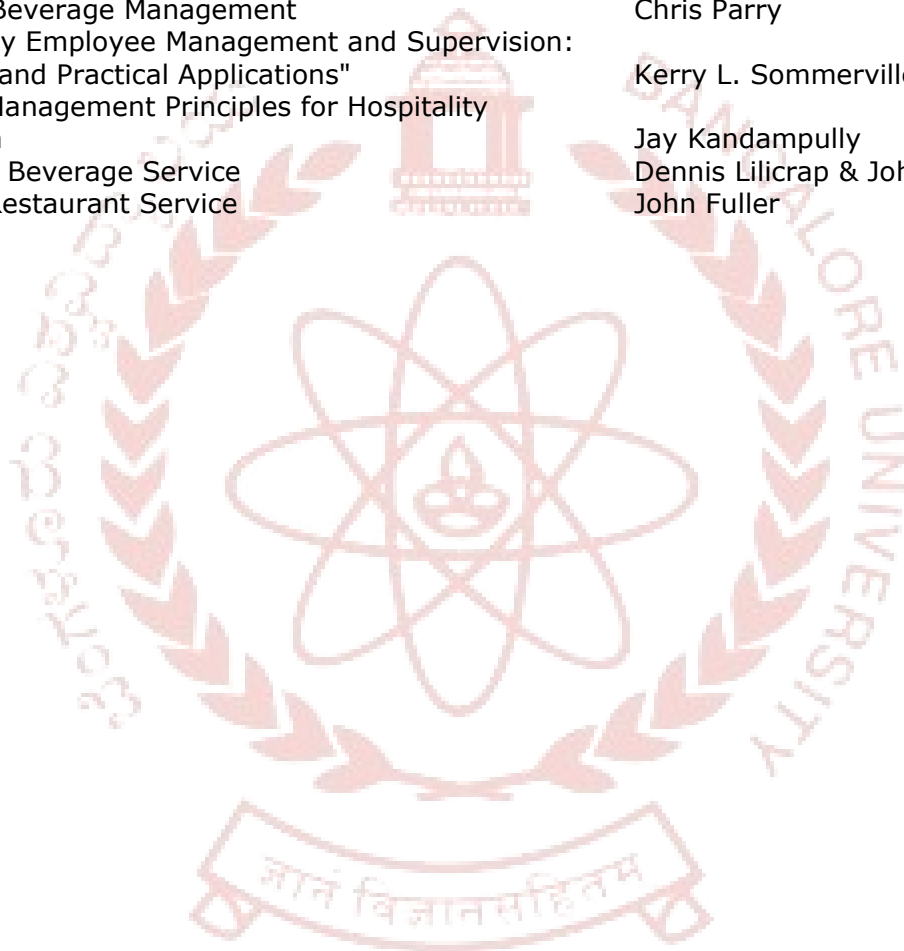
6. TOBACCO

08 HOURS

Introduction and Composition of Tobacco
Processing of Tobacco
Cigars – Manufacture, Types, Name and Sizes of Cigar
Service of Cigar, Smoking of Cigar, Judging a Good Cigar
Cigarettes – Manufacture, Types and Service of Cigarettes

REFERENCE BOOKS

- | | |
|---|---------------------------------|
| 1. Food and Beverage Service | John Cousins, Dennis Lillicrap |
| 2. The Theory of Hospitality & Catering | David Foskett, Patricia Paskins |
| 3. Food and Beverage Management | Bernard Davis, Andrew Lockwood |
| 4. Restaurant Service Basics | Sondra J. Dahmer, Kurt W. Kahl |
| 5. The Restaurant: From Concept to Operation | John R. Walker |
| 6. Bar and Beverage Management | Chris Parry |
| 7. Hospitality Employee Management and Supervision:
Concepts and Practical Applications" | Kerry L. Sommerville |
| 8. Service Management Principles for Hospitality
& Tourism | Jay Kandampully |
| 9. Food and Beverage Service | Dennis Lillicrap & John Cousins |
| 10. Modern Restaurant Service | John Fuller |



COURSE	FOOD & BEVERAGE SERVICE PRACTICAL – II
COURSE CODE	BHM134
NO. OF CREDITS	02
NO. OF HOURS PER WEEK	04
NO. OF HOURS PER SEMESTER	60

SYLLABUS

1. Re-capitulation of First Semester Practical Syllabus
2. A la Carte Cover
3. Table d Hote Cover
4. English Breakfast Cover
5. American Breakfast Cover
6. Indian Breakfast Cover
7. Afternoon Tea Cover
8. High Tea Cover
9. Room Service Tray Set up
10. Room Service Trolley Setup
11. Procedure for Service of a Meal
 - Taking Guest Reservations
 - Receiving and Seating of Guests
 - Order Taking and Recording
 - Order Processing
 - Sequence of Service
 - Presentation and Encashing the Bill
 - Presenting and Collecting Guest Comment Cards
 - Seeing off the Guests
12. Handling Guest Complaints
13. Telephone Manners
14. Dining & Service Etiquettes
15. Maintaining Journal

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 MARKS
TIME	4 HOURS
EXTERNAL ASSESSMENT PRACTICAL	40 MARKS
INTERNAL ASSESSMENT	10 MARKS

COURSE	FRONT OFFICE – II (THEORY)
COURSE CODE	BHM126
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES:

1. Understand the role of Lobby Desk in Hospitality and develop Effective Communication Skills
2. Master Guest Check-In and Check-Out Procedures
3. Master Billing and Settlement Procedures, evaluate and improve Check-Out Procedures
4. Understand the Fundamentals of Front Office Accounting
5. Master the Guest Accounting Cycle, prepare Financial Reports and Statements
6. Understand the Fundamentals of Front Office Auditing, and master the Night Audit Process
7. Understand the Basics of Room Tariff Management
8. Master Pricing Strategies and Revenue Optimization
9. Understand the Importance of Interdepartmental Communication
10. Develop Effective Communication Skills and Promote Continuous Learning and Professional Development

SYLLABUS

1. HOSPITALITY & LOBBY DESK

- Role of the GRE
- Welcome Procedure
- Identifying Complaints, Complaint Handling
- Role of the Lobby Desk
- Job Description of the GRE and Lobby Manager
- Guest Handling - Introduction to Guest Cycle, pre-Arrival, Arrival, During Guest Stay, Departure, Post Departure

2. CHECK OUT AND SETTLEMENT

- Tracking Transaction – Cash Payment, Charge Purchase, Account Correction, Account Allowance, Account Transfer, Cash Advance
- Internal Control – Cash Bank
- Check out and Account Settlement, Methods of Settlement
- Check out Options – Express Check out, Self-Check-Out, Inroom Check Out, late Check Out
- Unpaid Account Balances, Account Collection
- Updating Front Office Records, Late Charges

3. FRONT OFFICE ACCOUNTING

- Accounting Fundamentals – Accounts, Folios, Vouchers, POS, Ledgers
- Front Office Accounting Cycle
- Creation and Maintenance of Accounts
- Guest and Non-Guest Accounts
- Accounting System – Non-automated, Semi-automated, Fully-automated

4. THE FRONT OFFICE AUDIT

- Role and Importance of Night Audit
- Job Description of the Night Auditor
- Establishing and End of Day
- Guest Credit Monitoring
- Preparation of Transcript
- The Front Office Audit Process, Preparation of Night Reports

5. ROOM TARIFF

- Introduction
- Room Rate Designation
- Meal Plans
- Room Tariff Card
- Room Tariff Fixation – Cost-based Pricing, Market-based Pricing

6. COMMUNICATION WITH OTHER DEPARTMENTS

REFERENCE BOOKS

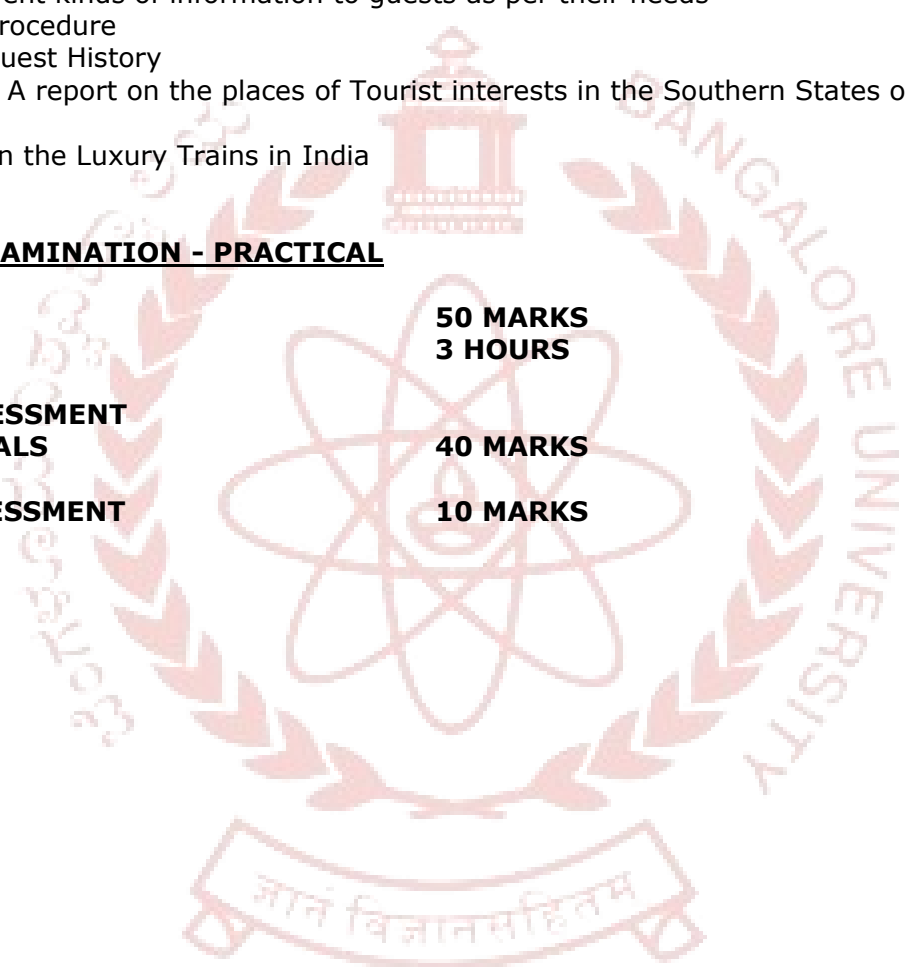
- | | |
|--|---|
| 1. Hotel Front Office Management | James A. Bardi |
| 2. Managing Front Office Operations | Michael L. Kasavana, Richard Brooks |
| 3. Principles of Front Office Operations | Sue Baker, Jeren Schmidt,
and Michael Kasavana |
| 4. Hotel Operations Management | David K. Hayes, Jack D. Ninemeier,
and Allisha A. Miller |
| 5. Front Office Management in Hotels: | |
| 6. Key Issues and Best Practices | Peter Abbott, Sue Lewry, and Lena |
| Samuels | |
| 7. Hotel Front Office Operations | Sue Baker, Pam Bradley
and Jeremy Huyton |
| 8. Front Office Operations & Management | Ahmed Ismail |
| 9. Hotel Front Office | Sudhir Andrews |
| 10. Basic Front Office | Peter Renner |
| 11. Front Office Procedures, Social Skills and
Management | Peter Abbot & Sue Lewry |

COURSE	FRONT OFFICE PRACTICAL – II
COURSE CODE	BHM136
NO. OF CREDITS	01
NO. OF HOURS PER WEEK	02
NO. OF HOURS PER SEMESTER	30

1. Re-capitulation of First Semester Practical Syllabus
2. Taking down Reservations
3. Sending Confirmation Letters
4. Receiving procedures for VIP guests
5. Check in a Walk in Guest
6. Using Upselling techniques at the time of check in and registration
7. Registering different categories of guests
8. Providing different kinds of information to guests as per their needs
9. Left Luggage procedure
10. Maintaining Guest History
11. Assignment – A report on the places of Tourist interests in the Southern States of India (ANY ONE STATE)
12. Assignment on the Luxury Trains in India

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 MARKS
TIME	3 HOURS
EXTERNAL ASSESSMENT PRACTICALS	40 MARKS
INTERNAL ASSESSMENT	10 MARKS



COURSE	HOUSEKEEPING – II (THEORY)
COURSE CODE	BHM128
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Understand Guest Room Categories and Types
2. Implement Housekeeping and Maintenance Standards
3. Understand the Principles of Cleaning Science, and master Cleaning Techniques and Procedures
4. Identify Cleaning Agents and Chemicals
5. Understand the Role and Responsibilities of a Housekeeping Supervisor
6. Develop Leadership and Management Skills
7. Implement Standard Operating Procedures (SOPs)
8. Understand the Importance of Linen and Uniform Management
9. Master Inventory Control and Management
10. Implement Storage and Handling Procedures
11. Understand Laundry Operations in Hospitality
12. Implement Laundry Processing Procedures

SYLLABUS

- | | |
|--|-----------------|
| <p>1. THE HOTEL GUEST ROOM
Types of Guest Room, Layout of Guest Rooms, Layout of Corridor and Floor Pantry
Furniture, Fixtures, Fittings, Soft Furnishings, Accessories, Guest Supplies, Guest Amenities</p> | 07 HOURS |
| <p>2. CLEANING SCIENCE
Care and Cleaning of Different Surfaces – Metal, Glass, Leather, Rexine, Ceramic, Wood, Wall & Floor Covering etc.
Stain Removal – Principles and Procedures
Cleaning Agents – Classification, Characteristics, pH Scale of Cleaning Agents, Cleaning Agents & Products available
Effect of Cleaning Supplies on Human Body
Cleaning Equipment’s – Classification, Operating Principles, Care, Upkeep and Maintenance of Equipment’s</p> | 10 HOURS |
| <p>3. CLEANING OF GUESTROOMS
Daily Cleaning of Occupied, Departure, Vacant, Under Repair, VIP Rooms
Weekly Cleaning, Spring Cleaning
Evening/Turndown Service
Systems & Procedures involved with Cleaning Schedules, Forms & Formats Used, Job Analysis, Time and Motion Study</p> | 08 HOURS |
| <p>4. SUPERVISION IN HOUSEKEEPING
Role of Housekeeping Supervisors, Supervisor’s Checklist
Lost and Found Procedure, Housekeeping Report/Discrepancy Report
VIP Room Checking, Handling Guest Complaints</p> | 05 HOURS |
| <p>5. LINEN/UNIFORM/TAILOR ROOM
Layout, Types of Linen, Linen Sizes, Linen Exchange Procedure
Storage Facilities and Conditions
Par Stock – Factors Affecting Par Stock/Calculation of Par Stock
Discards, Discard Procedure, Discard Reuse
Inventory System
Uniform Designing – Importance, Types, Characteristics, Selection, Functions and Importance of Tailor Room</p> | 08 HOURS |

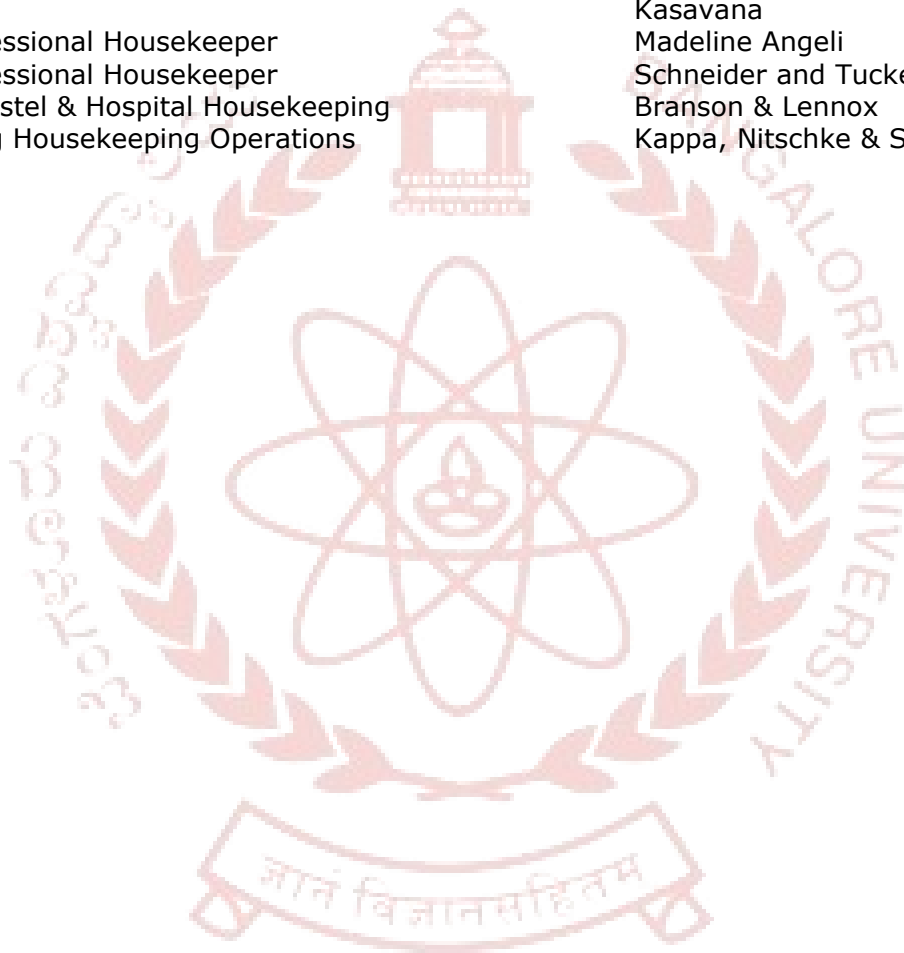
6. LAUNDRY

07 HOURS

Layout, Flow Process, Equipment Used, Stain Removal,
In-house Laundry – Advantages and Disadvantages
Contract Laundry – Advantages and Disadvantages
Laundry Detergents
Handling Hotel Linen, Handling Guest Laundry

REFERENCE BOOKS

- | | |
|---|--|
| 1. Hotel Housekeeping: Operations and Management" | G. Raghubalan, Smritee Raghubalan |
| 2. Housekeeping Management | Matt A. Casado |
| 3. Managing Housekeeping Operations | Margaret M. Kappa, Aleta Nitschke |
| 4. Hotel Housekeeping Training Manual | Sudhir Andrews |
| 5. Principles of Hotel Housekeeping Operations | Sue Baker, Jeren Schmidt, Michael Kasavana |
| 6. The Professional Housekeeper | Madeline Angeli |
| 7. The Professional Housekeeper | Schneider and Tucker |
| 8. Hotel, Hostel & Hospital Housekeeping | Branson & Lennox |
| 9. Managing Housekeeping Operations | Kappa, Nitschke & Schappert |



COURSE	HOUSEKEEPING PRACTICAL – II
COURSE CODE	BHM138
NO. OF CREDITS	01
NO. OF HOURS PER WEEK	02
NO. OF HOURS PER SEMESTER	30

SYLLABUS

1. Recapitulation of First Semester Practical Syllabus
2. Servicing a Guest Room (Check Out/Vacant/Occupied)
3. Sample Layout of Guest Rooms
4. Guest Room Supplies and Position
5. Identification/Use/Storage/Maintenance/Selection of Cleaning Equipment's/Agents
6. Cleaning/Treatment of Various Surfaces
7. Cleaning Methods and Procedures
8. Cleaning of Guest/Public Areas
9. Handling Room Linen – Maintaining Register, Replenishment, Stock Taking
10. Guest Handling – Guest Request, Guest Complaints
11. Maintenance of Journal
12. Assignment on various Cleaning Equipment's and Tools used in Housekeeping through a Field study

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 MARKS
TIME	3 HOURS
EXTERNAL ASSESSMENT PRACTICALS	40 MARKS
INTERNAL ASSESSMENT	10 MARKS

Name of the Programme: Bachelor of Commerce BHM**Paper: Job Skill -1 CA TP****Name of the Course: Computer Accounting-Tally Prime (CATP)**

Course Credits	No. of Hours Per Week	Total No. of Teaching Hours
2	2	30

PEDAGOGY:

Classrooms Lecture, Group Discussion, Presentations, Case Studies, Simulations, Field Work, Industrial Visit (where ever is required) etc.,

COURSE OBJECTIVES:

The Subject Computer Accounting- tally prime typically aims to introduce students to the fundamentals of computerized accounting skills with practical business applications, focusing on how accounting information is recorded in Tally prime.

COURSE OUTCOMES:

Upon successful completion of the course, the students will be able to

- CO:1** Familiarizing with the user interface, menu options, and navigation within Tally Prime.
- CO:2** Setting up new company profiles, configuring financial years, and managing multiple company data within Tally Prime.
- CO:3** Entering various types of transactions such as sales, purchases, receipts, payments, journal entries, etc., accurately into Tally Prime
- CO:4** Managing stock items, recording stock transactions (inward and outward), handling stock transfers, and maintaining stock records.
- CO:5** Understanding how to configure and manage GST (Goods and Services Tax) compliance within Tally Prime for businesses operating in regions where GST is applicable.

SYLLABUS**Module 1: Fundamentals of Tally Prime****4 Hrs**

Introduction to Tally Prime - Downloading & Installation of Tally Prime -Company Creation - Getting Started with Tally Prime o Shut a Company - Select a Company o Alter Company Details - Company Features and Configurations

Module 2: Masters and Transactions in Tally Prime**14 Hrs**

Chart of Accounts -Ledger Creation -Group Creation - Deletion of Ledgers and Group - Creating Inventory Masters- Creation of Stock Group -Creation of Units of Measure - Creation of Stock Item - Creation of Godown -Stock Category- Introduction to Vouchers in Tally Prime - Components of Voucher Entry Screen - Accounting Voucher - Basic Vouchers: Receipt, Payment, Contra, Sales, Purchase, Journal, - Credit Note, &Debit Note - Voucher Alteration & Deletion - Non-Accounting Vouchers - Voucher Type - Double & Single Mode Voucher Entry Inventory Vouchers - Basic Voucher: Stock Transfer, Manufacturing, Physical Stock Voucher - Accounts Voucher with Inventory Transactions -Invoice & Voucher Entry Mode - Inventory Linked Accounts Ledger

Module 3: TDS and GST in Tally Prime**12 Hrs**

TDS – Enable TDS in Tally Prime – Recording TDS Transactions in Tally Prime, Accounting for Expenses and deducting – Reversal of with TDS in Tally Prime – TDS at Lower Rate and Zero Rate in Tally Prime – TDS Deduction for Interest Payable – TDS on Advance Payment in Tally Prime. Goods and Services Tax (GST) - Introduction to GST& its Terminology - Tax Rate Structure & Setup in Tally Prime - Invoicing in GST (Goods & Services) - Input Credit Mechanism, GST Adjustment -Return Filing using Tally Prime - E-Way Bill in GST

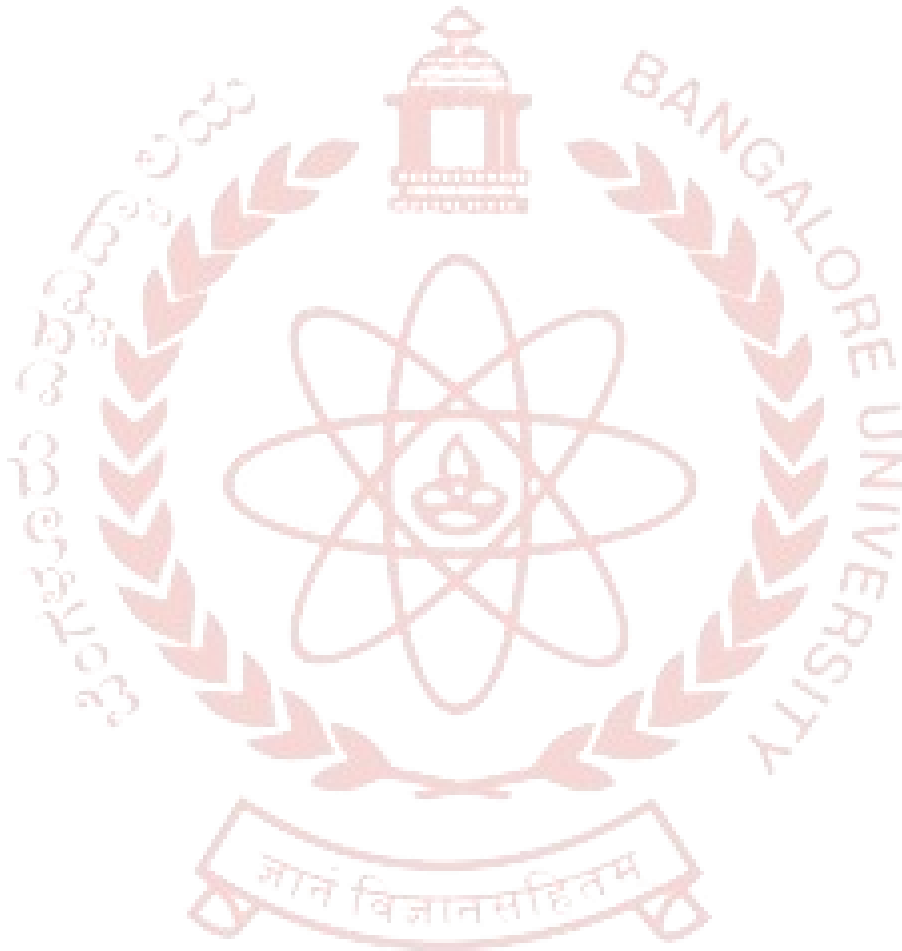
SKILL DEVELOPMENT- Lab Activities

1. Create a company with imaginary figures
2. Create ledgers under Capital/ assets/liability/income and expenses/ Bank
3. Generate different types of vouchers

4. Record TDS Transaction
5. Generate E-Way Bill
6. Any other activities, which are relevant to the course.

BOOKS FOR REFERENCE:

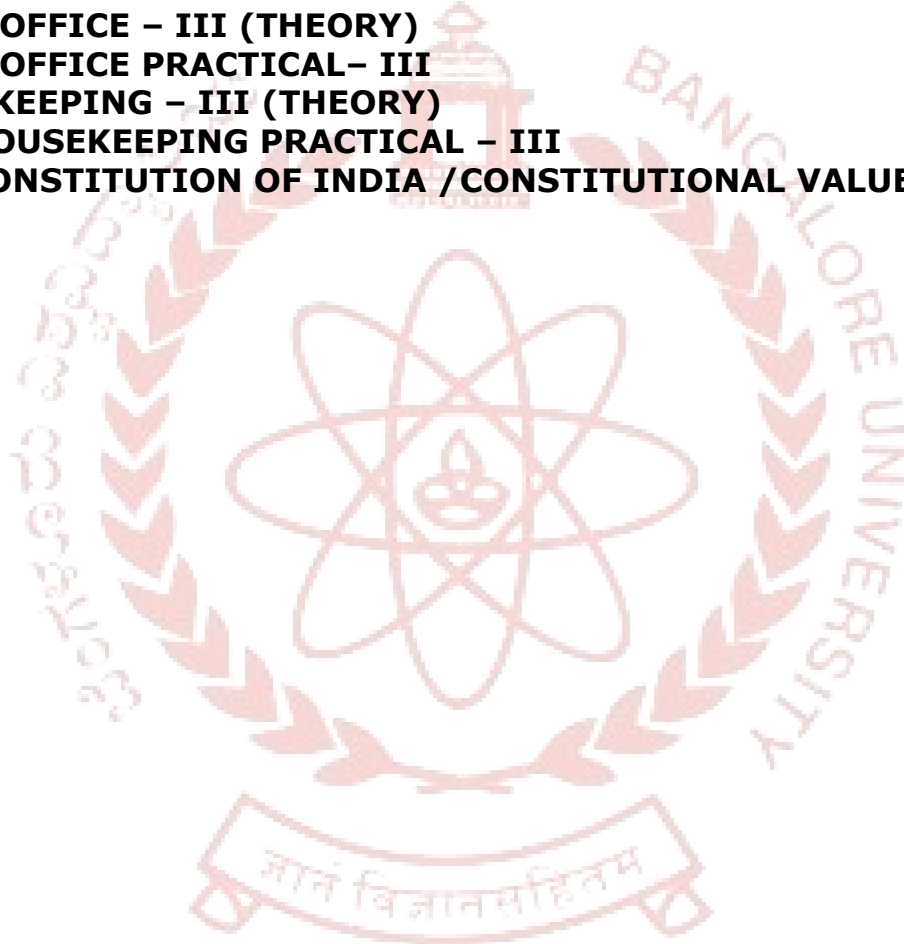
1. Learn Tally Prime With GST Book by Gaurav Agrawal
2. Tally Prime (Including GST) course By ACCA Amarjit Kaur
3. Learn Tally Prime with All New Features 4/E By Rajesh Chheda
4. Mastering Tally PRIME: Training, Certification & Job Paperback – by Asok K Nadhani
5. Tally Essentials from Tally Solutions



BHM SEMESTER III

COURSES:

- 1. LANGUAGE - I**
- 2. LANGUAGE - II**
- 3. FOOD & BEVERAGE PRODUCTION – III (THEORY)**
- 4. FOOD & BEVERAGE PRODUCTION PRACTICAL – III**
- 5. FOOD & BEVERAGE SERVICE – III (THEORY)**
- 6. FOOD & BEVERAGE SERVICE PRACTICAL – III**
- 7. FRONT OFFICE – III (THEORY)**
- 8. FRONT OFFICE PRACTICAL- III**
- 9. HOUSEKEEPING – III (THEORY)**
- 10. HOUSEKEEPING PRACTICAL – III**
- 11. CONSTITUTION OF INDIA /CONSTITUTIONAL VALUES**



COURSE FOOD & BEVERAGE PRODUCTION – III (THEORY)

COURSE CODE BHM221

NO. OF CREDITS 03

NO. OF HOURS PER WEEK 03

NO. OF HOURS PER SEMESTER 45

COURSE LEARNING OBJECTIVES

1. Understand the Diversity of Indian Cuisine
2. Identify Key Ingredients and Spices and explore Regional Varieties and Specialties
3. Understand Cultural Context and Traditions and Promote Healthy and Nutritious Cooking Practices
4. Develop Menu Planning and Presentation Skills and explore Contemporary and Fusion Trends
5. Encourage Culinary Creativity and Experimentation and prepare for Career Opportunities in Indian Culinary Arts
6. Understand the Principles of Quantity Food Production
7. Master Culinary Skills for Large-scale Operations
8. Understand the Role of Kitchen Equipment and Layout in Hospitality Operations
9. Understand Kitchen Layout Design Principles
10. Understand the Role and Importance of Cooking Fuels
11. Understand the Fundamentals of Menu Planning for large Scale Catering
12. Learn Menu Analysis and Optimization

SYLLABUS

1. INDIAN CUISINE

15 HOURS

Origin, History, Characteristics, Regional Cuisines and Differences
 Condiments, Spices and Herbs used in Indian Kitchen
 Indian Cooking Methods
 Masalas and Pastes – Introduction, Blending, Dry and Wet Masalas, Pastes used in Indian Cookery
 Basic Indian Gravies
 Commodities used - Souring Agents, Colouring agents, Thickening Agents, Tenderizing Agents, Flavouring and Aromatic Agents, Spicing Agents
 Influence of Religion on Indian Cuisine
 Breads of India – Classification, Ingredients Used, Methods of Preparation
 Indian Sweets – Milk Based, Cereal Based, Cold Sweets, Vegetable based, Importance of Sweets in Indian Culture and Religion
 Indian Cuisine Terms and Terminologies

2. QUANTITY FOOD PRODUCTION

08 HOURS

Introduction to Quantity Food Production
 Industrial Catering, Institutional, and Contract Catering
 Staff Hierarchy, Workflow, Difference in Equipment, Cooking Techniques
 Planning Banquet and Quantity Menus
 Use of Convenience Foods in Quantity Catering, Advantages and Disadvantages
 Réchauffé’ – Importance in Quantity Catering

3. CATERING SYSTEMS

07 HOURS

Introduction
 Cook Chill System – Meaning and Importance, Cook Chill Process, Finishing, Distribution, Regeneration
 Cook Freeze System – Meaning and Importance, Preparation, Storage of Frozen Food, Transport, Regeneration
 Advantages and Disadvantages of Cook Chill and Cook Freeze
 Sous Vide Process – Meaning, Principles

4. KITCHEN EQUIPMENTS AND LAYOUT

07 HOURS

Classification of Equipment's
 Purchase Criteria for Equipment's
 Care and Maintenance of Equipment's
 Principles of Kitchen Planning
 Sections of the Kitchen with Layout and Functions
 Receiving Area, Storage – Dry and Cold, Butchery & Vegetable Preparation Area, Hot Kitchens, Cold Kitchens, Bakery and Confectionery, Pot wash and Dish wash
 Types of Kitchen Layout
 Quantity Requirements for Heavy and Light equipment's
 Suppliers and Manufacturers, Approximate Cost

5. COOKING FUELS

03 HOURS

Types, Advantages & Disadvantages, Comparative Study, Safety Precautions
 Safety in the Hotel Premises
 Fire Hazards – Types of Fire, Fire Extinguishers, and Precautions to be taken

6. MENU PLANNING FOR QUANTITY FOOD PRODUCTION

05 HOURS

Introduction
 Menu – Function and Types of Menu
 Menu as a Control Tool
 Menu Engineering Grid
 Menu Balancing

REFERENCE BOOKS:

1. Professional Cooking	Wayne Gisslen
2. The Professional Chef	The Culinary Institute of America
3. Food: A Culinary History	Jean-Louis Flandrin
4. Larousse Gastronomique"	Librairie Larousse
5. On Cooking: A Textbook of Culinary Fundamentals"	Sarah R. Labensky, Alan M. Hause, and Priscilla A. Martel
6. Culinary Arts Principles and Applications"	Mark D. Erickson, Lisa Erickson, and Christopher Koetke
7. Practical Professional Cookery	Cracknell H. J. and Kaufmann R. J
8. India Cookbook	Pushpesh Pant
9. Prashad Cookbook: Indian Vegetarian Cooking	Kaushy Patel
10. Prashad: Cooking with Indian Masters	Joginder Singh Kalra
11. Classic Cooking of Punjab	Joginder Singh Kalra
12. The Art of Indian Vegetarian Cooking	Yamuna Devi
13. "Regional Cooking of India	Mridula Baljekar
14. A Taste of India	Madhur Jaffrey

COURSE FOOD & BEVERAGE PRODUCTION PRACTICAL – III

COURSE CODE BHM231

NO. OF CREDITS 02

NO. OF HOURS PER WEEK 04 HOURS

NO. OF HOURS PER SEMESTER 60 HOURS

SYLLABUS (MENU) FOR FOOD & BEVERAGE PRODUCTION

A set of 15 popular Indian Menus region wise (typical of the region/area) to be prepared, each Menu to have a Starter/Soup, Main Course, Vegetable Course, Accompaniments (Indian Bread/Rice), and a Dessert

A detailed study of each menu with the origin, history, ingredients, characteristics, methods of cooking etc. prior to each Practical Class is mandatory.

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS 50 MARKS

TIME 04 HOURS

EXTERNAL ASSESSMENT PRACTICALS 40 MARKS

INTERNAL ASSESSMENT 10 MARKS

FOR THE PRACTICAL EXAMINATION STUDENTS WILL BE ASKED TO PREPARE AND PRESENT ANY OF THE 15 PRESCRIBED MENUS ON THE DAY OF THE EXAMINATION.

Food/Bakery Preparations will be evaluated on: Taste, Texture & Consistency, Plating, Presentation, Creativity, and Aroma

COURSE FOOD & BEVERAGE SERVICE – III (THEORY)

COURSE CODE BHM223

NO. OF CREDITS 03

NO. OF HOURS PER WEEK 03

NO. OF HOURS PER SEMESTER 45

COURSE LEARNING OBJECTIVES:

1. Understand the Scope and Importance of Alcoholic Beverages
2. Master Beverage Categories and Types
3. Understand the Basics of Wine Production
4. Explore Global Wine Regions and Varietals
5. Understand Beer Production Processes
6. Explore Beer Styles and Varieties:
7. Understand the Distillation and Production of Spirit
8. Explore Global Spirits Categories and Varieties
9. Understand Principles of Flavor Interaction
10. Master Pairing Techniques Across Beverage Categories
11. Explore Culinary and Beverage Synergies
12. Learn Sensory Evaluation and Tasting Skills

SYLLABUS

1. ALCOHOLIC BEVERAGES

05 HOURS

Introduction, Definition,
Classification of Alcoholic Beverages
Importance of Alcoholic Beverages

2. WINE STUDIES

15 HOURS

History, Classification of Wines, Factors Affecting Taste and Quality, Diseases of the Wine, Annual Life Cycle of the Vine, Important Grape Varieties, Vinification (Red Wines, White Wines, Sparkling Wines), Wine Barrels/Casks, Cork, Service of Wines, Reading Wine Labels, Wine and Food Pairing
Wine Producing Countries: Old World - France, Italy, Germany, Spain, Portugal, Hungary
New World - California, Australia, New Zealand, South Africa, Argentina, Chile, India, Japan
History, Climate and Geography, Wine Appellations, Wine Regions, Grape Varieties Used and Important Wines of each Country (Ten)

3. BEER

05 HOURS

Types, Science of Manufacture, Service of Beer, Indian and International Brands

4. SPIRITS

15 HOURS

History, Types of Spirits, Service
Whisky – Ingredients, Types – Scotch, Irish, Bourbon, Manufacture, Brands
Brandy - Ingredients, Types – Cognac, Armagnac, Manufacture, Brands
Rum – Ingredients, Types, Manufacture, Brands
Gin - Ingredients, Types, Manufacture, Brands
Vodka - Ingredients, Types, Manufacture, Brands
Tequila - Ingredients, Types, Manufacture, Brands
Other Spirits – Tequila, Grappa, Aquavit, Arrack, Sake, Calvados

5. FOOD AND ALCOHOL PAIRING

05 HOURS

Wine, Spirits, Beer, Aperitifs, Liqueurs

REFERENCE BOOKS

- | | |
|--|------------------------------------|
| 1. Wine Encyclopedia | Hugh Johnson |
| 2. Wine Encyclopedia | Tom Stevenson |
| 3. The World Atlas of Wine | Hugh Johnson and Jancis Robinson |
| 4. The Oxford Companion to Wine | Jancis Robinson and Julia Harding |
| 5. Windows on the World Complete Wine Course | Kevin Zraly |
| 6. The Wine Bible | Karen MacNeil |
| 7. The Art of Fermentation: An In-Depth Exploration of | |
| 8. The Oxford Companion to Beer edited | Garrett Oliver |
| 9. Tasting Beer: An Insider's Guide to the World's
Greatest Drink | Randy Mosher |
| 10. Designing Great Beers: The Ultimate Guide to
Brewing Classic Beer Styles | Ray Daniels |
| 11. How to Brew: Everything You Need to Know to
Brew Great Beer Every Time | John Palmer. |
| 12. Perfect Pairings: A Master Sommelier's Practical
Advice for Partnering Wine with Food | Evan Goldstein and Joyce Goldstein |
| 13. Culinary Artistry | Andrew Dornenburg and Karen Page |



COURSE	FOOD & BEVERAGE SERVICE PRACTICAL- III
COURSE CODE	BHM233
NO. OF CREDITS	02
NO. OF HOURS PER WEEK	04
NO. OF HOURS PER SEMESTER	60

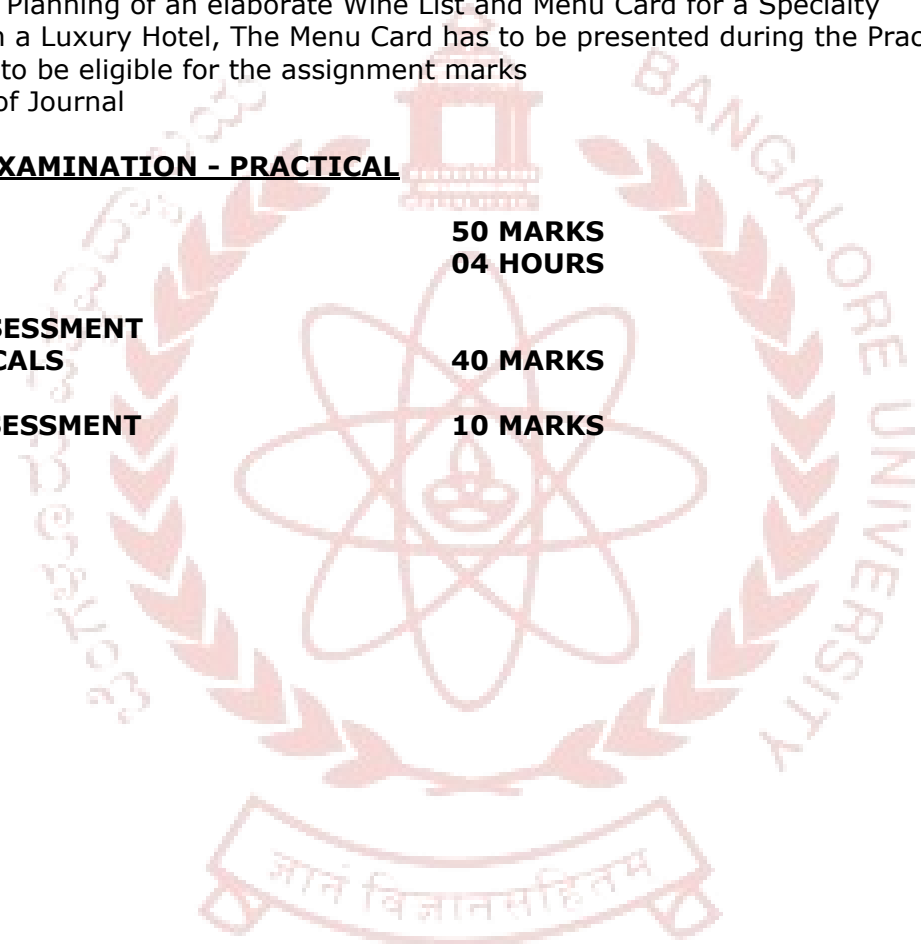
1. Re-capitulation of First and Second Semester Practical Syllabus
2. Framing of a Menu and Laying the Cover for the same, Mise-en-Place & Mise-en-Scene
3. Service of Beverages – Service of Wine, Beer, Aperitif, Liqueurs, Aerated Drinks
Juices and Cocktails
4. Cocktail Preparation and Service – Preparation of Cocktails with all base spirits
5. Mock Service of Continental, English and Indian Breakfast
6. Presentation on Wine and Spirits
7. Preparation of Mocktails
8. Assignment – Planning of an elaborate Wine List and Menu Card for a Specialty
Restaurant in a Luxury Hotel, The Menu Card has to be presented during the Practical
Examination to be eligible for the assignment marks
9. Maintenance of Journal

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 MARKS
TIME	04 HOURS

EXTERNAL ASSESSMENT PRACTICALS	40 MARKS
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INTERNAL ASSESSMENT	10 MARKS
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COURSE	FRONT OFFICE – III (THEORY)
COURSE	BHM225
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Understand Accommodation Product Types
2. Learn Accommodation Facility Management
3. Understand Sales Techniques and Strategies
4. Master Product Knowledge and Upselling
5. Explore Revenue Management Practices
6. Understand Guest Expectations and Preferences
7. Understand Front Office Functions and Structure
8. Master Guest Interaction Skills
9. Learn Reservation Management
10. Study Front Office Administration
11. Learn Guest Service Standards
12. Enhance Cross-Functional Collaboration

SYLLABUS

1. THE ACCOMMODATION PRODUCT	15 HOURS
<ul style="list-style-type: none"> - Types of Guest Rooms as per size and number of beds, décor, view - Segmentation of Rooms as per market – Concept, Executive Floors, Club Room, Presidential Suites etc. - Room Rates – Basis of Charging Room Rates, Rack rates, Discounted Rates, Special Rates, Seasonal Rates, Dynamic Rates, Need for Discount - Rate Types – Corporate Rates (CVGR), Commercial Rate, Promotional Rate, Crib Rate, Package Rate, Back-to-Back Series Rate, Government Rate, Weekend Rates, Day Rate, Extra Bed etc. - Meal Plans – Types, Need and Usage of Plans, Application in different types of Hotels 	
2. COMPUTERS IN FRONT OFFICE OPERATIONS	08 HOURS
<ul style="list-style-type: none"> - Role of Computers in Front Office Operations - Various types of PMS Used, Front Office Modules and its Applications 	
3. THE FRONT OFFICE SALESMANSHIP	10 HOURS
<ul style="list-style-type: none"> - Role of Front Office in Marketing and Sales - Need for Product Knowledge and Product Analysis - Upgrading, Suggestive and Upselling Techniques - Reservation and Reception as Sales Departments - Guidelines to Selling – Telephone, Personal, Internal Marketing and Sales - Marketing for Business Travellers, Leisure Travellers, Travel Agents, Special Segments 	
4. THE HOTEL GUEST	08 HOURS
<ul style="list-style-type: none"> - Types of Hotel Guests - Business Travellers – Matching of Needs with Facilities, Sources - Group Travellers, Special Interest Travellers, International Travellers 	
5. FRONT OFFICE RESPONSIBILITIES	04 HOURS
<ul style="list-style-type: none"> - Front Office Communications - Interdepartmental Communications - Guest Services - Guest Relations – Role and Importance, Handling Guest Complaints - Front Office Security Functions 	

REFERENCE BOOKS

- | | |
|--|-------------------------------------|
| 1. Hotel Front Office Management | James A. Bardi |
| 2. Managing Front Office Operations | Michael L. Kasavana, Richard Brooks |
| 3. Principles of Front Office Operations | Sue Baker, Jeren Schmidt, |
| | i. and Michael Kasavana |
| 4. Hotel Operations Management | David K. Hayes, Jack D. Ninemeier, |
| | i. and Allisha A. Miller |
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| | i. and Jeremy Huyton |
| 8. Front Office Operations & Management | Ahmed Ismail |
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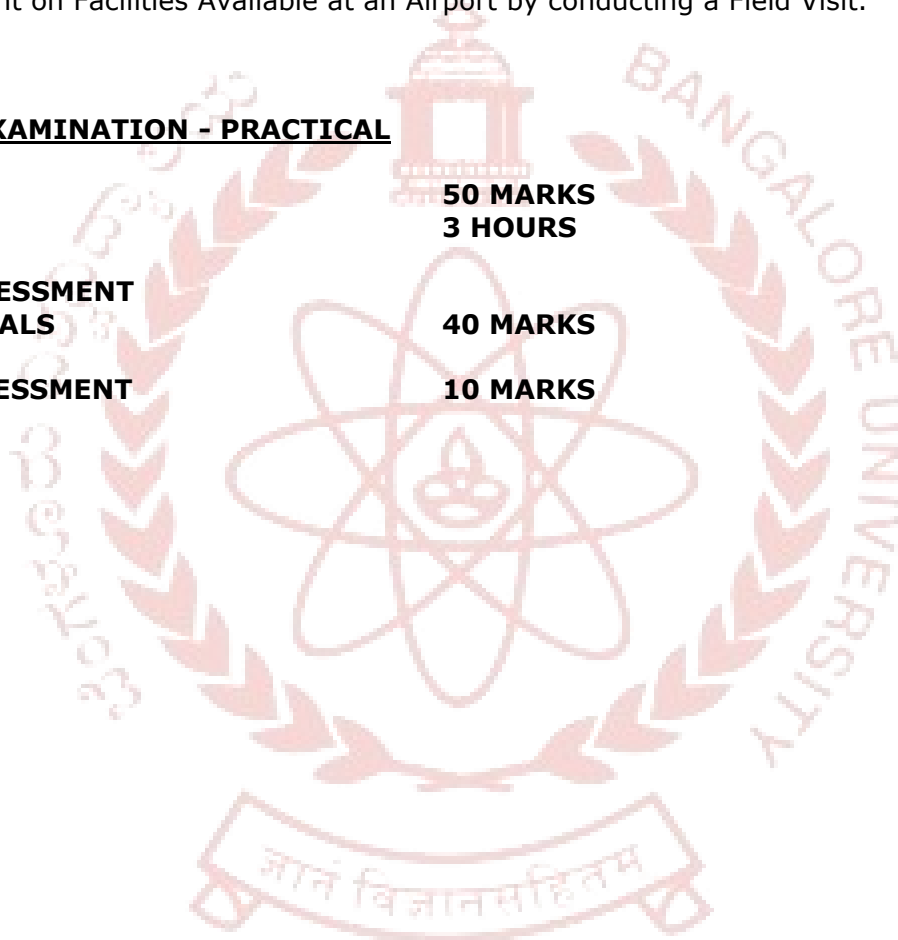


COURSE	FRONT OFFICE PRACTICAL- III
COURSE CODE	BHM235
NO. OF CREDITS	01
NO. OF HOURS PER WEEK	02
NO. OF HOURS PER SEMESTER	30

1. Re-capitulation of First and Second Semester Practical Syllabus
2. Emergency Handling – Fire, Death, Natural Disasters, Accident, Damage to Hotel Property, Vandalism, Drunk Guests, Scanty Baggage, Theft, Sick Guests, Bomb and Terrorism Threats
3. PMS Activities – Feeding Reservation, Amendment, Cancellation, Reinstating a Reservation, Feeding Messages, Check in Guest, Room and Rate Assignment, Room Change
4. Glossary of Front Office Terms
5. Report on Working of a Travel Agent/Tour Operator by conducting a Field Visit and submitting a Report on the same
6. Assignment on Facilities Available at an Airport by conducting a Field Visit.

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 MARKS
TIME	3 HOURS
EXTERNAL ASSESSMENT PRACTICALS	40 MARKS
INTERNAL ASSESSMENT	10 MARKS



COURSE	HOUSEKEEPING – III (THEORY)
COURSE CODE	BHM227
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES:

1. Study Current Trends in Hotel Design
2. Learn Sustainability Practices in Hotel Planning
3. Understand Interior Design Principles
4. Study Hotel Design Trends and Styles
5. Understand Safety Protocols and Procedures
6. Identify Common Hazards and Risks
7. Understand the Basics of Floral Design and master Floral Arrangement Techniques
8. Understand the Principles of Ergonomics
9. Identify Common Ergonomic Risks in Housekeeping
10. Understand the Basics of Floor and Wall Coverings, Windows, Curtains etc.
11. Explore Design Principles and Aesthetics
12. Explore Trends and Innovations

SYLLABUS

- | | |
|--|-----------------|
| <p>1. PLANNING TRENDS IN HOTELS</p> <ul style="list-style-type: none"> - Guest Rooms - Types, Bathrooms, Cloakrooms, Banquet Halls, Food & Beverage Outlets, Lobby - Types, Business Centre - New ways of using materials – Glass, Wood, Metals etc. - Design and Trends as a Merchandising Tool - Boutique Hotels – Meaning, Concept of a Boutique Hotel | 08 HOURS |
| <p>2. INTERIOR DESIGNING</p> <ul style="list-style-type: none"> - Introduction and Definition - Elements of Design, Principles of Design, Objectives of Design - Colour importance, Rules, Types of Colour, Colour Wheel, Colour Scheme – Basic Principles - Principles of Designing Guest Rooms | 10 HOURS |
| <p>3. SAFETY AND SECURITY IN ACCOMMODATIONS</p> <ul style="list-style-type: none"> - Work Environment Safety, Occupational Safety and Hazard Prevention, Job Safety Analysis - Theft by Guests and Employees - Hotel Security, Front Office Security – Key Control, Scanty Baggage, Fire Fighting Basics and First Aid Basics | 08 HOURS |
| <p>4. FLOORS, WALLS, DOORS, WINDOWS AND LIGHTING</p> <ul style="list-style-type: none"> - Floor Coverings, Types and Characteristics, Care and Maintenance - Carpets – Types, Selection, Construction, Characteristics, Care and Maintenance - Wall Coverings – Types and Maintenance - Windows – Types, Treatment of Windows - Curtains and Draperies – Types, Care and Maintenance - Doors – Types, Care and Maintenance - Lighting – Classification, Types and Importance, Application and Uses | 10 HOURS |
| <p>5. FLOWER ARRANGEMENT</p> <ul style="list-style-type: none"> - Concepts, Importance of Flower Arrangements, The Basic Ingredients - Types of Flower Arrangements, Mechanics of Flower Arrangement - Equipments – Containers, Bases – Types, Accessories - Designing Arrangements, Buying Cut Flowers - Essentials – Proportion, Background, Texture, Balance, Movement, Colour - Precautions and Care | 05 HOURS |

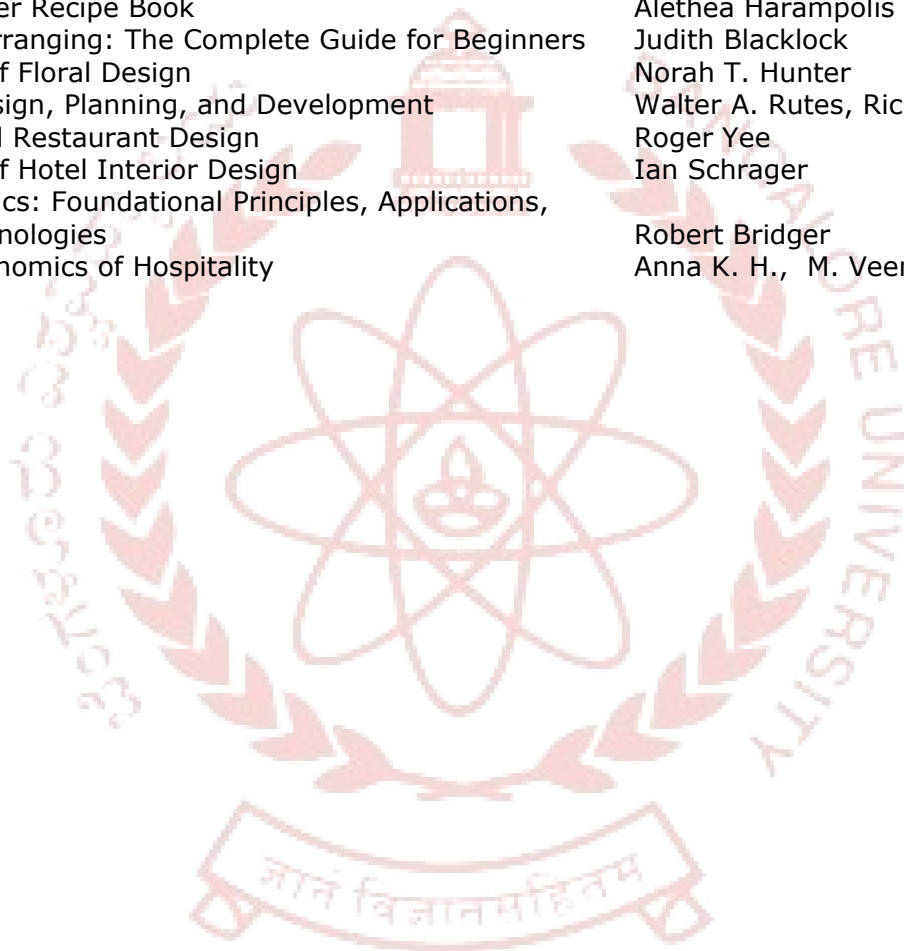
6. ERGONOMICS IN HOUSEKEEPING

04 HOURS

- Introduction to Ergonomics, Principles of Ergonomics
- Significance and Need for Ergonomics in Housekeeping
- Analysis of Risk factor in Housekeeping – Ergonomics Perspective
- Mitigation of Risks in Housekeeping by Applying Ergonomics Principles

REFERENCE BOOKS

- | | |
|--|------------------------------------|
| 1. Hotel Housekeeping: Operations and Management" | G. Raghubalan, Smritee Raghubalan |
| 2. Housekeeping Management | Matt A. Casado |
| 3. Managing Housekeeping Operations | Margaret M. Kappa, Aleta Nitschke |
| 4. Hotel Housekeeping Training Manual | Sudhir Andrews |
| 5. Principles of Hotel Housekeeping Operations | Sue Baker, Jeren Schmidt, Michael |
| 6. The Flower Recipe Book | Alethea Harampolis and Jill Rizzo |
| 7. Flower Arranging: The Complete Guide for Beginners | Judith Blacklock |
| 8. The Art of Floral Design | Norah T. Hunter |
| 9. Hotel Design, Planning, and Development | Walter A. Rutes, Richard H. Penner |
| 10. Hotel and Restaurant Design | Roger Yee |
| 11. The Art of Hotel Interior Design | Ian Schragar |
| 12. Ergonomics: Foundational Principles, Applications,
and Technologies | Robert Bridger |
| 13. The Ergonomics of Hospitality | Anna K. H., M. Veenendaal |



COURSE	HOUSEKEEPING PRACTICAL - III
COURSE CODE	BHM237
NO. OF CREDITS	01
NO. OF HOURS PER WEEK	02 HOURS
NO. OF HOURS PER SEMESTER	30 HOURS

SYLLABUS

1. Re-capitulation of First and Second Semester Practical Syllabus
2. Cleaning of Departure, Vacant, Occupied and Under Repair Room
3. Providing Evening Service
4. Lost and Found Procedure
5. Minibar Management – Issue, Stock Taking, Checking Expiry Date
6. Creativity in developing useful material from discards
7. Designing a set of Uniform for any department keeping the material cost, quality, Ambience in mind
8. Basic Tailoring
9. Using a Washing Machine and Pressing Linen
10. Stain removal – Curry Stain, Coffee Stain, Tea Stain, Paint, Liquor, Fungus etc.
11. Flower Arrangement
12. A report on Time and Motion Study to be undertaken by the students on Guestroom Cleaning
13. Assignment - To visit a nearby hotel to study the working and management of a Housekeeping Department and submit a report on it.

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 MARKS
TIME	3 HOURS
EXTERNAL ASSESSMENT PRACTICALS	40 MARKS
INTERNAL ASSESSMENT	10 MARKS

BHM SEMESTER IV

COURSES

- 1. LANGUAGE - I**
- 2. LANGUAGE - II**
- 3. FOOD & BEVERAGE PRODUCTION – IV (THEORY)**
- 4. FOOD & BEVERAGE PRODUCTION PRACTICAL – IV**
- 5. FOOD & BEVERAGE SERVICE – IV (THEORY)**
- 6. FOOD & BEVERAGE SERVICE PRACTICAL – IV**
- 7. FRONT OFFICE – IV (THEORY)**
- 8. FRONT OFFICE PRACTICAL – IV**
- 9. HOUSEKEEPING - IV (THEORY)**
- 10. HOUSEKEEPING PRACTICAL – IV**
- 11. HOSPITALITY ETIQUETTES & COMMUNICATION SKILLS**



COURSE FOOD AND BEVERAGE PRODUCTION – IV

COURSE CODE BHM222

NO. OF CREDITS 03

NO. OF HOURS PER WEEK 03

NO. OF HOURS PER SEMESTER 45

COURSE LEARNING OBJECTIVES

1. Understand Global Culinary Diversity, Identify Key Ingredients and Techniques
2. Study Traditional and Modern Approaches
3. Develop Cross-Cultural Culinary Skills
4. Understand Health, Nutrition, and Dietary Considerations
5. Develop Menu Planning and Culinary Management Skills
6. Understand the Principles of Wellness Cuisine
7. Develop Skills in Healthy Cooking Techniques
8. Study Menu Planning for Wellness Programs
9. Understand the Role of Mindful Eating and Food Psychology
10. Understand the Philosophy and Principles of Slow Food
11. Develop Culinary Skills and Gastronomic Creativity
12. Understand the Innovation Process
13. Develop Conceptualization and Ideation Skills
14. Understand Product Design and Specification
15. Understand the Concept and Importance of Non-Edible Displays
16. Develop Skills in Theme Development and Conceptualization

SYLLABUS

1. POPULAR INTERNATIONAL CUISINES

20 HOURS

- Chinese Cuisine - Features, Regional Classification, Ingredients, Methods of Cooking, Courses of the Menu
- Thai Cuisine - Features, Regional Classification, Ingredients, Methods of Cooking, Courses of the Menu
- Mexican Cuisine - Features, Regional Classification, Ingredients, Methods of Cooking, Courses of the Menu
- Spanish Cuisine - Features, Regional Classification, Ingredients, Methods of Cooking, Courses of the Menu
- Japanese Cuisine - Features, Regional Classification, Ingredients, Methods of Cooking, Courses of the Menu
- Lebanese Cuisine - Features, Regional Classification, Ingredients, Methods of Cooking, Courses of the Menu
- Mediterranean Cuisine - Features, Regional Classification, Ingredients, Methods of Cooking, Courses of the Menu

2. WELLNESS CUISINE

07 HOURS

- History of Popular Cuisine from Middle Ages to Modern Age
- Minceur Cuisine – Low Calorie, Low Carbohydrate, Low Protein, Classical Dishes of Wellness Cuisine
- Raw Cuisine – Definition, Concept, Menu Examples
- Ayurvedic and Sattvic Cuisine – Concepts and Menu Examples

3. SLOW FOOD MOVEMENT

05 HOURS

- Introduction, Objectives and Concepts, History, Nutritional Value
- Importance of Social, Economic, and Environmental Sustainability in Food Production and Consumption Networks
- Understanding Urban Food Systems, Zero Mile Food, Traditional Local Production, Ethnic Food, Importance of Local and Ethnic Cuisine, Dying Country Ingredients and Cuisines

4. PRODUCT RESEARCH AND DEVELOPMENT

05 HOURS

Testing new Recipes and Equipment,
 Designing new Recipes and Equipment's
 Food Trials, Organoleptic and Sensory Evaluation

5. NEW CONCEPTS AND TRENDS

04 HOURS

Trends in Eating – Pairing of Indian Food and Wine
 Molecular Gastronomy – Introduction, Salient Features, Recipes and Menu Examples
 Genetically Modified Foods
 Organic Food and Wines
 Vegan Cuisine – Introduction and Salient Features

6. NON-EDIBLE DISPLAYS

04 HOURS

Ice Carvings, Tallow Sculpture, Butter Sculpture
 Fruit and Vegetable Displays
 Salt Dough, Pastillage
 Jelly Logo, Thermocoel Work

REFERENCE BOOKS:

- | | |
|---|----------------------|
| 1. International Cuisine & Food Production Management | by Parvinder S. Bali |
| 2. Professional Cooking | by Wayne Gisslen |
| 3. The Professional Chef | by The CIA |
| 4. International Cuisine | by Jeremy MacVeigh |
| 5. Global Cuisine by | Chef Vinoth Kumar |
| 6. Food Product Development: From Concept to the Marketplace | John T. Lawless |
| 7. Slow Food Nation: Why Our Food Should Be Good, Clean, and Fair | Carlo Petrini |
| 8. Culinary Nutrition: The Science and Practice of Healthy Cooking | Jacqueline B. Marcus |
| 9. The Wellness Kitchen: Fresh, Flavorful Recipes for a Healthier You | Paulette Lambert |

COURSE FOOD & BEVERAGE PRODUCTION PRACTICALS – IV

COURSE CODE	BHM232
NO. OF CREDITS	02
NO. OF HOURS PER WEEK	04 HOURS
NO. OF HOURS PER SEMESTER	60 HOURS

SYLLABUS (MENU) FOR FOOD & BEVERAGE PRODUCTION

A selection of 15 Menus from Chinese Cuisine, Thai Cuisine, Mexican Cuisine, Satvik Cuisine, Slow Food and Vegan Cuisine. Each Menu to have a Starter/Soup, Main Course, Vegetable Course, Accompaniments (Bread/Rice/Pasta), and a Dessert

Demonstration Classes in Ice Carving, Fruit and Vegetable Carving, Butter Sculpture, Sugar Craft and Dessert Artistry

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 MARKS
TIME	04 HOURS

EXTERNAL ASSESSMENT PRACTICALS	40 MARKS
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INTERNAL ASSESSMENT	10 MARKS
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Food Preparations will be evaluated on: Taste, Texture & Consistency, Plating, Presentation, Creativity, and Aroma.

FOR THE PRACTICAL EXAMINATION STUDENTS WILL BE ASKED TO PREPARE AND PRESENT ANY OF THE 15 MENUS ON THE DAY OF THE EXAMINATION.

COURSE	FOOD AND BEVERAGE SERVICE – IV
COURSE CODE	BHM224
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Understand the History and Evolution of Liqueurs and Spirits
2. Identify Different Types and Categories of Liqueurs and Spirits
3. Study Production Processes and Techniques
4. Understand Mixology and Cocktail Culture
5. Understand Food and Beverage Service Concepts
6. Develop Menu Planning and Development Skills
7. Understand the History and Evolution of Guéridon Service
8. Develop Practical Skills in Tableside Preparation and Presentation
9. Understand the Role and Importance of Kitchen Stewarding
10. Study Kitchen Layout and Equipment
11. Understand Current Trends in Food and Beverage Industry
12. Study Global and Regional Culinary Influences:

SYLLABUS

1. LIQUEURS & APERITIFS	08 HOURS
Liqueurs & Aperitifs – Types, Manufacture, Service and Predominant Flavors and Brands	
2. MIXOLOGY (COCKTAILS & MOCKTAILS)	08 HOURS
Introduction, History, Classification of Cocktails Recipes for Rum, Brandy, Whisky, Gin, Vodka, Tequila, and Wine based Cocktails. Cocktail Equipment's, Garnishes and Service of Cocktails Mocktails – Introduction, Types and Service	
3. PLANNING & OPERATING FOOD & BEVERAGE OUTLETS	10 HOURS
Physical Layout of Functional and Ancillary Areas Objectives of a Good Layout, Steps in Planning, Factors to be considered Calculating Space Requirement Various Setups for Seating, Planning Staff Requirement Menu Planning and Constraints Selecting and Planning Heavy and Light Equipment's Quantity Requirement of Crockery, Cutlery, Glasses Suppliers and Manufacturers, Approximate Cost Planning Décor, Furnishings and Fixtures	
4. GUERIDON SERVICE	07 HOURS
History, Definition, General Considerations of Operations Advantages and Disadvantages Types of Trolley, Factors to Create Impulse Buying Gueridon Equipment, Gueridon Ingredients	
5. KITCHEN STEWARDING	05 HOURS
Importance and Functions, Opportunities in Kitchen Stewarding Record Maintenance Methods of Cleaning Restaurant wares, Machines used in Cleaning Inventory Management	

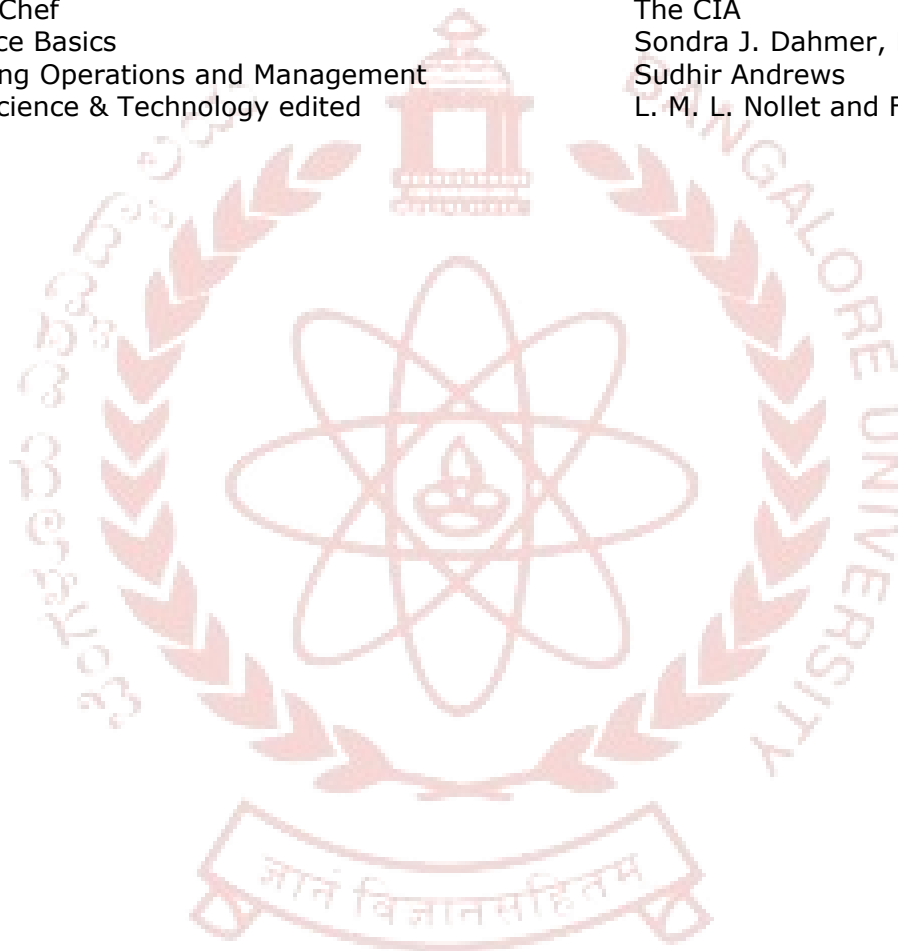
6. CHANGING TRENDS IN FOOD & BEVERAGE

07 HOURS

Mergers and Acquisitions
Changing Customer Preferences
Convenience, Innovations in Food & Beverage
Food Safety
E-Commerce and Online Orders

REFERENCE BOOKS

Food Product Development: From Concept to the Marketplace	John T. Lawless
The Oxford Companion to Spirits and Cocktails edited	David Wondrich
The Craft of the Cocktail	Dale DeGross
Successful Restaurant Design	Regina S. Baraban, Joseph F. Durocher
Food and Beverage Service	Dennis Lillicrap, John Cousins IA
The Professional Chef	The CIA
Restaurant Service Basics	Sondra J. Dahmer, Kurt W. Kahl
Kitchen Stewarding Operations and Management	Sudhir Andrews
Trends in Food Science & Technology edited	L. M. L. Nollet and Fidel Toldrá

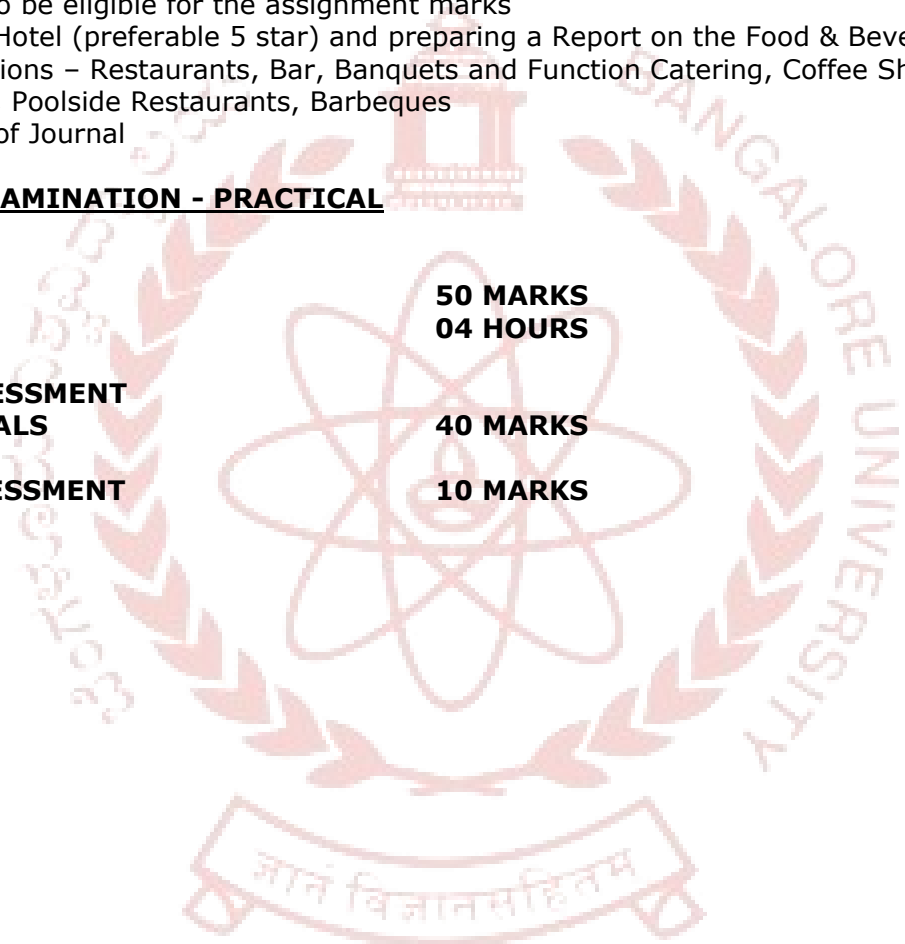


COURSE	FOOD & BEVERAGE SERVICE PRACTICALS – IV
COURSE CODE	BHM234
NO. OF CREDITS	02
NO. OF HOURS PER WEEK	04
NO. OF HOURS PER SEMESTER	60

1. Re-capitulation of First, Second and Third Semester Practical Syllabus
2. Cocktail Preparation and Service – Preparation of Cocktails with all base spirits
3. Preparation of Mocktails and their Service
5. Gueridon Service – A Selection of 20 Gueridon served dishes to be planned
6. Planning of Seven Course Menu with Wine accompaniments.
8. Assignment – Planning of an elaborate Wine List and Menu Card for a Specialty Restaurant in a Luxury Hotel, The Menu Card has to be presented during the Practical Examination to be eligible for the assignment marks
9. Visit to a Star Hotel (preferable 5 star) and preparing a Report on the Food & Beverage Service Operations – Restaurants, Bar, Banquets and Function Catering, Coffee Shop, F & B Controls, Poolside Restaurants, Barbeques
10. Maintenance of Journal

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 MARKS
TIME	04 HOURS
EXTERNAL ASSESSMENT PRACTICALS	40 MARKS
INTERNAL ASSESSMENT	10 MARKS



COURSE	FRONT OFFICE – IV (THEORY)
COURSE CODE	BHM226
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Understand Hotel Classification Systems, the Types and Segmentation of Hotels
2. Understand Organizational Structures in Hospitality
3. Study Operating Models and Management Systems, Ownership and Investment Structures
4. Understand Principles of Guest Safety and Security
5. Study Emergency Response, Crisis Management, Risk Prevention and Incident Management
6. Understand Key Performance Indicators (KPIs) in Hospitality
7. Study Financial Performance Metrics and Analysis
8. Understand the Scope and Evolution of Hospitality Industry
9. Study Hospitality Management Principles and Functions
10. Understand the Importance of In-house Sales in Hospitality
11. Study Guest Psychology and Consumer Behavior
12. Develop Product Knowledge and Service Expertise

SYLLABUS

- | | |
|--|------------------------|
| <p>1. CATEGORISATION OF HOTELS</p> <p>Criteria for Star Categorization 5-Star, 4-Star, 3-Star, 2-Star, Resort, Heritage Hotels, Casino Hotels, Convention Hotels, All Suite Hotel
Procedure for Application</p> | <p>08 HOURS</p> |
| <p>2. OPERATING ARRANGEMENTS</p> <p>Independent Hotels, Chain Operations, Lease Arrangement, Professional Management, Management and Marketing Contracts, Franchise and Referrals</p> | <p>08 HOURS</p> |
| <p>3. GUEST SAFETY & SECURITY</p> <p>Role of Front Office in Hotel Security, Importance of Security Systems – Use of Metal Detectors, Scanty Baggage, Guest and Staff Movement, Access Control, Protection of Funds
Key Control – Handling Guest Keys, Master/Grand Master Keys
Emergency (Accident, Illness, Theft, Fire, Bomb, Terror Attack)</p> | <p>08 HOURS</p> |
| <p>4. EVALUATING HOTEL PERFORMANCE</p> <p>Methods of Measuring Hotel Performance – Occupancy Ratio, Average Daily Rate, Average Room Rate per Guest, Revenue per Available Room, Market Share Index, Evaluation of Hotels by Guest</p> | <p>08 HOURS</p> |
| <p>5. MANAGING HOSPITALITY</p> <p>Provision of Services, Importance of Hospitality, Managing Delivery of Hospitality, Managing the Guest Cycle, Hospitality Service Management Programmes and its Evaluation, TQM Applications, Employee Empowerment, Training for Hospitality Management, Interfacing with Other Departments in Delivering Hospitality</p> | <p>08 HOURS</p> |
| <p>6. PROMOTING INHOUSE SALES</p> <p>Sales to Current Guests – Future Reservations, Room Service, Restaurants, Gifts Shopping, Local Attractions, Banquet and Meeting Facilities etc
Front Office as Point of Sale
Product Knowledge – Facilities available in the Hotel
Focusing Areas of Promotion</p> | <p>05 HOURS</p> |

REFERENCE BOOKS

- | | |
|--|---|
| 1. Hotel Front Office Management | James A. Bardi |
| 2. Managing Front Office Operations | Michael L. Kasavana, Richard Brooks |
| 3. Principles of Front Office Operations | Sue Baker, Jeren Schmidt,
and Michael Kasavana |
| 4. Hotel Operations Management | David K. Hayes, Jack D. Ninemeier,
and Allisha A. Miller |
| 5. Front Office Management in Hotels: | |
| 6. Key Issues and Best Practices | Peter Abbott, Sue Lewry, and Lena |
| Samuels | |
| 7. Hotel Front Office Operations | Sue Baker, Pam Bradley
and Jeremy Huyton |
| 8. Front Office Operations & Management | Ahmed Ismail |
| 9. Hotel Front Office | Sudhir Andrews |
| 10. Basic Front Office | Peter Renner |
| 11. Front Office Procedures, Social Skills
and Management | Peter Abbot & Sue Lewry |



COURSE	FRONT OFFICE PRACTICALS – IV
COURSE CODE	BHM236
NO. OF CREDITS	01
NO. OF HOURS PER WEEK	02
NO. OF HOURS PER SEMESTER	30

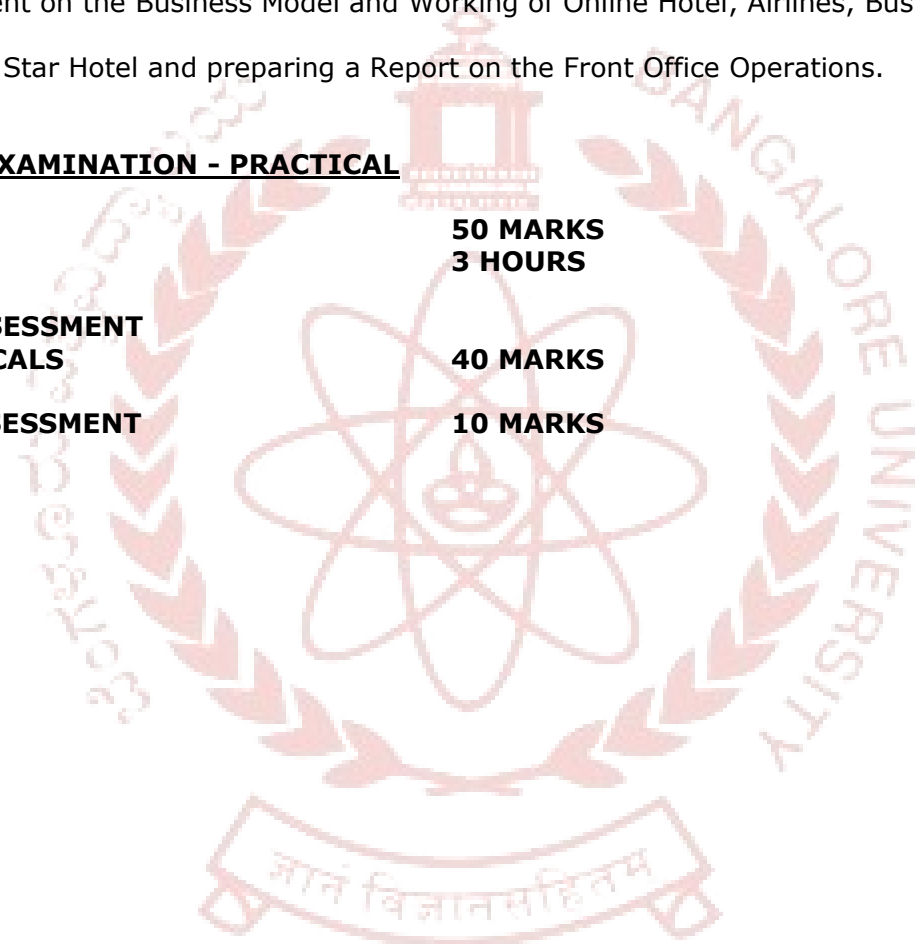
1. Re-capitulation of First, Second and Third Semesters
2. Calculation of Room Revenue, Room Position and Occupancy Percentages
3. Checkout Procedures
4. Preparation of Guest Folios
5. PMS Activities – Posting of Charges, Splitting Folio, Checking out Guests
6. Report on Wildlife Sanctuaries and National Parks of India
7. Assignment on Hotel Chains of the World (anyone)
8. Assignment on the Business Model and Working of Online Hotel, Airlines, Bus Ticket Booking Portals
9. Visit to a Star Hotel and preparing a Report on the Front Office Operations.

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS 50 MARKS
TIME 3 HOURS

EXTERNAL ASSESSMENT PRACTICALS 40 MARKS

INTERNAL ASSESSMENT 10 MARKS



COURSE	HOUSEKEEPING – IV (THEORY)
COURSE CODE	BHM228
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

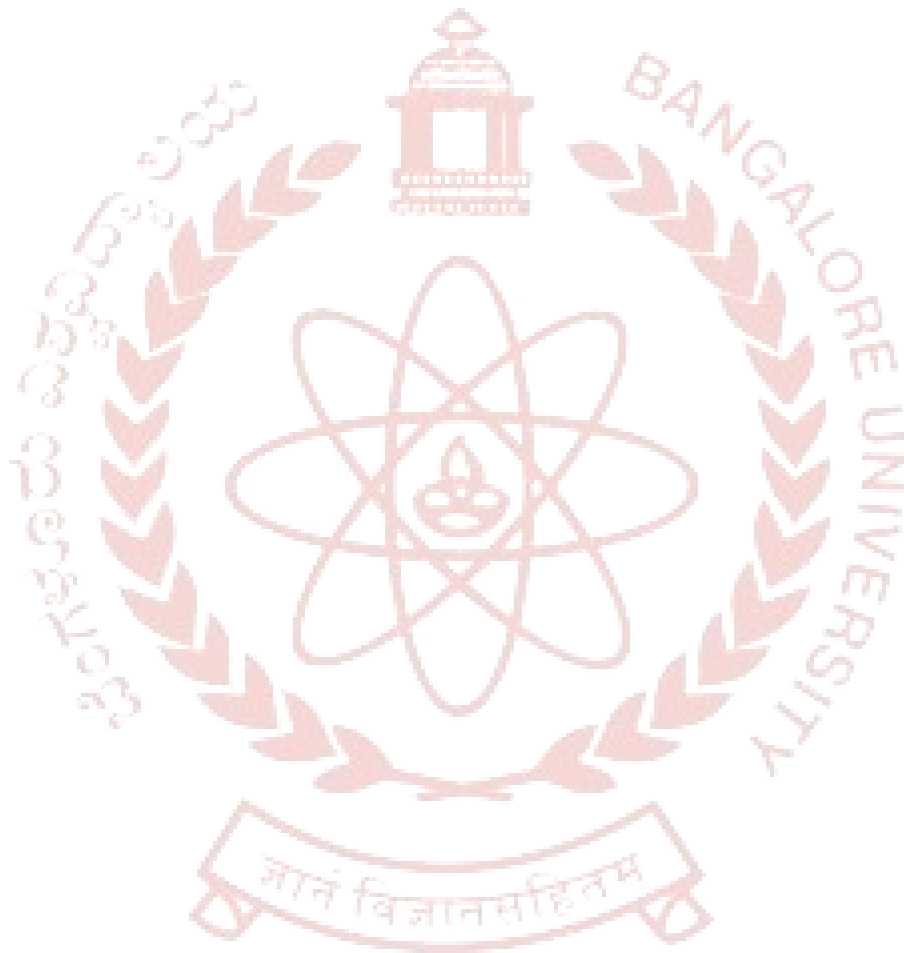
1. Understand the Concept of Standard Guestroom Contents
2. Study Guestroom Layout and Design Principles
3. Comprehend the Importance of Textiles in Housekeeping
4. Study Textile Selection and Procurement
5. Develop Knowledge of Textile Care and Maintenance
6. Understand the Concept of Accommodation Facility Planning
7. Study Facility Design and Layout Principles
8. Understand the Importance of Budgeting in Housekeeping
9. Learn the Principles of Green Hospitality
10. Study Sustainable Development Goals (SDGs) and Practices
11. Assess the Evolving Guest Expectations
12. Study Technological Innovations in Housekeeping

SYLLABUS

1. STANDARD GUESTROOM CONTENTS	08 HOURS
Guestroom Furniture, Furniture Arrangement Guestroom Fixture & Fittings Beds, Beddings, Mattresses Soft Furnishings, Guestroom Accessories, Placement of Guest Supplies	
2. TEXTILES	10 HOURS
Textile Terminology Classification and Identification of Textile Fibres Characteristics of Textile Fibres Concept of Yarn and its types Fabric Construction, Textile Finishes, Uses of Textiles in Hotels	
3. ACCOMMODATION FACILITY PLANNING	10 HOURS
Planning and Designing Accommodation Facilities, Room Dimensions, Eva Floor, Room Layout and Dimensions (length, height, width, space management), Facilities and Services for Disabled Guest Room, Balconies and Terraces, Work Ergonomics, Bathroom Layout, Fittings and Fixtures, Disabled Guest Bathroom Fixtures	
4. BUDGETING FOR HOUSEKEEPING	08 HOURS
Inventory Control and Stock Taking, Types of Budgets (operational and Capital), Budget Preparation, Purchasing (Principles involved, Stages, Types), Cost Control in Specific Areas (Guest Room, Public Areas, Linen Room, Stores, Cleaning Materials and Supplies, Flowers)	
5. GREEN HOSPITALITY	04 HOURS
Concept of Ecotel – Features, Importance Ecotel Certification, Energy and Water Consumption, Energy Efficiency Eco-friendly Products, Waste Disposal in Housekeeping	
6. CHANGING TRENDS IN HOUSEKEEPING OPERATIONS	05 HOURS
Effective Employee Management, Overcoming the Culture and Language Barriers, Lighting in Hotels, Feeding the Mini Bar, Green Laundry, Contemporary Designs, Safety and Security Measures, Recycling, Waste Prevention, Tracking of Housekeeping Linen, Room Cleaning Equipments, New Communicative Techniques (Colour Coding, Numbering etc)	

REFERENCE BOOKS

- | | |
|---|--|
| 1. Hotel Housekeeping: Operations and Management" | G. Raghubalan, Smritee Raghubalan |
| 2. Housekeeping Management | Matt A. Casado |
| 3. Managing Housekeeping Operations | Margaret M. Kappa, Aleta Nitschke |
| 4. Hotel Housekeeping Training Manual | Sudhir Andrews |
| 5. Principles of Hotel Housekeeping Operations | Sue Baker, Jeren Schmidt, Michael Kasavana |
| 6. The Professional Housekeeper | Madeline Angeli |
| 7. The Professional Housekeeper | Schneider and Tucker |
| 8. Hotel, Hostel & Hospital Housekeeping | Branson & Lennox |
| 9. Managing Housekeeping Operations | Kappa, Nitschke & Schappert |



COURSE	HOUSEKEEPING PRACTICALS – IV
COURSE CODE	BHM238
NO. OF CREDITS	01
NO. OF HOURS PER WEEK	02 HOURS
NO. OF HOURS PER SEMESTER	30 HOURS

SYLLABUS

1. Re-capitulation of First, Second and Third Semester Practical Syllabus
2. Budget Calculation
3. Preparation of Duty Rota
4. Visit to a Textile Factory and submit a Report on the Operations
5. Preparation of Check List and Snag List
6. Case Studies based on various Emergency Situations
7. Setting up of Maid’s Cart/Trolley
8. Analyzing a Picture and Identifying the Colour Schemes
9. Visit to a Star Hotel and preparing a Report on the Housekeeping Operations – Housekeeping Desk, Laundry, Uniform and Tailor Room, Flower arrangement, Security Department, Guest Rooms, Public Areas, Guest Corridors
10. Visit to a Facility Management Company and compile a Report on the Facility Management and Operations
11. Visit to a Star Hotel and doing a Study on Accommodation Facility Planning

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS	50 MARKS
TIME	3 HOURS
EXTERNAL ASSESSMENT PRACTICALS	40 MARKS
INTERNAL ASSESSMENT	10 MARKS

COURSE	HOSPITALITY ETIQUETTES AND COMMUNICATION SKILLS
COURSE CODE	BHM251
NO. OF CREDITS	02
NO. OF HOURS PER WEEK	02
NO. OF HOURS PER SEMESTER	30

COURSE LEARNING OBJECTIVES

1. Develop proficiency in Verbal Communication
2. Understand the importance Non-Verbal Communication
3. Demonstrate competency in Written Communication
4. Cultivate strong Interpersonal Communication Skills
5. Respect cultural differences through Cultural Sensitivity and Diversity
6. Master the principle of exceptional Customer Service Communication
7. Learn and apply Professional Etiquette standards
8. Utilize Technology effectively in Communication
9. Foster effective Team Communication
10. Public Speaking and Presentations to enhance productivity
11. Crisis Communication to handle emergency situations
12. Improve Language Skills through industry specific terminologies and phrases

SYLLABUS

- | | |
|---|------------------------|
| <p>1. BUSINESS CORRESPONDENCE</p> <ul style="list-style-type: none"> - Note Taking, Note Making, Building a Paragraph using given hints - Business Communication – Norms and Requirements - Different Forms of Written Communication: Memos, Agenda, Minutes of a Meeting - Formal Letters – Invitations, Request, Complaints, Orders and Thanks - Questionnaires, Comment Cards, Feedback Forms | <p>05 HOURS</p> |
| <p>2. JOB SKILLS</p> <ul style="list-style-type: none"> - Resume - Application for Jobs / Covering Letters - Group Discussions – factors - Interview - Types and Preparation for Interviews - Body Language and Interview Etiquette - Professional Etiquettes – Greeting Guests, Appearance and Grooming, Body Language, Telephone Etiquettes, Dining Etiquettes, Handling Complaints, Professional Conduct, Ethical Behaviour | <p>08 HOURS</p> |
| <p>3. LANGUAGES FOR MEDIA AND PUBLICITY</p> <ul style="list-style-type: none"> - Forms of Media - Role of Media in Communication - Advertising – its role in the industry, Copywriting - factors and related issues - In-House Publicity Materials- Use and Factors Involved - Designing / Making of posters, banners, brochures, pamphlets etc | <p>04 HOURS</p> |
| <p>4. GRAPHICAL COMMUNICATIONS</p> <ul style="list-style-type: none"> - Graphical communication- Types Tables, Graphs, Information Flow Charts - Interpretation from Written to Graphical Form - Interpretation from Graphical Form to Written Form - Using Visual Aids – types and norms for effective usage | <p>04 HOURS</p> |
| <p>5. ADVANCED WRITING AND ORAL PRESENTATION SKILLS</p> <ul style="list-style-type: none"> - Editing for making effective presentations - Reports – types and structure - Writing Press Notes and Press Releases - Writing Reports on Events | <p>05 HOURS</p> |

- Project Making

6 CRISIS COMMUNICATION

04 HOURS

- Planning, Strategies, Internal and External Communication, Media Relations in a Crisis, Guest Communication, Case Studies in Crisis Communication

CLASS PRACTICAL SESSIONS

- Linkers and Cohesive Devices – specifically for narratives, negotiations, debates and discussions
- Presentation Skills: Presenting a concept / product, with or without use of audio-visual media
- Framing of In-house Publicity materials for hotels – like announcing an event related to entertainment, a new customer facility etc
- Writing Business letters – Hospitality related
- Making a Report
- Project making
- Group Discussions – participation and factors to be noted
- Mock Interviews

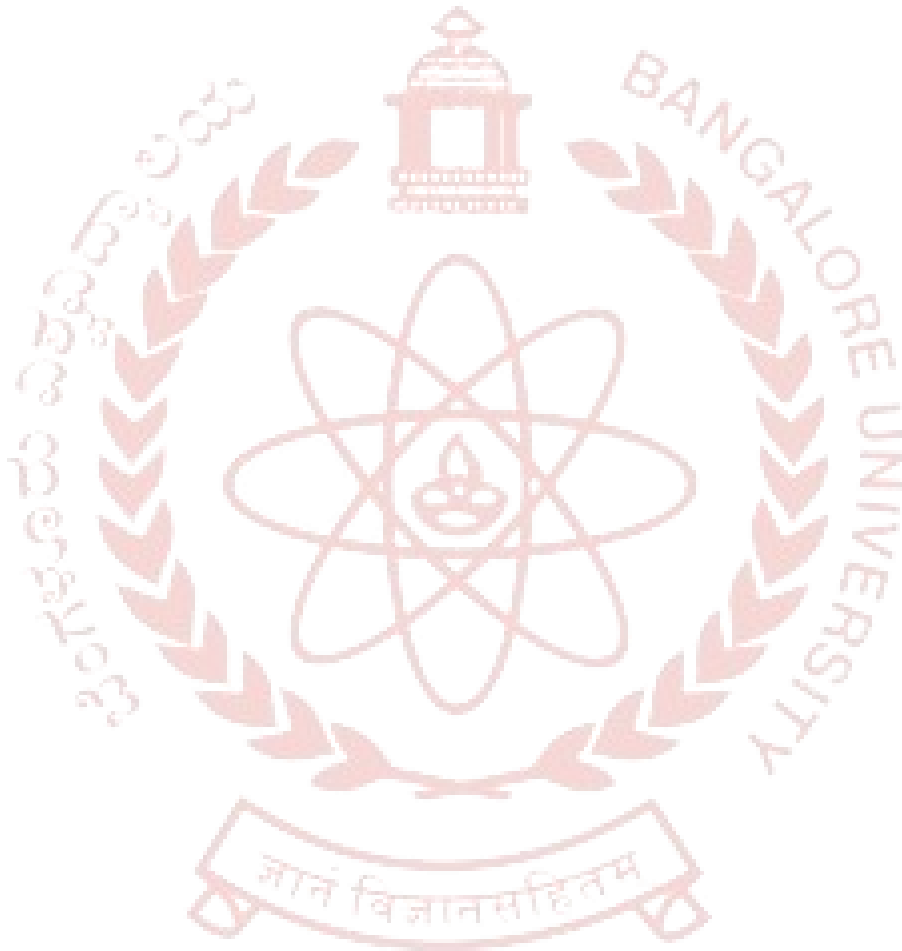
BOOKS FOR REFERENCE

1. Hospitality and Tourism Communication Stowe Shoemaker, David P. Pizam
2. Effective Communication in Hotel and Restaurant Management Mary Kay W. Kolasa
3. Intercultural Communication for the Global Hospitality Industry Leena Louhiala-Salminen and Mirjaliisa Charles
4. Communication Skills for the Hospitality Professional Katie Davies
5. Professional Communication Skills in Social Work Peter J. Raynor and Jackie Dodd
6. Service Communication: Delivering Service with Excellence Joan Van Aken
7. Business Communication: Process and Product Mary Ellen Guffey and Dana Loewy
8. The Etiquette Edge: Modern Manners for Business Success Beverly Langford
9. Customer Service: Skills for Success Robert W. Lucas

BHM SEMESTER V

COURSE

1. INDUSTRIAL PRACTICUM (INDUSTRIAL EXPOSURE TRAINING)



COURSE	INDUSTRIAL PRACTICUM	
COURSE CODE	LOGBOOK	BHM321
	VIVA & PRESENTATION	BHM323
	INDUSTRIAL TRAINING REPORT	BHM325

COURSE LEARNING OBJECTIVES:

1. Gain Practical Experience in Hotel Operations
2. Develop Professional Skills and Competencies
3. Understand Operational Processes and Procedures
4. Explore Guest Service Excellence
5. Study Management and Leadership Skills
6. Apply Ethical and Professional Standards
7. Reflect on Learning and Personal Development
8. Prepare for Careers in Hospitality Management
9. Support Integration of Classroom Learning with Practical Experience

TYPE OF REPORT

The report should be based on the compulsory 20 weeks of training to be completed during the Fifth Semester of the BHM Program in a hotel of repute (preferably a 5-star property). A Student Logbook should be maintained by every student during the training period. The student should note down on the daily basis the task performed/ observed, methodology involved and points to note and assessed daily by the supervisor / manager. Using the Information contained in the logbook and under the guidance of a faculty member of the College, the student should cover the entire operation of the hotel and inter - organizational SWOC (Strength, Weakness, Opportunities, Challenges) analysis.

FORMULATION

The length of the report should be about 150 to 160 double spaced typed, printed (black and white) A-4 Size pages (excluding appendices and exhibits). A 10% variation on the either side is permissible.

LIST OF CONTENT OF THE REPORT

	CONTENTS	MARKS
	A COPY OF THE TRAINING CERTIFICATE ATTESTED BY PRINCIPAL OF THE COLLEGE	
	ACKNOWLEDGEMENT	
	PROJECT PREFACE	
CHAPTER - 1	INTRODUCTION	
CHAPTER - 2	SCOPE, OBJECTIVE, METHODOLOGY & LIMITATIONS	
CHAPTER - 3	PROFILE OF THE PLACE AND HOTEL	50
CHAPTER - 4	DEPARTMENTAL CLASSIFICATION OF HOTEL	
CHAPTER - 5	DETAILED OPERATIONS OF EACH DEPARTMENT OF THE HOTEL	40 X 5= 200
CHAPTER - 6	SWOC ANALYSIS OF HOTEL	100
CHAPTER - 7	CONCLUSION	50
	BIBLIOGRAPHY	50
	LIST OF ANNEXURE/EXHIBITS	50
	TOTAL MARKS	500

SUBMISSION OF REPORT

One typed (duly signed by the Faculty Guide and Principal of the College) copy of the report is to be submitted in person, by the student, to the examiner at the time of Viva Voce. Project submitted later than that will not be accepted.

Documents to be carried along in person at the Viva Voce/Presentation:

1. Original Training Certificate
2. University Copy & Student's Copy of the Project Report (duly signed by the Faculty Guide and Principal of the College)
3. Students Logbook (duly signed by Training Manager/ HR Manager OR equivalent)
4. Examination Hall Ticket.
5. College Identity Card
6. Dress Code: College Uniform

STUDENTS WHO DO NOT CONFORM TO THE ABOVE WILL NOT BE EXAMINED

PROJECT EVALUATION

Project report will be valued by the Examiners appointed by the University.

MODE OF EVALUATION

Logbook	100 marks (INTERNAL ASSESSMENT)
Viva & Presentation	200 marks (EXTERNAL ASSESSMENT)
Training Report	500 marks (EXTERNAL ASSESSMENT)

TOTAL MARKS 800 MARKS

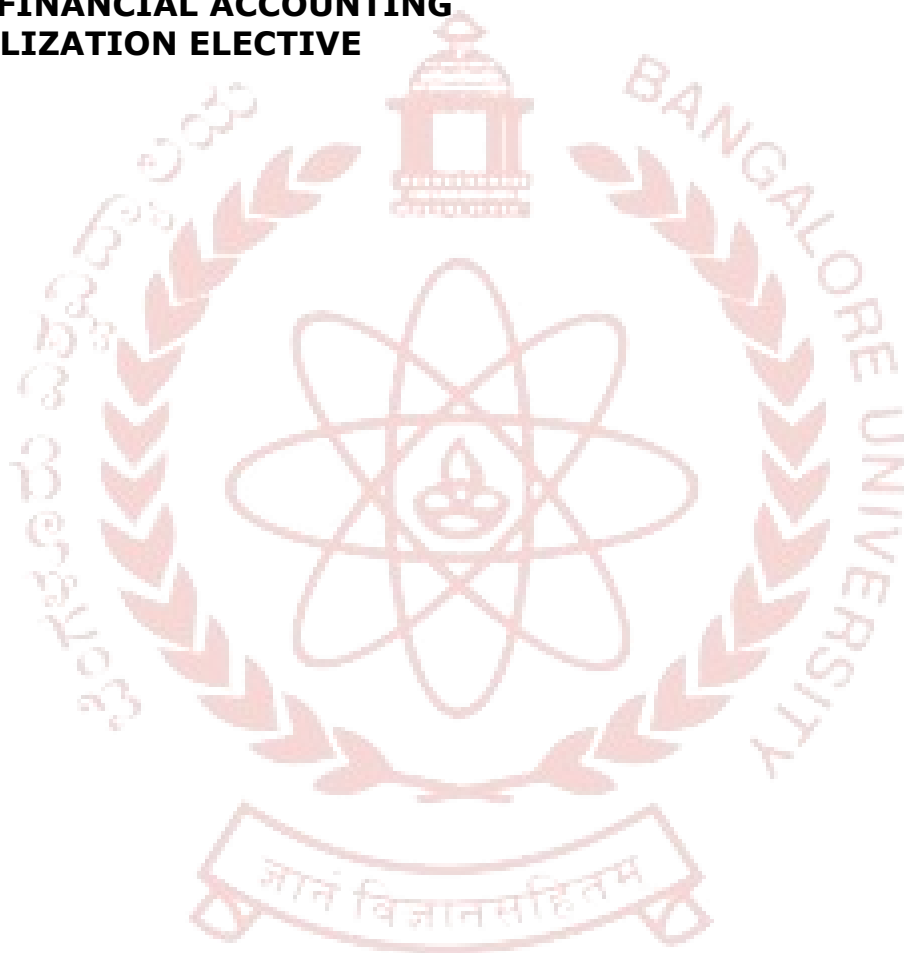
NOTE

- Marks for the Logbook should be awarded by the Project guide appointed by the College. This will constitute the Internal Assessment component of the Industrial Practicum
- The Panel of Evaluation will consist of two members. One will evaluate the Project and the other will evaluate the Presentation. The project viva voce will be conducted by both members of the Panel. Total time allotted for the above should not exceed 10 minutes.
- The presentation could be done as a PowerPoint presentation using a computer or a laptop connected to LCD depending upon the available resources of the examiner. The students could show it in their personal laptop also.

BHM SEMESTER VI

COURSES

1. BAKERY AND PASTRY ARTS (THEORY)
2. BAKERY AND PASTRY ARTS (PRACTICAL)
3. INFORMATION TECHNOLOGY IN HOTELS (THEORY)
4. INFORMATION TECHNOLOGY IN HOTELS (PRACTICAL)
5. ROOMS DIVISION MANAGEMENT
6. TOURISM AND TRAVEL MANAGEMENT
7. HOTEL FINANCIAL ACCOUNTING
8. SPECIALIZATION ELECTIVE



COURSE BAKERY AND PASTRY (THEORY)**COURSE CODE BHM322****NO. OF CREDITS 03****NO. OF HOURS PER WEEK 03****NO. OF HOURS PER SEMESTER 45****SYLLABUS****1. BAKERY AND CONFECTIONERY****05 HOURS**

Introduction, Historical Perspective, Evolution of Baking Science
 Current Opportunities - Business and Career Options
 Bakery Kitchen Layout and Design
 Equipment's and Tools used in Bakery
 Types of Ovens and Temperatures used

2. BAKING MATHEMATICS**05 HOURS**

Baking Formulas and Conversions
 Recipe making using Formulas
 Basic Preparations in Bakery – Bread, Short Crust Pastry, Puff Pastry, Flaky Pastry, Choux Pastry, Sponges, Genoese Sponge
 Faults in Breads, Cakes, Sponges, Short Crust, Choux Paste products

3. INGREDIENTS USED IN BAKERY**10 HOURS**

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

4. HYGIENE & SAFETY PRACTICES IN BAKERY**05 HOURS**

Standard Hygiene Practices in Bakery – Personal and Bakery Hygiene
 Basic Laws and Regulations of Food Hygiene and Sanitation
 Complying with Food Safety Laws, Safety in Bakery
 HACCP in Bakery and Confectionery

5. BAKERY AND CONFECTIONERY PRODUCTS**20 HOURS**

Bread – Bread Making Process, Bread Faults, Bread Improvers
 Short Crust Pastry – Biscuits, Cookies and Quickbreads, Common Faults
 Cakes and Gateaux – Types, Methods, Faults
 Chocolate – Manufacture, Types
 Frozen Desserts
 Custards, Creams, Mousses, Souffles
 Sugar Craft

REFERENCE BOOKS:

- | | |
|---|--------------------------------------|
| 1. Professional Baking | Wayne Gisslen |
| 2. Advanced Bread and Pastry: A Professional Approach | Michel Suas |
| 3. The Art of French Pastry | Jacquy Pfeiffer, Martha Rose Shulman |
| 4. The Professional Pastry Chef: Fundamentals | |
| 5. of Baking and Pastry | Bo Friberg |
| 6. Bouchon Bakery | Thomas Keller and Sebastien Rouxel |
| 7. Pastry School: 101 Step-by-Step Recipes | Le Cordon Bleu |
| 8. Patisserie: Mastering the Fundamentals of | |
| 9. French Pastry | Christophe Felder |
| 10. The Art of the Confectioner: Sugarwork and Pastillage | Ewald Notter |
| 11. Advanced Baking and Pastry | Glen R. Miller and Sharon L. Ogle |
| 12. Baking and Pastry: Mastering the Art and Craft | The CIA |
| 13. The Fundamental Techniques of Classic Pastry Arts | French Culinary Institute |



COURSE	BAKERY AND PASTRY (PRACTICAL)
COURSE CODE	BHM342
NO. OF CREDITS	02
NO. OF HOURS PER WEEK	04
NO. OF HOURS PER SEMESTER	60

SYLLABUS

(Recipes to be provided wherever applicable and journal entry to be made)

1. Equipments – Identification and Description
2. Hygiene, Safety and Security in Bakery
3. Identification of Ingredients
4. Identification of Process and Methods used in Bakery and Confectionery
5. Preparation of TEN varieties of Breads
6. Preparation of FIVE Savoury and FIVE Sweet Short Crust Pastry Products
7. Preparation of FIVE Savoury and FIVE Sweet Puff Pastry Products
8. Preparation of FIVE Sweet Choux Pastry Products
9. Preparation of FIVE Fatless Sponge based Products
10. Preparation of FIVE Genoese/Short Sponge based Products
11. Calculations for recipes using Formulas
12. Demonstration of various faults in Bakery products
13. Usage of Fruits and Nuts in Bakery & Confectionery
14. Maintenance of Practical Journal

UNIVERSITY EXAMINATION - PRACTICAL (EXTERNAL EXAMINER ONLY)

TOTAL MARKS	50 MARKS
TIME	4 HOURS

EXTERNAL ASSESSMENT PRACTICAL	40 MARKS
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INTERNAL ASSESSMENT	10 MARKS
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Food/Bakery Preparations will be evaluated on: Taste, Texture & Consistency, Plating, Presentation, Creativity, and Aroma

COURSE	INFORMATION TECHNOLOGY IN HOTELS
COURSE CODE	BHM324
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Explain the significance of information technology in enhancing hotel operations and guest experiences.
2. Understand the functions and features of property management systems (PMS) and to operate a PMS to manage reservations, check-ins/check-outs, billing, and guest profiles.
3. Use point of sale (POS) systems to manage transactions in hotel restaurants, bars, and retail outlets.
4. Understand the integration of POS systems with other hotel IT systems for efficient operations.
5. Implement revenue management software to optimize pricing and maximize hotel revenue.
6. Manage a hotel's online presence, including websites, social media, and online travel agencies (OTAs).
7. Understand the importance of data security and privacy in hotel operations.
8. Implement measures to protect guest data and ensure compliance with relevant regulations.
9. Implement sustainable practices through the use of technology to reduce the hotel's environmental footprint.
10. Use event management software to plan and coordinate events and conferences in hotel facilities.
11. Make data-driven decisions to improve hotel performance and strategic planning.
12. Explore the use of artificial intelligence, machine learning, blockchain, and other innovations in hotel operations.

SYLLABUS

- | | |
|---|-----------------|
| 1. COMPUTING ESSENTIALS | 05 HOURS |
| Information and Communication Technology Infrastructure – Software, Hardware and Networking; Management Information Systems – Types, Evolution and Benefits; Database Management - Files, Records, and Fields, Database Management Systems, Multidimensional Databases | |
| 2. SYSTEM SELECTION & DATA SECURITY MAINTENANCE | 05 HOURS |
| Information Needs; Sales Literature; System Requirements; Request for Proposal; Contract Negotiations; Installation Factors; System Security and Data Privacy; Operational Precautions; Risk and Disaster Management; Manual Operations Plans. | |
| 3. PROPERTY MANAGEMENT SYSTEM | 15 HOURS |
| Property Management Systems - PMS Interfaces Issues, Call Accounting Systems, Categories of Locking Systems, Energy Management Systems and climate control; Auxiliary Guest Services, Guest-Operated Devices, Fire alarm and security system; | |
| Reservation Systems - Electronic Distribution Channels; Intersell Agencies; Central Reservation Systems; Property-Level Reservation; Distribution of Revenues. | |
| Rooms Management Module – Room Status, Room and Rate Assignment, Guest Data, Housekeeping Functions, Generation of Reports. | |
| Guest Accounting Module – Types, Posting to Accounts, Front Office Audit, Account Settlement, and System Update. | |
| 4. RESTAURANT MANAGEMENT SYSTEM | 10 HOURS |
| Point-of-Sale Technology - POS Order Entry Units; POS Printers; Account Settlement; PCI Compliance; Managing Guest Accounts; POS Software; Automated Beverage Control Systems; Food and Beverage Management Applications - Recipe Management; Sales Analysis; Menu Management; Menu Item Pricing; Integrated Food Services Software; | |
| Sales and Catering Applications - Sales Office Automation; Revenue Management; Catering Software | |

Accounting Applications - Accounts Receivable Module; Accounts Payable Module; Payroll Module; Inventory Module; Purchasing Module; Financial Reporting Module; Labour Scheduling Applications

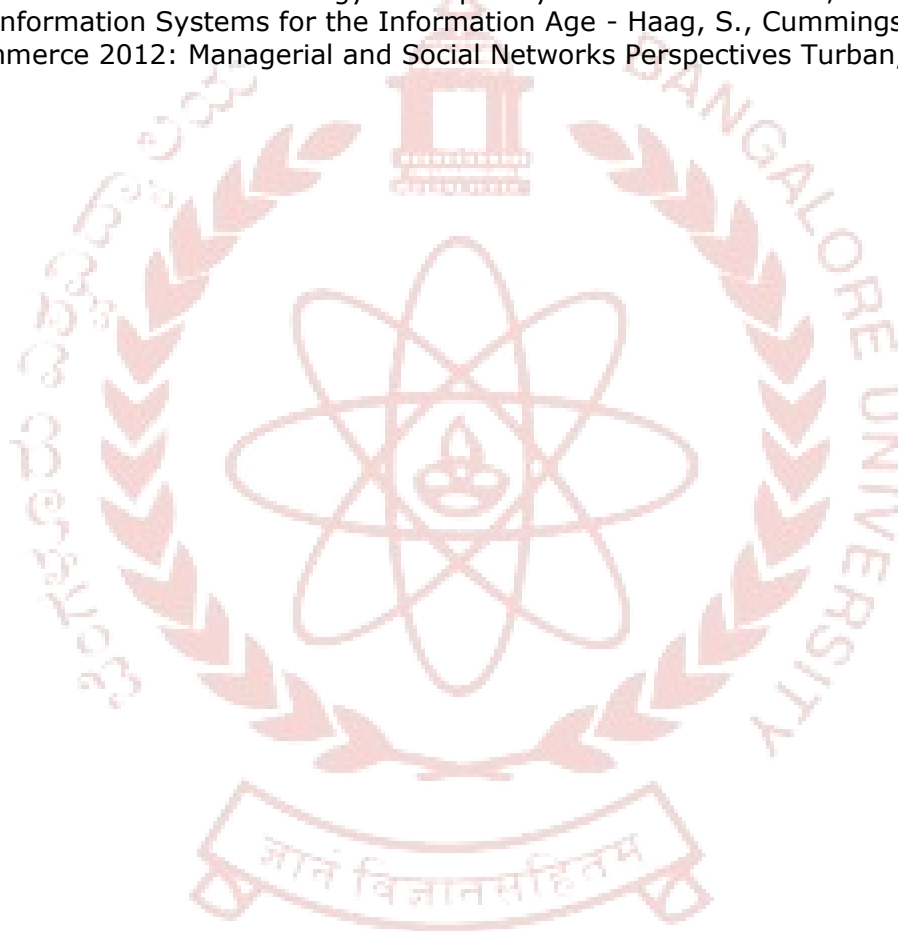
5. e-COMMERCE AND EMERGING TECHNOLOGIES

05 HOURS

The growth of e-Commerce – Technologies and Benefits; e-Commerce business models; Electronic Distribution; Internet Marketing; Social Media and Social Networking; Emerging Trends – Long Tail, M-commerce, SoLoMo, Crowd Sourcing, Data Mining, Cloud Computing; Open-Source; Role of e-Governance; e-Payment Systems.

FURTHER READINGS

1. Hospitality Information Technology: Learning How to Use It - Collins, G. R., & Cobanoglu, C.
2. Hospitality Information Systems and E-Commerce - Tesone, D. V.
3. Managing Technology in the Hospitality Industry - Kasavana, M. L.
4. Technology Strategies for the Hospitality Industry - Nyheim, P., & Connolly, D.
4. E-Commerce and Information Technology in Hospitality and Tourism - Zhou, Z.
5. Management Information Systems for the Information Age - Haag, S., Cummings, M., & McCubbrey
6. Electronic Commerce 2012: Managerial and Social Networks Perspectives Turban, E., & King, D. (2011)



COURSE

**INFORMATION TECHNOLOGY FOR
HOSPITALITY PRACTICAL**

COURSE CODE

BHM344

NO. OF CREDITS

01

NO. OF HOURS PER WEEK

02

NO. OF HOURS PER SEMESTER

30

The syllabus in practical contains the following topics which may be distributed in 15 weeks of 2 hours each.

Week 1	Identification of Icons – General and Reservation
Week 2 to 4	Reservation Module – Add, Modify, Cancel and reinstate Reservations
Week 5 to 7	Registration Module – Assign Rooms, Reserved Guest Messages, Check-In Express and Walk-In, Room Transfer
Week 8 to 11	Cashiering Module – Posting of Charges, Splitting of Folio, Check-Out, Settlement
Week 12 & 13	Generation of Front Office Reports
Week 14 & 15	Glossary of Terms and Terminologies

UNIVERSITY EXAMINATION - PRACTICAL

TOTAL MARKS

50 MARKS

TIME

3 HOURS

**EXTERNAL ASSESSMENT
PRACTICALS**

40 MARKS

INTERNAL ASSESSMENT

10 MARKS

COURSE	ROOMS DIVISION MANAGEMENT
COURSE CODE	BHM326
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Define rooms division management and its role within the hospitality industry.
2. Utilize property management systems (PMS) to streamline front office tasks and enhance guest service.
3. Oversee housekeeping operations to ensure cleanliness, maintenance, and aesthetic standards of guest rooms and public areas.
4. Apply revenue management principles to optimize room pricing and maximize occupancy.
5. Ensure compliance with safety and security standards to protect guests, employees, and hotel assets.
6. Maintain and exceed quality standards in rooms division operations, including cleanliness, maintenance, and service delivery.
7. Recruit, train, and manage front office and housekeeping staff to ensure high performance and guest satisfaction.
8. Foster a positive work environment and promote teamwork within the rooms division departments.
9. Implement sustainable practices in rooms division operations to minimize environmental impact.
10. Stay informed about current trends and innovations in rooms division management, including technology advancements and guest preferences.
11. Develop leadership skills to effectively manage and motivate teams within the rooms division.
12. Demonstrate cultural sensitivity and inclusivity in rooms division operations.

SYLLABUS

1. EVALUATING FRONT OFFICE OPERATIONS	08 HOURS
<ul style="list-style-type: none"> - Management Functions, Establishing Room Rates - Budgeting for Operations - Evaluating Front Office Operations <ul style="list-style-type: none"> - Daily Operations Report, Occupancy Ratios - Room Revenue Analysis, RevPAR - Hotel Statement of Income - Rooms Division Statement of Income - Budgeting Report, Operating Ratios 	
2. RESERVATIONS AND FORECASTING	05 HOURS
<ul style="list-style-type: none"> - Determining Occupancy and Availability of Rooms - Availability Factors, Computing Availability, Forecast Formula - Overbooking, Reservations Forecasting, Reservations Sales Management 	
3. YIELD MANAGEMENT	05 HOURS
<ul style="list-style-type: none"> - Meaning, Objectives, Benefits and Importance - Components of Yield Management - Measuring Yield - Tools and Strategies for Yield Management - Application of Yield Management 	
4. REVENUE MANAGEMENT	08 HOURS
<ul style="list-style-type: none"> - Meaning, Objectives, Benefits and Importance - Revenue Manager – Role and Function - Measures for Effective Revenue Management - Application of Revenue Management 	

5. THE GUEST ROOM

07 HOURS

- Categorizing Guest Room
- Room Configuration, Room Designation
- Room Numbering, Room Status Reconciliation
- Guest Room Makeup, Key Control Systems
- Role of Architecture in Hospitality Industry

6. GUEST SERVICES

07 HOURS

- Service Standards – Verbal and Non-Verbal
- Customer Satisfaction and Effective Communication
- Guest Conflict Resolution
- Empowerment of Employees
- Diversity Awareness, International Guests
- Management Role in Guest Service
- Guest Service Training, Service Mission Statement
- Motivation for Guest Service

7. MANAGING ROOMS DIVISION

05 HOURS

- Recruiting, Selecting, Hiring, Orientation and Training of Staff, Staff Scheduling, Staff Control
- Employees as an Asset
- Controlling Expenses – Front Office and Housekeeping
- Methods of Controlling Expenses

REFERENCE BOOKS

1. Managing Front Office Operations	Michael Kasavana
2. Hotel Front Office Operations	Sue Baker, Pam Bradley and Jeremy Huyton
3. Hotel Front Office Management	James A. Bardi
4. Front Office Operations & Management	Ahmed Ismail
5. Hotel Front Office	Sudhir Andrews
6. Basic Front Office	Peter Renner
7. Front Office Procedures, Social Skills and Management	Peter Abbot & Sue Lewry

COURSE	TOURISM AND TRAVEL MANAGEMENT
COURSE CODE	BHM328
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Define the travel and tourism industry and its components, including transportation, accommodation, attractions, and ancillary services.
2. Understand the economic, social, and environmental impacts of tourism.
3. Understand destination marketing strategies and promotion techniques.
4. Explore various modes of transportation used in travel and tourism.
5. Understand the role of hospitality services in enhancing the tourist experience.
6. Learn about hotel management, guest services, and accommodation options for tourists.
7. Explore cultural and heritage tourism attractions and their significance.
8. Develop strategies to promote sustainable cultural tourism and preserve cultural heritage.
9. Understand the principles of sustainable tourism and responsible travel practices.
10. Learn travel regulations, visa requirements, and legal considerations affecting tourism operations.
11. Stay updated on emerging trends and innovations in travel technology, experiences, and consumer preferences.
12. Develop business ideas and strategies for launching tourism-related ventures.

SYLLABUS

- | | |
|--|-----------------|
| 1. TOURISM PHENOMENA | 05 HOURS |
| Understanding Tourism – Concept and definition, meaning, concept of traveler and tourists, classification of tourism according to purpose of travel, 4 components of tourism, related definitions, impact of tourism
Origin growth and development of tourism | |
| 2. ECONOMIC AND SOCIAL DIMENSIONS OF TOURISM | 07 HOURS |
| <ul style="list-style-type: none"> - Tourism as a Great Economic Force, Economic Significance - Tourism and Tourism Income Multiplier, Infrastructure Development - Regional Development, Employment Generation, Employment Multiplier - International Understanding - Advantages and Disadvantages of Tourism - Tourism and Environment | |
| 3. TOURISM SERVICES AND OPERATIONS | 07 HOURS |
| <ul style="list-style-type: none"> - Modes of Transport, Tourist Accommodation, Informal Services in Tourism - Subsidiary Services, Categories and Roles - Shops, Emporiums and Meals, Travel Agency, Tour Operators, - Guides and Escorts, Tourism Information | |
| 4. TRAVEL MANAGEMENT | 07 HOURS |
| Transport Systems – Air, Rail, Road, Waterways
Travel Agencies – Definition, history, Role and functions, Types
Tourism Organization and Associations – Introduction, functions and organization of IATA, ICAO, WTO, ASTA, UFTAA, PATA, TAAI
Tour operator – Definition, Types, Importance and role of Tourist guide and related definitions | |

5. HERITAGE OF INDIA**08 HOURS**

India's Biodiversity, Landscape, Environment and Ecology

Seasonality and Destinations

India's historical monuments, Architectural History – Southern Style, Northern Style, Hindu, Buddhist

Religions of India, Fair's and Festivals of India

Performance Arts- Dance and Music

6. TRAVEL FORMALITIES AND REGULATIONS**07 HOURS**

Passport - definition, types in India, other passports, procedure for obtaining passport in India

Visa – definition, types, procedure for obtaining visa in India, related definitions

Foreign Exchange – Definition of currency and BTQ, Countries and currencies, RBI regulation on foreign exchange, related definitions

Brief information on Immigration, Travel insurance, health certificates, PIO cards and baggage rules

7. INFORMATION TECHNOLOGY IN TRAVEL INDUSTRY**04 HOURS**

- Modern Media Techniques, Networking
- Internet and Travel Industry
- Computers in Air Cargo
- Airlines Reservation
- Hotel and Railway Reservations

REFERENCE BOOKS

1. Hotel for Tourism Development
2. Profiles of Indian Tourism
3. Tourism Today
4. Dynamics of Tourism
5. Introduction of Tourism
6. Tourism Past, Present and Future
7. Tourism Principles and Policies
8. Travel Agents and Tourism
9. Tourism and Cultural Heritage of India
10. Culture and Art of India
11. Travel and Tourism Management

Dr. Jagmohan Negi
 Shalini Singh
 Ratandeep Singh
 Pushpinder Singh Gill
 Seth
 Bookhard
 A K Bhatia
 Merrison James
 Acharya Ram
 Mukarjee A
 Dr. B Ghosh

COURSE	HOTEL FINANCIAL ACCOUNTING
COURSE CODE	BHM332
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Understanding Financial Accounting Principles
2. Preparing and analyzing Financial Statements
3. Management of Revenue and Expense
4. Cash Flow Management
5. Financial Reporting and Compliance:
6. Develop skills in managerial accounting, including the use of financial information for decision-making.
7. Understand the principles of capital budgeting and investment decision-making in the hotel industry.
8. Understand the ethical considerations in financial accounting and the importance of professionalism.
9. Learn the principles of inventory management and how they apply to hotel operations.
10. Explore global financial accounting practices and standards, including International Financial Reporting Standards (IFRS).
11. Develop skills in effectively communicating financial information to stakeholders, including management, investors, and regulatory bodies.

SYLLABUS

- | | |
|---|-----------------|
| 1. THE ACCOUNTING FRAMEWORK | 07 HOURS |
| Basic Accounting Concepts- Processing Business Transactions- Journalizing, Posting to Ledger and Taking a Trial Balance- Special-Purpose Journals and Subsidiary Ledgers | |
| 2. FINANCIAL STATEMENTS | 12 HOURS |
| Statement of Income and Expenditure, the P & I Account, The Balance Sheet, Ratio Analysis, Funds Flow and Cash Flow Statements, Financial Statement Analysis | |
| 3. ACCOUNTING FOR MANAGEMENT DECISIONS | 10 HOURS |
| Cost-Volume-Profit Relationships - Forecasts in Sales and Revenue - Maximizing Sales Marginal costing- Contribution approach - Activity based costing - Responsibility Accounting – ABC analysis – Target Costing. | |
| 4. UNIFORM SYSTEM OF HOTEL ACCOUNTING | 10 HOURS |
| Meaning and importance
Income Statement and Balance Sheet and Schedules (Simple problems with adjustments) | |
| 5. REVENUE MANAGEMENT IN HOSPITALITY | 06 HOURS |
| Internal Assessment - Competition Analysis - Demand Forecasting – Itinerary planning – Channel evaluation – Cash and Inventory management - Dynamic Value-Based Pricing Practical Applications in Lodging Food and Beverage- Sports, Entertainment, and Event Management,- Cruise, Spa, and Luxury Resorts- Gaming and Theme Parks. | |

TEXTBOOKS:

1. Accounting for Hospitality Industry - Elisa S. Moncarz and Nestor de J. Portocarrero
2. Introduction to Revenue Management for Hospitality Industry - Kimberly A. Tranter, Trevor Stuart-Hill, Juston Parker
3. Hospitality Cost Control: A Practical Approach Allen B. Asch, M. Ed. CCE
4. Accounting & Finance for the International Hospitality Industry, Elsevier
5. Accounting Essentials for Hospitality Managers - Chris Guilding
6. Accounting for Hospitality, Tourism and Leisure - Gareth Owen
7. Accounting in the Hotel & Catering Industry - Frank Wood, P. M Lightowlens

COURSE SPECIALIZATION ELECTIVE
COURSE CODE BHM334

COURSE SPECIALIZATIONS

1. **CULINARY MANAGEMENT**
2. **FOOD AND BEVERAGE MANAGEMENT**
3. **FRONT OFFICE MANAGEMENT**
4. **ACCOMMODATION MANAGEMENT**

NO. OF CREDITS	02
NO. OF HOURS PER WEEK	04
NO. OF HOURS PER SEMESTER	40

COURSE LEARNING OBJECTIVES:

This Course provides an in-depth exploration of any one of the four Core Areas of a Hotel, viz. Culinary Management, Food & Beverage Management, Front Office Management, and Accommodation Management, focusing on advanced techniques, management practices, and the latest industry trends. Students will develop expertise in any one of the Core areas. This comprehensive elective aims to equip students with the advanced skills necessary to excel in any one of the above Core Areas.

DISSERTATION REPORT

The report should be based on the Field Work during the Sixth Semester of the 4 – Year BHM Program. Students, under the supervision of an assigned Faculty Member, should select any topic in any one of the Core Area and conduct a Research Study.

FORMULATION

The length of the report should be about 200 double spaced typed, printed (black and white) A-4 Size pages (excluding appendices and exhibits). A 10% variation on either side is permissible.

LIST OF CONTENT OF THE REPORT

	CONTENTS	MARKS
	CERTIFICATE BY THE HEAD OF THE INSTITUTION	
	CERTIFICATE BY FACULTY SUPERVISOR	
	ACKNOWLEDGEMENT	
	SPECIALIZATION ABSTRACT	10
CHAPTER - 1	INTRODUCTION TO THE CORE AREA AND TOPIC	10
CHAPTER - 2	SCOPE, OBJECTIVE, METHODOLOGY & LIMITATIONS	10
CHAPTER - 3	LITERATURE REVIEW	20
CHAPTER - 4	METHODOLOGY	20
CHAPTER - 5	FINDINGS	50
CHAPTER - 6	SUMMARY	20
CHAPTER - 7	CONCLUSION	20
	BIBLIOGRAPHY	05
	LIST OF ANNEXURE/EXHIBITS	05
	TOTAL MARKS	170

SUBMISSION OF REPORT

One typed (duly signed by the Faculty Guide and Principal of the College) copy of the Dissertation Report is to be submitted in person, by the student, to the examiner at the time of Viva Voce. Project submitted later than that will not be accepted.

Documents to be carried along in person at the Viva Voce/Presentation:

1. University Copy & Student's Copy of the Dissertation Report (duly signed by the Faculty Guide and Principal of the College)
2. Examination Hall Ticket.
3. College Identity Card
4. Dress Code: College Uniform

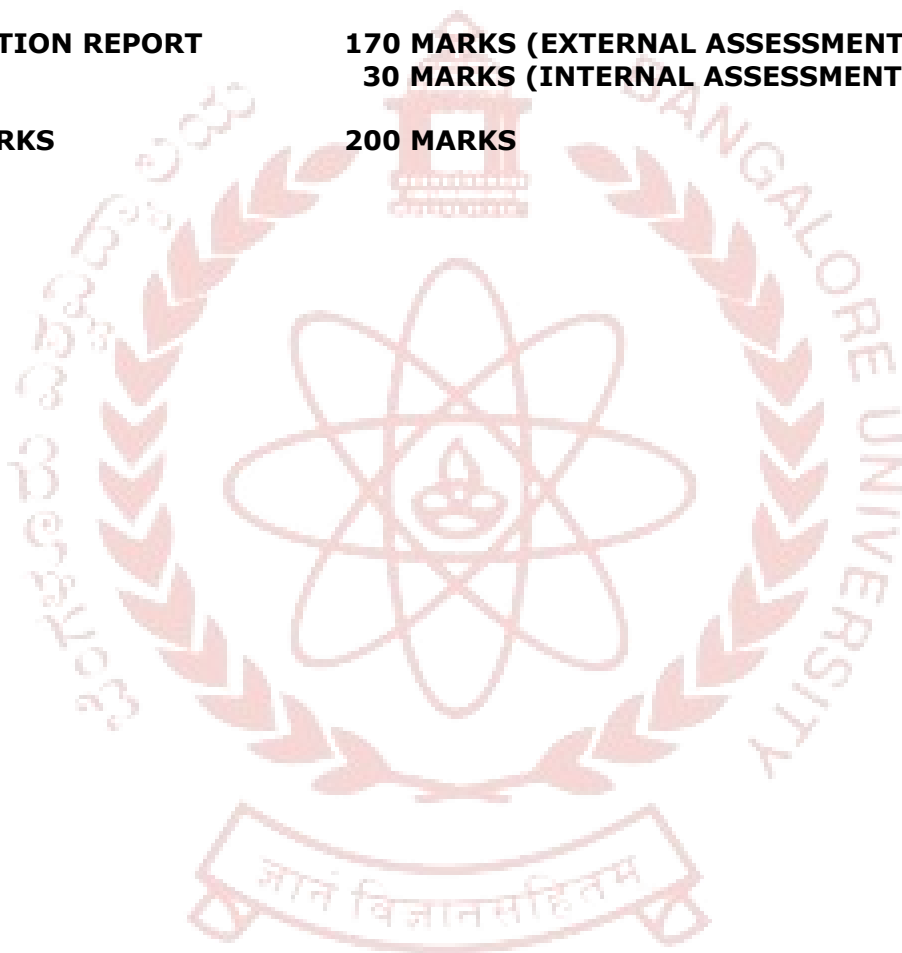
STUDENTS WHO DO NOT CONFORM TO THE ABOVE WILL NOT BE EXAMINED

PROJECT EVALUATION

Dissertation Report will be valued by the Examiners appointed by the University.

MODE OF EVALUATION

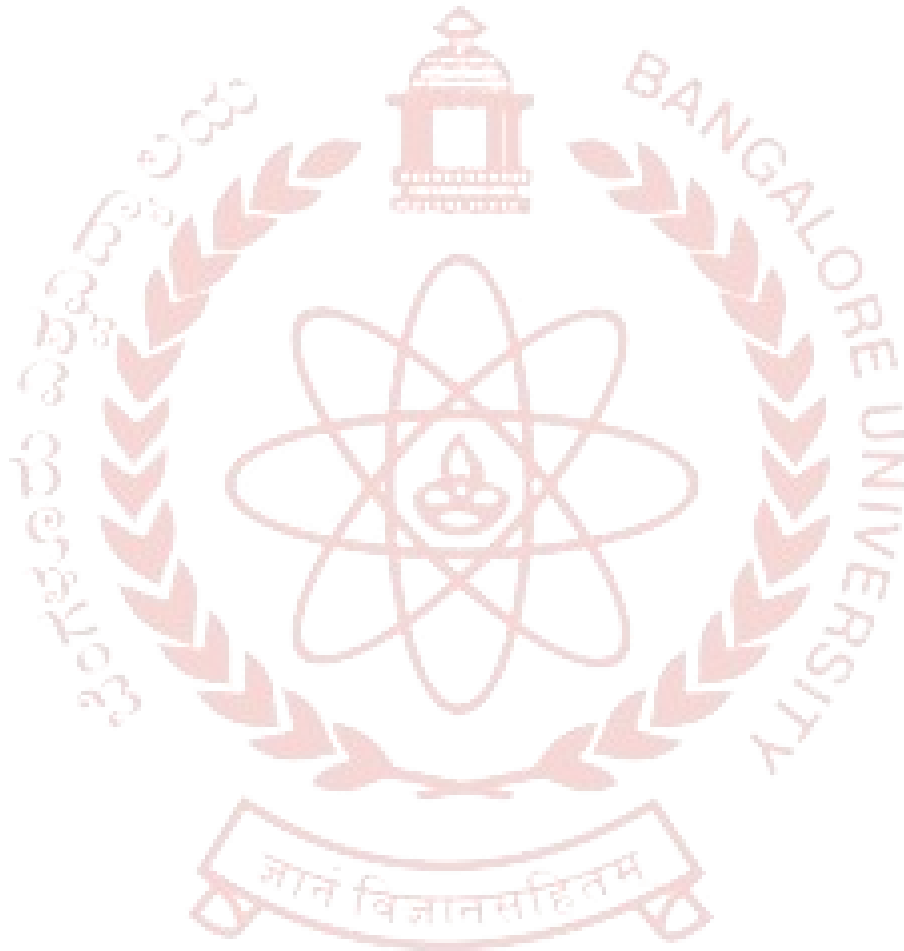
DISSERTATION REPORT	170 MARKS (EXTERNAL ASSESSMENT)
CIA	30 MARKS (INTERNAL ASSESSMENT)
TOTAL MARKS	200 MARKS



BHM SEMESTER VII

COURSES:

- 1. ALLIED HOSPITALITY MANAGEMENT**
- 2. REVENUE MANAGEMENT IN HOTELS**
- 3. RESEARCH METHODOLOGY**
- 4. ENTREPRENEURSHIP DEVELOPMENT IN HOSPITALITY**
- 5. MARKETING FOR HOSPITALITY SERVICES & PRODUCTS**
- 6. CREATIVE DESIGN IN HOSPITALITY**
- 7. PROJECT WORK – ENTREPRENEURSHIP DEVELOPMENT**



COURSE ALLIED HOSPITALITY MANAGEMENT (THEORY)

COURSE CODE	BHM421
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Gain an in-depth understanding of the retail industry's structure, operations, and competitive landscape.
2. Analyze the impact of various retail formats and channels on consumer behavior and market dynamics.
3. Develop strategic thinking skills to create effective retail strategies that align with business goals.
4. Gain a comprehensive understanding of the scope and functions of facilities management.
5. Learn about the various types of facilities, including commercial, residential, and industrial properties.
6. Explore the event management industry, including its history, current trends, and future directions.
7. Identify different types of events, such as corporate, social, cultural, and sporting events.
8. Gain comprehensive knowledge of the MICE industry's structure, scope, and significance within the global economy.
9. Identify and differentiate between meetings, incentives, exhibitions, and conferences, and understand their unique requirements and challenges.
10. Learn the various types of alternative lodging options, such as vacation rentals, boutique hotels, hostels, bed and breakfasts, eco-lodges, and glamping sites.
11. Explore the trends, growth, and significance of alternative lodging in the hospitality industry.

SYLLABUS

<p>1. RETAIL MANAGEMENT The Retail Environment Retail Operations, Systems & Inventory Retail Advertising and Promotion Retail Supply Chain Management</p>	<p>09 HOURS</p>
<p>2. FACILITIES MANAGEMENT Introduction to Facility Management – Areas of control Housekeeping-Area cleaning, Pest Control, Horticulture, Vendor Management, Inventory Engineering – Equipment maintenance, Energy Saving measures Procurement & Finance Miscellaneous – Security, Front Office, Training, Events</p>	<p>09 HOURS</p>
<p>3. EVENT MANAGEMENT Role of events for promotion of tourism, Types of Events-Cultural, festivals, religious, business etc. Need of event management, Key factors for best event management. Case study of some cultural events</p>	<p>09 HOURS</p>
<p>4. MICE (MEETINGS, INCENTIVES, CONVENTIONS, EXHIBITIONS) Concept of MICE Introduction of meetings, incentives, conference/conventions, and exhibitions Definition of conference and the components of the conference market The nature of conference markets and demand for conference facilities The impact of conventions on local and national communities</p>	<p>09 HOURS</p>

5. ALTERNATIVE LODGING INDUSTRY MANAGEMENT**09 HOURS**

Luxury Trains
 Cruise liners
 Houseboats
 Home stays
 Serviced apartments
 Resort and Theme Park Management – Types, Marketing, Staffing,
 Franchisee/Group/Ownership

REFERENCE BOOKS

- | | |
|---|--|
| 1. Retail Management: A Strategic Approach | Barry Berman and Joel R. Evans |
| 2. Retailing Management | Michael Levy, Barton Weitz, and Dhruv Grewal |
| 3. Event Management: A Professional and Developmental Approach | Lynn Van Der Wagen, Brenda R. |
| 4. Event Management for Tourism, Cultural, Business and Sporting Events | Lynn Van Der Wagen, Lauren White |
| 5. Events Management: Principles and Practice | Razaq Raj, Paul Walters, and Tahir Rashid |
| 6. Total Facility Management | Brian Atkin, Adrian Brooks |
| 7. The Facility Management Handbook | Kathy Roper, Richard Payant |
| 8. Strategic Facilities Management | John Hinks, David Cottee, Brian Bard |
| 9. The Business of Conferences: A Hospitality Sector Overview for the Convention Industry | Johan J. Nel |
| 10. Conventions, Exhibitions, and Meetings: New Opportunities in the Hospitality Industry | Rhonda Montgomery, Sandra K. Strick |
| 11. Incentive Travel: A Complete Guide | FAM Travel |
| 12. Lodging Management: A Guide for Hospitality Students and Practitioners | William J. Nylen, James E. Hightower |
| 13. The Handbook of Management of Tourist Hospitality and Leisure Enterprises | Dallen J. Timothy |

COURSE REVENUE MANAGEMENT IN HOTELS

COURSE CODE	BHM423
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Describe internal and external factors influencing revenue management in hospitality and tourism organizations.
2. Describe the benefits of revenue management optimization and the strategies and tactics.
3. Apply the strategic controls of a revenue management program including strategic pricing, perceived value, differential pricing, inventory and price management, demand forecasting, competitive set analysis, distribution channel management and evaluation of revenue management practices.
4. Explain the key aspects of the reports issued by Smith Travel Research to the hospitality industry
5. Describe key indicators and performance evaluation measures (e.g., ADR, Occupancy, and RevPAR) to evaluate hospitality performance.
6. Explain and apply key business concepts – supply and demand analysis, economic and social impacts, cost analysis, pricing principles, discounting and premiums, rate fences, closeouts, overbooking, displacement analysis and ratio analyses – involved in managing a profit or nonprofit hospitality and tourism enterprise.
7. Explain and apply the responsibilities of a revenue manager in the hospitality industry including hotels, restaurants, and event centers.
8. Create a revenue management plan for an event center with hotel and restaurant.

SYLLABUS

1. THE CONCEPT OF REVENUE MANAGEMENT Hotel Industry Applications, Benefits of the Techniques/Areas where this concept is applied/How the concept is applied	05 HOURS
2. MEASURING YIELD Yield Statistic/Determination of Potential Revenue/Potential Average Single Rate/Potential Average Double Rate/ Multiple Occupancy Percentage/Rate Spread/Potential Average Rate/ Room Rate Achievement Factor/Identical Yields/Equivalent Occupancy/Required Non-Room Revenue per Guest	08 HOURS
3. ELEMENTS OF REVENUE MANAGEMENT Group Room Sales/Transient Room Sales/Food & Beverage Activity/Local and Area-Wide Activities/Special Events	05 HOURS
4. USING REVENUE MANAGEMENT Potential High and Low Demand Tactics Implementing Revenue Strategies/Availability Strategies Hubbart’s Formula – Principles and Practice	05 HOURS
5. REVENUE MANAGEMENT COMPUTER SOFTWARE Works performed by Revenue Management Software Working on the software/system Advantages of computerized revenue management Reports generated	08 HOURS
6. REVENUE MANAGEMENT TEAM Composition of Revenue Management Team Role of Revenue Management Team	05 HOURS
7. INDUSTRY-WISE COMPARISON OF YIELD MANAGEMENT APPLICATION Airline/Hotels/Car Rentals/Cruise lines/Package Tours	04 HOURS

8. CASE STUDIES IN REVENUE MANAGEMENT

05 HOURS

REFERENCE BOOKS

- | | |
|--|---|
| 1. Revenue Management for the Hospitality Industry | David K. Hayes and Alisha Miller |
| 2. Hotel Revenue Management: From Theory to Practice | Stanislav Ivanov |
| 3. Revenue Management for the Hospitality Industry | Ben Vinod |
| 4. The Theory and Practice of Revenue Management | Kalyan T. Talluri, Garrett J. van Ryzin |
| 5. Revenue Management with Answer Sheet (AHLEI) | Gabor Forgacs |
| 6. Revenue Superstar: The Simple Rules of Hotel Revenue Management | Johan Hammer |
| 7. Revenue Management for the Hospitality Industry Principles and Practices | Jason A. Schenker |
| 8. Revenue Management and Pricing: Case Studies and Applications | Ian Yeoman, Una McMahon-Beattie |
| 9. Strategic Revenue Management: Hotel Pricing Strategies, Internet Marketing, and Profitability | Ronald J. Huefner |
| 10. Revenue Management in Service Organizations | Paul Rouse and Stephen Johns |



COURSE	RESEARCH METHODOLOGY
COURSE CODE	BHM425
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

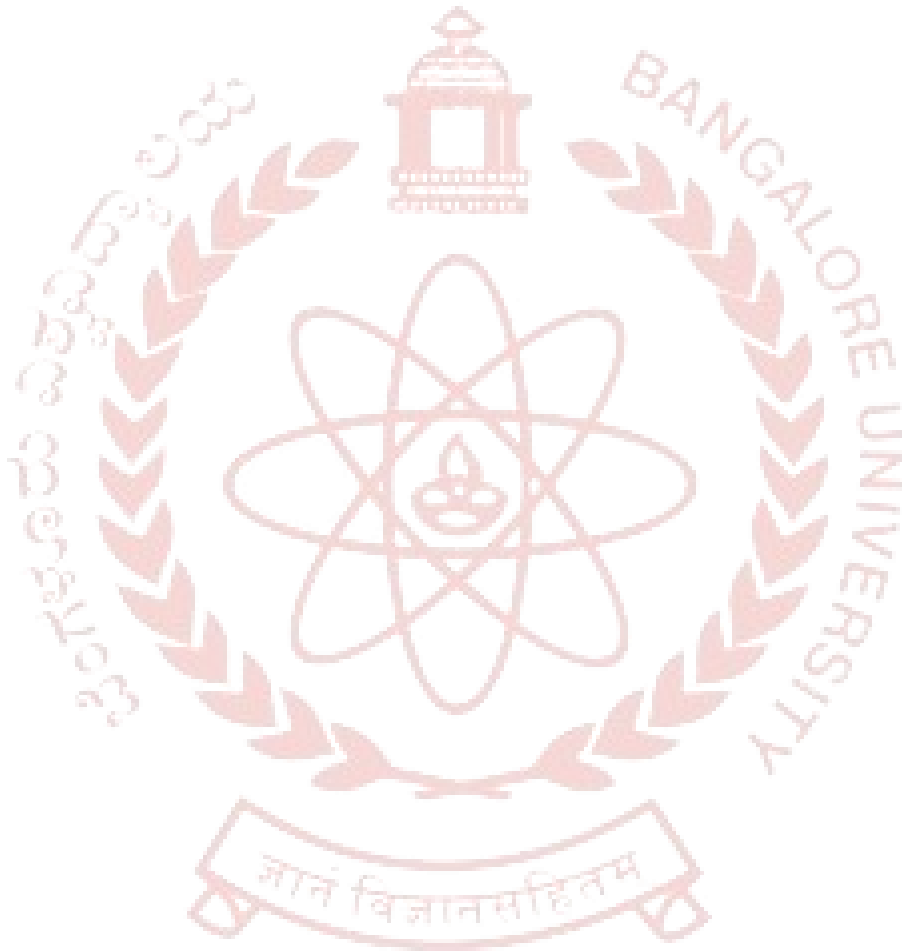
1. Define research and explain its significance in academic and professional contexts.
2. Identify different types of research (qualitative, quantitative, and mixed methods) and their
3. Design a research plan that includes a clear methodology, timeline, and resource allocation.
4. Conduct a comprehensive literature review to contextualize the research problem.
5. Understand and apply ethical principles in conducting research, including obtaining informed consent and ensuring confidentiality.
6. Identify, select and develop appropriate data collection methods (e.g., surveys, interviews, observations, experiments) based on the research design.
7. Understand different sampling techniques (probability and non-probability sampling) and their implications for research validity.
8. Present research results effectively through written reports, presentations, and visual aids (charts, graphs, tables).
9. Structure and write a coherent research report or thesis, including sections such as introduction, literature review, methodology, results, discussion, and conclusion.
10. Understand how research findings can be applied to solve real-world problems.
11. Develop recommendations based on research results for policy-making, practice, or further research.
12. Explore and understand emerging trends and technologies in research methodologies, such as digital research methods, big data analytics, and artificial intelligence.

SYLLABUS

1. **INTRODUCTION** **07 HOURS**
Business Research – Definition and Significance – the Research Process – Types of Research – Exploratory and Causal Research – Theoretical and Empirical Research – Cross –Sectional and Time Series Research – Research Questions / Problems – Research Objectives – Research Hypotheses – Characteristics – Research in an Evolutionary Perspective – the Role of Theory in Research.
2. **RESEARCH DESIGN AND MEASUREMENT** **10 HOURS**
Research Design – Definition – Types of Research Design – Exploratory and Causal Research Design – Descriptive and Experimental Design – Different Types of Experimental Design – Validity of Findings – Internal and External Validity – Variables in Research – Measurement and Scaling – Different Scales – Construction of Instrument – Validity and Reliability of Instrument.
3. **DATA COLLECTION** **08 HOURS**
Types of Data – Primary Vs Secondary data – Methods of Primary Data Collection – Survey Vs Observation – Experiments – Construction of Questionnaire and Instrument – Validation of Questionnaire – Sampling Plan – Sample Size – Determinants Optimal Sample Size – Sampling Techniques – Probability Vs Non-probability Sampling Methods.
4. **DATA PREPARATION AND ANALYSIS** **10 HOURS**
Data Preparation – Editing – Coding – Data Entry – Validity of Data – Qualitative Vs Quantitative Data Analyses – Bi-variate and Multi-variate Statistical Techniques – Factor Analysis – Discriminant Analysis – Cluster Analysis – Multiple Regression and Correlation – Multidimensional Scaling – Application of Statistical Software for Data Analysis.
5. **REPORT DESIGN, WRITING AND ETHICS IN BUSINESS RESEARCH** **10 HOURS**
Research Report – Different Types – Contents Of Report – Need of Executive Summary – Chapterization – Contents of Chapter – Report Writing – The Role of Audience – Readability –

RECOMMENDED TEXTBOOKS

1. Business Research Methods - Donald R. Cooper, Pamela S. Schindler and J K Sharma
2. Business Research Methods - Alan Bryman and Emma Bell
3. Research Methods for Business - Uma Sekaran and Roger Bougie
4. Business Research Methods - William G Zikmund, Barry J Babin, Jon C.Carr, Atanu Adhikari, Mitch Griffin
5. Research Methodology C R Kothari



COURSE	ENTREPRENEURSHIP DEVELOPMENT IN HOSPITALITY
COURSE CODE	BHM427
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Define entrepreneurship and explain its importance in the economy.
2. Identify the characteristics and traits of successful entrepreneurs.
3. Develop skills to identify and evaluate business opportunities.
4. Understand the components and importance of a strong business plan in securing funding and guiding business development.
5. Explore various funding sources for new ventures, including bootstrapping, venture capital, angel investors, and crowdfunding.
6. Develop strategies for pitching business ideas to potential investors and securing financing.
7. Develop marketing strategies tailored to new ventures.
8. Foster innovative thinking and creativity in problem-solving.
9. Understand the role of innovation in sustaining competitive advantage.
10. Understand the ethical considerations and responsibilities of entrepreneurs.
11. Develop networking skills to build relationships with mentors, advisors, and industry professionals.
12. Engage with entrepreneurial ecosystems, including incubators, accelerators, and industry associations.

SYLLABUS

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|----------|--|-----------------|
| 1 | ENTREPRENEURSHIP
- Introduction to Entrepreneur, Entrepreneurship and Enterprise - Importance and Relevance of the Entrepreneur - Factors influencing entrepreneurship, Pros and Cons of being an entrepreneur
- Characteristics of a successful entrepreneur - Competency requirement for entrepreneurs
- Types of Entrepreneurs
- Problems and promotion of Women Entrepreneurs in the Hospitality Industry | 07 HOURS |
| 2 | SMALL SCALE ENTERPRISES
- Small Scale Enterprises/ Tiny Industries/ Ancillary Industries/ Cottage Industries - Definition, Meaning, Product range, Capital Investment, ownership patterns
- Importance and role played by SSI in the development of the Indian economy
- Problems faced by SSI's and the steps taken to solve the problems - Policies governing SSI's, Sickness in SSE's – Meaning and definition of a sick industry
- Causes of industrial sickness – Preventive and remedial measures for sick industries | 09 HOURS |
| 3 | STARTING A BUSINESS
- Business opportunity, scanning the environment for opportunities, evaluation of alternatives and selection based on personal competencies.
- Steps involved in starting a business venture – location, clearances and permits required, formalities, licensing and registration procedures
- Assessment of the market for the proposed project - financial, technical and social feasibility of the project | 09 HOURS |
| 4 | PREPARING A BUSINESS PLAN (BP)
- Meaning and definition of Business Plan
- Importance of Business Plan
- Components of Business plan -Financial aspects of the BP - Marketing aspects of the BP - Human Resource aspects of the BP – Technical aspects of the BP - Social aspects of the BP
- Common pitfalls to be avoided in preparation of a Business Plan | 10 HOURS |

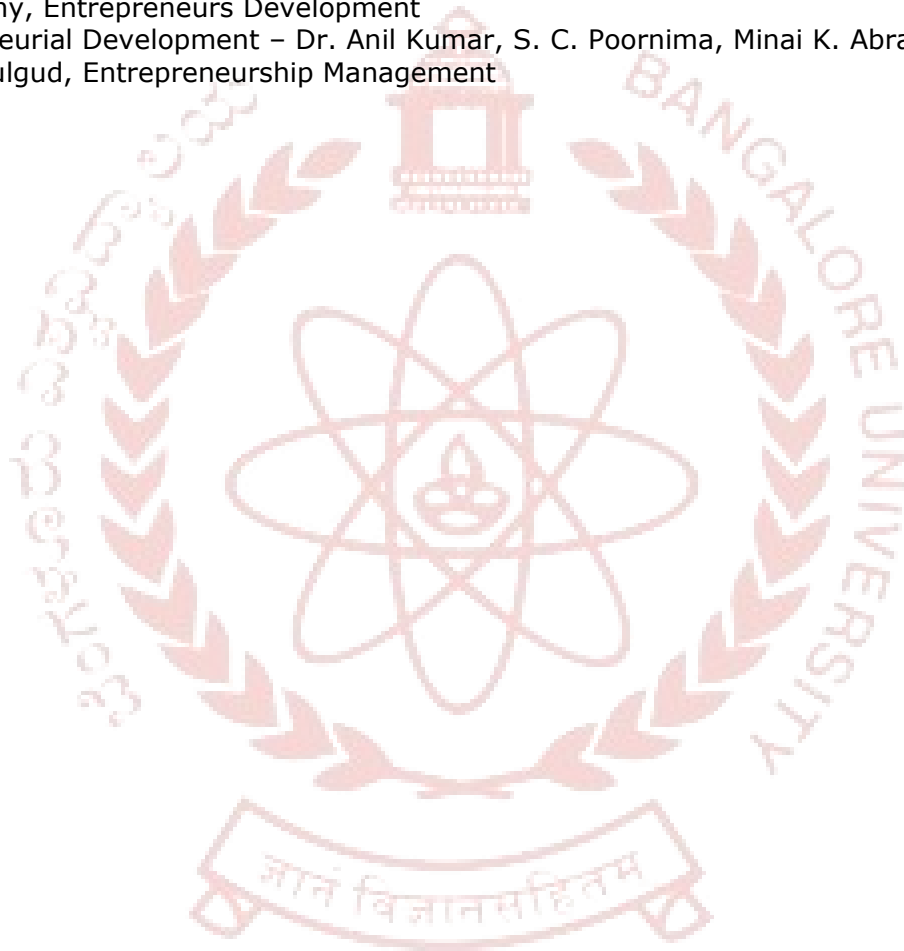
5 INSTITUTIONAL ASSISTANCE TO ENTERPRISES

10 HOURS

- Financial assistance through SFC's, SIDBI, Commercial Banks, KSIDC, KSSIC, IFCI, - Non financial assistance from DIC, SISI, EDI, SIDO, AWAKE, TCO, TECKSOK, KVIC -Tax Concessions for SSIs
- Industrial estates – role and types

BOOKS FOR REFERENCE:

1. Udai Pareek and T.V. Rao, Development Entrepreneurship
2. S.V.S. Sharma, Development Entrepreneurship, Issues and Problems
3. Srivastava A. - Practical Guide to Industrial Entrepreneurs
4. Government of India - Report of the committee on development of Small and Medium entrepreneurs
5. Bharusali Entrepreneur Development
6. Vasantha Desai, Management of Small-Scale Industry
7. Vasantha Desai, Problems and Prospects of Small-Scale Industry
8. CSV Murthy, Entrepreneurs Development
9. Entrepreneurial Development – Dr. Anil Kumar, S. C. Poornima, Minai K. Abraham Jayashree K
10. Aruna Kaulgud, Entrepreneurship Management



COURSE MARKETING FOR HOSPITALITY SERVICES & PRODUCTS

COURSE CODE BHM429

NO. OF CREDITS 03

NO. OF HOURS PER WEEK 03

NO. OF HOURS PER SEMESTER 45

COURSE LEARNING OBJECTIVES

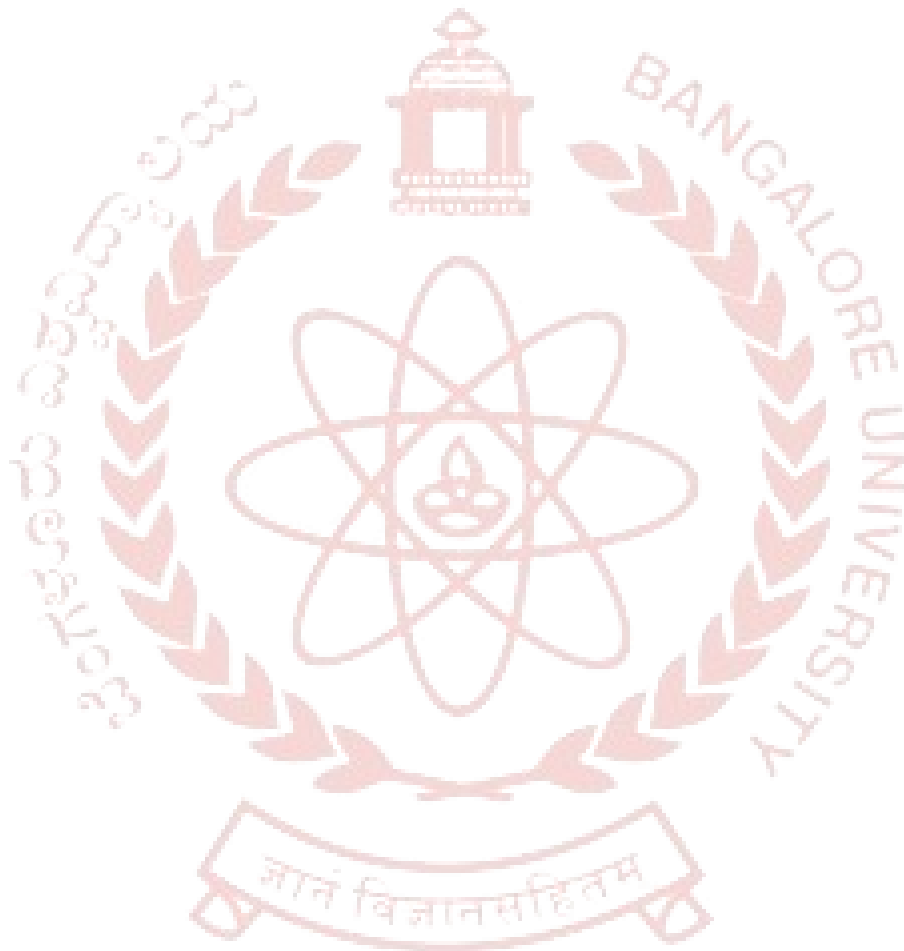
1. Understand the basic principles and theories of marketing as applied to the hospitality industry.
2. Identify the unique characteristics and challenges of marketing hospitality services.
3. Analyze the factors that influence consumer behavior and decision-making in the hospitality sector.
4. Develop and implement effective branding strategies to create a strong brand identity and positioning in the hospitality market.
5. Evaluate the impact of branding on guest loyalty and perception.
6. Develop and implement social media strategies to enhance brand visibility and guest engagement.
7. Apply service marketing concepts to design and deliver exceptional guest experiences.
8. Understand the importance of service quality and guest satisfaction in hospitality marketing.
9. Implement and evaluate the effectiveness of marketing strategies and campaigns.
10. Understand the importance of ethical marketing practices and corporate social responsibility in hospitality.
11. Develop sustainable marketing strategies that promote environmental and social stewardship.
12. Analyze the challenges and opportunities of marketing hospitality services in a global context.

SYLLABUS

- | | | |
|---|---|------------------------|
| <p>1. INTRODUCTION TO HOSPITALITY MARKETING</p> | <p>Meaning and Definition - Nature and Scope - Feature / Characteristics - Concepts of Marketing, Customer Expectations from hospitality services - Solving Customers problems, Relevance of Sales & Marketing in the Hospitality Industry</p> | <p>08 HOURS</p> |
| <p>2. HOSPITALITY MARKETING MIX</p> | <p>Meaning and Definition of Marketing Mix, The Seven Ps
 PRODUCT / SERVICE MIX
 Elements /Components, Difference between goods and services
 Product life Cycle, Stages of New product/ service development
 PRICE MIX - Factors influencing pricing, Pricing methods and strategies
 PROMOTION MIX - Objectives of promotion, Elements of promotions mix
 Advertising, sales, promotion, personal selling, publicity, public relations
 PLACE MIX - Distribution channels/channel intermediaries
 PEOPLE - Elements of People mix, Role of Employees and Internal Marketing
 Role of customers and Relationship Marketing
 PHYSICAL EVIDENCE - Essential Evidence, Peripheral Evidence
 PROCESS - Steps of service delivery, Levels of customer involvement, Value chain linkage, Blue printing –mapping the service system</p> | <p>20 HOURS</p> |
| <p>3. HOSPITALITY SALES</p> | <p>Room Sales, Banquet Sales, Corporate Sales, Selling of Hotel Facilities and Amenities, Selling and Promotion Techniques, Sales Planning and Implementation, Forms and Formats used, Duties and Functions of Sales Team, Role and Importance of the Sales Department</p> | <p>07 HOURS</p> |
| <p>4. MARKET SEGMENTATION, TARGETING AND POSITIONING OF HOTELS</p> | <p>Meaning, Importance and Basis of Market Segmentation, Essentials of sound market segmentation, STP Strategy- Segmentation, Targeting & Positioning Strategies, Consumer Behaviour and Factors influencing Customer Decisions</p> | <p>06 HOURS</p> |
| <p>5. RESEARCH AND FEEDBACK</p> | <p>Meaning and Definition of Research and Feedback, Online and Offline Feedback, Reviews – Online and Offline, Importance of Market Research and Feedback in the Profitability of a Hotel</p> | <p>04 HOURS</p> |

REFERENCE BOOKS

1. Services Marketing: Zeital, Valeria and Mary Jo Baiter
2. Delivery Quality Service: Zenithal, Parasuraman and Bitner
3. Service Marketing: The India Experience by Ravi Shankar
4. Services Marketing: S. M. Jha
5. Marketing of Hospitality Industry: Roberta
6. Strategic Hotel Marketing: Hart and Troy
7. Services Marketing: Love Lock, Christoher H
8. Marketing Leadership in Hospitality-Foundations and Practices: Lewis and Chambers
9. Marketing of Hospitality Services: Lazer
10. Marketing of Hospitality and Tourism Services: Prasanna Kumar, Tata McGraw Hill, 2010



COURSE	CREATIVE DESIGN IN HOSPITALITY
COURSE CODE	BHM431
NO. OF CREDITS	03
NO. OF HOURS PER WEEK	03
NO. OF HOURS PER SEMESTER	45

COURSE LEARNING OBJECTIVES

1. Define design thinking and its application in the context of hospitality management.
2. Understand the stages of the design thinking process: empathize, define, ideate, prototype, and test.
3. Identify challenges and opportunities for innovation within the hospitality industry.
4. Define specific problems or pain points that could benefit from design thinking approaches.
5. Generate creative ideas and solutions to address identified problems or opportunities.
6. Facilitate brainstorming sessions and encourage divergent thinking among team members.
7. Consider scalability and sustainability factors when implementing design thinking outcomes.
8. Foster collaboration among cross-functional teams within the hospitality industry.
9. Explore the role of technology and digital tools in enhancing hospitality experiences and operations.
10. Manage change and overcome resistance to innovation in hospitality environments.
11. Measure the impact of design thinking initiatives on guest satisfaction, operational efficiency, and financial performance.
12. Foster a culture of continuous improvement and adaptation based on design thinking principles.

SYLLABUS

- 1. INTRODUCTION TO DESIGN THINKING IN HOSPITALITY 06 HOURS**
Understanding Design Thinking - Definition and history of design thinking, Importance of design thinking in hospitality management, Key principles and stages of design thinking.

- 2. THE DESIGN THINKING PROCESS IN HOSPITALITY 15 HOURS**
 Overview of the five stages, Case studies of design thinking applications in hospitality.
Empathize - Understanding Guest Needs - Techniques for gathering guest insights: interviews, surveys, observations, Developing empathy maps and guest personas, Analysing guest feedback and reviews, Identifying pain points and opportunities for innovation in guest experience.
Define - Problem Definition in Hospitality - Crafting problem statements specific to hospitality challenges, Analyzing and Synthesizing Information - Affinity mapping and clustering insights, Creating guest journey maps and service blueprints.
Ideate - Brainstorming Techniques for Hospitality - Divergent and convergent thinking, Various ideation techniques: brainstorming, brainwriting, SCAMPER, mind mapping, Selecting Ideas - Criteria for evaluating and selecting ideas in hospitality, Using prioritization frameworks like the Impact/Effort Matrix.
Prototype - Prototyping Methods - Low-fidelity vs. high-fidelity prototypes, Tools and materials for creating prototypes in hospitality, Building Prototypes - Hands-on sessions for creating physical and digital prototypes, Best practices for iterative prototyping in hospitality settings.
Test - User Testing in Hospitality - Planning and conducting user tests with guests, Gathering and analyzing guest feedback, Refining prototypes based on feedback, Case studies of successful iterations in hospitality.

- 3. APPLYING DESIGN THINKING IN DIFFERENT AREAS OF HOSPITALITY 08 HOURS**
Hotels and Resorts - Applying design thinking to enhance hotel services and amenities, Case studies of innovative hotel concepts.
Restaurants and Food Service - Using design thinking to improve restaurant operations and guest dining experiences, Examples of innovative restaurant concepts and services.

4. INNOVATION IN HOSPITALITY MANAGEMENT**10 HOURS**

Fostering Innovation - The innovation process and types of innovation in hospitality, Creating a culture of innovation within hospitality organizations.

Creative Problem-Solving - Techniques for enhancing creativity in hospitality management. Overcoming common barriers to creativity in the hospitality industry.

Tools and Technologies for Innovation in Hospitality - Digital Tools - Software and platforms for design thinking in hospitality, using tools like Miro, Sketch, Figma for hospitality projects. **Emerging Technologies** - How emerging technologies (AI, AR/VR, IoT) are transforming the hospitality industry, Integrating technology into the design thinking process for hospitality innovations.

Collaborative Innovation - Team Dynamics - Building and managing cross-functional teams in hospitality, Techniques for effective collaboration in hospitality projects. **Co-Creation with Stakeholders** - Engaging stakeholders, including guests and staff, in the innovation process. Co-designing solutions with guests, staff, and partners.

Real-World Application - Project Work

5. FUTURE OF DESIGN THINKING AND INNOVATION IN HOSPITALITY**06 HOURS**

Trends and Future Directions - Emerging trends in design thinking and innovation in hospitality, Preparing for future challenges and opportunities in the hospitality industry.

REFERENCE BOOKS

1. Change by Design: How Design Thinking Transforms Organizations and Inspires Innovation" by Tim Brown
2. Design Thinking: Understanding How Designers Think and Work" by Nigel Cross
3. The Design Thinking Playbook: Mindful Digital Transformation of Teams, Products, Services, Businesses, and Ecosystems" by Michael Lewrick, Patrick Link, and Larry Leifer
4. Design Thinking for Strategic Innovation: What They Can't Teach You at Business or Design School" by Idris Mootee
5. The Art of Innovation: Lessons in Creativity from IDEO, America's Leading Design Firm" by Tom Kelley and Jonathan Littman
6. Designing for Growth: A Design Thinking Toolkit for Managers" by Jeanne Liedtka and Tim Ogilvie
7. Creative Confidence: Unleashing the Creative Potential Within Us All" by Tom Kelley and David Kelley
8. Design Thinking: Integrating Innovation, Customer Experience, and Brand Value" by Thomas Lockwood

COURSE	PROJECT WORK – ENTREPRENEURSHIP DEVELOPMENT
COURSE CODE	BHM433
NO. OF CREDITS	04
NO. OF HOURS PER WEEK	08
NO. OF HOURS PER SEMESTER	40

COURSE LEARNING OBJECTIVES

OBJECTIVES: The Objective of this Project Work is to help the students learn how to develop and understand the Market Feasibility and Financial Viability of a Proposed Hotel.

TYPE OF PROJECT: This project should be based on a field study (during the seventh semester) leading to the identification of a site or a proposed new hotel project - 3, 4, 5-star category only. The students should then establish the market feasibility of this proposed hotel followed by the financial viability leading to the validation of the survey.

FORMULATION: The length of the report should be 200 double spaced pages (exclusion of Appendices and Annexure). Ten percent variation on either side is permissible

GUIDELNES:

List of Contents of the Project Report

- Chapter I Introduction
- Chapter II Scope, Objective, Methodology, and Limitation of the project
- Chapter III Information of Place and Site

Part A- A Market Feasibility

- Chapter IV Demand Quantification
- Chapter V Technical Details of Proposed Project
- Chapter VI Recommended Market Mix
- Chapter VII Conclusion

Part B-Financial Viability

- Chapter VIII Introduction to financial aspect of the proposed project.
- Chapter IX Cost of the Project (Introduction to fixed assets and capital costs)
- Chapter X Manpower requirement and cost
- Chapter XI Manpower Requirement and Cost
- Chapter XII Operational Expenses
- Chapter XIII Working Capital Requirement
- Chapter XIV Financing the Project
- Chapter XV Profitability Statement
- Chapter XVI Cash Flow Statement
- Chapter XVII Break Even Analysis and Debt Service Ratio
- Chapter XVIII Coverage Ratio
- Chapter XIX Ratio Analysis
- Conclusion
- Bibliography
- Annexure and Exhibits

SUBMISSION OF THE REPORT

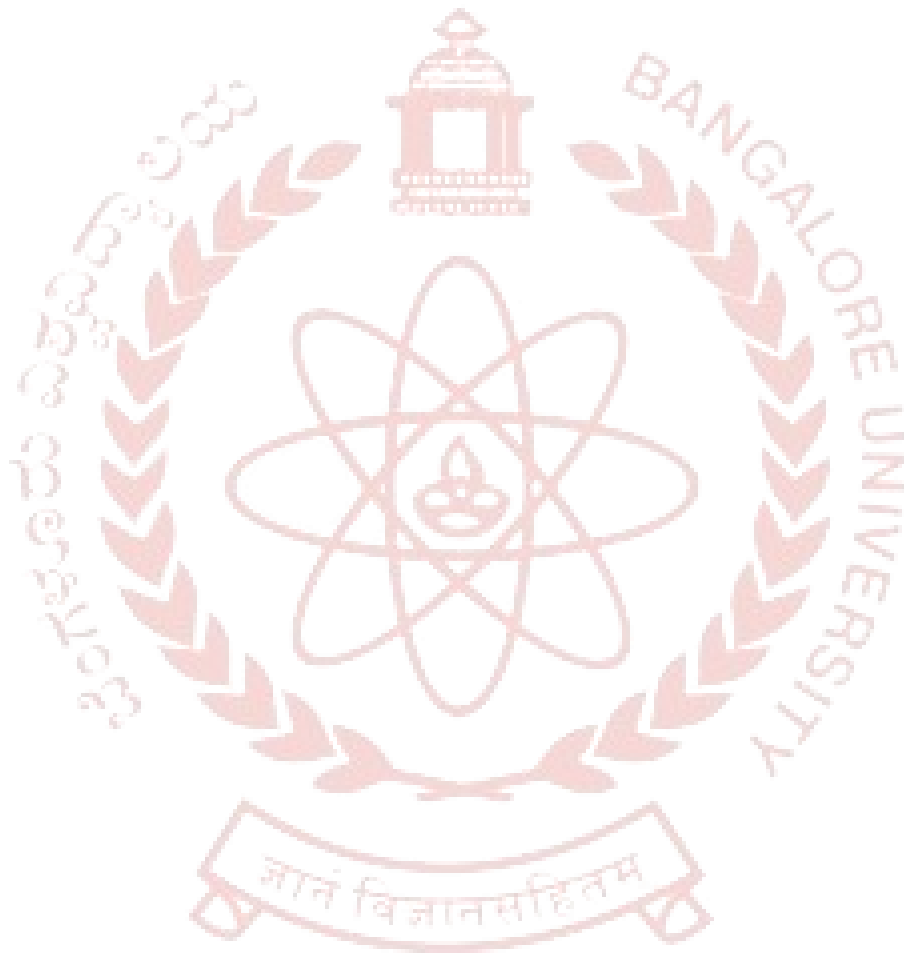
Three copies of the report have to be submitted before the due date as specified by the College. The original copy should be submitted to the university through the College concerned. The College copy is to be retained by the college and the faculty guide and Principal or HOD of the College/Department should duly sign the personal copy. The student should carry the personal copy to the Viva Voce

THE STUDENT SHOULD ALSO CARRY THE FOLLOWING

- Duly signed personal copy of the project, Industrial Training Certificates, Examination Hall Ticket, College Identity Card, The student should be in formal Dress code

UNIVERSITY EXAMINATION

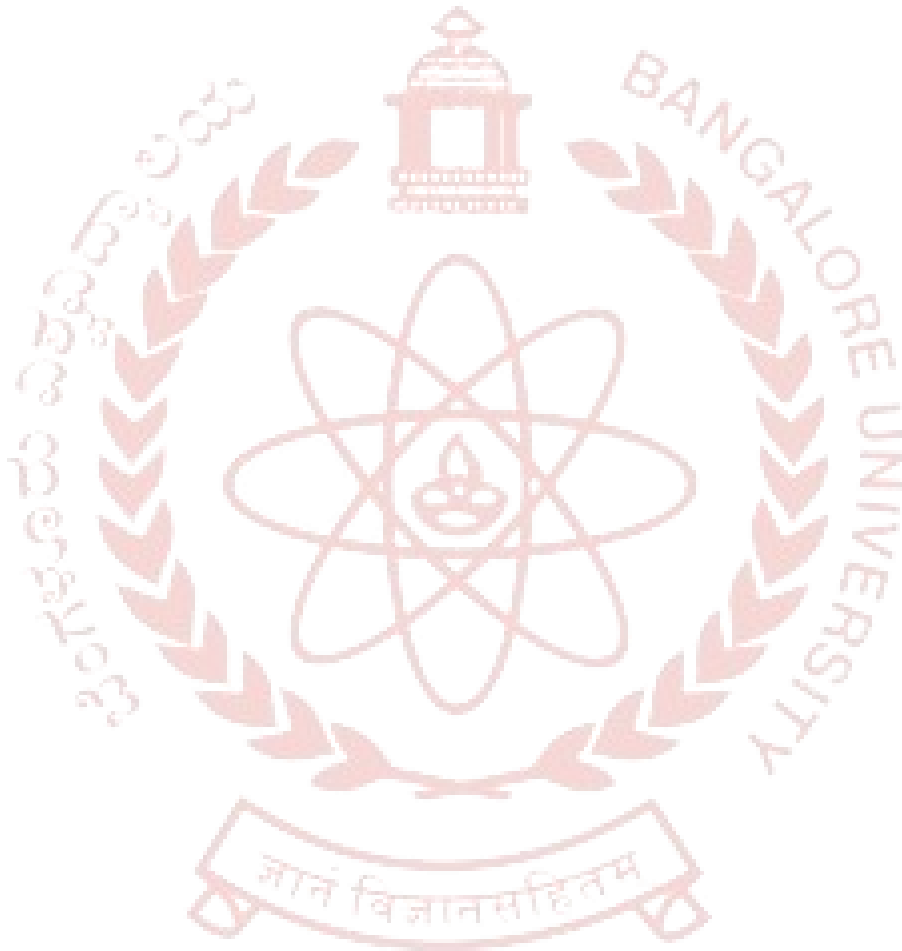
TOTAL MARKS	200 MARKS
PROJECT REPORT	150 MARKS
VIVA VOCE	30 MARKS
IA	20 MARKS



SEMESTER VIII

COURSE:

1. SPECIALIZATION TRAINING



COURSE	SPECIALIZATION TRAINING
COURSE CODE	
TRAINING REPORT	BHM422
LOG BOOK	BHM424
RESEARCH PAPER	BHM426
VIVA VOCE & PRESENTATION	BHM428
NO. OF CREDITS	24

COURSE LEARNING OBJECTIVES:

1. Apply theoretical knowledge and classroom learning to real-world hospitality operations and management scenarios.
2. Demonstrate proficiency in core areas of hospitality, such as front office, housekeeping, food and beverage service, and event management.
3. Develop and refine essential professional skills, including communication, teamwork, problem-solving, and time management.
4. Perform operational tasks specific to the student's area of specialization with competence and confidence.
5. Demonstrate leadership skills by taking initiative and providing direction to team members when necessary.
6. Identify and analyze operational challenges and develop practical solutions to address them.
7. Utilize industry-specific software, tools, and equipment relevant to the student's area of specialization.
8. Implement sustainable practices in daily operations, such as waste reduction, energy conservation, and eco-friendly initiatives.
9. Build a professional network by establishing relationships with industry professionals, mentors, and peers.

SPECIALIZATIONS :

Kitchen Operations
F&B Service Operations
Rooms Division Operations
Accommodation Operations
Bakery & Confectionery
Sales and Marketing Operations
Travel & Tourism Operations
Cruise Line Operations
Airlines Operations
Retail Operations
Event Management
Facilities Management
Theme Park Management
Luxury Train Operations
Industrial Catering Operations
Hospital Catering Operations
Luxury Hospitality Management
Customer Relationship Marketing
AI In Hospitality

The student is expected to select any ONE of the above Electives and undergo training for 20 weeks

TYPE OF REPORT

The report should be based on the Specialization Training in the area of choice to be completed in the Eighth Semester. Every student will be working under the guidance of a Faculty Supervisor. A suitable questionnaire has to be prepared to collect information relating to the area of the elective. Using the information collected, under the guidance of the Faculty Supervisor, the student should write a comprehensive report covering the entire sections of the area in which the student has done his field study, mentioning the problems and suggesting solutions for the same.

FORMULATION

The length of the report may be about 200 double spaced typed, printed (black & white) A-4 size pages (excluding appendices and exhibits). 10% variation on either side is permissible.

GUIDELINES**LIST OF CONTENTS OF THE REPORT**

TABLE OF CONTENTS		MARKS
A copy of the Training Certificate attested by the Principal/Director/Head of the Institution		
	Acknowledgement	
	Project Preface	
Chapter-1	Introduction to the Specialization Area	50
Chapter-2	Scope, Objective, Methodology & Limitations.	
Chapter-3	Profile of the Organization	
Chapter-4	Detailed Operations of the area in which the study is done	200
Chapter-5	SWOC Analysis/Suggestions	100
Chapter-6	Conclusion	50
	Bibliography	50
	List of Annexure/Exhibits	50
Total Marks		500

SUBMISSION OF REPORT

One Hard Copy (University Copy) of the Project Report (duly signed by the Faculty Guide and Principal of the College) is to be submitted in person, by the student, to the Examiner at the time of Viva-voce. The Student Copy of the Project Report (duly signed by the Faculty Guide and Principal of the College) should be attested by one of the Examiners.

A five-minute Presentation on the Specialization Project Work should also be presented during the Evaluation and Viva-voce Examination. Students must also carry the following for the Examination.

1. Original Training Certificate
2. Examination Hall Ticket
3. College Identity Card
4. Dress Code: College Uniform

Students who do not conform to the above will not be examined.

PROJECT EVALUATION

Project report will be valued by Panel of Examiners appointed by the University.

MODE OF EVALUATION

Training Report	-	500 Marks
Project Viva Voce	-	100 Marks
Log Book	-	100 Marks
Specialization Research Paper	-	100 Marks

TOTAL MARKS - **800 Marks**

NOTE:

- The Panel of Examiners will consist of two members. One will evaluate the Project Report and the other will evaluate the Presentation and conduct viva voce. Total time allotted for the above should not exceed 15 minutes
- All College should circulate a list of students with their area of specialization and companies and get it approved by the Board of Examiners before they proceed for field study.
