

3 – YEAR B.Sc. DEGREE  
IN  
HOSPITALITY & HOTEL ADMINISTRATION  
WITH SPECIALISATION (MAJORS)  
ACCOMMODATION MANAGEMENT  
**CURRICULUM**

JOINTLY OFFERED BY:  
NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY  
NOIDA  
(NCHM&CT)

AND

INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
(IGNOU)

2009-2012 ACADEMIC SESSION



# TEACHING AND EXAMINATION SCHEME

**SIX SEMESTERS of 17 WEEKS EACH AND 14 WEEKS PRACTICUM**

## FIRST SEMESTER

No.	Subject code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM111	Foundation Course in Food Production – I	30	120	100	100
2	BHM112	Foundation Course in Food & Beverage Service – I	30	60	100	100
3	BHM113	Foundation Course in Front Office – I	30	30	100	100
4	BHM114	Foundation Course in Accommodation Operations – I	30	30	100	100
5	BHM105	Application of Computers	15	60	50	100
6	BHM106	Hotel Engineering	60	-	100	-
7	BHM116	Nutrition	30	-	100	-
TOTAL:			225	300	650	500
GRAND TOTAL			525		1150	

## SECOND SEMESTER

No.	Subject code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM151	Foundation Course in Food Production – II	30	120	100	100
2	BHM152	Foundation Course in Food & Beverage Service – II	30	60	100	100
3	BHM153	Foundation Course in Front Office – II	30	30	100	100
4	BHM154	Foundation Course in Accommodation Operations – II	30	30	100	100
5	BHM117	Principles of Food Science	30	-	100	-
6	BHM108	Accountancy	60	-	100	-
7	BHM109	Communication	30	-	50	-
8	TS-01	Foundation Course in Tourism	30	-	IGNOU	
9	--	Tutorials/Library	15	-	-	-
TOTAL:			285	240	650	400
GRAND TOTAL			525		1050	



### THIRD SEMESTER

No.	Subject code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM201	Food Production Operations	30	120	100	100
2	BHM202	Food & Beverage Operations	30	30	100	100
3	BHM203	Front Office Operations	30	30	100	100
4	BHM204	Accommodation Operations	30	30	100	100
5	BHM205	Food & Beverage Controls	30	-	100	-
6	BHM206	Hotel Accountancy	30	-	100	-
7	BHM207	Food Safety & Quality	30	-	50	-
8	TS-03	Management in Tourism	30	-	IGNOU	
9	BEGE103	Communication Skills in English	30	-	IGNOU	
10	TS-07	Human Resource Management	30	-	IGNOU	
11	BHM391	Research Methodology	15	-	-	-
TOTAL:			315	210	650	400
GRAND TOTAL			525		1050	

### PRACTICUM – I

Subject code	Subject	Duration	Marks
BHM392	Industrial Training – Generic	4 Weeks	20

### FOURTH SEMESTER

No.	Subject Code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM275	Accommodation Management - I	60	120	100	200
2	BHM276	Accommodation Management - II	60	120	100	200
3	BHM281	Financial Management	60	-	100	-
4	BHM282	Business Ethics & Law	60	-	100	-
5	BHM283	Business Economics	30	-	50	-
6	BHM391	Research Methodology	15	-	-	-
TOTAL			285	240	450	400
GRAND TOTAL			525		850	

### PRACTICUM – II

Subject code	Subject	Duration	Marks
BHM392	Industrial Training – Specialised	6 Weeks	40



## FIFTH SEMESTER

No.	Subject Code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM325	Accommodation Management - III	60	120	100	200
2	BHM326	Accommodation Management - IV	60	120	100	200
3	BHM281	Strategic Management	60	-	100	-
4		Elective – I	60	-	100	-
5	TS-06	Tourism Marketing	30	-	IGNOU	
6	BHM391	Tutorial / Library / Research Project	15	-	-	-
TOTAL			285	240	400	400
GRAND TOTAL			525		800	

## PRACTICUM – III

Subject code	Subject	Duration	Marks
BHM392	Industrial Training – Specialised	4 Weeks	40

## SIXTH SEMESTER

No.	Subject Code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM375	Accommodation Management - V	60	120	100	200
2	BHM376	Accommodation Management - VI	60	120	100	200
3	BHM391	Research Project	-	60	-	100
4		Elective – II	60	-	100	-
5	BHM392	Practicum Report (Practicum I, II & III)	-	-	-	100
6		Special topics/Guest speakers	30	-	-	-
7		Tutorial / Library	15	-	-	-
TOTAL			225	300	300	600
GRAND TOTAL			525		900	

\*Total marks will comprise 30% Internal Assessment & 70% Term end exam marks.

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## SEMESTER – I

### WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHM111	Foundation Course in Food Production – I	02	08
2	BHM112	Foundation Course in Food & Beverage Service – I	02	04
3	BHM113	Foundation Course in Front Office – I	02	02
4	BHM114	Foundation Course in Accommodation Operations – I	02	02
5	BHM105	Application of Computers	01	04
6	BHM106	Hotel Engineering	04	-
7	BHM116	Nutrition	02	-
TOTAL:			15	20
GRAND TOTAL			35	





	<p>G. Care and precautions</p> <p><b>iii) SAUCES</b></p> <p>A. Classification of sauces</p> <p>B. Recipes for mother sauces</p> <p>C. Storage &amp; precautions</p>	02	10%
07	<p><b>METHODS OF COOKING FOOD</b></p> <p>A. Roasting</p> <p>B. Grilling</p> <p>C. Frying</p> <p>D. Baking</p> <p>E. Broiling</p> <p>F. Poaching</p> <p>G. Boiling</p> <ul style="list-style-type: none"> <li>• Principles of each of the above</li> <li>• Care and precautions to be taken</li> <li>• Selection of food for each type of cooking</li> </ul>	04	15%
08	<p><b>SOUPS</b></p> <p>A. Classification with examples</p> <p>B. Basic recipes of Consommé with 10 Garnishes</p>	2	10%
09	<p><b>EGG COOKERY</b></p> <p>A. Introduction to egg cookery</p> <p>B. Structure of an egg</p> <p>C. Selection of egg</p> <p>D. Uses of egg in cookery</p>	2	5%
10	<p><b>COMMODITIES:</b></p> <p><b>B. Shortenings (Fats &amp; Oils)</b></p> <p>A. Role of Shortenings</p> <p>B. Varieties of Shortenings</p> <p>C. Advantages and Disadvantages of using various Shortenings</p> <p>D. Fats &amp; Oil – Types, varieties</p> <p>ii) <b>Raising Agents</b></p> <p>A. Classification of Raising Agents</p> <p>B. Role of Raising Agents</p> <p>C. Actions and Reactions</p> <p>iii) <b>Thickening Agents</b></p> <p>A. Classification of thickening agents</p> <p>B. Role of Thickening agents</p> <p>iv) <b>Sugar</b></p> <p>A. Importance of Sugar</p> <p>B. Types of Sugar</p> <p>C. Cooking of Sugar – various</p>	4	10%
<b>TOTAL</b>		30	100%



**BHM111 - FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICALS)****PART 'A' – COOKERY****HOURS ALLOTTED: 60****MAXIMUM MARKS: 50**

<b>S.No</b>	<b>Topic</b>	<b>Method</b>	<b>Hours</b>
1	i) Equipments – Identification, Description, Uses & handling ii) Hygiene – Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications	04
2	C. Vegetables – classification  ii) Cuts – julienne, jardinière, macedoines, brunoise, paysane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students	04
3	Identification and Selection of Ingredients – Qualitative and quantitative measures.	Market survey/tour	04
4	D. Basic Cooking methods and pre-preparations  ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying – (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising – Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students	04
5	E. Stocks – Types of stocks (White and Brown stock)  ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students	04
6	Sauces – Basic mother sauces <ul style="list-style-type: none"><li>• Béchamel</li><li>• Espagnole</li><li>• Veloute</li><li>• Hollandaise</li><li>• Mayonnaise</li><li>• Tomato</li></ul>	Demonstrations & simple applications	04
7	Egg cookery – Preparation of variety of egg dishes <ul style="list-style-type: none"><li>• Boiled ( Soft &amp; Hard)</li><li>• Fried ( Sunny side up, Single fried, Bull's Eye, Double fried)</li><li>• Poaches</li><li>• Scrambled</li><li>• Omelette (Plain, Stuffed, Spanish)</li><li>• En cocotte (eggs Benedict)</li></ul>	Demonstrations & simple applications by students	04
8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students	04
9	Simple Salads & Soups: <ul style="list-style-type: none"><li>• Cole slaw,</li><li>• Potato salad,</li></ul>	Demonstration by instructor and applications by	28





	<ul style="list-style-type: none"> <li>• Beet root salad,</li> <li>• Green salad,</li> <li>• Fruit salad,</li> <li>• Consommé</li> </ul> <p>Simple Egg preparations:</p> <ul style="list-style-type: none"> <li>• Scotch egg,</li> <li>• Assorted omelletes,</li> <li>• Oeuf Florentine</li> <li>• Oeuf Benedict</li> <li>• Oeuf Farci</li> <li>• Oeuf Portugese</li> <li>• Oeuf Deur Mayonnaise</li> </ul> <p>Simple potato preparations</p> <ul style="list-style-type: none"> <li>• Baked potatoes</li> <li>• Mashed potatoes</li> <li>• French fries</li> <li>• Roasted potatoes</li> <li>• Boiled potatoes</li> <li>• Lyonnaise potatoes</li> <li>• Allumettes</li> </ul> <p>Vegetable preparations</p> <ul style="list-style-type: none"> <li>• Boiled vegetables</li> <li>• Glazed vegetables</li> <li>• Fried vegetables</li> <li>• Stewed vegetables.</li> </ul>	students	
TOTAL			60



**PART 'B' – BAKERY & PATISSERIE**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 50**

S.No	Topic	Method	Hours
1	Equipments <ul style="list-style-type: none"> <li>• Identification</li> <li>• Uses and handling</li> </ul> Ingredients – Qualitative and quantitative measures	Demonstration by instructor and applications by students	04
2	<b>BREAD MAKING</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched bread recipes</li> <li>• Bread Loaf (White and Brown)</li> <li>• Bread Rolls (Various shapes)</li> <li>• French Bread</li> <li>• Brioche</li> </ul>	Demonstration by instructor and applications by students	10
3	<b>SIMPLE CAKES</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched Cakes, recipes</li> <li>• Sponge, Genoise, Fatless, Swiss roll</li> <li>• Fruit Cake</li> <li>• Rich Cakes</li> <li>• Dundee</li> <li>• Madeira</li> </ul>		10
4	<b>SIMPLE COOKIES</b> <ul style="list-style-type: none"> <li>• Demonstration and Preparation of simple cookies like</li> <li>• Nan Khatai</li> <li>• Golden Goodies</li> <li>• Melting moments</li> <li>• Swiss tart</li> <li>• Tri colour biscuits</li> <li>• Chocolate chip</li> <li>• Cookies</li> <li>• Chocolate Cream Fingers</li> <li>• Bachelor Buttons.</li> </ul>	Demonstration by instructor and applications by students	16
5	<b>HOT / COLD DESSERTS</b> <ul style="list-style-type: none"> <li>• Caramel Custard,</li> <li>• Bread and Butter Pudding</li> <li>• Queen of Pudding</li> <li>• Soufflé – Lemon / Pineapple</li> <li>• Mousse (Chocolate Coffee)</li> <li>• Bavaroise</li> <li>• Diplomat Pudding</li> <li>• Apricot Pudding</li> <li>• Steamed Pudding – Albert Pudding, Cabinet Pudding.</li> </ul>	Demonstration by instructor and applications by students	20
<b>TOTAL</b>			<b>60</b>



## MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	04.30 HRS		
Indenting and Scullery 30 minutes before and after the practical			

All menu items to be made from the prescribed syllabus only

### Part – A (Cookery)

1. One simple salad OR soup	10
2. One simple sauce	10
3. One simple egg preparation	10
4. One simple vegetable or potato preparation	05
5. Journal	05
	<b>40</b>

### Part – B (Bakery)

1. Bread or bread rolls	15
2. Simple cake or cookies	10
3. One dessert hot or cold	10
4. Journal	05
	<b>40</b>

### Part – C (General Assessment)

1. Uniform & Grooming	05
2. Indenting and plan of work	05
3. Scullery, equipment cleaning and Hygiene	05
4. Viva	05
	<b>20</b>

### PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavour	20%
D) Taste	20%
E) Presentation	<u>20%</u>
	<u>100%</u>

### NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Invigilation will be done by both internal and external persons.
3. Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
4. Uniform and grooming must be checked by the examiners before commencement of examination.
5. Students are not allowed to take help from books, notes, journal or any other person.



**BHM112 – FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I (THEORY)****HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<p><b>THE HOTEL &amp; CATERING INDUSTRY</b></p> <p>A. Introduction to the Hotel Industry and Growth of the hotel Industry in India</p> <p>B. Role of Catering establishment in the travel/tourism industry</p> <p>C. Types of F&amp;B operations</p> <p>D. Classification of Commercial, Residential/Non-residential</p> <p>E. Welfare Catering – Industrial/Institutional/Transport such as air, road, rail, sea, etc.</p> <p>F. Structure of the catering industry – a brief description of each</p>	06	20%
02	<p><b>DEPARTMENTAL ORGANISATION &amp; STAFFING</b></p> <p>A. Organisation of F&amp;B department of hotel</p> <p>B. Principal staff of various types of F&amp;B operations</p> <p>C. French terms related to F&amp;B staff</p> <p>D. Duties &amp; responsibilities of F&amp;B staff</p> <p>E. Attributes of a waiter</p> <p>F. Inter-departmental relationships (Within F&amp;B and other department)</p>	04	15%
03	<p><b>I FOOD SERVICE AREAS (F &amp; B OUTLETS)</b></p> <p>A. Specialty Restaurants</p> <p>B. Coffee Shop</p> <p>C. Cafeteria</p> <p>D. Fast Food (Quick Service Restaurants)</p> <p>E. Grill Room</p> <p>F. Banquets</p> <p>G. Bar</p> <p>H. Vending Machines</p> <p>I. Discotheque</p>	06	20%
	<p><b>II ANCILLIARY DEPARTMENTS</b></p> <p>A. Pantry</p> <p>B. Food pick-up area</p> <p>C. Store</p> <p>D. Linen room</p> <p>E. Kitchen stewarding</p>	04	10%
04	<p><b>F &amp; B SERVICE EQUIPMENT</b></p> <p>Familiarization &amp; Selection factors of:</p> <ul style="list-style-type: none"> <li>- Cutlery</li> <li>- Crockery</li> <li>- Glassware</li> <li>- Flatware</li> <li>- Hollowware</li> </ul>	04	15%



	- All other equipment used in F&B Service		
	• French terms related to the above	01	
05	<b>NON-ALCOHOLIC BEVERAGES</b>		
	Classification (Nourishing, Stimulating and Refreshing beverages)	01	20%
	A. Tea		
	- Origin & Manufacture	01	
	- Types & Brands		
		01	
	B. Coffee		
	- Origin & Manufacture	01	
	- Types & Brands		
		01	
	C. Juices and Soft Drinks		
		01	
	D. Cocoa & Malted Beverages		
	- Origin & Manufacture		
		01	
<b>TOTAL</b>		30	100%



**BHM112 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I (PRACTICAL)**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100**

<b>S.No</b>	<b>Topic</b>	<b>Hours</b>
01	Food Service areas – Induction & Profile of the areas	04
02	Ancillary F&B Service areas – Induction & Profile of the areas	04
03	Familiarization of F&B Service equipment	08
04	Care & Maintenance of F&B Service equipment	04
05	Cleaning / polishing of EPNS items by: <ul style="list-style-type: none"> <li>- Plate Powder method</li> <li>- Polivit method</li> <li>- Silver Dip method</li> <li>- Burnishing Machine</li> </ul>	04
06	<b>Basic Technical Skills</b> Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware	16
07	Tea – Preparation & Service	04
08	Coffee - Preparation & Service	04
09	Juices & Soft Drinks - Prepa–ation & Service <ul style="list-style-type: none"> <li>• Mocktails</li> <li>• Juices, Soft drinks, Mine–al water, Tonic water</li> </ul>	08
10	Cocoa & Malted Beverages – Preparation & Service	04
<b>TOTAL</b>		<b>60</b>



## MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

### All Technical Skills to be tested as listed in the syllabus

			<b>MARKS</b>
1.	Uniform / Grooming	:	10
2.	Service Equipment Knowledge / Identification	:	20
3.	Care Cleaning & Polishing of service equipment	:	20
4.	Service skills / tasks	:	20
5.	Beverage service Tea / Coffee / Soft drinks	:	20
6.	Journal	:	10
			<b>100</b>

### NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.



**BHM113 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (THEORY)**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>	<b>Weight age</b>
01	<b>INTRODUCTION TO TOURISM, HOSPITALITY &amp; HOTEL INDUSTRY</b>  A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office	03	10%
02	<b>CLASSIFICATION OF HOTELS</b>  A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium	05	15%
03	<b>TYPES OF ROOMS</b>  A. Single B. Double C. Twin D. Suits	02	5%
04	<b>TIME SHARE &amp; VACATION OWNERSHIP</b>  A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size	03	10%
05	<b>FRONT OFFICE ORGANIZATION</b>  A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits	05	20%
06	<b>HOTEL ENTRANCE, LOBBY AND FRONT OFFICE</b>  A. Layout B. Front office equipment (non automated, semi automated and automated)	03	10%
07	<b>BELL DESK</b>  A. Functions B. Procedures and records	04	20%





08	<b>FRENCH:</b> To be taught by a professional French language teacher.  A. Understanding and uses of accents, orthographic signs & punctuation B. Knowledge of cardinaux & ordinaux (Ordinal & cardinal) C. Days, Dates, Time, Months and Seasons	05	10%
<b>TOTAL</b>		30	100



**BHM113 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (PRACTICALS)**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>
1	Appraisal of front office equipment and furniture	2
2	Rack, Front desk counter & bell desk	2
3	Filling up of various proforma	4
4	Welcoming of guest	2
5	Telephone handling	4
6	Role play: <ul style="list-style-type: none"> <li>• Reservation</li> <li>• Arrivals</li> <li>• Luggage handling</li> <li>• Message and mail handling</li> <li>• Paging</li> </ul>	4 4 2 4 2
<b>TOTAL</b>		<b>30</b>

**MARKING SCHEME FOR PRACTICAL EXAMINATION**

MAXIMUM MARKS                      100                                      PASS MARKS                      50  
DURATION                                      03.00 HRS

		<b>MARKS</b>
1.	UNIFORM & GROOMING	: 10
2.	COURTESY & MANNERS	: 10
3.	SPEECH AND COMMUNICATION	: 10
4.	TECHNICAL KNOWLEDGE	: 20
5.	PRACTICAL SITUATION HANDLING	: 40
6.	JOURNAL	: 10
		<b>100</b>

**NOTE:**

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. 200 technical questions to be prepared in advance, covering the entire syllabus.
3. Practical situations – at least 25 situations be made representing all aspects of the syllabus.



**BHM114 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (THEORY)**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>	<b>Weight age</b>
01	<b>THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION</b>  Role of Housekeeping in Guest Satisfaction and Repeat Business	02	5%
02	<b>ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT</b> A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department	08	25%
03	<b>CLEANING ORGANISATION</b> A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment	04	15%
04	<b>CLEANING AGENTS</b> A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping	05	20%
05	<b>COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES</b> A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes	05	15%
06	<b>INTER DEPARTMENTAL RELATIONSHIP</b> A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department	02	10%
07	<b>USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT</b>	04	10
<b>TOTAL</b>		<b>30</b>	<b>100%</b>



**BHM114 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (PRACTICAL)**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours
01	Sample Layout of Guest Rooms <ul style="list-style-type: none"> <li>• Single room</li> <li>• Double room</li> <li>• Twin room</li> <li>• Suite</li> </ul>	02
02	Guest Room Supplies and Position <ul style="list-style-type: none"> <li>• Standard room</li> <li>• Suite</li> <li>• VIP room special amenities</li> </ul>	04
03	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none"> <li>• Familiarization</li> <li>• Different parts</li> <li>• Function</li> <li>• Care and maintenance</li> </ul>	04
04	Cleaning Agent <ul style="list-style-type: none"> <li>• Familiarization according to classification</li> <li>• Function</li> </ul>	02
05	Public Area Cleaning (Cleaning Different Surface) <p><b>A. WOOD</b></p> <ul style="list-style-type: none"> <li>• polished</li> <li>• painted</li> <li>• Laminated</li> </ul> <p><b>B. SILVER/ EPNS</b></p> <ul style="list-style-type: none"> <li>• Plate powder method</li> <li>• Polivit method</li> <li>• Proprietary solution (Silvo)</li> </ul> <p><b>C. BRASS</b></p> <ul style="list-style-type: none"> <li>• Traditional/ domestic 1 Method</li> <li>• Proprietary solution 1 (brasso)</li> </ul> <p><b>D. GLASS</b></p> <ul style="list-style-type: none"> <li>• Glass cleanser</li> <li>• Economical method(newspaper)</li> </ul> <p><b>E. FLOOR</b> - Cleaning and polishing of different types</p> <ul style="list-style-type: none"> <li>• Wooden</li> <li>• Marble</li> <li>• –errazzo/ mosaic etc.</li> </ul> <p><b>F. WALL</b> - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> <li>• Skirtin–</li> <li>• Dado</li> <li>• Different types of paints(distemper Emulsion, oil paint etc)</li> </ul>	14



06	Maid's trolley <ul style="list-style-type: none"> <li>• Contents</li> <li>• Trolley setup</li> </ul>	02
07	Familiarizing with different types of Rooms, facilities and surfaces <ul style="list-style-type: none"> <li>• Twin/ double</li> <li>• Suite</li> <li>• Conference etc</li> </ul>	02
TOTAL		30

### MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

	MARKS
1. UNIFORM & GROOMING	: 10
2. GUEST ROOM SUPPLIES & POSITION	: 10
3. SURFACE CLEANING (TWO DIFFERENT SURFACES)	: 30
4. MAIDS TROLLY	: 10
5. CARE & CLEANING OF EQUIPMENT	: 10
6. VIVA	: 20
7. JOURNAL	: 10
	<b>100</b>

#### NOTE:

1. Time limit of the examination should be strictly adhered to.
2. Tasks should be limited to the syllabus



**BHM105 - APPLICATION OF COMPUTERS – THEORY**  
**HOURS ALLOTTED: 15 – MAXIMUM MARKS: 50**

S.No.	Topic	Hours	Weight age
01	<p><b>COMPUTER FUNDAMENTALS - THEORY</b></p> <p>INFORMATION CONCEPTS AND PROCESSING</p> <p>A. Definitions            B. Need, Quality and Value of Information            C. Data Processing Concepts</p> <p>ELEMENTS OF A COMPUTER SYSTEM</p> <p>A. Definitions            B. Characteristics of Computers            C. Classification of Computers            D. Limitations</p> <p>HARDWARE FEATURES AND USES</p> <p>A. Components of a Computer            B. Generations of Computers            C. Primary and Secondary Storage Concepts            D. Data Entry Devices            E. Data Output Devices</p> <p>SOFTWARE CONCEPTS</p> <p>A. System Software            B. Application Software            C. Language Classification            D. D. Compilers and Interpreters</p>	05	05%
			10%
			10%
			10%
02	<p><b>OPERATING SYSTEMS/ENVIRONMENTS - THEORY</b></p> <p>BASICS OF MS-DOS</p> <p>A. Internal commands            B. External commands</p> <p>INTRODUCTION TO WINDOWS</p> <p>A. GUI/Features            B. What are Windows and Windows 95 and above?            C. Parts of a Typical Window and their Functions</p>	05	20%
			15%
03	<p><b>NETWORKS – THEORY</b></p> <p>A. Network Topology</p> <ul style="list-style-type: none"> <li>• Bus</li> <li>• Star</li> <li>• Ring</li> </ul> <p>B. Network Applications</p>	05	35%



	<p>C. Types of Network</p> <ul style="list-style-type: none"> <li>• LAN</li> <li>• MAN</li> <li>• WAN</li> </ul> <p>D. Network Configuration Hardware</p> <ul style="list-style-type: none"> <li>• Server</li> <li>• Nodes</li> </ul> <p>E. Channel</p> <ul style="list-style-type: none"> <li>• Fibre optic</li> <li>• Twisted</li> <li>• Co-axial</li> </ul> <p>F. Hubs</p> <p>G. Network Interface Card</p> <ul style="list-style-type: none"> <li>• Arcnet</li> <li>• Ethernet</li> </ul> <p>H. Network Software</p> <ul style="list-style-type: none"> <li>• Novel</li> <li>• Windows NT</li> </ul>		
TOTAL		15	100%



**BHM105 - APPLICATION OF COMPUTERS – PRACTICAL**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<b>WINDOWS OPERATIONS</b> A. Creating Folders B. Creating Shortcuts C. Copying Files/Folders D. Renaming Files/Folders E. Deleting Files F. Exploring Windows G. Quick Menus	05	15%
F. 02	<b>MS-OFFICE 2007</b> <b>MS WORD</b>  <b>DOCUMENT</b> A. Entering Text B. Saving the Document C. Editing a Document already saved to Disk D. Getting around the Document E. Find and Replace Operations F. Printing the Document  <b>FORMATTING A DOCUMENT</b> A. Justifying Paragraphs B. Changing Paragraph Indents C. Setting Tabs and Margins D. Formatting Pages and Documents E. Using Bullets and Numbering F. Headers/Footers G. .Pagination  <b>SPECIAL EFFECTS</b> A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript B. Changing Fonts C. .Changing Case  <b>CUT, COPY AND PASTE OPERATION</b> A. Marking Blocks B. Copying and Pasting a Block C. Cutting and Pasting a Block D. Deleting a Block E. Formatting a Block F. Using Find and Replace in a Block  <b>USING MS-WORD TOOLS</b> A. Spelling and Grammar B. Mail Merge C. .Printing Envelops and Labels	15	25%





	<p><b>TABLES</b></p> <ul style="list-style-type: none"> <li>A. Create</li> <li>B. Delete</li> <li>C. Format</li> </ul> <p><b>GRAPHICS</b></p> <ul style="list-style-type: none"> <li>A. Inserting Clip arts</li> <li>B. Symbols (Border/Shading)</li> <li>C. Word Art</li> </ul> <p><b>PRINT OPTIONS</b></p> <ul style="list-style-type: none"> <li>A. Previewing the Document</li> <li>B. Printing a whole Document</li> <li>C. Printing a Specific Page</li> <li>D. Printing a selected set</li> <li>E. Printing Several Documents</li> <li>F. Printing More than one Copies</li> </ul>		
03	<p><b>MS OFFICE 2007</b> <b>MS-EXCEL</b></p> <ul style="list-style-type: none"> <li>A. How to use Excel</li> <li>B. Starting Excel</li> <li>C. Parts of the Excel Screen</li> <li>D. Parts of the Worksheet</li> <li>E. Navigating in a Worksheet</li> <li>F. Getting to know mouse pointer shapes</li> </ul> <p><b>CREATING A SPREADSHEET</b></p> <ul style="list-style-type: none"> <li>A. Starting a new worksheet</li> <li>B. Entering the three different types of data in a worksheet</li> <li>C. Creating simple formulas</li> <li>D. Formatting data for decimal points</li> <li>E. Editing data in a worksheet</li> <li>F. Using AutoFill</li> <li>G. Blocking data</li> <li>H. Saving a worksheet</li> <li>I. Exiting excel</li> </ul> <p><b>MAKING THE WORKSHEET LOOK PRETTY</b></p> <ul style="list-style-type: none"> <li>A. Selecting cells to format</li> <li>B. Trimming tables with Auto Format</li> <li>C. Formatting cells for: <ul style="list-style-type: none"> <li>- Currency</li> <li>- Comma</li> <li>- Percent</li> <li>- Decimal</li> <li>- Date</li> </ul> </li> <li>D. Changing columns width and row height</li> <li>E. Aligning text <ul style="list-style-type: none"> <li>- Top to bottom</li> </ul> </li> </ul>	15	25%



	<ul style="list-style-type: none"> <li>- Text wrap</li> <li>- Re ordering Orientation</li> </ul> <p>F Using Borders</p> <p><b>GOING THROUGH CHANGES</b></p> <ul style="list-style-type: none"> <li>A. Opening workbook files for editing</li> <li>B. Undoing the mistakes</li> <li>C. Moving and copying with drag and drop</li> <li>D. Copying formulas</li> <li>E. Moving and Copying with Cut, Copy and Paste</li> <li>F. Deleting cell entries</li> <li>G. Deleting columns and rows from worksheet</li> <li>H. Inserting columns and rows in a worksheet</li> <li>I. Spell checking the worksheet</li> </ul> <p><b>PRINTING THE WORKSHEET</b></p> <ul style="list-style-type: none"> <li>A. Previewing pages before printing</li> <li>B. Printing from the Standard toolbar</li> <li>C. Printing a part of a worksheet</li> <li>D. Changing the orientation of the printing</li> <li>E. Printing the whole worksheet in a single pages</li> <li>F. Adding a header and footer to a report</li> <li>G. Inserting page breaks in a report</li> <li>H. Printing the formulas in the worksheet</li> </ul> <p><b>ADDITIONAL FEATURES OF A WORKSHEET</b></p> <ul style="list-style-type: none"> <li>A. Splitting worksheet window into two four panes</li> <li>B. Freezing columns and rows on-screen for worksheet title</li> <li>C. Attaching comments to cells</li> <li>D. Finding and replacing data in the worksheet</li> <li>E. Protecting a worksheet</li> <li>F. Function commands</li> </ul> <p><b>MAINTAINING MULTIPLE WORKSHEET</b></p> <ul style="list-style-type: none"> <li>A. Moving from sheet in a worksheet</li> <li>B. Adding more sheets to a workbook</li> <li>C. Deleting sheets from a workbook</li> <li>D. Naming sheet tabs other than sheet 1, sheet 2 and so on</li> <li>E. Copying or moving sheets from one worksheet to another</li> </ul> <p><b>CREATING GRAPHICS/CHARTS</b></p> <ul style="list-style-type: none"> <li>A. Using Chart wizard</li> <li>B. Changing the Chart with the Chart Toolbar</li> <li>C. Formatting the chart's axes</li> <li>D. Adding a text box to a chart</li> <li>E. Changing the orientation of a 3-D chart</li> <li>F. Using drawing tools to add graphics to chart and</li> </ul>		
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	worksheet G. Printing a chart with printing the rest of the worksheet data  EXCEL's DATABASE FACILITIES A. Setting up a database B. Sorting records in the database		
04	<b>MS OFFICE 2007</b> <b>MS-POWER POINT</b> A. Making a simple presentation B. Using Auto content Wizards and Templates C. Power Points five views D. Slides - Creating Slides, re-arranging, modifying - Inserting pictures, objects - Setting up a Slide Show E. Creating an Organizational Chart	20	25%
05	<b>Internet &amp; E-mail – PRACTICAL</b>	05	10%
<b>TOTAL</b>		<b>60</b>	<b>100%</b>

### MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS

100

PASS MARKS

50

#### MARKS

- |    |                              |   |    |
|----|------------------------------|---|----|
| 1. | VIVA                         | : | 20 |
| 2. | Typing & Printing (20 lines) | : | 20 |
| 3. | 6 tasks of 10 marks each     | : | 60 |

**100**

(Refer syllabus for tasks)



**BHM106 - HOTEL ENGINEERING**  
**HOURS ALLOTTED: 60                      MAXIMUM-MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<p><b>MAINTENANCE:</b></p> <p>A. Preventive and breakdown maintenance, comparisons            B. Roll &amp; Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.            C. Organization chart of maintenance department, duties and responsibilities of maintenance department</p>	03	5%
02.	<p><b>Fuels used in catering industry:</b></p> <p>A. Types of fuel used in catering industry; calorific value; comparative study of different fuels            B. Calculation of amount of fuel required and cost.</p>	04	5%
03	<p><b>Gas:</b></p> <p>A. Heat terms and units; method of transfer            B. LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output.            C. Gas bank, location, different types of manifolds</p>	04	5%
04	<p><b>Electricity:</b></p> <p>A. Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications            B. Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side.            C. Electric wires and types of wiring            D. Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances.            E. Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination.            F. External lighting            G. Safety in handling electrical equipment.</p>	06	10%
05.	<p><b>Water systems:</b></p> <p>G. Water distribution system in a hotel            H. Cold water systems in India            I. Hardness of water, water softening, base exchange method (Demonstration)            J. Cold water cistern swimming pools            K. Hot water supply system in hotels            L. Flushing system, water taps, traps and closets.</p>	04	5%



06	<b>Refrigeration &amp; Air-conditioning:</b> <ul style="list-style-type: none"> <li>A. Basic principles, latent heat, boiling point and its dependence on pressure, vapour compressor system of refrigeration and refrigerants</li> <li>B. Vapour absorption system, care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance. <b>(Demonstration)</b></li> <li>C. Conditions for comfort, relative humidity, humidification, dehumidifying, dew point control, unit of air conditioning</li> <li>D. Window type air conditioner, central air conditioning, preventive maintenance</li> <li>E. Vertical transportation, elevators, escalators.</li> </ul>	10	15%
07	<b>Fire prevention and fire fighting system:</b> <ul style="list-style-type: none"> <li>A. Classes of fire, methods of extinguishing fires <b>(Demonstration)</b></li> <li>B. Fire extinguishes, portable and stationery</li> <li>C. Fire detectors and alarm</li> <li>D. Automatic fire detectors cum extinguishing devices</li> <li>E. Structural protection</li> <li>F. Legal requirements</li> </ul>	04	10%
08	<b>Waste disposal and pollution control:</b> <ul style="list-style-type: none"> <li>A. Solid and liquid waste, sullage and sewage, disposal of solid waste</li> <li>B. Sewage treatment</li> <li>C. Pollution related to hotel industry</li> <li>D. Water pollution, sewage pollution</li> <li>E. Air pollution, noise pollution, thermal pollution</li> <li>F. Legal Requirements</li> </ul>	05	10%
09	<b>Safety:</b> <ul style="list-style-type: none"> <li>A. Accident prevention</li> <li>B. Slips and falls</li> <li>C. Other safety topics</li> </ul>	01	5%
10.	<b>Security</b>	01	10%
11.	<b>Equipment replacement policy:</b> <ul style="list-style-type: none"> <li>A. Circumstances under which equipment are replaced.</li> <li>B. Replacement policy of items which gradually deteriorates</li> <li>C. Replacement when the average annual cost is minimum</li> <li>D. Replacement when the present cost is minimum</li> <li>E. Economic replacement cycle for suddenly failing equipment</li> </ul>	05	5%
12.	<b>Audio visual equipments:</b> <ul style="list-style-type: none"> <li>A. Various audio visual equipment used in hotel</li> <li>B. Care and cleaning of overhead projector, slide projector, LCD and power point presentation units</li> <li>C. Maintenance of computers:</li> <li>D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops</li> <li>E. Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness</li> </ul>	08	10%



13.	<b>Contract maintenance:</b> A. Necessity of contract maintenance, advantages and disadvantages of contract maintenance B. Essential requirements of a contract, types of contract, their comparative advantages and disadvantages. C. Procedure for inviting and processing tenders, negotiating and finalizing	03	5%
<b>TOTAL</b>		60	100%



**BHM116 - NUTRITION**  
**HOURS ALLOTTED: 30      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<b>BASIC ASPECTS</b>  A. Definition of the terms Health, Nutrition and Nutrients B. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health. C. Classification of nutrients	01	5%
02	<b>ENERGY</b>  A. Definition of Energy and Units of its measurement (Kcal) B. Energy contribution from macronutrients (Carbohydrates, Proteins and Fat) C. Factors affecting energy requirements D. Concept of BMR, SDA, Thermodynamic action of food E. Dietary sources of energy F. Concept of energy balance and the health hazards associated with Underweight, Overweight	03	10%
03	<b>MACRO NUTRIENTS</b>  <div style="text-align: center;"><b>Carbohydrates</b></div> <ul style="list-style-type: none"> <li>● Definition</li> <li>● Classification ( mono, di and polysaccharides)</li> <li>● Dietary Sources</li> <li>● Functions</li> <li>● Significance of dietary fibre (Prevention/treatment of diseases)</li> </ul> <div style="text-align: center;"><b>Lipids</b></div> <ul style="list-style-type: none"> <li>● Definition</li> <li>● Classification : Saturated and unsaturated fats</li> <li>● Dietary Sources</li> <li>● Functions</li> <li>● Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health</li> <li>● Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol</li> </ul> <div style="text-align: center;"><b>Proteins</b></div> <ul style="list-style-type: none"> <li>● Definition</li> <li>● Classification based upon amino acid composition</li> <li>● Dietary sources</li> <li>● Functions</li> <li>● Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)</li> </ul>	04  04  04	10%  10%  10%



04	<b>MACRO NUTRIENTS</b> <b>A. Vitamins</b> <ul style="list-style-type: none"> <li>• Definition and Classification (water and fats soluble vitamins)</li> <li>• Food Sources, function and significance of: <ol style="list-style-type: none"> <li>1. Fat soluble vitamins (Vitamin A, D, E, K)</li> <li>2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid)</li> </ol> </li> </ul> <b>B. MINERALS</b> <ul style="list-style-type: none"> <li>• Definition and Classification (major and minor)</li> <li>• Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine &amp; Flourine</li> </ul>	05	15%
05	<b>WATER</b> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Dietary Sources (visible, invisible)</li> <li>• Functions of water</li> <li>• Role of water in maintaining health (water balance)</li> </ul>	01	5%
06	<b>BALANCED DIET</b> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Importance of balanced diet</li> <li>• RDA for various nutrients – age, gender, physiological state</li> </ul>	01	5%
07	<b>MENU PLANNING</b> <ul style="list-style-type: none"> <li>• Planning of nutritionally balanced meals based upon the three food group system</li> <li>• Factors affecting meal planning</li> <li>• Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning.</li> <li>• Calculation of nutritive value of dishes/meals.</li> </ul>	02	10%
08	<b>MASS FOOD PRODUCTION</b> <ul style="list-style-type: none"> <li>• Effect of cooking on nutritive value of food (QFP)</li> </ul>	01	5%
09	<b>NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH</b> <ul style="list-style-type: none"> <li>• Need for introducing nutritionally balanced and health specific meals</li> <li>• Critical evaluation of fast foods</li> <li>• New products being launched in the market (nutritional evaluation)</li> </ul>	01	5%
<b>TOTAL</b>		30	100%





## SEMESTER – II

### WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	02	08
2	BHM152	Foundation Course in Food & Beverage Service - II	02	04
3	BHM153	Foundation Course in Front Office - II	02	02
4	BHM154	Foundation Course in Accommodation Operations - II	02	02
5	BHM117	Principles of Food Science	02	-
6	BHM108	Accountancy	04	-
7	BHM109	Communication	02	-
8	TS-01	Foundation Course in Tourism	02	-
9	-	Tutorial/Library	01	-
TOTAL:			19	16
GRAND TOTAL			35	



**BHM151 - FOUNDATION COURSE IN FOOD PRODUCTION – II (THEORY)****HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>	<b>Weight age</b>
01	<b>SOUPS</b> C. Basic recipes other than consommé with menu examples a. Broths b. Bouillon c. Puree d. Cream e. Veloute f. Chowder g. Bisque etc D. Garnishes and accompaniments E. International soups	02	10%
02	<b>SAUCES &amp; GRAVIES</b> D. Difference between sauce and gravy E. Derivatives of mother sauces F. Contemporary & Proprietary	03	10%
03	<b>MEAT COOKERY</b> A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)	04	15%
04	<b>FISH COOKERY</b> A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)	03	10%
05	<b>RICE, CEREALS &amp; PULSES</b> A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals	01	5%
06	<b>i) PASTRY</b> A. Short crust B. Laminated C. Choux D. Hot water/Rough puff <ul style="list-style-type: none"> <li>• Recipes and methods of preparation</li> <li>• Differences</li> <li>• Uses of each pastry</li> <li>• Care to be taken while preparing pastry</li> <li>• Role of each ingredient</li> <li>• Temperature of baking pastry</li> </ul>	02	5%
	<b>ii) Flour</b>	03	10%



	<ul style="list-style-type: none"> <li>A. Structure of wheat</li> <li>B. Types of Wheat</li> <li>C. Types of Flour</li> <li>D. Processing of Wheat – Flour</li> <li>E. Uses of Flour in Food Production</li> <li>F. Cooking of Flour (Starch)</li> </ul> <p><b>iii) SIMPLE BREADS</b></p> <ul style="list-style-type: none"> <li>A. Principles of bread making</li> <li>B. Simple yeast breads</li> <li>C. Role of each ingredient in break making</li> <li>D. Baking temperature and its importance</li> </ul>		
07	<p><b>PASTRY CREAMS</b></p> <ul style="list-style-type: none"> <li>A. Basic pastry creams</li> <li>B. Uses in confectionery</li> <li>C. Preparation and care in production</li> </ul>	02	5%
08	<p><b>BASIC COMMODITIES:</b></p> <p><b>i) Milk</b></p> <ul style="list-style-type: none"> <li>A. Introduction</li> <li>B. Processing of Milk</li> <li>C. Pasteurisation – Homogenisation</li> <li>D. Types of Milk – Skimmed and Condensed</li> <li>E. Nutritive Value</li> </ul> <p><b>ii) Cream</b></p> <ul style="list-style-type: none"> <li>A. Introduction</li> <li>B. Processing of Cream</li> <li>C. Types of Cream</li> </ul> <p><b>iii) Cheese</b></p> <ul style="list-style-type: none"> <li>A. Introduction</li> <li>B. Processing of Cheese</li> <li>C. Types of Cheese</li> <li>D. Classification of Cheese</li> <li>E. Curing of Cheese</li> <li>F. Uses of Cheese</li> </ul> <p><b>iv) Butter</b></p> <ul style="list-style-type: none"> <li>A. Introduction</li> <li>B. Processing of Butter</li> <li>C. Types of Butter</li> </ul>	02  01  02  01	15%
09	<p><b>BASIC INDIAN COOKERY</b></p> <p><b>i) CONDIMENTS &amp; SPICES</b></p> <ul style="list-style-type: none"> <li>A. Introduction to Indian food</li> <li>B. Spices used in Indian cookery</li> <li>C. Role of spices in Indian cookery</li> <li>D. Indian equivalent of spices (names)</li> </ul> <p><b>ii) MASALAS</b></p>	02	5%



	<ul style="list-style-type: none"> <li>A. Blending of spices</li> <li>B. Different masalas used in Indian cookery <ul style="list-style-type: none"> <li>• Wet masalas</li> <li>• Dry masalas</li> </ul> </li> <li>C. Composition of different masalas</li> <li>D. Varieties of masalas available in regional areas</li> <li>E. Special masala blends</li> </ul>		
10	<b>KITCHEN ORGANIZATION AND LAYOUT</b> <ul style="list-style-type: none"> <li>A. General layout of the kitchen in various organisations</li> <li>B. Layout of receiving areas</li> <li>C. Layout of service and wash up</li> </ul>	02	10%
<b>TOTAL</b>		30	100%



**BHM151 - FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)**

**PART A - COOKERY**

**HOURS ALLOTTED: 60**

**MAXIMUM MARKS: 50**

S.No	Topic	Method	Hours
1	<ul style="list-style-type: none"> <li>• Meat – Identification of various cuts, Carcass demonstration</li> <li>• Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope</li> <li>• Fish-Identification &amp; Classification</li> <li>• Cuts and Folds of fish</li> </ul>	Demonstrations & simple applications	04
2	<ul style="list-style-type: none"> <li>• Identification, Selection and processing of Meat, Fish and poultry.</li> <li>• Slaughtering and dressing</li> </ul>	Demonstrations at the site in local Area/Slaughtering house/Market	04
3	<p>Preparation of menu</p> <p><b>Salads &amp; soups-</b> waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups</p> <p><b>Chicken, Mutton and Fish Preparations-</b> Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd’s pie, grilled steaks &amp; lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef</p> <p><b>Simple potato preparations-</b> Basic potato dishes</p> <p><b>Vegetable preparations-</b> Basic vegetable dishes</p> <p><b>Indian cookery-</b> Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations</p>	Demonstration by instructor and applications by students	52
TOTAL			60



**PART B - BAKERY & PATISSERIE**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 50**

S.No	Topic	Method	Hours
1	<b>PASTRY:</b>  Demonstration and Preparation of dishes using varieties of Pastry <ul style="list-style-type: none"> <li>• Short Crust – Jam tarts, Turnovers</li> <li>• Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns</li> <li>• Choux Paste – Eclairs, Profiteroles</li> </ul>	Demonstration by instructor and applications by students	20
2	<b>COLD SWEET</b> <ul style="list-style-type: none"> <li>• Honeycomb mould</li> <li>• Butterscotch sponge</li> <li>• Coffee mousse</li> <li>• Lemon sponge</li> <li>• Trifle</li> <li>• Blancmange</li> <li>• Chocolate mousse</li> <li>• Lemon soufflé</li> </ul>	Demonstration by instructor and applications by students	20
3	<b>HOT SWEET</b> <ul style="list-style-type: none"> <li>• Bread &amp; butter pudding</li> <li>• Caramel custard</li> <li>• Albert pudding</li> <li>• Christmas pudding</li> </ul>	Demonstration by instructor and applications by students	12
4	<b>INDIAN SWEETS</b>  Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by students	08
<b>TOTAL</b>			60



**152 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

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



04	<b>TOBACCO</b>	03	
	<ul style="list-style-type: none"> <li>A. History</li> <li>B. Processing for cigarettes, pipe tobacco &amp; cigars</li> <li>C. Cigarettes – Types and Brand names</li> <li>D. Pipe Tobacco – Types and Brand names</li> <li>E. Cigars – shapes, sizes, colours and Brand names</li> <li>F. Care and Storage of cigarettes &amp; cigars</li> </ul>		
<b>TOTAL</b>		30	100%





**BHM152 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (PRACTICAL)**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100**

<b>S.No</b>	<b>Topic</b>	<b>Hours</b>		
01	<b>REVIEW OF SEMESTER -1</b>	04		
02	<p><b>TABLE LAY-UP &amp; SERVICE</b></p> <p>Task-01: A La Carte Cover            Task-02: Table d' Hote Cover            Task-03: English Breakfast Cover            Task-04: American Breakfast Cover            Task-05: Continental Breakfast Cover            Task-06: Indian Breakfast Cover            Task-07: Afternoon Tea Cover            Task-08: High Tea Cover</p> <p><b>TRAY/TROLLEY SET-UP &amp; SERVICE</b></p> <p>Task-01: Room Service Tray Setup            Task-02: Room Service Trolley Setup</p>	16		
03	<p><b>PREPARATION FOR SERVICE (RESTAURANT)</b></p> <p>A. Organizing Mise-en-scene            B. Organizing Mise-en-Place            C. Opening, Operating &amp; Closing duties</p>	04		
04	<p><b>PROCEDURE FOR SERVICE OF A MEAL</b></p> <p>Task-01: Taking Guest Reservations            Task-02: Receiving &amp; Seating of Guests            Task-03: Order taking &amp; Recording            Task-04: Order processing (passing orders to the kitchen)            Task-05: Sequence of service            Task-06: Presentation &amp; Encashing the Bill            Task-07: Presenting &amp; collecting Guest comment cards            Task-08: Seeing off the Guests</p>	08		
05	<p><b>Social Skills</b></p> <p>Task-01: Handling Guest Complaints            Task-02: Telephone manners            Task-03: Dining &amp; Service etiquettes</p>	04		
06	<p><b>Special Food Service - (Cover, Accompaniments &amp; Service)</b></p> <p>Task-01: Classical Hors d' oeuvre</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>• Oysters</li> <li>• Caviar</li> <li>• Smoked Salmon</li> <li>• Pate de Foie Gras</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>• Snails</li> <li>• Melon</li> <li>• Grapefruit</li> <li>• Asparagus</li> </ul> </td> </tr> </table> <p>Task-02: Cheese            Task-03: Dessert (Fresh Fruit &amp; Nuts)</p>	<ul style="list-style-type: none"> <li>• Oysters</li> <li>• Caviar</li> <li>• Smoked Salmon</li> <li>• Pate de Foie Gras</li> </ul>	<ul style="list-style-type: none"> <li>• Snails</li> <li>• Melon</li> <li>• Grapefruit</li> <li>• Asparagus</li> </ul>	12
<ul style="list-style-type: none"> <li>• Oysters</li> <li>• Caviar</li> <li>• Smoked Salmon</li> <li>• Pate de Foie Gras</li> </ul>	<ul style="list-style-type: none"> <li>• Snails</li> <li>• Melon</li> <li>• Grapefruit</li> <li>• Asparagus</li> </ul>			



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



**BHM153 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (THEORY)**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>	<b>Weight age</b>
01	<b>TARIFF STRUCTURE</b>  A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs <ul style="list-style-type: none"> <li>• Rack Rate</li> <li>• Discounted Rates for Corporates, Airlines, Groups &amp; Travel Agents</li> </ul>	04	10%
02	<b>FRONT OFFICE AND GUEST HANDLING</b>  <ul style="list-style-type: none"> <li>• Introduction to guest cycle</li> <li>• Pre arrival</li> <li>• Arrival</li> <li>• During guest stay</li> <li>• Departure</li> <li>• After departure</li> </ul>	04	10%
03	<b>RESERVATIONS</b>  A. Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation G. Amendments H. Overbooking	07	25%
04	<b>ROOM SELLING TECHNIQUES</b>  A. Up selling B. Discounts	02	05%
05	<b>ARRIVALS</b>  A. Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration (non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs	05	20%
06	<b>DURING THE STAY ACTIVITIES</b>  A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique	06	20%



	E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history		
07	<b>FRONT OFFICE CO-ORDINATION</b>  With other departments of hotel	02	10%
<b>TOTAL</b>		30	100

**BHM153 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (PRACTICALS)**

**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

Hands on practice of computer applications on PMS.

<b>S.No.</b>	<b>Suggested tasks on Fidelio</b>
1	Hot function keys
2	Create and update guest profiles
3	Make FIT reservation
4	Send confirmation letters
5	Printing registration cards
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cashier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check –in a walk-in guest
17	Maintain guest history
18	Issue a new key
19	Verify a key
20	Cancel a key
21	Issue a duplicate key
22	Extend a key
23	Programme keys continuously
24	Re-programme keys
25	Programme one key for two rooms



**BHM154 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (THEORY)**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>	<b>Weight age</b>
01	<b>ROOM LAYOUT AND GUEST SUPPLIES</b>  A. Standard rooms, VIP ROOMS B. Guest's special requests	04	15%
02	<b>AREA CLEANING</b>  A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.	06	20%
03	<b>ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT</b>  A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists	10	35%
04	<b>TYPES OF BEDS AND MATTRESSES</b>	02	5%
05	<b>PEST CONTROL</b>  A. Areas of infestation B. Preventive measures and Control measure	03 03	20%
06	<b>KEYS</b> A. Types of keys B. Computerised key cards C. Key control	02	5%
<b>TOTAL</b>		<b>30</b>	<b>100%</b>



**BHM154 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (PRACTICAL)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic	Hours
01	Review of semester 1	2
02	Servicing guest room(checkout/ occupied and vacant) <u>ROOM</u> Task 1- open curtain and adjust lighting Task 2-clean ash and remove trays if any Task 3- strip and make bed Task 4- dust and clean drawers and replenish supplies Task 5-dust and clean furniture, clockwise or anticlockwise Task 6- clean mirror Task 7- replenish all supplies Task 8-clean and replenish minibar Task 9-vaccum clean carpet Task 10- check for stains and spot cleaning <u>BATHROOM</u> Task 1-disposed soiled linen Task 2-clean ashtray Task 3-clean WC Task 4-clean bath and bath area Task 5-wipe and clean shower curtain Task 6- clean mirror Task 7-clean tooth glass Task 8-clean vanitory unit Task 9- replenish bath supplies Task 10- mop the floor	6
03	Bed making supplies (day bed/ night bed) Step 1-spread the first sheet(from one side) Step 2-make miter corner (on both corner of your side) Step 3- spread second sheet (upside down) Step 4-spread blanket Step 5- Spread crinkle sheet Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet) Step 7- tuck the folds on your side Step 8- make miter corner with all three on your side Step 9- change side and finish the bed in the same way Step 10- spread the bed spread and place pillow	8
04	Records <ul style="list-style-type: none"> <li>• Room occupancy report</li> <li>• Checklist</li> <li>• Floor register</li> <li>• Work/ maintenance order]</li> <li>• Lost and found</li> <li>• Maid's report</li> <li>• Housekeeper's report</li> <li>• Log book</li> </ul>	4



	<ul style="list-style-type: none"> <li>• Guest special request register</li> <li>• Record of special cleaning</li> <li>• Call register</li> <li>• VIP list</li> <li>• Floor linen book/ register</li> </ul>	
05	Guest room inspection	2
06	Minibar management <ul style="list-style-type: none"> <li>• Issue</li> <li>• stock taking</li> <li>• checking expiry date</li> </ul>	2
07	Handling room linen/ guest supplies <ul style="list-style-type: none"> <li>• maintaining register/ record</li> <li>• replenishing floor pantry</li> <li>• stock taking</li> </ul>	4
08	Guest handling <ul style="list-style-type: none"> <li>• Guest request</li> <li>• Guest complaints</li> </ul>	2



**BHM117 - PRINCIPLES OF FOOD SCIENCE**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<ul style="list-style-type: none"> <li>• Definition and scope of food science and</li> <li>• It's inter-relationship with food chemistry, food microbiology and food processing.</li> </ul>	02	5%
02	<p><b>CARBOHYDRATES</b></p> <ul style="list-style-type: none"> <li>A. Introduction</li> <li>B. Effect of cooking (gelatinisation and retrogradation)</li> <li>C. Factors affecting texture of carbohydrates (Stiffness of CHO gel &amp; dextrinization)</li> <li>D. Uses of carbohydrates in food preparations</li> </ul>	04	15%
03	<p><b>FAT &amp; OILS</b></p> <ul style="list-style-type: none"> <li>A. Classification (based on the origin and degree of saturation)</li> <li>B. Autoxidation (factors and prevention measures)</li> <li>C. Flavour reversion</li> <li>D. Refining, Hydrogenation &amp; winterisation</li> <li>E. Effect of heating on fats &amp; oils with respect to smoke point</li> <li>F. Commercial uses of fats (with emphasis on shortening value of different fats)</li> </ul>	05	20%
04	<p><b>PROTEINS</b></p> <ul style="list-style-type: none"> <li>A. Basic structure and properties</li> <li>B. Type of proteins based on their origin (plant/animal)</li> <li>C. Effect of heat on proteins (Denaturation, coagulation)</li> <li>D. Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity)</li> <li>E. Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.)</li> </ul>	04	15%
05	<p><b>FOOD PROCESSING</b></p> <ul style="list-style-type: none"> <li>A. Definition</li> <li>B. Objectives</li> <li>C. Types of treatment</li> <li>D. Effect of factors like heat, acid, alkali on food constituents</li> </ul>	03	10%
06	<p><b>EVALUATION OF FOOD</b></p> <ul style="list-style-type: none"> <li>A. Objectives</li> <li>B. Sensory assessment of food quality</li> <li>C. Methods</li> <li>D. Introduction to proximate analysis of Food constituents</li> <li>E. Rheological aspects of food</li> </ul>	03	10%
07	<p><b>EMULSIONS</b></p> <ul style="list-style-type: none"> <li>A. Theory of emulsification</li> <li>B. Types of emulsions</li> </ul>	03	10%





	C. Emulsifying agents D. Role of emulsifying agents in food emulsions		
08	<b>COLLOIDS</b> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Application of colloid systems in food preparation</li> </ul>	02	5%
09	<b>FLAVOUR</b> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Description of food flavours (tea, coffee, wine, meat, fish spices)</li> </ul>	02	5%
10	<b>BROWNING</b> <ul style="list-style-type: none"> <li>• Types (enzymatic and non-enzymatic)</li> <li>• Role in food preparation</li> <li>• Prevention of undesirable browning</li> </ul>	02	5%
<b>TOTAL</b>		30	100%



**BHM108 - ACCOUNTANCY**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<b>INTRODUCTION TO ACCOUNTING</b>  A. Meaning and Definition B. Types and Classification C. Principles of accounting D. Systems of accounting E. Generally Accepted Accounting Principles (GAAP)	04	5%
02	<b>PRIMARY BOOKS (JOURNAL)</b>  A. Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals	10	15%
03	<b>SECONDARY BOOK (LEDGER)</b>  A. Meaning and Uses B. Formats C. Posting D. Practicals	06	10%
04	<b>SUBSIDIARY BOOKS</b>  A. Need and Use B. Classification <ul style="list-style-type: none"> <li>• Purchase Book</li> <li>• Sales Book</li> <li>• Purchase Returns</li> <li>• Sales Returns</li> <li>• Journal Proper</li> <li>• Practicals</li> </ul>	06	10%
05	<b>CASH BOOK</b>  A. Meaning B. Advantages C. Simple, Double and Three Column D. Petty Cash Book with Imprest System (simple and tabular forms) E. Practicals	10	15%
06	<b>BANK RECONCILIATION STATEMENT</b>  A. Meaning B. Reasons for difference in Pass Book and Cash Book Balances C. Preparation of Bank Reconciliation Statement D. No Practicals	04	5%
07	<b>TRIAL BALANCE</b>  A. Meaning	06	10%



	B. Methods C. Advantages D. Limitations E. Practicals		
08	<b>FINAL ACCOUNTS</b>  A. Meaning B. Procedure for preparation of Final Accounts C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet D. Adjustments (Only four) <ul style="list-style-type: none"> <li>• Closing Stock</li> <li>• Pre-paid Expenses</li> <li>• Outstanding Expenses</li> <li>• Depreciation</li> </ul>	12	25%
09	<b>CAPITAL AND REVENUE EXPENDITURE</b>  A. Meaning B. Definition of Capital and Revenue Expenditure	02	5%
<b>TOTAL</b>		60	100%

**NOTE: USE OF CALCULATORS IS PERMITTED**



**BHM109 - COMMUNICATION**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 50**

S.No.	Topic	Hours	Weight age
01	<b>BUSINESS COMMUNICATION</b> A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers	7	20%
02	<b>LISTENING ON THE JOB</b>  A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking	6	20%
03	<b>EFFECTIVE SPEAKING</b> A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech	7	20%
04	<b>NON VERBAL COMMUNICATION</b> A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Proxemics: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artifacts – furniture, plants, colours, architects etc.	4	15%
05	<b>SPEECH IMPROVEMENT</b> A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds	4	15%
06	<b>USING THE TELEPHONE</b> A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills	2	10%
<b>TOTAL</b>		30	100%



**FOUNDATION COURSE IN TOURISM (TS-01)**  
**HOURS ALLOTTED: 30**

Tourism has been acknowledged as one of the most rapidly growing industries in recent years. Yet it has not received adequate attention as an academic discipline which it rightly deserves. This course has been designed with the objective of making up for this lacuna by introducing to you some foundational concepts of tourism studies. The emphasis here has been on the situation obtaining in India, though we have not been unduly different about borrowing concepts and terms from similar studies undertaken in other parts of the world. You will thus find details on the historical evolution of tourism along with core definitions of tourism industry in this course. Tourism services and operations, planning and policy, and marketing and communications form other Blocks of the course. Finally we have also dealt with the geography and tourism and the relationship between cultural heritage and tourism development in this course.

**Syllabus**

**Block-1            Tourism Phenomenon**

- Unit    1        Understanding Tourism – I
- Unit    2        Understanding Tourism – II
- Unit    3        Historical Evolution and Development

**Block-2            Tourism Industry**

- Unit    4        Tourism System
- Unit    5        Constituents of Tourism Industry and Tourism Organisations
- Unit    6        Tourism Regulations
- Unit    7        Statistics and Measurements

**Block-3            Tourism Services and Operations – 1**

- Unit    8        Modes of Transport
- Unit    9        Tourist Accommodation
- Unit    10       Informal Services in Tourism
- Unit    11       Subsidiary Services: Categories and Roles
- Unit    12       Shops, Emporiums and Melas (Fairs)

**Block-4            Tourism Services and Operations – 2**

- Unit    13       Travel Agency
- Unit    14       Tour Operators
- Unit    15       Guides and Escorts
- Unit    16       Tourism Information



**Block-5            Geography and Tourism**

- Unit    17    India's Biodiversity: Landscape, Environment and Ecology
- Unit    18    Seasonality and Destinations
- Unit    19    Map and Chart Work

**Block-6            Tourism Marketing and Communications**

- Unit    20    Tourism Marketing – 1: Relevance, Product Design, Market Research
- Unit    21    Tourism Marketing – 2: Promotional Events, Advertising Publicity, Selling
- Unit    22    Role of Media
- Unit    23    Writing for Tourism
- Unit    24    Personality Development and Communicating Skills

**Block-7            Tourism: The Cultural Heritage**

- Unit    25    Use of History
- Unit    26    Monuments and Museums
- Unit    27    Living Culture and Performing Arts
- Unit    28    Religions of India

**Block-8            Tourism: Planning and Policy**

- Unit    29    Tourism Policy and Planning
- Unit    30    Infrastructural Development
- Unit    31    Local Bodies, Officials and Tourism
- Unit    32    Development, Dependency and Manila Declaration

**Block-9            Tourism Impact**

- Unit    33    Economic Impact
- Unit    34    Social, Environmental and Political Impacts
- Unit    35    Threats and Obstacles to Tourism

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## SEMESTER - III

### WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per Semester	
			Th.	Pr.
1	BHM201	Food Production Operations	02	08
2	BHM202	Food & Beverage Operations	02	02
3	BHM203	Front Office Operations	02	02
4	BHM204	Accommodation Operations	02	02
5	BHM205	Food & Beverage Controls	02	-
6	BHM206	Hotel Accountancy	02	-
7	BHM207	Food Safety & Quality	02	-
8	TS-03	Management in Tourism	02	-
9	BEGE103	Communication Skills in English	02	-
10	TS-07	Human Resource Management	02	-
11	BHM392	Research Methodology	01	-
TOTAL:			21	14
GRAND TOTAL			35	







	<ul style="list-style-type: none"> <li>• Diet menus and nutritional requirements</li> </ul> <p>C. Off Premises Catering</p> <ul style="list-style-type: none"> <li>• Reasons for growth and development</li> <li>• Menu Planning and Theme Parties</li> <li>• Concept of a Central Production Unit</li> <li>• Problems associated with off-premises catering</li> </ul> <p>D. Mobile Catering</p> <ul style="list-style-type: none"> <li>• Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)</li> <li>• Branches of Mobile Catering</li> </ul> <p>E. Quantity Purchase &amp; Storage</p> <ul style="list-style-type: none"> <li>• Introduction to purchasing</li> <li>• Purchasing system</li> <li>• Purchase specifications</li> <li>• Purchasing techniques</li> <li>• Storage</li> </ul>		5%
			5%
			5%
03	<p><b>REGIONAL INDIAN CUISINE</b></p> <p>A. Introduction to Regional Indian Cuisine</p> <p>B. Heritage of Indian Cuisine</p> <p>C. Factors that affect eating habits in different parts of the country</p> <p>D. Cuisine and its highlights of different states/regions/communities to be discussed under:</p> <ul style="list-style-type: none"> <li>• Geographic location</li> <li>• Historical background</li> <li>• Seasonal availability</li> <li>• Special equipment</li> <li>• Staple diets</li> <li>• Specialty cuisine for festivals and special occasions</li> </ul> <p><b>STATES</b> Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p><b>COMMUNITIES</b> Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</p> <p><b>DISCUSSIONS</b> Indian Breads, Indian Sweets, Indian Snacks</p>	16	15%
			25%
			10%
<b>TOTAL</b>		<b>30</b>	<b>100%</b>



## **BHM201 - FOOD PRODUCTION OPERATIONS – PRACTICAL**

**HOURS ALLOTTED: 120**

**MAXIMUM MARKS: 100**

Each institute to formulate 30 set of menus from the following cuisines.

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

### **SUGGESTED MENUS**

#### **MAHARASTRIAN**

- MENU 01      Masala Bhat  
                  Kolhapuri Mutton  
                  Batata Bhajee  
                  Masala Poori  
                  Koshimbir  
                  Coconut Poli
- MENU 02      Moong Dal Khichdee  
                  Patrani Macchi  
                  Tomato Saar  
                  Tilgul Chapatti  
                  Amti  
                  Basundi

#### **AWADH**

- MENU 01      Yakhni Pulao  
                  Mughlai Paratha  
                  Gosht Do Piazza  
                  Badin Jaan  
                  Kulfi with Falooda
- MENU 02      Galouti Kebab  
                  Bakarkhani  
                  Gosht Korma  
                  Paneer Pasanda  
                  Muzzafar



## **BENGALI**

- MENU 01      Ghee Bhat  
Macher Jhol  
Aloo Posto  
Misti Doi
- MENU 02      Doi Mach  
Tikoni Pratha  
Baigun Bhaja  
Payesh
- MENU 03      Mach Bhape  
Luchi  
Sukto  
Kala Jamun
- MENU 04      Prawan Pulao  
Mutton Vidalloo  
Beans Foogath  
Dodol

## **GOAN**

- MENU 01      Arroz  
Galina Xacutti  
Toor Dal Sorak  
Alle Belle
- MENU 02      Coconut Pulao  
Fish Caldeen  
Cabbage Foogath  
Bibinca

## **PUNJABI**

- MENU 01      Rada Meat  
Matar Pulao  
Kadhi  
Punjabi Gobhi  
Kheer
- MENU 02      Amritsari Macchi  
Rajmah Masala  
Pindi Chana  
Bhaturas  
Row Di Kheer



MENU 03 Sarson Da Saag  
Makki Di Roti  
Peshawari Chole  
Motia Pulao  
Sooji Da Halwa

MENU 04 Tandoori Roti  
Tandoori Murg  
Dal Makhani  
Pudina Chutny  
Baingan Bhartha  
Savian

### **SOUTH INDIAN**

MENU 01 Meen Poriyal  
Curd Rice  
Thoran  
Rasam  
Pal Payasam

MENU 02 Line Rice  
Meen Moilee  
Olan  
Malabari Pratha  
Parappu Payasam

MENU 03 Tamarind Rice  
Kori Gashi  
Kalan  
Sambhar  
Savian Payasam

MENU 04 Coconut Rice  
Chicken Chettinad  
Avial  
Huli  
Mysore Pak

### **RAJASTHANI**

MENU 01 Gatte Ka Pulao  
Lal Maas  
Makki Ka Soweta  
Chutny (Garlic)  
Dal Halwa



MENU 02 Dal  
Batti  
Churma  
Besan Ke Gatte  
Ratalu Ki Subzi  
Safed Mass

### GUJRATI

MENU 01 Sarki  
Brown Rice  
Salli Murg  
Gujrati Dal  
Methi Thepla  
Shrikhand

MENU 02 Gujrati Khichadi  
Oondhiyu  
Batata Nu Tomato  
Osaman  
Jeera Poori  
Mohanthal

### HYDERABADI

MENU 01 Sofyani Biryani  
Methi Murg  
Tomato Kut  
Hare Piaz ka Raita  
Double Ka Meetha

MENU 02 Kachi Biryani  
Dalcha  
Mirchi Ka Salan  
Mix Veg. Raita  
Khumani Ka Meetha

### KASHMIRI

Two menus may be formed out of the Dishes given as under:

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

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

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

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



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

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



**BHM202 - FOOD & BEVERAGE SERVICE OPERATIONS – THEORY**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<b>ALCOHOLIC BEVERAGE</b> A. Introduction and definition B. Production of Alcohol <ul style="list-style-type: none"> <li>• Fermentation process</li> <li>• Distillation process</li> </ul> C. Classification with examples	03	7%
02	<b>DISPENSE BAR</b> A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment	02	07%
03	<b>WINES</b> A. Definition & History B. Classification with examples <ul style="list-style-type: none"> <li>• Table/Still/Natural</li> <li>• Sparkling</li> <li>• Fortified</li> <li>• Aromatized</li> </ul> C. Production of each classification D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> <li>• France</li> <li>• Germany</li> <li>• Italy</li> <li>• Spain</li> <li>• Portugal</li> </ul> E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> <li>• USA</li> <li>• Australia</li> <li>• India</li> <li>• Chile</li> <li>• South Africa</li> <li>• Algeria</li> <li>• New Zealand</li> </ul> F. Food & Wine Harmony G. Storage of wines H. Wine terminology (English & French)	08	30%
04	<b>BEER</b>  A. Introduction & Definition B. Types of Beer C. Production of Beer D. Storage	04	15%
05	<b>SPIRITS</b>	07	25



	<ul style="list-style-type: none"> <li>A. Introduction &amp; Definition</li> <li>B. Production of Spirit <ul style="list-style-type: none"> <li>• Pot-still method</li> <li>• Patent still method</li> </ul> </li> <li>C. Production of <ul style="list-style-type: none"> <li>• Whisky</li> <li>• Rum</li> <li>• Gin</li> <li>• Brandy</li> <li>• Vodka</li> <li>• Tequilla</li> </ul> </li> <li>D. Different Proof Spirits <ul style="list-style-type: none"> <li>• American Proof</li> <li>• British Proof (Sikes scale)</li> <li>• Gay Lussac (OIML Scale)</li> </ul> </li> </ul>		
06	<p><b>APERITIFS</b></p> <ul style="list-style-type: none"> <li>A. Introduction and Definition</li> <li>B. Types of Aperitifs <ul style="list-style-type: none"> <li>• Vermouth (Definition, Types &amp; Brand names)</li> <li>• Bitters (Definition, Types &amp; Brand names)</li> </ul> </li> </ul>	03	08%
07	<p><b>LIQUEURS</b></p> <ul style="list-style-type: none"> <li>A. Definition &amp; History</li> <li>B. Production of Liqueurs</li> <li>C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean &amp; Kernel)</li> <li>D. Popular Liqueurs (Name, colour, predominant flavour &amp; country of origin)</li> </ul>	03	08%
<b>TOTAL</b>		30	100%





**BHM202 - FOOD & BEVERAGE SERVICE OPERATIONS - PRACTICAL**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

<b>S.No</b>	<b>Topic</b>	<b>Hours</b>
01	<b>Dispense Bar – Organizing Mise-en-place</b> Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables	05
02	<b>Service of Wines</b> Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake	05
03	<b>Service of Aperitifs</b> Task-01 Service of Bitters Task-02 Service of Vermouths	03
04	<b>Service of Beer</b> Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	02
05	<b>Service of Spirits</b> Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila	04
06	<b>Service of Liqueurs</b> Task-01 Service styles – neat/on-the-rocks/with cream/en frappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley	03
07	<b>Wine &amp; Drinks List</b> Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar	04
08	<b>Matching Wines with Food</b> Task-01 Menu Planning with accompanying Wines <ul style="list-style-type: none"> <li>• Continental Cuisine</li> <li>• Indian Regional Cuisine</li> </ul> Task-02 Table laying & Service of menu with accompanying Wines <ul style="list-style-type: none"> <li>• Continental Cuisine</li> <li>• Indian Regional Cuisine</li> </ul>	04
	<b>TOTAL</b>	30



**BHM203 - FRONT OFFICE OPERATIONS – THEORY**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>	<b>Weight age</b>
01	<b>COMPUTER APPLICATION IN FRONT OFFICE OPERATION</b> A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus	02	5%
02	<b>FRONT OFFICE (ACCOUNTING)</b> A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system <ul style="list-style-type: none"> <li>• Non automated – Guest weekly bill, Visitors tabular ledger</li> <li>• Semi automated</li> <li>• Fully automated</li> </ul>	06	20%
03	<b>CHECK OUT PROCEDURES</b> <ul style="list-style-type: none"> <li>• Guest accounts settlement <ul style="list-style-type: none"> <li>- Cash and credit</li> <li>- Indian currency and foreign currency</li> <li>- Transfer of guest accounts</li> <li>- Express check out</li> </ul> </li> </ul>	04	20%
04	<b>CONTROL OF CASH AND CREDIT</b>	04	15%
05	<b>NIGHT AUDITING</b> A. Functions B. Audit procedures (Non automated, semi automated and fully automated)	04	15%
06	<b>FRONT OFFICE &amp; GUEST SAFETY AND SECURITY</b>  A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)	05	20%
07	<b>FRENCH</b>  A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as <ul style="list-style-type: none"> <li>• Reservations (personal and telephonic)</li> <li>• Reception (Doorman, Bell Boys, Receptionist etc.)</li> <li>• Cleaning of Room &amp; change of Room etc.</li> </ul>	05	5%
<b>TOTAL</b>		<b>30</b>	<b>100%</b>



**BHM203 - FRONT OFFICE OPERATIONS - PRACTICAL**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

- A. Hands on practice of computer applications related to Front Office procedures such as
- Reservation,
  - Registration,
  - Guest History,
  - Telephones,
  - Housekeeping,
  - Daily transactions
- B. Front office accounting procedures
- Manual accounting
  - Machine accounting
  - Payable, Accounts Receivable, Guest History, Yield Management
- C. Role Play
- D. Situation Handling

**SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM**

S.No	Topic
1	Hot function keys
2	Create and update guest profiles
3	Send confirmation letters
4	Print registration cards
5	Make FIT reservation & group reservation
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cahier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check –in a walk-in guest
17	Maintain guest history
18	Make sharer reservation
19	Add a sharer to a reservation
20	Make A/R account
21	Take reservation through Travel Agent/Company/ Individual or Source
22	Make room change
23	Make check and update guest folios
24	Process charges for in-house guests and non-resident guests.
25	Handle allowances and discounts and packages



26	Process advance for in-house guest
27	Put routing instructions
28	Print guest folios during stay
29	Processing foreign currency exchange/ cheque exchange
30	Process guest check out by cash and credit card
31	Check out without closing folio-Skipper accounts
32	Handle paymaster folios
33	Check out using city ledger
34	Print guest folio during check out
35	Close bank at end of each shift
36	Check room rate and variance report
37	Tally Allowances for the day at night
38	Tally paid outs for the day at night
39	Tally forex for the day at night
40	Credit check report



**BHM204 - ACCOMMODATION OPERATIONS - THEORY**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

<b>S.No.</b>	<b>Topic</b>	<b>Hours</b>	<b>Weight age</b>
01.	<b>LINEN ROOM</b>  Activities of the Linen Room Layout and equipment in the Linen Room Selection criteria for various Linen Items & fabrics suitable for this purpose Purchase of Linen Calculation of Linen requirements Linen control-procedures and records Stocktaking-procedures and records Recycling of discarded linen Linen Hire	10	35%
02.	<b>UNIFORMS</b>  A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms  D. Layout of the Uniform room	03	10%
03.	<b>SEWING ROOM</b>  A. Activities and areas to be provided B. Equipment provided	02	5%
04.	<b>LAUNDRY</b>  A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal	10	35%
05.	<b>FLOWER ARRANGEMENT</b>  A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement	03	10%
06.	<b>INDOOR PLANTS</b>  Selection and care	02	5%
<b>TOTAL</b>		30	100%



**BHM204 - ACCOMMODATION OPERATIONS - PRACTICAL****HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

S.No.	Topic	Hours
01	Layout of Linen and Uniform Room/Laundry	03
02	Laundry Machinery and Equipment	10
03	Stain Removal	06
04	Flower Arrangement	08
05	Selection and Designing of Uniforms	03
TOTAL		30



**BHM205 - FOOD & BEVERAGE CONTROLS**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<b>FOOD COST CONTROL</b> A. Introduction to Cost Control B. Define Cost Control C. The Objectives and Advantages of Cost Control D. Basic costing E. Food costing	02	5%
02	<b>FOOD CONTROL CYCLE</b> A. Purchasing Control B. Aims of Purchasing Policy C. Job Description of Purchase Manager/Personnel D. Types of Food Purchase E. Quality Purchasing F. Food Quality Factors for different commodities G. Definition of Yield H. Tests to arrive at standard yield I. Definition of Standard Purchase Specification J. Advantages of Standard Yield and Standard Purchase Specification K. Purchasing Procedure L. Different Methods of Food Purchasing M. Sources of Supply N. Purchasing by Contract O. Periodical Purchasing P. Open Market Purchasing Q. Standing Order Purchasing R. Centralised Purchasing S. Methods of Purchasing in Hotels T. Purchase Order Forms U. Ordering Cost V. Carrying Cost W. Economic Order Quantity X. Practical Problems	07	25%
03	<b>RECEIVING CONTROL</b> A. Aims of Receiving B. Job Description of Receiving Clerk/Personnel C. Equipment required for receiving D. Documents by the Supplier (including format) E. Delivery Notes F. Bills/Invoices G. Credit Notes H. Statements I. Records maintained in the Receiving Department J. Goods Received Book K. Daily Receiving Report L. Meat Tags M. Receiving Procedure	05	15



	<p>N. Blind Receiving</p> <p>O. Assessing the performance and efficiency of receiving department</p> <p>P. Frauds in the Receiving Department</p> <p>Q. Hygiene and cleanliness of area</p>		
04	<p><b>STORING &amp; ISSUING CONTROL</b></p> <p>A. Storing Control</p> <p>B. Aims of Store Control</p> <p>C. Job Description of Food Store Room Clerk/personnel</p> <p>D. Storing Control</p> <p>E. Conditions of facilities and equipment</p> <p>F. Arrangements of Food</p> <p>G. Location of Storage Facilities</p> <p>H. Security</p> <p>I. Stock Control</p> <p>J. Two types of foods received – direct stores (Perishables/non-perishables)</p> <p>K. Stock Records Maintained Bin Cards (Stock Record Cards/Books)</p> <p>L. Issuing Control</p> <p>M. Requisitions</p> <p>N. Transfer Notes</p> <p>O. Perpetual Inventory Method</p> <p>P. Monthly Inventory/Stock Taking</p> <p>Q. Pricing of Commodities</p> <p>R. Stock taking and comparison of actual physical inventory and Book value</p> <p>S. Stock levels</p> <p>T. Practical Problems</p> <p>U. Hygiene &amp; Cleanliness of area</p>	08	25
05	<p><b>PRODUCTION CONTROL</b></p> <p>A. Aims and Objectives</p> <p>B. Forecasting</p> <p>C. Fixing of Standards</p> <ul style="list-style-type: none"> <li>• Definition of standards (Quality &amp; Quantity)</li> <li>• Standard Recipe (Definition, Objectives and various tests)</li> <li>• Standard Portion Size (Definition, Objectives and equipment used)</li> <li>• Standard Portion Cost (Objectives &amp; Cost Cards)</li> </ul> <p>D. Computation of staff meals</p>	04	15
06	<p><b>SALES CONTROL</b></p> <p>A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price</p> <p>B. Matching costs with sales</p> <p>C. Billing procedure – cash and credit sales</p> <p>D. Cashier's Sales summary sheet</p>	04	15
<b>TOTAL</b>		30	100%





**BHM206 - HOTEL ACCOUNTANCY**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<b>UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS</b>  A. Introduction to Uniform system of accounts B. Contents of the Income Statement C. Practical Problems D. Contents of the Balance Sheet (under uniform system) E. Practical problems F. Departmental Income Statements and Expense statements (Schedules 1 to 16) G. Practical problems	10	35%
02	<b>INTERNAL CONTROL</b>  A. Definition and objectives of Internal Control B. Characteristics of Internal Control C. Implementation and Review of Internal Control	06	20%
03	<b>INTERNAL AUDIT AND STATUTORY AUDIT</b>  A. An introduction to Internal and Statutory Audit B. Distinction between Internal Audit and Statutory Audit C. Implementation and Review of internal audit	06	20%
04	<b>DEPARTMENTAL ACCOUNTING</b>  A. An introduction to departmental accounting B. Allocation and apportionment of expenses C. Advantages of allocation D. Draw-backs of allocation E. Basis of allocation F. Practical problems	08	25%
<b>TOTAL</b>		30	100%



**BHM207 - FOOD SAFETY & QUALITY**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 50**

S.No.	Topic	Hours	Weight Age
01	<i>Basic Introduction to Food Safety, Food Hazards &amp; Risks, Contaminants and Food Hygiene</i>	01	Intro
02	<b>MICRO-ORGANISMS IN FOOD</b> A. General characteristics of Micro-Organisms based on their occurrence and structure. B. Factors affecting their growth in food (intrinsic and extrinsic) C. Common food borne micro-organisms: a. Bacteria (spores/capsules) b. Fungi c. Viruses d. Parasites	02	10%
03	<b>FOOD SPOILAGE &amp; FOOD PRESERVATION</b> A. Types & Causes of spoilage B. Sources of contamination C. Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products) D. Basic principles of food preservation E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)	04	15%
04	<b>BENEFICIAL ROLE OF MICRO-ORGANISMS</b> A. Fermentation & Role of lactic and bacteria B. Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages) C. Miscellaneous (Vinegar & anti-biotics)	02	5%
05	<b>FOOD BORNE DISEASES</b> A. Types (Infections and intoxications) B. Common diseases caused by food borne pathogens C. Preventive measures	02	5%
06	<b>FOOD ADDITIVES</b> A. Introduction B. Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)	02	5%
07	<b>FOOD CONTAMINANTS &amp; ADULTERANTS</b>  A. Introduction to Food Standards B. Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material) C. Common adulterants in food D. Method of their detection (basic principle)	04	15%
08	<b>FOOD LAWS AND REGULATIONS</b>  A. National – PFA Essential Commodities Act (FPO, MPO etc.) B. International – Codex Alimentarius, ISO C. Regulatory Agencies – WTO	03	10%



	D. Consumer Protection Act		
09	<b>QUALITY ASSURANCE</b>  A. Introduction to Concept of TQM, GMP and Risk Assessment B. Relevance of Microbiological standards for food safety C. HACCP (Basic Principle and implementation)	04	10%
10	<b>HYGIENE AND SANITATION IN FOOD SECTOR</b>  A. General Principles of Food Hygiene B. GHP for commodities, equipment, work area and personnel C. Cleaning and disinfection (Methods and agents commonly used in the hospitality industry) D. Safety aspects of processing water (uses & standards) E. Waste Water & Waste disposal	04	15%
11	<b>RECENT CONCERNS</b>  A. Emerging pathogens B. Genetically modified foods C. Food labelling D. Newer trends in food packaging and technology E. BSE (Bovine Serum Encephalopathy)	02	10%
<b>TOTAL</b>		<b>30</b>	<b>100%</b>

#### REFERENCES:

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



**BHM391 - RESEARCH METHODOLOGY**  
**HOURS ALLOTTED: 15**

Research is an academic activity and as such the term should be used in a technical sense. Research comprises defining and redefining problems, formulating hypothesis or suggested solutions; collecting, organising and evaluating data; making deductions and reaching conclusions. In fact, research is an art of scientific investigation. In short, the search for knowledge through objective and systematic method of finding solution to a problem is research.

During semesters III and IV students will be exposed to different techniques of conducting research. They will be taught in a theory class, methods adopted in designing of a research and collecting of data followed by its presentation and interpretation.

While there will be no term end examination in the subject, students will attain knowledge and expertise in tackling research which they will undertake during semester V and VI.

S.No.	Topic
01	<b>INTRODUCTION TO RESEARCH METHODOLOGY</b> A. Meaning and objectives of Research B. Types of Research C. Research Approaches D. Significance of Research E. Research methods vs Methodology F. Research Process G. Criteria of Good Research H. Problem faced by Researches I. Techniques Involved in defining a problem
02	<b>RESEARCH DESIGN</b> A. Meaning and Need for Research Design B. Features and important concepts relating to research design C. Different Research design D. Important Experimental Designs
03	<b>SAMPLE DESIGN</b> A. Censure and sample Survey B. Implication of Sample design C. Steps in sampling design D. Criteria for selecting a sampling procedure E. Characteristics of a good sample design F. Different types of Sample design G. Measurement Scales H. Important scaling Techniques
04	<b>METHODS OF DATA COLLECTION</b> A. Collection of Primary Data B. Collection through Questionnaire and schedule collection of secondary data C. Difference in Questionnaire and schedule D. Different methods to collect secondary data
05	<b>DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES</b> A. Hypothesis Testing B. Basic concepts concerning Hypothesis Testing C. Procedure and flow diagram for Hypothesis Testing



	D. Test of Significance E. Chi-Square Analysis F. Report Presentation Techniques
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**MANAGEMENT IN TOURISM (TS-03)**  
**HOURS ALLOTTED: 30**

The course has been designed to familiarise the learners with the Management concepts, functions and skills keeping in view their applicability in tourism.

**Syllabus**

**Block-1            Understanding Entrepreneurship and Management**

- Unit    1        Management: Concept and Functions
- Unit    2        Entrepreneurship: Concept and Functions
- Unit    3        Corporate Forms in Tourism
- Unit    4        Management Issues in Tourism

**Block-2            Understanding Organizational Theory**

- Unit    5        Understanding Organizations
- Unit    6        Planning and Decision Making
- Unit    7        Organizing
- Unit    8        Monitoring and Controlling

**Block-3            Organizational Behaviour Issues**

- Unit    9        Small Group Behaviour
- Unit    10       Inter Personal Behaviour
- Unit    11       Inter Group Behaviour
- Unit    12       Supervisory Behaviour

**Block-4            Management Functions**

- Unit    13       Human Resource Management
- Unit    14       Financial Management
- Unit    15       Operations Management
- Unit    16       Marketing Management
- Unit    17       Information Technology and Management

**Block-5            Managing Financial Operations**

- Unit    18       Understanding P & L Statements
- Unit    19       Understanding Balance Sheet
- Unit    20       Profitability Analysis
- Unit    21       Project Formulation and Appraisal

**Block-6            Managerial Practices in Tourism – 1**

- Unit    22       Tour Operators
- Unit    23       Travel Agencies
- Unit    24       Hotels
- Unit    25       Public Relations



**Block-7            Managerial Practices in Tourism – 2**

Unit	26	Food Services
Unit	27	Tourist Transport
Unit	28	Airlines
Unit	29	Airports

**Block-8            Convention Promotion and Management**

Unit	30	Convention Industry
Unit	31	Planning Conventions
Unit	32	Management and Implementation of Conventions



**COMMUNICATION SKILLS IN ENGLISH (BEGE - 103)**  
**HOURS ALLOTTED: 30**

This course is assigned 8 credits and requires about 240 hours of study on your part. It aims at making you aware of how a communicative situation influences the choice of sentence structure and vocabulary. This course is divided into 8 blocks of 5 units each, and includes the basic concepts in communication, formal and informal conversation, official communication, diaries, notes and use of English for the media i.e. Print, T.V. and Radio.

**Syllabus**

**Block-1            Letters**

Unit	1	Some Concepts in Communication
Unit	2	Formal Letters-1
Unit	3	Formal Letters-2
Unit	4	Informal Letters-1
Unit	5	Informal Letters-2

**Block-2            Conversation**

Unit	6	Formal Conversation: Face-to-Face-1
Unit	7	Formal Conversation: Face-to-Face-2
Unit	8	Informal Conversation: Face-to-Face-1
Unit	9	Informal Conversation: Face-to-Face-2
Unit	10	Discussions Telephone Conversation

**Block-3            Other Forms of Official Communication**

Unit	11	Memoranda
Unit	12	Reports-1
Unit	13	Reports-2
Unit	14	Minutes of Meetings
Unit	15	Telegrams and Telexes

**Block-4            Interviews and Public Speaking**

Unit	16	Interviews
Unit	17	Debates
Unit	18	Discussions
Unit	19	Speeches
Unit	20	Seminar Talks





**Block-5 Diaries, Notes, Tables and Figures**

Unit	21	Diaries: Private
Unit	22	Diaries: General
Unit	23	Travelogues
Unit	24	Notes
Unit	25	Tables, Charts and Graphs

**Block-6 Mass Media: Print**

Unit	26	Writing for Newspapers-1
Unit	27	Writing for Newspapers-2
Unit	28	Articles for Journals
Unit	29	Advertising-1
Unit	30	Advertising-2

**Block-7 Writing for Radio**

Unit	31	Writing for Radio-1 The Movement of Sounds
Unit	32	Writing for Radio-2 The Movement of Ideas
Unit	33	Writing for Radio-3
Unit	34	Radio Drama-1
Unit	35	Radio Drama-2

**Block-8 Mass Media: Television**

Unit	36	A Television Script
Unit	37	Television Drama
Unit	38	Documentary and Feature Programmes
Unit	39	Interviews
Unit	40	Media, Contexts and Words

<b>Audios</b>	1	Letters (Block-1)
	2	Conversations: Role Relation and Tone in Conversation (Block-2)
	3	Making a Public Speech (Block-4)

<b>Videos</b>	1	Debating Skills (Block-4)
	2	Appearing for an Interview (Block-4)
	3	Using Charts and Diagrams (Block-5)
	4	Visualising a T.V. Script: Introduction to T.V. Production Techniques (Block-8)



**HUMAN RESOURCE MANAGEMENT (TS-07)**  
**HOURS ALLOTTED: 30**

S.No.	Topic
01	<b>Human Resource Planning</b>  A. Micro B. Macro
02	HRD applications in Hotel Industry
03	Relevance of HRD in Hotel Industry
04	<b>Personnel Office</b>  A. Functions B. Operations
05	Hotel Environment and Culture
06	HRD System
07	<b>Job Evaluation</b>  A. Concepts B. Scope C. Limitations
08	Job Analysis and Job Description
09	Job Evaluation Methods
10	Task Analysis
11	Demand and Supply Forecasting
12	Human Resource Information System
13	Human Resource Audit
14	Human Resource Accounting Practices
15	Recruitment and Selection
16	<b>Attracting and Retaining Talents</b> • Strategic Interventions
17	Induction and Placement
18	Staff Training and Development
19	Training Methods and Evaluation
20	Motivation and Productivity
21	Motivation and Job Enrichment
22	Career Planning
23	Employee Counselling
24	Performance Monitoring and Appraisal
25	Transfer, Promotion and Reward Policy
26	Disciplinary Issues
27	Employees' Grievance Handling
28	Compensation and Salary Administration
29	Employee Benefits and Welfare Schemes
30	Labour Laws and Regulations Related to Hotel Industry
31	Gender Sensitivities
32	Emerging Trends and Perspectives
33	Impacts of Mergers and Acquisitions on Human Resource Practices



## **BHM392 - PRACTICUM**

During the BSc. in H&HA with Specialisation, students are to undertake industrial exposure thrice ie. for four weeks after semester III in Generic stream, for six weeks after semester IV in Specialised field and again for four weeks after semester V in Specialised field. Final examination / presentation will be done only during Term End examinations of Semester VI. Weightage to each practicum shall be as under:

Practicum I:	20 marks
Practicum II:	40 marks
Practicum III:	40 marks

### **BHM392 - PRACTICUM – I GENERIC**

Student will essentially attend a large hotel to get an overview of the functioning of key departments. They will be exposed to the working environment and assess job expectations, skill and knowledge requirements of each function at different levels. An opportunity will be provided to the candidate to analyse their strengths, weaknesses and passion in relation to the different functions. Trainees must assess and evaluate the role they are most likely to perform in the hospitality industry, based on their interest quickly, for which four weeks have been provided.



## SEMESTER - IV

### WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per Semester	
			Th.	Pr.
1	BHM275	Accommodation Management - I	04	08
2	BHM276	Accommodation Management - II	04	08
3	BHM281	Financial Management	04	--
4	BHM282	Business Ethics & Law	04	--
5	BHM283	Business Economics	02	-
6	BHM391	Research Methodology	01	-
TOTAL:			19	16
GRAND TOTAL			35	



**SEMESTER IV MAJOR – I**  
**BHM275 - ACCOMMODATION MANAGEMENT - I (THEORY + PRACTICAL)**  
**THEORY - HOURS ALLOTTED: 60 MAXIMUM MARKS: 100**  
**PRACTICAL - HOURS ALLOTTED: 120 MAXIMUM MARKS: 200**

<b>Front Office Management</b>				
S.No.	Topic	Theory Hours	Practical Hours	Weight age
1	<b>Planning &amp; Evaluating Operations</b> <ol style="list-style-type: none"> <li>1. Management Functions Planning, Organizing, Coordinating, Staffing, Leading, Controlling, Evaluating.</li> <li>2. Establishing Room Rates <ul style="list-style-type: none"> <li>• Market Condition Approach</li> <li>• Rule of Thumb Approach</li> <li>• Hubbart Formula Approach</li> </ul> </li> <li>3. Forecasting Room Availability <ul style="list-style-type: none"> <li>• Forecasting data</li> <li>• Forecast Formula</li> <li>• Sample Forecast Forms</li> </ul> </li> <li>4. Budgeting for Operations <ul style="list-style-type: none"> <li>• Forecast Room revenue</li> <li>• Estimating Expenses</li> <li>• Refining Budget Plans</li> </ul> </li> <li>5. Evaluating Front Office Operations <ul style="list-style-type: none"> <li>• Daily Operations Report</li> <li>• Occupancy ratios</li> <li>• Room Revenue Analysis</li> <li>• Hotel Income Statement</li> <li>• Rooms Division Income Statement</li> <li>• Rooms Division Budget Reports</li> <li>• Operating Ratios</li> <li>• Ratio Standards</li> </ul> </li> </ol>	20	Case Study <b>8</b>  Assignment <b>8</b>  Assignment <b>8</b>  Case Study & S/W Hands-On <b>26</b>	35%
2	<b>Hospitality Technology System</b> <ul style="list-style-type: none"> <li>• Evaluating Hospitality Technology <ul style="list-style-type: none"> <li>- Competitive advantage</li> <li>- Productivity Improvement</li> <li>- Profitability Enhancement</li> </ul> </li> <li>• Property Management Systems</li> <li>• PMS Interface</li> <li>• Point of Sale Systems</li> <li>• Sales &amp; Catering Systems</li> <li>• Hospitality Accounting Systems</li> <li>• E-Commerce</li> <li>• Data Security-Data privacy of guests</li> </ul>	20	Assignment <b>15</b>  Case Study & S/W Hands-On <b>25</b>	35%
3	<b>Market Segmentation &amp; The Hospitality Industry</b> <ul style="list-style-type: none"> <li>• Geographic Segmentation</li> </ul>	15	Assignment & Case	25%



	<ul style="list-style-type: none"> <li>• Demographic Segmentation</li> <li>• Benefit &amp; Need Segmentation</li> <li>• Psychographic Segmentation</li> <li>• Combining Segmentation Techniques</li> <li>• The Pendulum Swings Towards Value</li> </ul>		Study <b>10+10</b>	
4	<b>Security Of Guests, Staff &amp; Hotel</b> <ul style="list-style-type: none"> <li>• Security of personnel- Guests &amp; employees</li> <li>• Security of property- Building, equipment, software and other resources</li> <li>• DO's &amp; DON'T's for the FO staff</li> </ul>	5	Assignment <b>10</b>	5%

NOTE: 1. Students may be given assignments and case studies individually or in groups. They should visit the hotels to collect data and information.

2. PMS Software with required reporting system may be procured by the institute to be used by the students to do the required practical hands-on activities.



**SEMESTER IV MAJOR – II**  
**BHM276 - ACCOMMODATION MANAGEMENT – II (THEORY)**  
**HOURS ALLOTTED: 60 MAXIMUM MARKS: 100**

<b>HOUSEKEEPING</b>			
S.No	TOPIC	Hours	Weightage
1	<b>SAFETY AND SECURITY</b> <ol style="list-style-type: none"> <li>a. Lost and found</li> <li>b. Key control</li> <li>c. HACCP</li> <li>d. Fire safety and fire fighting</li> <li>e. Potential hazards in housekeeping</li> <li>f. First aid</li> <li>g. Crime prevention</li> <li>h. Safety awareness and accident prevention</li> <li>i. Dealing with emergencies like bomb threat, thefts, death etc</li> <li>j. Modern technology for safety and security</li> </ol>	14 Th	20%  Assignment
2	<b>INTERNATIONAL HYGINE AND CLEANING STANDARDS</b>	2 Th	5% Assignment
3	<b>WASTE MANAGEMENT</b> <ol style="list-style-type: none"> <li>a. 3 R's of waste management</li> <li>b. Garbage segregation</li> <li>c. Disposal</li> <li>d. Composting</li> <li>e. Energy generation</li> </ol>	4Th	10% Assignment
4	<b>ECO-FRIENDLY PRACTICES</b> <ol style="list-style-type: none"> <li>a. Housekeepers role in a green property</li> <li>b. Guest supplies</li> <li>c. Cleaning agents</li> <li>d. Energy conservation</li> <li>e. Water conservation               <ul style="list-style-type: none"> <li>• Indoor air quality Program</li> <li>• Fighting molds</li> </ul> </li> <li>f. System of certifying an ecotel</li> </ol>	6 Th	15%  Assignment
5	<b>OUT SOURCING</b> <ol style="list-style-type: none"> <li>a. Need</li> <li>b. Jobs outsourced</li> <li>c. Steps involved when hiring a contract</li> <li>d. Contract details</li> </ol>	2 Th	5%
6	<b>HOUSEKEEPING IN INSTITUTIONS OTHER THAN HOTELS</b> <ol style="list-style-type: none"> <li>a. Hospitals</li> <li>b. Hostels</li> </ol>	4 Th	5% Assignment



	<ul style="list-style-type: none"> <li>c. Malls</li> <li>d. Residential</li> <li>e. Offices</li> <li>f. Universities</li> <li>g. Other commercial areas</li> </ul>		
7	<p><b>LINEN</b></p> <ul style="list-style-type: none"> <li>a. Type of fibers and their characteristics</li> <li>b. Fabric construction <ul style="list-style-type: none"> <li>➤ Fiber to fabrics</li> <li>➤ Weaving and types of weaves</li> <li>➤ Knitting</li> <li>➤ Netting</li> <li>➤ Felting</li> <li>➤ Bonding</li> <li>➤ Braiding</li> </ul> </li> <li>c. Fabric finishes</li> <li>d. Types of fabrics commonly used in hotels</li> </ul>	8 Th	10%  Assignment
8	<p><b>HORTICULTURE</b></p> <ul style="list-style-type: none"> <li>a. Essential components of horticulture</li> <li>b. Landscaping – <ul style="list-style-type: none"> <li>➤ Bubble diagrams</li> <li>➤ Concept plans</li> <li>➤ Draft designs</li> <li>➤ Final landscape design</li> </ul> </li> <li>c. Bonsais <ul style="list-style-type: none"> <li>➤ Why gaining importance</li> <li>➤ Elements of Bonsai</li> <li>➤ Converting a tree into a Bonsai</li> <li>➤ Care</li> <li>➤ Styles</li> </ul> </li> </ul>	6 Th	10% Assignment
9	<p><b>HOUSE KEEPING STORE</b></p> <ul style="list-style-type: none"> <li>a. Indenting</li> <li>b. Managing recycled and non recycled inventories</li> <li>c. Issuing procedures</li> <li>d. Records maintained</li> </ul>	2 Th	5%
10	<p><b>HOUSE KEEPING CONTROL DESK</b></p> <ul style="list-style-type: none"> <li>a. Importance</li> <li>b. Responsibilities</li> <li>c. Handling telephone calls</li> <li>d. Handling difficult situations</li> <li>e. Handling software</li> </ul>	4 Th	5%





11	<b>FLOORS AND PUBLIC AREA</b> <ul style="list-style-type: none"> <li>a. Floor pantry <ul style="list-style-type: none"> <li>➤ Types</li> <li>➤ Layout</li> <li>➤ Physical features</li> <li>➤ Managing floor pantries – opening of a shift, handing over and records maintained</li> </ul> </li> <li>b. Modern cleaning material <ul style="list-style-type: none"> <li>➤ Agents – composition, action, use and precautions</li> <li>➤ Equipments</li> </ul> </li> <li>c. Scheduling of jobs <ul style="list-style-type: none"> <li>➤ Daily</li> <li>➤ Weekly</li> <li>➤ Special/periodic</li> </ul> </li> </ul>	8 Th	10%
<b>Total</b>		<b>60 hrs</b>	



**BHM276 – ACCOMMODATION MANAGEMENT – II (PRACTICAL)**  
**HOURS ALLOTTED: 120                      MAXIMUM MARKS: 200**

S.NO	TOPIC	HOURS
1	<b>FIRST AID</b> <ul style="list-style-type: none"> <li>• KIT</li> <li>• Dealing with various situations. (Allergies, Burns, Bleeding, clothes on fire, fainting, fractures, Heart attack, Sprain, Shock, Stroke)</li> <li>• Disaster Management</li> </ul>	20
2	<b>FIRE</b> <ul style="list-style-type: none"> <li>• Care and maintenance of fire extinguishing devices</li> <li>• Fire drill</li> </ul>	12
2	<b>TEAM CLEANING (ROUTINE, SPECIAL AND SPRING CLEANING/ DEEP CLEANING)</b> <ul style="list-style-type: none"> <li>• Guest room and bathrooms</li> <li>• Public area</li> <li>• Surfaces like marble, wood etc.</li> </ul>	28
3	<b>GUEST ROOM AND PUBLIC AREA INSPECTION AND ROUTINE SYSTEMS</b> <ul style="list-style-type: none"> <li>• Use of checklists</li> <li>• Floor log register</li> <li>• Floor register</li> <li>• Room boy card</li> </ul>	12
4	<b>REPORTING MAINTAINANCE AND FOLLOW UP</b>	8
5	<b>HANDLING HOUSE KEEPING SOFTWARE-</b> (any one commonly used internationally)	20
6	<b>HORTICULTURE</b> <ul style="list-style-type: none"> <li>• Basic gardening tips</li> <li>• Tools and equipments</li> <li>• Landscape designing</li> <li>• How to make a bonsai (Demonstration )</li> </ul>	20
<b>TOTAL</b>		<b>120</b>



**BHM281 - FINANCIAL MANAGEMENT**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours
01	<b>FINANCIAL MANAGEMENT MEANING &amp; SCOPE</b>  A. Meaning of business finance B. Meaning of financial management C. Objectives of financial management	02
02	<b>FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION</b>  A. Meaning and types of financial statements B. Techniques of financial analysis C. Limitations of financial analysis D. Practical problems	05
03	<b>RATIO ANALYSIS</b>  A. Meaning of ratio B. Classification of ratios C. Profitability ratios D. Turnover ratios E. Financial ratios F. Du Pent Control Chart G. Practical Problems	12
04	<b>FUNDS FLOW ANALYSIS</b>  A. Meaning of funds flow statement B. Uses of funds flow statement C. Preparation of funds flow statement D. Treatment of provision for taxation and proposed dividends (as non-current liabilities) E. Practical problems	10
05	<b>CASH FLOW ANALYSIS</b>  A. Meaning of cash flow statement B. Preparation of cash flow statement C. Difference between cash flow and funds flow analysis D. Practical problems	12
06	<b>FINANCIAL PLANNING MEANING &amp; SCOPE</b>  A. Meaning of Financial Planning B. Meaning of Financial Plan C. Capitalisation D. Practical problems	06
07	<b>CAPITAL EXPENDITURE</b>  A. Meaning of Capital Structure B. Factors determining capital structure	05



	<ul style="list-style-type: none"> <li>C. Point of indifference</li> <li>D. Practical problems</li> </ul>	
08	<p><b>WORKING CAPITAL MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>A. Concept of working capital</li> <li>B. Factors determining working capital needs</li> <li>C. Over trading and under trading</li> </ul>	02
09	<p><b>BASICS OF CAPITAL BUDGETING</b></p> <ul style="list-style-type: none"> <li>A. Importance of Capital Budgeting</li> <li>B. Capital Budgeting appraising methods</li> <li>C. Payback period</li> <li>D. Average rate of return</li> <li>E. Net Present Value</li> <li>F. Profitability index</li> <li>G. Internal rate of return</li> <li>H. Practical problems</li> </ul>	06



**BHM282 - BUSINESS ETHICS AND LAW**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
1.	<p><b>BUSINESS ETHICS</b></p> <p>Definition of business ethics            Need for ethics in hotel business            Ethics and moral values            Theories of moral development            Lawrence Kohlberg's theory            Carol Gilligan theory</p>	6	20
2.	<p><b>AREAS OF ETHICS IN HOTEL INDUSTRY</b></p> <p>Dealing with a staff            Dealing with guests and their belongings            Following duty hours            Safety and security in the hotel            Dealing with lady guests            Code of ethics</p>	6	10
3.	<p><b>BUSINESS LAW</b></p> <p>Introduction to law            Evolution of law            Classification of law</p>	4	5
4.	<p><b>INDIAN CONTRACT LAW</b></p> <p>Definition of contract, proposal, agreement, consideration etc.,            Essentials of valid contract            Competent parties            Types of parties – valid, void and voidable            Performance of contract            Discharge of contract            Remedies for breach of contract            Indemnity and guarantee</p>	8	10
5	<p><b>CONSUMER PROTECTION ACT</b></p> <p>Definitions – Consumer, complaint, defect in goods, deficiency in service,            unfair trade practice, restricted trade practice            Procedure for redressal of grievances before district forum, state            commission and national commission            Other related provisions</p>	6	10
6	<p><b>SALE OF GOODS ACT</b></p> <p>Essentials of valid sale</p>	3	5



	Conditions and warranties Unpaid seller and his rights Rights and duties of seller and buyer		
7	<b>FOOD ADULTERATION ACT</b>  Principles of food laws regarding prevention of food adulteration, definition, authorities under the act Powers of various authorities under the act Procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities and AGMARK etc.,	5	10
8	<b>SHOPS AND ESTABLISHMENTS ACT</b>  Procedure relating to registration of hotels, lodges, eating houses, restaurants and other related provisions	2	5
9	<b>ENVIRONMENTAL PROTECTION ACT – IMPORTANT PROVISIONS</b>  The water (Prevention and control of pollution) Act The air (Prevention and control of pollution) Act	2	5
10	<b>LICENSES AND PERMITS</b>  Licenses and permits for hotels and catering establishments Procedure for procurement, buy laws of hotels and restaurant under municipal corporation Renewal suspension and termination of licenses	6	10
11	<b>INDUSTRIAL LEGISLATION</b>  Factory Act – Definition of factory, worker, health safety and welfare provisions Industrial disputes act – definition of industry, manufacturing process, industrial dispute, provisions relating to strike, lock-out, retrenchment, lay-off and authorities for settlement of industrial disputes Payment of wages act- definition of wages, authorized deductions from wages Workmen’s compensation act – definition of dependent, disablement, occupational disease, liability of the employer to pay compensation and amount of compensation	12	10



**BHM283 - BUSINESS ECONOMICS**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 50**

S.No.	Topic	Hours	Weight age
1	<p><b>Introduction:</b></p> <p>Economic activities, non-economic activities, nature and scope of business economics. Micro economics, Macro-economics. Inducting and deducting approaches graphs – concepts of scope – utility – cardinal and ordinal utility. Law of diminishing marginal utility; Law of equi. Marginal utility</p>	2 hours	5%
2	<p><b>Demand Supply and Market Equilibrium:</b></p> <p>Demand – Meaning – Individual demand – Law of Demand – Properties of Demand curve. Income effect and substitution effect. Exceptions to the law of Demand. Individual Demand and Market Demand, Demand Function, Determinants of Demand, Determinants of Market Demand. Shift of Demand Vs Movememnt along a Demand Curve. Elasticity of Demand. Price Elasticity – Meaning and Measurement. Price Elasticity and total revenue of a firm. Income Elasticity. Classification of goods based on Income Elasticity Cross Elasticity. Classification of goods into substitutes and complements. Supply – Law of supply – Determinants of supply Market Equilibrium. Concept of consumer surplus.</p>	8 hours	12%
3	<p><b>Production and Costs:</b></p> <p>Production function. Distinction between short run and long run production. Production with one variable input. Relationship between Total, Marginal, and Average Production Functions. Laws of variable proportion. Production with two variable inputs. Isoquan to Isocosts. Techniques of Maximization of output, minimisation of cost and maximization of profit. Scale of Production. Economies and diseconomies of scale. Cost function. Short-run, Total and Average Costs. Long-run, Total and Average Costs.</p>	6 hours	9%
4	<p><b>Market structure and Factors of Production:</b></p> <p>Market – Market Structure – Characteristics of market. Perfect Competition – Characteristics – Equilibrium Price. Project maximizing output in the short and long run. Monopoly – Characteristics, Defects, Monopolistic competition – Defects, characteristics. Product differentiation. Profit maximizing price and output in the short and long run. Oligopoly, Characteristics – Price rigidity. Kinked Demand Curve – Factors of Production.</p>	8 hours	12%
5	<p><b>National Income, Trade Cycles and International Trade:</b></p> <p>National Income – Definition, Measurement Gross Domestic Product – Meaning. Fiscal Deficit. Economic system. Socialism, Mixed Economy System, Free Market Economies. Concepts of Economic Liberalization,</p>		



	Privatization, Globalization – Recent Trends. International Trade – Concepts, Comparative Cost Theory – Balance of Trade – Balance of Payments. World Trade Organization, Agreements, Functions. Trade Cycles – Meaning, Phases, Consequences, Remedies.	6 hours	12%
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**Suggested Books for Reference:**

1. D. Gopalakrishna – A study in Managerial Economics  
Himalaya Publishing House, Mumbai, Delhi, Nagpur.
2. S. Gupta – Managerial Economics  
Tata McGraw-Hill Publishing Company Ltd., New Delhi.
3. V.L. Motem Samuel Paul, G.S. Gupta – Managerial Economics Concepts and Cases  
Tata McGraw – Hill Publishing Company Ltd., New Delhi.
4. K.K. Dewett – Elementary Economic Theory  
J.D. Verma  
S. Chand Company Pvt. Ltd., Ram Nagar, New Delhi.

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**BHM391 - RESEARCH METHODOLOGY (Contd. from semester III)**  
**HOURS ALLOTTED: 15**

Research is an academic activity and as such the term should be used in a technical sense. Research comprises defining and redefining problems, formulating hypothesis or suggested solutions; collecting, organising and evaluating data; making deductions and reaching conclusions. In fact, research is an art of scientific investigation. In short, the search for knowledge through objective and systematic method of finding solution to a problem is research.

During semesters III and IV students will be exposed to different techniques of conducting research. They will be taught in a theory class, methods adopted in designing of a research and collecting of data followed by its presentation and interpretation.

While there will be no term end examination in the subject, students will attain knowledge and expertise in tackling research which they will undertake during semester V and VI.

<b>S.NO</b>	<b>TOPIC</b>	<b>HOURS</b>
<b>6</b>	<b>CASUAL-COMPARATIVE STUDIES AND CORRELATION METHOD</b> A. What is Casual-comparative method? - Basis of this method B. Casual-Comparative study distinguished from other research method C. Use of this method in Educational Research D. Limitation Correlation method - Uses of Correlation method. E. Cautions in the use of Correlation method.	<b>2</b>
<b>7</b>	<b>THE CASE-STUDY AND GENETIC METHOD</b> A. What is case study? - Unit of study B. Types of case-studies in education. - Steps involved in a case-study. C. Characteristics of a good case study - Merits and Limitations D. Genetic method distinguished from case-study.- Purposes and types E. Longitudinal and Cross-selection approach	<b>2</b>
<b>8</b>	<b>RESEARCH TOOLS</b> A. Meaning - Classification of a research tools B. Criteria for selection of tools C. Factors related to construction of tools D. Questionnaire : miss use - Types of a questionnaire E. Characteristics of a good questionnaire F. Hints for making a questionnaire as an effective tool G. Attitude scales : Thrustone and Likert scale H. Limitations of rating scales I. Means of reducing errors - Score card J. Use and Types of interview K. Requisites and limitations of interview L. Uses and types of observation - Requisites of observation M. The critical incidents technique N. Scaled specimen schedule O. Check list - Interest Inventories P. 'Q' technique - Content analysis Q. Tools to measure social measures R. Sociometry "guess-who-technique"	<b>3</b>



	<p>S. Social distance scale - Psychological tests</p> <p>T. Types of tests: achievements tests, intelligence tests, aptitude tests, personality tests</p>	
<b>9</b>	<p><b>CONSRUCTION AND STANDERDISATION OF A TEST</b></p> <p>A. Characteristics of a good test</p> <p>B. Construction of a standardised introduction test</p> <p>C. Concept of reliability - Estimates of reliability</p> <p>D. Factors affecting the reliability</p> <p>E. Concept of validity – Types - Criteria for establishing validity</p> <p>F. Development of Norms</p>	<b>3</b>
<b>10</b>	<p><b>ORGANISATION, ANALYSIS AND INTERPRETATION OF DATA</b></p> <p>A. Editing, classifying and tabulating organization of data</p> <p>B. Common and special statistical analysis</p> <p>C. Interpretation of Data - Causes for misinterpretation</p> <p>D. Uses of comparison in interpretation</p> <p>E. Use of statistical Formulae for interpretation of results</p> <p>F. Characteristics of good generalization</p> <p>G. Common errors in reaching conclusions and formulating generalization</p> <p>H. Some hints in formulating generalizations.</p>	<b>3</b>
<b>11</b>	<p><b>RESEARCH REPORTING</b></p> <p>A. Style Manuals - Outline of a research report</p> <p>B. Preliminary section - Text or main body of the report</p> <p>C. Reference selection - Language and style of writing</p> <p>D. Footnote citations - Quotations</p> <p>E. Typography</p> <p>F. Pagation</p> <p>G. Format of synopsis/Abstract</p> <p>H. Format of a book review.</p>	<b>2</b>
<b>TOTAL</b>		<b>15</b>



## **BHM392 - PRACTICUM – II SPECIALISED**

From their initial industry exposure during Practicum - I, student must be able to identify their area of specialisation based on which they will spend the next six weeks in an organisation of choice. Training can be acquired in a hotel, restaurant, mall, airport, institution, theme parks, commercial offices, or any other service or commercial enterprise that would provide enhanced exposure for the trainee to acquire special skills.

The objective of this practicum is that skilled workers learn best with their hands. In today's competitive business environment, it is imperative that all training yield results guaranteeing proficiency by allowing the student to "learn by doing". Through discovery, repetition and ultimately testing the student learns, reinforces and proves the good habits and knowledge that creates results.



## SEMESTER - V

### WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per Semester	
			Th.	Pr.
1	BHM325	Accommodation Management - III	04	08
2	BHM326	Accommodation Management - IV	04	08
3	BHM281	Strategic Management	04	--
4		Elective - I	04	--
5	TS-06	Tourism Marketing	02	--
6	BHM391	Tutorial / Library / Research Project	01	--
TOTAL:			19	16
GRAND TOTAL			35	



**SEMESTER – V                      MAJOR – I**  
**BHM325 – ACCOMMODATION MANAGEMENT – III (THEORY + PRACTICAL)**  
**THEORY - HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100**  
**PRACTICAL - HOURS ALLOTTED: 120                      MAXIMUM MARKS: 200**

<b>FRONT OFFICE MANAGEMENT</b>				
S.No	TOPIC	Theory Hours	Practical Hours	Weight age
<b>REVENUE MANAGEMENT</b>				
1	The Concept of Revenue Management <ul style="list-style-type: none"> <li>• Hotel Industry Applications</li> </ul>	5	Assignment 8	5%
2	Measuring Yield <ul style="list-style-type: none"> <li>• Formula-1:Potential Average Single Rate</li> <li>• Formula-2:Potential Average Double Rate</li> <li>• Formula-3:Multiple Occupancy Percentage</li> <li>• Formula-4:Rate Spread</li> <li>• Formula-5:Potential Average Rate</li> <li>• Formula-6:Room Rate Achievement Factor</li> <li>• Formula-7:Yield Statistic</li> <li>• Formula-8:RevPAR</li> <li>• Formula -9:Identical Yields</li> <li>• Formula-10:Equivalent Occupancy</li> <li>• Formula-11:Required Non-Room</li> <li>• Revenue per Guest</li> <li>• RevPAG and GOPPAR</li> </ul>	25	Numerical Calculations & Applications 48	40%
3	Elements of Revenue Management <ul style="list-style-type: none"> <li>• Group Room Plans</li> <li>• Transient Room Plans</li> <li>• Food &amp; Beverage Activity</li> <li>• Local &amp; Area Wide Activity</li> <li>• Special Events.</li> </ul>	10	Case Study & S/W Hands-On 24	20%
4	Using Revenue Management. <ul style="list-style-type: none"> <li>• Potential High &amp; low Demand Tactics</li> <li>• Implementing Revenue Strategies</li> <li>• Availability Strategies.</li> </ul>	10	S/W Hands-On 16	10%
5	Revenue Management Team <ul style="list-style-type: none"> <li>• Composition &amp; Role</li> <li>• Revenue Manager</li> </ul>	5	Assignment 8	15%
6	Revenue Management Softwares	5	S/W Hands-On 16	10%

NOTE: 1.Students may be given assignments and case studies individually or in groups. They should visit the hotels to collect data and information.

2. A Revenue Management Software (e.g. HIRO) may be procured by the institute to be used by the students to do the required practical hands-on activities.



**SEMESTER – V MAJOR – II**  
**BHM326 – ACCOMMODATION MANAGEMENT – IV (THEORY + PRACTICAL)**  
**THEORY - HOURS ALLOTTED: 60 MAXIMUM MARKS: 100**  
**PRACTICAL - HOURS ALLOTTED:120 MAXIMUM MARKS: 200**

S.NO	TOPIC	HOURS	Weightage
1	<b>The planning process</b> <ul style="list-style-type: none"> <li>➤ Area inventory list</li> <li>➤ Frequency schedule</li> <li>➤ Performance standards</li> <li>➤ Productivity standards</li> <li>➤ Inventory level calculation</li> </ul>	6 Th 10 Pr	10%  Assignment
2	<b>Organizing the house keeping department</b> <ul style="list-style-type: none"> <li>➤ Task lists</li> <li>➤ Job description</li> <li>➤ Work study – time and motion study</li> <li>➤ S.O.P'S</li> <li>➤ Devising Training modules - e.g. training programme for GRA.</li> <li>➤ Skill training <ul style="list-style-type: none"> <li>• Prepare to train</li> <li>• Present</li> <li>• Practice</li> <li>• Follow up</li> </ul> </li> </ul>	12 Th 30 Pr	20%  Assignment
3	<b>COORDINATING AND STAFFING</b> <ul style="list-style-type: none"> <li>➤ Staffing guide</li> <li>➤ Productivity complications</li> <li>➤ Calculating staff strength</li> <li>➤ Job allocation</li> <li>➤ Developing work schedules/ alternative scheduling techniques</li> <li>➤ Planning duty rota</li> </ul>	12 Th 20 Pr	20%  Assignment
4	<b>CONTROLLING EXPENSES</b> <ul style="list-style-type: none"> <li>➤ Types of budgets</li> <li>➤ The budget process</li> <li>➤ Planning the operating budget</li> <li>➤ Budgeting expenses(salaries and wages, employee benefits, outside services, in-house laundry, linens, operating supplies, uniforms)</li> <li>➤ Using the operating budget as a control tool</li> <li>➤ Operating budgets and income statements</li> <li>➤ Controlling expenses</li> <li>➤ Capital budgets</li> <li>➤ Contract vs in-house cleaning</li> </ul>	6 Th 10 Pr	10%  Assignment



5	<b>MATERIAL MANAGEMENT</b> <ul style="list-style-type: none"> <li>➤ Purchase systems and procedure</li> <li>➤ Standardisation, codification and variety reduction</li> <li>➤ Stores and inventory management <ul style="list-style-type: none"> <li>• Par levels</li> <li>• Establishing par levels</li> <li>• Linen</li> <li>• Uniform</li> <li>• Guest loan items</li> <li>• Cleaning equipment and machines</li> <li>• Cleaning supplies</li> <li>• Guest supplies</li> <li>• Taking a physical inventory of recycled and non recycled items</li> </ul> </li> </ul>	8 Th 8 Pr	15%  Assignment
6	<b>DIRECTING / CONTROLLING and EVALUATING</b> <ul style="list-style-type: none"> <li>➤ Directing –Staff (Team work and leadership)</li> <li>➤ Controlling – Standards to protect hotels assets</li> <li>➤ Evaluating – Performance and Operational Budget</li> </ul>	4 Th	5 %
7	<b>HOUSEKEEPING HUMAN RESOURCE ISSUES</b> <ul style="list-style-type: none"> <li>➤ Recruiting employees the pre-recruitment process, internal recruiting, external recruiting selecting employees</li> <li>➤ Turn over- cost of turnover</li> <li>➤ Motivation- methods of motivating employees</li> <li>➤ Interpersonal relations</li> <li>➤ Leadership styles and group dynamics</li> </ul>	8 Th 12 Pr	10%  Assignment and case study
8	<b>TOTAL QUALITY MANAGEMENT- Principles</b>	2 Th	5%
9	<b>NEW PROPERTY COUNT DOWN</b>	2 Th	5%
<b>TOTAL</b>		60 Th / 90 Pr + 30Hrs assignments and presentation	



**BHM281 – STRATEGIC MANAGEMENT**  
**HOURS ALLOTTED: 60      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	weight age
1	<b>Strategy and Strategic Management</b> i) Definition, Scope & Type ii) Importance iii) Strategy & Policy: Difference	04	5%
2	<b>Mission and Vision Statement</b> i) Definition, importance ii) Scope of Mission Statement iii) Components of Mission Statement iv) Definition & Difference with Objectives, Goals, Policies	12	10%
3	<b>Approaches to Developing Strategies</b> i) Adaptive search ii) Intuition search iv) Strategic factors v) Picking Niches v) Entrepreneurial Approach	04	10%
4	<b>Environmental Analysis</b> 1) Definition & need for Environmental Analysis 2) Key Environmental variable factors : Internal and External 3) Techniques of Environmental Analysis- SWOT Analysis, Porter's five forces competition analysis etc.	06	10%
5	<b>Grand Strategies</b> i) Stability Strategies ii) Expansion Strategies iii) Retrenchment Strategies iv) Combination Strategies v) Short notes on different mixed strategies	08	15%
6	<b>Strategic Analysis and Choice</b> a) Input Stage i) Internal Factor Evaluation Matrix ii) External Factor Evaluation Matrix iii) Competitive Profile Matrix b) Matching Stage i) TOWS Matrix ii) SPACE Matrix iii) BCG Matrix iv) Internal-External Matrix v) Grand Strategy Matrix c) Decision Stage Quantitative Strategic Planning Matrix (QSPM)	10	15%
7	<b>Strategic Implementation, Review &amp; Evaluation</b> 1. Mckinsey's 7 S Framework 2. Leadership: a. Meaning, characteristic & functions b. Different leadership & Management styles:	08	20%





	(Blake & Moutol's, Managerial Grid, Likert's leadership styles and Lewin's leadership styles  3. Strategy review and evaluation: a. Review underlying bases of strategy b. Measure Organizational performance c. Take corrective actions		
8	<b>Policy Formulation</b> a) Policy Formation: Meaning & Need. b) Different functional areas policies:  i) Personnel Policies ii) Financial Policies iii) Marketing Policies	08	15%

Recommended books:

- |   |   |                  |
|---|---|------------------|
| 1. Business Policy & Strategic Management | - | Dr. L. M. Prasad |
| 2. – do -                                 | - | P. K. Ghose      |
| 3. – do -                                 | - | Azahar Kazmi     |



**ELECTIVE - I**  
**HOURS ALLOTTED: 60      MAXIMUM MARKS: 100**  
**(ANY ONE OF THE FOLLOWING ELECTIVE SUBJECTS)**

S.No	Subject Code	Subject
01	E-01	Human Resource (M&D)
02	E-02	Customer Relation Management
03	E-03/1	Foreign Language (French)
04	E-03/2	Foreign Language (German)
05	E-04	Airline Catering
06	E-05	Resort, Club & Time Share Management
07	E-06	Retail Management



**TOURISM MARKETING (TS-06)**  
**HOURS ALLOTTED: 30**

This course familiarises the students with Marketing concepts, techniques and skills as required in the marketing of tourism products and attractions.

**Syllabus**

**Block-1            Understanding Entrepreneurship and Management**

- Unit    1        Introduction to Tourism Marketing – Approaches, Relevance and Role
- Unit    2        Market Segmentation
- Unit    3        Tourism Markets: International and Domestic

**Block-2            Market Analysis**

- Unit    4        Marketing Research
- Unit    5        Competitive Analysis and Strategies
- Unit    6        Forecasting for Tourism and its Products
- Unit    7        Role of Technology in Tourism Marketing

**Block-3            Developmental Role of Marketing**

- Unit    8        Role of Public Organizations
- Unit    9        Role of Local Bodies
- Unit    10       Role of NGOs
- Unit    11       Socially Responsible Marketing
- Unit    12       Social Marketing

**Block-4            Marketing Mix**

- Unit    13       Product Designing
- Unit    14       Pricing Strategies
- Unit    15       Promotion Strategies
- Unit    16       Distribution Strategies
- Unit    17       The Fifth P: People, Process and Physical Evidence

**Block-5            Marketing Mix: Specific Situations**

- Unit    18       Familiarization Tours
- Unit    19       Seasonal Marketing
- Unit    20       Tourism Fairs and Travel Markets

**Block-6            Destination Marketing**

- Unit    21       Regions, Cities, Leisure Spots
- Unit    22       Events, Activities, Individuals
- Unit    23       Shopping, Education and Culture
- Unit    24       Marketing Local Foods



**Block-7            Accommodation Marketing**

Unit	25	Star Category Hotels
Unit	26	Alternate' Accommodation
Unit	27	Supplementary Accommodations
Unit	28	Linkages in the Trade

**Block-8            Transport and Travel Services Marketing**

Unit	29	Air lines Marketing
Unit	30	Tourist Transport Marketing
Unit	31	Travel Agency Marketing
Unit	32	Tour Operators Marketing



**BHM391 - RESEARCH PROJECT**  
**HOURS ALLOTTED: 15**

In semester V, students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection. Based on their learning during semester III and IV, the supervisor will guide the student in identification of a topic, framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers, etc. while the students on their part will expose themselves to research of the topic through meetings, interviews, internet search, library, etc. The research should be planned to minimise time wastage and a clear time scale should be put in place. The research should spell out the objectives, its findings, the methodology adopted, its conclusions and recommendations. The students and the supervisor will work together to prepare synopsis of the research.

One hour per week has been allotted for the purpose during semester V.



### **BHM392 - PRACTICUM – III SPECIALISED**

By now student should have acquired expertise in the fundamental disciplines of their choice and should be able to apply this knowledge to a wide range of contexts. In practicum – III involving four weeks students learn about the foremost developments in theory and practice and then apply this knowledge to industry-specific systems and processes.

Students demonstrate skills required to lead in the global hospitality industry through a range of exercises, self learning opportunities and simulations. They must be able to work individually and in a team, professionally. Their transformation as housekeeping personnel must lead them to be responsible and ethical in delivery of guest services. Through knowledge in cleaning, maintenance and aesthetic sensitivity, a trainee must be able to create value for the guest. Similarly, a front office trainee should acquire good customer relations with strong interpersonal skills combined with technical knowhow.

As faculty and trainers, focus is placed on helping students to acquire self knowledge and self leadership in support of their continuing professional and personal development. Students learn to continuously gather and analyze information in order to meet and excel customer expectation. For maintaining and upkeep of a premises both internal and external a well organised approach, technical understanding and right attitude are required.

After conclusion of the three Practicum of 14 weeks, students will prepare a report and present it before a panel during Term End examinations of Semester VI.



## SEMESTER - VI

### WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per Semester	
			Th.	Pr.
1	BHM375	Accommodation Management - V	04	08
2	BHM376	Accommodation Management - VI	04	08
3	BHM391	Research Project	--	04
4		Elective - II	04	--
5		Special Topics / Guest Speakers	02	--
6		Tutorial / Library	01	
TOTAL:			15	20
GRAND TOTAL			35	



**SEMESTER VI MAJOR – I**  
**BHM375 - ACCOMMODATION MANAGEMENT – V (THEORY + PRACTICAL)**  
**THEORY - HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100**  
**PRACTICAL - HOURS ALLOTTED:120                      MAXIMUM MARKS: 200**

<b>FRONT OFFICE MANAGEMENT</b>				
S.No	TOPIC	Theory Hours	Practical Hours	Weight age
	<b>The Business Providers</b> <ul style="list-style-type: none"> <li>• Travel Agencies</li> <li>• Tour Operators</li> <li>• Other Travel Intermediaries</li> <li>• Electronic Travel Distribution Systems</li> <li>• Ground operators</li> <li>• Air carriers</li> </ul>	10	Assignment & Case Study 15	15%
2	<b>Contracting Rates</b> <ul style="list-style-type: none"> <li>• Setting a price for a group</li> <li>• Net rates</li> <li>• Negotiating with Travel Agent/ Tour Operator</li> <li>• The Contract</li> <li>• Corporate Rate Contracts</li> <li>• Request-for-Proposals (RFP)</li> </ul>	10	Assignment 15	15%
3	<b>Government Regulation of Travel</b> <ul style="list-style-type: none"> <li>• Documentation of Tourists (Passport, Visa, Health, Insurance, Citizenship etc.)</li> <li>• Rules &amp; regulations for Travel agency &amp; Travel agents</li> <li>• Licences &amp; Certificates given by UN-WTO</li> </ul>	6	Assignment 10	10%
4	<b>Customer Relationship</b> <ul style="list-style-type: none"> <li>• All about Customer relations</li> <li>• Concern for Customers</li> <li>• What does the customer want?</li> <li>• Services standards</li> <li>• Guest Conflict resolution</li> <li>• Management role in guest service</li> <li>• Motivation for guest service</li> </ul>	6	Case Study 15	10%
5	<b>Management Corporate Social Responsibilities</b> <ul style="list-style-type: none"> <li>• Social responsibilities of Managers</li> <li>• Making social responsibilities operational</li> <li>• Operation of social responsibilities in Indian context</li> </ul>	6	Assignment 15	10%
6	<b>Statutory Requirements &amp; Role of Front Office</b>	6	Assignment	10%





	<b>Manager</b> <ul style="list-style-type: none"> <li>• Understanding of Government Rules &amp; regulations</li> <li>• Issues concerning Credit Cards, passport entries, VISA entries, Taxes, VAT, Foreign exchange etc.</li> <li>• Liaison with FRRO</li> </ul>		15	
7	<b>Timeshare and Condominium</b> <ul style="list-style-type: none"> <li>• Types of timeshare ownership</li> <li>• Timeshare Purchasing</li> <li>• Types of condominium ownership</li> <li>• Laws applicable</li> <li>• Marketing by these</li> </ul>	6	Assignment 15	10%
8	<b>Layout and designing of Front office Area</b> <ul style="list-style-type: none"> <li>• Layout of the front office areas-entrance, lobby, reception, concierge, bell desk etc.</li> <li>• Non-automated &amp; automated</li> <li>• Equipment used</li> <li>• Networking</li> <li>• Work/ man flow</li> </ul>	10	Assignment & Case Study 20	20%

NOTE: Students may be given assignments and case studies individually or in groups. They should visit the hotels to collect data and information.



**SEMESTER VI MAJOR – II**  
**BHM376 - ACCOMMODATION MANAGEMENT – VI (THEORY + PRACTICAL)**  
**THEORY - HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100**  
**PRACTICAL - HOURS ALLOTTED: 120              MAXIMUM MARKS: 200**

<b>HOUSE KEEPING</b>			
S.No	TOPIC	Hours	Weightage
	<b>OBJECTIVES OF INTERIOR DECORATION</b> <ul style="list-style-type: none"> <li>➤ Beauty</li> <li>➤ Expressiveness</li> <li>➤ Functionalism</li> </ul>	2 Th 4 Pr	5%
	<b>ELEMENTS OF ART</b> <ul style="list-style-type: none"> <li>➤ Line</li> <li>➤ Form and shape</li> <li>➤ Texture</li> <li>➤ Colour</li> <li>➤ Light</li> <li>➤ Space</li> <li>➤ Pattern</li> </ul>	4 Th 4 Pr	5 %
	<b>PRINCIPLES OF DESIGN</b> <ul style="list-style-type: none"> <li>➤ Proportion and scale</li> <li>➤ Balance</li> <li>➤ Emphasis</li> <li>➤ Rhythm</li> <li>➤ Harmony</li> </ul>	4 Th 4 Pr	5 %
	<b>COLOR</b> <ul style="list-style-type: none"> <li>➤ Understanding the role of colour</li> <li>➤ Dimensions of colour- <ul style="list-style-type: none"> <li>• Hue</li> <li>• Value</li> <li>• Intensity/Chroma</li> </ul> </li> <li>➤ Properties of colour – <ul style="list-style-type: none"> <li>• Warm/Cool</li> <li>• Advancing/Receding</li> <li>• Heavy/Light</li> <li>• Earthy/Acid</li> </ul> </li> <li>➤ Colour perceptions</li> <li>➤ Physical and psychological effects of colour</li> <li>➤ Effect of light on colours</li> <li>➤ Colour theories – <ul style="list-style-type: none"> <li>• Prangs Theory (Colour Wheel)</li> <li>• Munsell Theory</li> </ul> </li> <li>➤ Planning a colour scheme for an area <ul style="list-style-type: none"> <li>• Colour schemes</li> <li>• Factors to be considered</li> <li>• Colour plan</li> </ul> </li> </ul>	8 Th 12 Pr	10%
	<b>LIGHTING</b> <ul style="list-style-type: none"> <li>➤ Introduction</li> <li>➤ Importance of a good lighting system</li> </ul>		



	<ul style="list-style-type: none"> <li>➤ Classification of light <ul style="list-style-type: none"> <li>● Based on source – Natural, Artificial, Incandescent, Fluorescent</li> <li>● Based on area illumination – Direct, Indirect, Diffused, Semi-direct, Semi-indirect</li> <li>● Based on its functional use – General, Task, Accent, Safety and Emergency</li> </ul> </li> <li>➤ Methods of lighting <ul style="list-style-type: none"> <li>● Architectural</li> <li>● Non Architectural</li> </ul> </li> <li>➤ Lighting levels – Lumen and Lux</li> <li>➤ Light fittings and fixtures</li> <li>➤ Lighting in various areas of an establishment/hotel</li> <li>➤ Selection of lighting systems</li> </ul>	8 Th 12 Pr	10%
	<p><b>FLOOR FINISHES</b></p> <ul style="list-style-type: none"> <li>➤ Types of floor finishes</li> <li>➤ Characteristics, advantages and disadvantages of each</li> <li>➤ Selection of floor coverings</li> <li>➤ Laying of floors</li> <li>➤ Maintenance of floorings <ul style="list-style-type: none"> <li>● Daily cleaning</li> <li>● Scrubbing</li> <li>● Floor polishing – types, method of application, equipment, agents required and its removal</li> <li>● Buffing</li> <li>● Deep cleaning</li> </ul> </li> </ul>	4 Th 4 Pr	5 %
	<p><b>CARPETS</b></p> <ul style="list-style-type: none"> <li>➤ Advantages and disadvantages of carpets</li> <li>➤ Carpets construction – <ul style="list-style-type: none"> <li>● Fibres used</li> <li>● Types of pile</li> <li>● Components – face, backing, underlay</li> </ul> </li> <li>➤ Types of carpets and characteristics</li> <li>➤ Selection of carpets</li> <li>➤ Laying of carpets</li> <li>➤ Care and maintenance</li> </ul>	4 Th 6 Pr	10 %
	<p><b>WALL FINISHES</b></p> <ul style="list-style-type: none"> <li>➤ Types of wall finishes</li> <li>➤ Characteristics, care and maintenance of each</li> <li>➤ Preparing the wall before applying a wall finish</li> </ul>	4 Th	5%
	<p><b>FURNITURE</b></p> <ul style="list-style-type: none"> <li>➤ Styles of furniture, e.g. Free Standing, Cantilevered, Modular, Upholstered, etc.</li> <li>➤ Materials used, care and maintenance</li> </ul>		



	<ul style="list-style-type: none"> <li>➤ Construction – types of joints</li> <li>➤ Items used in guest rooms</li> <li>➤ Selection criteria for different furniture items</li> </ul>	4 Th 6 Pr	5%
	<b>ACCESSORIES</b> <ul style="list-style-type: none"> <li>➤ Types</li> <li>➤ Importance</li> </ul>	2 Th 2 Pr	5%
	<b>WINDOWS AND WINDOW TREATMENT</b> <ul style="list-style-type: none"> <li>➤ Importance of a window</li> <li>➤ Structure of a window</li> <li>➤ Types and designs of windows</li> <li>➤ Window treatments <ul style="list-style-type: none"> <li>• Indoor/Outdoor</li> <li>• Hard/Soft</li> <li>• Types of Curtains and Headings</li> </ul> </li> <li>➤ Treating problem windows</li> </ul>	4 Th 6 Pr	10 %
	<b>FACILITIES PLANNING</b> <ul style="list-style-type: none"> <li>➤ Design and layout of the Guest Room <ul style="list-style-type: none"> <li>– floor plans, wall elevations, fixtures and furniture, colour schemes, complete models</li> </ul> </li> <li>➤ Designing facilities for the Physically Challenged</li> <li>➤ HVAC</li> <li>➤ Designing considerations for - <ul style="list-style-type: none"> <li>laundry, linen room, public areas, cloakrooms</li> </ul> </li> </ul>	8 Th 12 Pr	10 %
	<b>MODERN TRENDS IN HOUSEKEEPING</b>	2 Th	5%
	<b>DECORATIONS FOR SPECIAL OCCASIONS</b> <ul style="list-style-type: none"> <li>➤ Materials used</li> <li>➤ Area to be decorated</li> <li>➤ Themes and occasions</li> <li>➤ Ambience</li> <li>➤ Budgeting</li> <li>➤ Planning, preparation and implementation</li> </ul>	2 Th 18 Pr	10%
<b>60 Th/ 90 Pr + 30Hrs assignments and presentation</b>			



**BHM391 - RESEARCH PROJECT (PRACTICAL)**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 100**

During semester VI Once you have finalised the first draft or synopsis in consultation with your supervisor during SEM-V, plan to writing the final research paper during SEM-VI. Keep in mind the following:

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from course to course, so be sure to check if you're in doubt.
16. Double check your documentation against your Alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

A total of 60 hours for the subject have been provided in the practical class for the subject with a term end examination. Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.



**ELECTIVE - II**  
**HOURS ALLOTTED: 60      MAXIMUM MARKS: 100**  
**(ANY ONE OF THE FOLLOWING ELECTIVE SUBJECTS)**

S.No	Subject Code	Subject
01	E-07	Sales & Marketing
02	E-08	Bar Management
03	E-09	Entrepreneurship
04	E-10	Facility Planning
05	E-11	Event Management
06	E-12	Quality Standards
07	E-13	MICE (Meetings, Incentives, Conferences and Exhibitions)



**SPECIAL TOPICS**  
**USING EXTERNAL GUEST AND EXPERT SPEAKERS**  
**HOURS ALLOTTED: 30**

As per teaching scheme, two hours per week have been allocated for External Guests as Expert Speakers to create a good academic interface with the industry. This is an important activity to complement our existing faculty through inviting renowned industry experts to address specialised disciplines and investigate emerging business trends, techniques and innovative case-studies.

**GUIDELINES FOR USING EXTERNAL EXPERT SPEAKERS**

1. Before inviting the Speaker, make sure that they *really are* experts in the relevant subject.
2. Invite, if possible, Speakers who are not only experts in subjects but are also capable speakers.
3. If, although they are eminently suitable because of their expertise, they have poor presentation skills, offer them support.
4. Inform them in writing, and in clear unambiguous terms, of the aims and objectives of the session.
5. Discuss with them, then confirm in writing, specifically what you want them to cover: exactly how long they have to speak: and what questioning techniques will be employed – during and after the session.
6. Give them full information, in writing, about the starting time, the location, and the size and level of the participants.
7. Confirm whether they will use aids and, if so, of what type(s) and how many. Do they already have them, are they of acceptable quality: do they want any help in procuring them: do they want to use aids available with you.
8. Confirm whether they intend to use hand-outs: do they have them available: do they want any support in their production: when do they intend to use them.
9. Seek and confirm their views on the room layout – what type they would prefer or whether they have to accept the existing room layout.
10. Arrange a feed-back session with the participants – as you may want to use them again.

Maintain a record of the date, duration of the session and contact details of the Guest Speakers for future references which may be required by your institute and the NCHMCT.

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