

DRAFT

National Education Policy-2020

Common Minimum Syllabus for Uttarakhand State Universities and Colleges

**Four Year Undergraduate Programme- For Hotel
Management**

2024

PROPOSED STRUCTURE FOR

HOTEL MANAGEMENT

EXPERT COMMITTEE

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Proposed Curriculum Structure for Undergraduate Program in Bachelors of Hotel Management

1. Pedagogy for Multi-Disciplinary Four-Year Undergraduate Program in Hotel Management

An appropriate curriculum, pedagogy, constant formative evaluation, and enough student assistance are all required for effective learning. The goal is to contextualise the curriculum through effective pedagogical techniques that determine learning experiences and, thus, learning outcomes. Some examples include active, cooperative, collaborative, and experiential learning pedagogies.

The use of technology will be focused on creating a learning environment that connects learners to content, classmates, and instructors throughout the learning process while respecting learners' pace is a pressing necessity. The following measures would be taken for a smooth transition of knowledge:

- a) Classroom processes will encourage rigorous thinking, reading and writing, debate, discussion, peer learning and self-learning.
- b) The emphasis will be on critical thinking and challenge to current subject orthodoxy will develop innovative solutions. Curricular content will be presented in ways that invite questioning and ready knowledge to be assimilated or reproduced. Faculty will act as facilitators of questioning and not authorities on knowledge.
- c) Classroom pedagogy will focus on the 'how' of things i.e. the application of theory and ideas. All courses, including core and skill enhancement, will design projects and practicum's to enable students to get relevant hands-on experiences.
- d) Classroom processes will address issues of inclusion and diversity since students are likely to be from diverse cultural, linguistic, socio-economic and intellectual backgrounds.
- e) Cooperative and peer-supported activities will be part of empowering students to take charge of their own learning.
- f) Faculty will have the freedom to identify and use the pedagogical approach that is best suited to a particular course and student.
- g) Pedagogies like PBL (Problem/Project Based Learning), Learning through Case Studies, gamification, simulations, Service Learning will be brought into practice as part of curriculum. Learning within and beyond focus groups will be core. Experiential learning in the form of internship and filed projects with a specified number of credits is to be made mandatory.

2. The Category of Course and it's description:

	Course Type	Description
1	Languages	Languages provide the medium of fresh and freethinking, expression and clarity in thought and speech. It forms as a foundation for learning other courses. Helps fluent communication. In addition to English, a candidate shall opt for any other language related to the field of study..
2	Ability Enhancement Courses	Foundation Courses enable students to develop a deeper sense of commitment to oneself and to the society and nation largely. These courses will supplement in better understanding of how to integrate knowledge to application into a society. Ability enhancement courses are the generic skill courses which are basic and needed to all to pursue any career. These courses ensure progression across all careers.
3	Skill Enhancement Courses/ Vocational courses	Skill Enhancement/ Development courses are to promote skills pertaining to a particular field of study. The purpose of these courses is to provide students life-skills in hands-on mode so as to increase their employability/Self-employment. The objective is to integrate discipline related skills in a holistic manner with general education. These Generic Elective Courses are courses chosen from an unrelated discipline/ subject, with an intention to seek exposure beyond discipline/of choice. These courses may be chosen from a pool of courses designed to provide value-based and/or skill-based knowledge and few will be taken up through online mode from MOOCs platform approved by UGC. Each Department has complete freedom to suggest their own papers under this category based on their expertise, specialization, requirements, scope and need
4	Discipline based Introductory Courses (In specific cases of lateral entry or bridge courses)	Introductory courses bridge the gap for a student if he/she has not got a basic groundwork in a specific area of discipline
5	Discipline Specific Core Courses	A discipline is the field in which a student focuses during the course of his /her degree. A course in a discipline, which should compulsorily be studied by a candidate as a core requirement is termed as a Core course. The core courses aims to cover the basics that a student is expected to imbibe in that particular discipline. They provide fundamental knowledge and expertise to produce competent, creative graduates with a strong fundamental, technical and academic acumen. The purpose of fixing core courses is to ensure that the institution/faculty follow a minimum common curriculum which makes credit transfer and mobility of students easier.

6	Discipline-Specific Elective Courses	Elective courses offered under the main discipline are referred to as Discipline Specific Electives. These courses provide more depth within the discipline itself or within a component of the discipline and provide advanced knowledge and expertise in an area of the discipline. The institutions have freedom to have their own courses based on their expertise, specialization, requirements, scope and need. The elective courses may be of interdisciplinary nature
7	Value Added Course (VAC)	Enhance students' employability, multidisciplinary learning, and skill development by offering industry-relevant, flexible, and holistic education. VACs aim to bridge the gap between academics and real-world needs, foster innovation, promote lifelong learning, and support academic flexibility through the Choice-Based Credit System and Academic Bank of Credits.
8	Project work/ Dissertation/ Internship/On-the-Job Training	Project work is considered as a special course involving application of knowledge in solving/ analyzing/ exploring area life situation / difficult problem/data analysis. Project Work has the intention to provide research competencies/Operational acumen of the chosen field at Undergraduate level. It enables to acquire special/ advanced knowledge through supplement/support study to a project work. Candidates shall carry out project work on his/her own with an advisory support by a faculty member to produce a dissertation/project report. Internship/ On the Job Training shall be an integral part of the Curriculum
9	Extra Curricular Activities/ Co-curricular and Extension Activities	These activities help in character building, spiritual growth, physical growth, etc. They facilitate development of various domains of mind and personality such as intellectual, emotional, social, moral and aesthetic developments. Creativity, Enthusiasm, and Positive thinking are some of the facets of personality development and the outcomes of these activities

The suggested progressive curriculum will provide the necessary knowledge and abilities along a continuum from beginner problem solvers (at programme entry level) to expert problem solvers (by graduation):

At the end of first year – Ability to solve well-defined problems

At the end of the second year – Ability to solve broadly defined problems

At the end of third year – Ability to solve complex, ill-structured problems, requiring multi-disciplinary skills to solve them

During the fourth year – Deeper and Advanced learning of Skill set and Experience of workplace problems solving in the form of on-the-job internship or Research Experience preparing for higher education or Entrepreneurship Experience

3. The Curriculum framework

Sem.	Core Discipline Specific Course (DSC)	Discipline Specific Elective (DSE)	Generic Elective (GE)	Ability Enhancement Course (AEC)	Skill Enhancement Course (SEC)	Internship/ Apprenticeship/Project (IAPC)	Value Added Course (VAC)	Total Credit
I	Food Production Foundation (T)	Basics of Bakery/ tourism operation/ Interior Decoration	Choose one from a pool of courses	Communication Skills in English	Application of computers		Universal Human Values	22
	Food Production Foundation Practical-I (P)							
	Food & Beverage Service Foundation							
	Food & Beverage Service Foundation Practical-I (P)							
	Room Division Foundation-I (T)							
	Room Division Foundation-I (P)							
II	Food Production Operation –I (T)	Foodprocessing/HA CCP/ Uttarakhand Tourism	Choose one from a pool of courses	Business Communication	Fundamentals of Management		Universal Human Values-II	22
	Food Production Practical-I (P)							
	Food & Beverage Service Operation –I (T)							
	Food & Beverage Service Practical-I (P)							
	Room Division Foundation-II (T)							
	Room Division Foundation-II (P)							
Students on exit shall be awarded an Undergraduate Certificate in Hotel Management after securing the requisite 44 credits in Semesters I and II								

Sem.	Core Discipline Specific Course (DSC)	Discipline Specific Elective Course (DSE)	Generic Elective (GE)	Ability Enhancement Course (AEC)	Skill Enhancement Course (SEC)	Internship/ Apprenticeship/Project (IAPC)	Value Added Course (VAC)	Total Credit
III	Food Production Operations- I Theory	Food science and Nutrition/Facility Planning /Uttarakhand cuisine, culture, custom, & tradition	Choose one from a pool of courses	Foreign Language French	Hotel Accounts		Environment Studies	22
	Food Production Operations- II Practical							
	Food & Beverage Services Operations- II Theory							
	Food & Beverage Services Operations- II Practical							
	Room Division operation-II theory							
	Room Division Operation- II Practical							
INDUSTRIAL TRAINING								
Sem.	Core Discipline Specific Course (DSC)	Discipline Specific Elective Course (DSE)	Generic Elective (GE)	Ability Enhancement Course (AEC)	Skill Enhancement Course (SEC)	Internship/ Apprenticeship/Project (IAPC)	Value Added Course (VAC)	Total Credit
IV	Food Production Operations Industry Exposure-I					6 Weeks		6
	Food and Beverage Service Operations Industry Exposure-I					6 Weeks		6
	Room Division Operations Industry Exposure-I					6 Weeks		6
	Other Hospitality Ancillary Departments					4 Weeks		4
	Report, Log Book, Attendance Presentation & Viva-Voce For 3 DSC Industrial Training report							22
Students on exit shall be awarded an Undergraduate Diploma in Hotel Management after securing the requisite 88 credits in 4 Semesters								

Sem.	Core Discipline Specific Course (DSC)	Discipline Elective (DSE)	Specific Course	Generic Elective (GE)	Ability Enhancement Course (AEC)	Skill Enhancement Course (SEC)	Internship/ Apprenticeship/Project (IAPC)	Value Added Course (VAC)	Total Credit
V	Kitchen Operation and International Cuisine	Hygiene and sanitation /EventManagement /Uttarakhand tourism policy.		Choose one from a pool of courses	Writing skills in hospitality	Financial Management		Life skills	22
	Kitchen Operation and International Cuisine, Practical								
	Fundamentals of alcohol Beverages								
	Fundamentals of alcohol Beverages, Practical								
	Advanced Room Division Operations								
	Advanced Room Division Operations, Practical								
VI	Advanced Food Production Operation	HotelInformation system/Safety Security&Travel documentation/ Hospitality sales and Marketing Management		Choose one from a pool of courses	Personality Development Program	Organisation Behaviour		Hotel Law & Ethics	22
	Advanced Food Production Operation Practical								
	Advanced Food & Beverage Service and Controls Theory								
	Advanced Food & Beverage Service and ControlsPractical								
	Advanced Room Division Managementtheory								
	Advanced Room Division ManagementPractical								
Students on exit shall be awarded Bachelor of hotel Management Honours (3 years) after securing the requisite 132 credits on completion of Semester VI									

4. Detailed Courses within Curriculum with Accumulated Credits

Courses	Theory + Practical
I- Discipline Specific Core Courses (DSC) 21 Courses (excluding Practical course)	15X2= 30
14Courses of 2 credits from each of the core disciplines of choice	3X4=12
Core Course Practical / Tutorial*	15x2=30
2 Industry exposure/field work/ Job training	2x22= 44
Total	116
II- Discipline Specific Elective Courses (DSE) 6Courses	
5Courses of 4 credits spread in different years of study; 1coursehaving choice from each discipline of choice and 2papers of interdisciplinary nature.	5x4=20 1X2=2
Elective Course Practical of 2 credits (1 Practical)	1x2=2
Total	24
III- Ability Enhancement Courses (AE) 6Courses	
1. Ability Enhancement Compulsory Courses (AECC) (6courses of 2 credits each)	6x2=12
Total	12
IV. Skill Enhancement Courses (SEC) 6 Courses	
1. Skill Enhancement Courses (SEC) (6courses of 2 credits each)	6x2=12
	12
V. Value Added Course (VAC) 6 courses	
Value Added Course (VAC) (6 courses of 2 credits each)	12
Total	176
Note- *wherever there is practical there will be no tutorials and vice-versa	

5. Course specification under Choice Based Credit System CBCS following NEP 2020

a. Discipline-Specific Core Course (Total 24 Courses to be picked with four Credits Each; 2 for Theory and 2 for Practical)

1. DSC-1A: Food Production Foundation
2. DSC-1B: Food & Beverage Service Foundation
3. DSC-1C: Room Division Foundations
4. DSC-1AP: Food Production Foundation Practical
5. DSC-1BP: Food & Beverage Service Foundation Practical
6. DSC-1CP: Room Division Foundations Practical
7. DSC-2A: Food Production Operations
8. DSC-2B: Food & Beverage Service Operations-I
9. DSC-2C: Room Division Management
10. DSC-2AP: Food Production Operations Practical
11. DSC-2BP: Food & Beverage Service Operations-I Practical
12. DSC-2CP: Room Division Management Practical
13. DSC-3A: Introduction to Indian Cuisine
14. DSC-3B: Food & Beverage Service Operations-II
15. DSC-3C: Room Division Operations
16. DSC-3AP: Introduction to Indian Cuisine Practical
17. DSC-3BP: Food & Beverage Service Operations-II Practical
18. DSC-3CP: Room Division Operations Practical
19. DSC-4A: Food Production Operations Industry Exposure-I (6-credit course for 12 hours /week)
20. DSC-4B: Food and Beverage Service Operations Industry Exposure-I (6-credit course for 12 hours /week)
21. DSC-4C: Room Division Operations Industry Exposure-I (6-credit course for 12 hours /week)
22. DSC-4D: Other Hospitality Ancillary Departments (4-credit course for 8 hours/ week)
23. DSC-5A: Kitchen Operation and International Cuisine
24. DSC-5B: Fundamentals of alcoholic Beverages
25. DSC-5C: Advanced Room Division Operations
26. DSC-5AP: Kitchen Operation and International Cuisine Practical
27. DSC-5BP: Fundamentals of alcoholic Beverages Practical
28. DSC-5C: Advanced Room Division Operations Practical
29. DSC-6A: Advanced Food Production Operation
30. DSC-6B: Advanced Food & Beverage Service and Controls
31. DSC-6C: Advanced Room Division Management
32. DSC-6AP: Advanced Food Production Operation Practical

33. DSC-6BP: Advanced Food & Beverage Service and Controls Practical
34. DSC-6CP: Advanced Room Division Management Practical
35. DSC-7A: Research Methodology
36. DSC-7B: Research Project-I
37. DSC-7C: Human Resource Management
38. DSC-8 A: Field Project Dissertation Report (12 Credits)
39. DSC-8 B: Food Production Operations Industry Exposure II OR
40. DSC-8 C: Food and Beverage Service Operations Industry Exposure II OR
41. DSC-8 D: Room Division Operations Industry Exposure-II (Viva-voce 10 Credits)

**b. Discipline Specific Elective (4creditsfor each course. Students will pick one Course each from the available elective groups
DSE1;DSE2;DSE3, DSE5, DSE6, DSE7 in respective semesters)**

1. DSE-1A: Basics of Bakery OR
2. DSE-1B: Interior Decoration OR
3. DSE-1C: tourism operation
4. DSE-2A: Food processing OR
5. DSE-2B: HACCP OR
6. DSE-2C: Uttarakhand Tourism
7. DSE-3A: Food science and Nutrition OR
8. DSE-3B: Facility Planning OR
9. DSE-3C: Uttarakhand cuisine, culture, custom, & tradition
10. DSE-5A: Hygiene and sanitation OR
11. DSE-5B: Event Management OR
12. DSE-5C: Uttarakhand tourism policy.
13. DSE-6 A: Hotel Information system OR
14. DSE-6 B: Safety Security&Travel documentation OR
15. DSE-6 C: Hospitality Sales and Marketing Management
16. DSE-8 A: Advanced Food Production-II OR
17. DSE-8 B : Advanced Food & Beverage Service-II OR
18. DSE-8 C : Advanced Room Division Management-II
19. DSE-8 AP: Advanced Food Production-II Practical OR
20. DSE-8 B P: Advanced Food & Beverage Service-II Practical OR
21. DSE-8 C P: Advanced Room Division Management-II Practical

More options to choose from can be added to the above list by the academic council on recommendation from BOS, understanding the need of Industry. Institutions may fix a group size for DSE Options, say about 25-30 Students per group.

c. Ability Enhancement Compulsory Courses (Two Credits Each)

1. AEC-1: Communication Skills in English
2. AEC-2: Business Communication
3. AEC-3: Foreign Language French
4. AEC-5: Writing skills in hospitality

5. AEC-6: Personality Development Program
6. AEC-7: Personality Enhancement Program (Practical) (PEP)

d. Skill Enhancement Elective Courses (Two Credits Each)

1. SEC-1: Application of computers
2. SEC-2: Fundamentals of Management
3. SEC-3: Hotel Accounts
4. SEC-5: Financial Management
5. SEC-6: Organisation Behaviour
6. SEC-7: Entrepreneurship in the hospitality business

e. Value Added Course (VAC) (Two Credits Each)

1. VAC-1: Universal Human Values
2. VAC-2: **Universal Human Values- II**
3. VAC-3: Environment Studies
4. VAC-5: Life skills
5. VAC-6: Hotel Law & Ethics
6. VAC-7: Research ethics

Add on MOOC Vocational courses will also be part of SEC (Open Electives which will be choice-based online courses to be opted as per the semester requirement from the given list of minimum 12 hrs duration with 2 credit each)

1. OE-1: HACCP certification
2. OE-2: Operational Budgeting
3. OE-3: Blog & Content Writing for Travel Trade and Food
4. OE-4: Digital Marketing
5. OE-5: Foreign Language Practice (French/German/Japanese/Chinese/Spanish)
6. OE-6: Total Quality Management
7. OE-7: Fundamentals of Retail Management
8. OE-8: Fundamentals of Event Management
9. OE-9: Food Purchasing Control
10. OE-10: Food Laws, Regulations, Quality and Food Standards
11. OE-11: Cleaning Public Areas and Pest Control
12. OE-12: Front Office Accounting Systems
13. OE-13: Receiving, Storing and Issuing Control in Hospitality
14. OE-14: Beverage Cost Control
15. OE-15: Hotel Management: Distribution, Revenue and Demand Management
16. OE-16: Hospitality Inbound Marketing Fundamentals

17. OE-17: Luxury Management
18. OE-18: Cloud Kitchen Operations
19. OE-19: Health and Safety in Food Services
20. OE-20: Restaurant BusinessOperations
21. OE-21: Fundamentals of Human Psychology
22. OE-22: Fundamentals of Cyber Security
23. OE-23: Internet of Things Fundamentals (IOT)

More options or choices from the above list can be recommended by BOS to the Academic Council, understanding the need of the Industry.

Important:

1. The syllabus should provide a brief write-up about each paper outlining the salient features, utility, learning objectives, and prerequisites.
2. A two-credit, only theory paper will have 2 hours of lecture per week and, in the case of practical, 4 hours per week. Similarly, a 4-credit, only-theory paper will have 3 Hours of Lecture and 1 hr of Tutorial Per Week, whereas 4-credit theory and Practical (2+2) papers shall have 2 Hrs of Lecture and 4 Hrs of Practical per week.
3. The size of the practical group for practical papers is recommended to be 15 students, but for food production and food and beverage services, it can be up to 30 students, depending on lab infrastructure. One Credit of Theory is equal to Two Labs; thus, for a Credit Paper, No of theory classes per week shall be two and/or Labs would be four. In the case of multiple batches, the lab workload shall be multiplied and accessed accordingly.
4. The list of reference books is given at the end of each course syllabus.
5. Activity-based learning events such as theme lunches, food festivals about 1-2 each year should be planned to supplement the learning of students.
6. Seminar/ Conferences/ Workshops/ Symposiums/ Interaction Programmes/ Extension Lectures focusing on key areas of Hospitality should be organised every year.

6. The credit requirements for the Program are as follows.

Exit with	Minimum Credit Requirement*	Total Credits	NSQF Level
Certificate at the Successful Completion of First Year (Two Semesters) of Four Years Multidisciplinary Hotel Management Program	44	44	5
A Diploma at the Successful Completion of the Second Year (Four Semesters) of Four Years Multidisciplinary Hotel Management Program	88	88	6
Bachelor Degree in Hotel Management at the Successful Completion of the Third Year (Six Semesters) of Four Years Multidisciplinary Hotel Management Program	132	132	7
Bachelor's degree with Honors in the Discipline at the Successful Completion of the Four Years (Eight Semesters) Multidisciplinary Hotel Management Program	176	176	8

7. Program Structure/Course Detail: (Proposed)
Semester -I

COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY PROGRAM											
Semes ter	Course code	Category of course	Theory/ Practical	Paper Title	Attribut es develop ed	Instructi on hrs. / Week	Duratio n of Exams (Hrs.)	Scheme of Examination Evaluation			Cred its
1								IE	SEE	Total	
	BHM 101	DSC-1A	T	Food Production Foundation	K,C	4	3	30	70	100	2
	BHM 101 P	DSC-1A P	P	Food Production Foundation Practical	P	4	4	25	25	50	2
	BHM 102	DSC-1B	T	Food & Beverage Service Foundation	K, C	4	3	30	70	100	2
	BHM 102 P	DSC-1B P	P	Food & Beverage Service Foundation Practical	P	4	4	25	25	50	2
	BHM 103	DSC-1C	T	Room Division Foundation-I	K,C	4	3	30	70	100	2
	BHM 103 P	DSC-1C P	P	Room Division Foundation-I Practical	P	4	4	25	25	50	2
	BHM 104	DSE-1 A/B/C	T	Basics of Bakery/ Tourism Operation/ Interior Decoratio	K,C	4	2	30	70	100	4
	BHM 105	AEC-1	T	Communication skills in English	K	2	2	25	25	50	2
	BHM 105	SEC-1	T	Application of computers	K, C	2	2	25	25	50	2
	BHM 106	VAC-1	T	Universal Human Values- I	T	2	2	25	25	50	2
Total						32	-	345	505	700	22

Semester II

COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY PROGRAM											
Sem .	Course code	Category of course	Theory / Practical	Paper Title	Attributes developed	Instruction hrs. / Week	Duration of Exams (Hrs.)	Scheme of Examination Evaluation			Credits
2								IE	SEE	Total	
	BHM 201	DSC - 2A	T	Food Production Operations-I	K,C	2	3	30	70	100	4
	BHM 201- P	DSC- 2A-P	P	Food Production Operations-I Practical	K,P,T	4	4	50	50	100	2
	BHM 202	DSC- 2B	T	Food & Beverage Service Operations- I	K,C	2	3	30	70	100	4
	BHM 202-P	DSC- 2B-P	P	Food& Beverage Service Operations-I- Practical	K,P,T	4	4	50	50	100	2
	BHM 203	DSC- 2C	T	Room Division Foundation	K,C	2	3	30	70	100	4
	BHM 203-P	DSC- 2C-P	P	Room Division Foundation II Practical	K,P,T	4	4	50	50	100	2
	BHM- 204	DSE-2 A/B/C	T	Foodprocessing/HACCP/ Uttarakhand Tourism	T,P	4	3	30	70	100	2
	BHM 205	AEC-2	T	Business communication	K,T	2	2	25	25	50	2
	BHM 206	SEC-2	P	Fundamentals of Management	T	2	2	25	25	50	2
	BHM 207	VAC- 2	T	Universal Human Values- I	T	2	2	25	25	50	2
Total						28	-	345	505	850	22

Semester –III

COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY PROGRAM											
Semester	Course code	Category of course	Theory/ Practical	Paper Title	Attributes developed	Instruction hrs. / Week	Duration of Exams (Hrs.)	Scheme of Examination Evaluation			Credits
								IE	SEE	Total	
3	BHM 301	DSC-3A	T	Introduction to Indian Cuisine	K,C	2	3	30	70	100	4
	BHM 301-P	DSC-3A-P	P	Introduction to Indian Cuisine -Practical	K,P,T	4	4	50	50	100	2
	BHM 302	DSC-3B	T	Food& Beverage Service Operations-II	K,C	2	3	30	70	100	4
	BHM 302-P	DSC-3B-P	P	Food& Beverage Service Operations-II-Practical	K,P,T	4	4	50	50	100	2
	BHM 303	DSC-3C	T	Room Division Operations	K,C	2	3	30	70	100	4
	BHM 303-P	DSC-3C-P	P	Room Division Operations – Practical	K,P,T	4	4	50	50	100	2
	BHM 304	DSE-3A/B/C	T	Food Science and nutrition/Facility Planning/ Uttarakhand cuisine,culture, customs, & Traditions.	K,T	4	4	30	70	100	4
	BHM 305	AEC-3	T	Foreign Language French	T	2	2	25	25	50	2
	BHM 306	SEC-3	T	Hotel Accounts	K,T	2	2	25	25	50	2
	BHM 307	VAC-3	T	Environment Studies	T	2	2	25	25	50	2
Total						28		345	505	850	22

Semester-IV

COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY PROGRAM											
Semester	Course code	Category of course	Theory/ Practical	Paper Title	Attributes developed	Exposure hrs. / Week	Duration of Exams (Hrs.)	Scheme of Examination Evaluation			Credits
4								IE	SEE	Total	
	BHM-401	DSC-4A		Food Production Operations Industry Exposure-I	P,T	48		50	150	200	6
	BHM-402	DSC-4B		Food and Beverage Service Operations Industry Exposure-I	P,T	48		50	150	200	6
	BHM-403	DSC-4C		Room Division Operations Industry Exposure-I	P,T	48		50	150	200	6
	BHM-404	DSC-4D		Other Hospitality Ancillary Departments	P,T	48		50	150	200	4
	22 Weeks Industrial exposure training in above areas.										
Total						192		200	600	800	22

Semester-V

COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY PROGRAM											
Semester	Course code	Category of course	Theory/ Practical	Paper Title	Attributes developed	Instruction hrs. / Week	Duration of Exams (Hrs.)	Scheme of Examination Evaluation			Credits
								IE	SEE	Total	
	BHM-501	DSC-5A	T	Kitchen Operations and International Cuisine	K,C	2	3	30	70	100	2
5	BHM-501-P	DSC-5A P	P	Kitchen Operation and International Cuisine Practical	P	4	4	50	50	100	2
	BHM-502	DSC-5B	T	Fundamentals of alcoholic Beverages	K,C	2	3	30	70	100	2
	BHM-502 P	DSC-5B P	P	Fundamentals of alcoholic Beverages Practical	P	4	4	50	50	100	2
	BHM-503	DSC-5 C	T	Advanced Room Division Operations	K,C	2	3	30	70	100	2
	BHM-503 P	DSC-5CP	P	Advanced Room Division Operations Practical	P	4	4	50	50	100	2
	BHM-504 A/B/C	DSE- 5 A/B/C	T	Hygiene and sanitation OR Event Management OR Uttarakhand tourism policy.	K,C	4	3	30	70	100	4
	BHM-505	AEC-5	T	Writing skills in hospitality	K,C	2	2	25	25	50	2
	BHM 506	SEC-5	T	Financial Management	K,C	4	3	25	25	50	2
	BHM 507	VAC-5	T	Life skills	C,K,T	4	4	25	25	50	2
Total						24		345	505	850	22

Semester-VI

Semester	Course code	Category of course	Theory/ Practical	Paper Title	Attributes developed	Instruction hrs. / Week	Duration of Exams (Hrs.)	Scheme of Examination Evaluation			Credits
6								IE	SEE	Total	
	BHM 601	DSC-6A	T	Advanced Food Production Operation	K,C	2	3	30	70	100	2
	BHM 601 P	DSC-6AP	P	Advanced Food Production Operation Practical	K,C,P	4	4	50	50	100	2
	BHM-602	DSC-6B	T	Advanced Food & Beverage Service and Controls	K,C	2	3	30	70	100	2
	BHM-602 P	DSC-6BP	P	Advanced Food & Beverage Service and Controls, Practical	K,C,P	4	4	50	50	100	2
	BHM-603	DSC-6C	T	Advanced Room Division Management	K,C	2	3	30	70	100	2
	BHM-603 P	DSC-6CP	P	Advanced Room Division Management, Practical	K, C, P	4	4	50	50	100	2
	BHM-604 A/B/C	DSE-6 A/B/C	T	Hotel Information system/Safety Security&Travel documentation /Hospitality Sales and Marketing Management	K,C	4	4	30	70	100	4
	BHM 605	AEC-6	T	Personality Development Program	K,C	2	2	25	25	50	2
	BHM 606	SEC-6	T	Organisation Behaviour	K,C	2	2	25	25	50	2
	BHM 607	VAC-6	T	Hotel Law & Ethics	K, C,P	2	2	25	25	50	2
Total						28	-	345	505	850	22

Semester-VII

Semester	Course code	Category of course	Theory/ Practical	Paper Title	Attributes developed	Instruction hrs. / Week	Duration of Exams (Hrs.)	Scheme of Examination Evaluation		Credits	
7								IE	SEE	Total	
	BHM 701	DSC-7A	T	Research Methodology	K,C	4	3	30	70	100	4
	BHM 702	DSC-7B	P	Research Project-I	K,P,T	4	3	30	70	100	4
	BHM 703	DSC-7C	T	Human Resource Management	K,C	4	3	30	70	100	4
	BHM 704 A/B/C	DSE-7 A/B/C	T	Advanced Food Production Management/ Advanced Food & Beverage Service Management/ Advanced Room Division Management-II	K,C	4	3	30	70	100	2
	BHM 704P A/B/C	DSE-7 P A/B/C	p	Advanced Food Production-II/ Advanced Food & Beverage Service-II/ Advanced Room Division Management-II (Practical)	K, P,T	2	4	50	50	100	2
	BHM 705	AEC-7	P	Personality Enhancement Program Practical) (PEP)	K,C,T	4	-	50	50	100	2
	BHM 706	SEC-7	T	Entrepreneurship in the hospitality business	K,C	2	2	25	25	50	2
	BHM 707	VAC-7	T	Research ethics	K, C	2	2	25	25	50	2
Total						18	-	250	450	700	22

Semester-VIII

COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY PROGRAM											
Semester	Course code	Category of course	Theory/ Practical	Paper Title	Attributes developed	Exposure hrs. / Week	Duration of Exams (Hrs.)	Scheme of Examination Evaluation			Credits
8								IE	SEE	Total	
	BHM 801 A/B/C	DSC-8 A	P	A: Advanced Food Production-II OR B : Advanced Food & Beverage Service-II OR C : Advanced Room Division Management-II Field Project Work		22	1	100	200	300	14
	BHM 802	DSC-11 A Or DSC-11 B		Project Report of Industrial Exposure-II (Job Training)		-	1	100	100	200	8
Total						40		200	300	500	22

8. PROGRAM OBJECTIVES, OUTCOMES, and SPECIFIC OUTCOMES

A) Name of the Degree: Bachelor's in Hotel Management

B) Specialization: F&B Production, F&B Service, Room Division Management. (Housekeeping/ Front Office)

Program Objective:**For the 1st Year Certificate level, the programme aims to:**

- 8.1 Develop operational skills, with a clear understanding of operational procedures for entry level job position and match NSQF level V standards;
- 8.2 Make students familiar with the fundamental context of the courses opted for;
- 8.3 Acquaint students with Knowledge of facts, principles, and processes of basic hospitality operations;
- 8.4 Provide students with a range of cognitive and practical skills required to accomplish tasks by selecting and applying basic methods, tools, materials, and information;
- 8.5 Develop skills of collecting and organizing information and communication;
- 8.6 Make students responsible for their work and learning and support others as a team;
- 8.7 Match knowledge and skill sets of international standards;
- 8.8 Develop individuals who are recognised as professionals in their field;

- 8.9 Reflect current industry practice and develop attributes accordingly;
- 8.10 Provide a professional, creative, dynamic, and supportive learning environment;
- 8.11 Produce students who can match the Industrial requirement and become employable;
- 8.12 Recognise the role of the university in supporting the development of the individual, imbibe confidence through interview mock drills and introductory presentations;

For 2nd year, diploma level, the programme aims to:

- 8.13 Provide students with knowledge and skills that can match with requirement NSQF Level 6;
- 8.14 Be distinctive yet integrated and can be tailored to specialist interest.
- 8.15 Develop a wide range of specialized technical skills, clarity of knowledge, and practice in a broad range of activities involving standard/non-standard practices;
- 8.16 Incorporate in students' factual and theoretical knowledge in broad contexts within a field of work;
- 8.17 Develop a range of cognitive and practical skills required to generate solutions to specific problems in the field of work;
- 8.18 Make students good in data collecting, organizing information, and logical communication;
- 8.19 Apply knowledge and skills into practice in-house and during internship;
- 8.20 Produce employable individuals who reflect the characteristics required by Hospitality Professionals;
- 8.21 Equip students with the necessary values and skills to embark on a successful, professional career in the Hospitality and Tourism sectors;
- 8.22 Make students professional and knowledgeable of current industry practices; imbibe confidence in them through Group Discussions and mock interviews;
- 8.23 Develop a sense of professional community, culture, and identity through a range of applied learning experiences;
- 8.24 Provide such experiences that students will learn the value of effective leadership through partnerships and collaboration;

For the 3rd Year Bachelor Degree level, the programme aims to:

- 8.25 Ensure that the students can demonstrate knowledge and skills required at NSQF Level 7;
- 8.26 Encourage graduates to achieve excellence by participating beyond boundaries;
- 8.27 Acquaint students with command of wide ranging specialized theoretical and practical skill, involving variable routine and non-routine context;
- 8.28 Provide students with wide ranging, factual and theoretical knowledge in broad contexts within a field of work;
- 8.29 Provide a wide range of cognitive and practical skills required to generate solutions to specific problems in a field of work;
- 8.30 Make graduates ethical and responsible in their behavior and attitude. Their learning will be underpinned by issues of sustainability and social, environmental, and economic awareness. They will be encouraged to become responsible, socially aware, and inclusive in their understanding of business and society as they develop as honest professionals.
- 8.31 Encourage graduates to achieve excellence in personal and professional development and activity. They will recognise the importance of working to high standards to realise and retain excellence and quality in their chosen profession;
- 8.32 Make students grounded with the ability of critical and analytical thinking within their context and develop sound, rational solutions to problems identified through a range of learning techniques. Such confidence will be grounded in ability and competence;
- 8.33 Encourage graduates to be creative and innovative. They should be constructive risk-takers: adaptive and forward-thinking with an understanding of existing and emergent industry trends. Graduates will be ambitious and enthusiastic.
- 8.34 Provide graduates with the opportunities to develop and refine applied thinking skills. By working in collaboration with a series of industry partners, graduates will have the opportunity to apply theory to practice. This will arise through several opportunities such as guest lectures, seminars, case studies, applied dissertations, collaborative module provisions with industry partners, simulations, and professional training;

Graduates will be provided with the opportunities to develop and refine reflective skills. Graduates will be encouraged to reflect not only on their learning experience but on their personal and professional development throughout the course of their studies.

8.35 Graduates will be provided with opportunities to develop and refine problem-solving skills. By working independently and in teams, graduates will build experience of both theoretical and applied problem-solving.

8.36 Develop the efficiency of their verbal and written communication skills, interpersonal skills, negotiation, and time management skills. In doing so, they will be required to balance independent working with working in groups, to achieve deadlines to the highest standards possible;

8.37 Enrich individual profiles with certain sets of add-on courses and certification and prepare presentations so that they can professionally present themselves;

8.38 Indulge graduates in research orientation through field studies, data analysis, interpretation, and presentation;

For 4th Year Bachelor Degree with Honors:

8.39 Groom the graduates on current technology scenarios as well as prepare them to keep pace with the changing face of technology and the requirements of the growing Hospitality and allied sector;

8.40 Develop graduates with comprehensive, theoretical, practical, as well as cognitive skills. Graduates must be good at communication and should be able to conduct tasks independently;

8.41 Provide graduates with opportunities to develop and refine communication skills. As indicated above, graduates will have a range of opportunities to refine their verbal and written communication skills. For example, presentation skills, ability to contribute constructively to discussions and debates both within group work and in class-based discussions, and use of technology (e.g. podcasting and website construction);

8.42 Acquaint written skills for report writing in a range of contexts (e.g. theoretical through to devising business plans and industry-led projects). Such opportunities will also refine skills of editing, design and formatting that are essential in a professional career;

8.43 Provide Hands on practice experience and collaborative work experience through internship or on the job training;

8.44 Imbibe confidence within individuals so that they can analyse a situation, make strategies and plans and take executable actions;

8.45 Make them fully responsible for their and group output and development.

8.46 Attributes Developed

- C - Cognitive/Analytical K - Subject Knowledge T - Transferable Skills P - Professional/Practical Skills

9. Program Outcome (POs)

Upon successful completion of Hotel Management Course, the student should be able to:

Program Outcomes		PO No.
9.1. Demonstrate relevant knowledge and understanding of organisations, the external environment in which they operate and how they are managed	K	1
9.2. Demonstrate an understanding of the theory and practices of hotel management	K	2
9.3. Demonstrate a comprehensive and detailed knowledge of the key disciplines relevant to their chosen degree pathway	K	3

9.4. Demonstrate a detailed knowledge of the key disciplines relevant to their chosen degree pathway	K	4
9.5. Critically evaluate their knowledge and understanding of subject disciplines and the application of management approaches and techniques to industrial situations	C	5
9.6. Select and apply management techniques to simple problems, analyse results, draw appropriate conclusions and present the results in an appropriate format	C	6
9.7. Demonstrate an awareness of the ethical issues likely to arise in the conduct of business and professional practice and an ability to formulate solutions through dialogue with peers, clients, mentors and the wider community	C	7
9.8. Recognise and acknowledge the full range of stake holder interests in making management decisions and critically evaluate their impacts	C	8
a. Select and apply multi-disciplinary management techniques to complex problems, analyse results, draw appropriate conclusions and present the results in an appropriate format	C	9
b. Demonstrate an awareness of the ethical issues likely to arise in the conduct of business and professional practice	P	10
c. Demonstrate key business skills.	P	11
d. Analysis of business operations	P	12
e. Self- reflection and awareness	P	13
f. Apply the concepts and skills necessary to achieve guest satisfaction.	P	14
g. Demonstrate skills to perform basic, supervisory and managerial level job functions in hotel, restaurant and tourism careers.	p	15
h. Demonstrate some professional level of competence in a range of skills that are relevant to the needs of future managers, irrespective of their sector of operation, especially in the areas of communication; critical thinking, analysis; numeracy; reasoning; presentation; computing; report writing; problem solving; interactive and group skills.	T	16
i. Demonstrate professional levels of competence in a broad range of skills that are relevant to the needs of future managers, executives and other professionals, irrespective of their sector	T	17

of operation, especially in the areas of communication; critical thinking, analysis and synthesis; numeracy; reasoning; presentation; computing; report writing; problem solving; research; interactive and group skills.		
j. Demonstrate limited professional competence in skills relevant to the needs of future managers, irrespective of their sector of operation, especially in the areas of communication; critical thinking; numeracy; presentation; computing; report writing; interactive and group skills.	T	18

10. PROGRAM-SPECIFIC OUTCOMES (PSOs)

PSO 1: To develop the right skills necessary in hospitality and allied industries to meet the requirements according to the industry expectations.

PSO 2: To encourage and Incubate Entrepreneurship skills, business Management, P&L Analysis for Revenue Management,

PSO 3: To develop the required skills in communication for a better career in the Hospitality Industry.

PSO 4: To provide the basic knowledge in Health, hygiene, food safety & nutrition in line with HACCP, FSSAI and other International standards.

PSO 5: To enable the candidates to manage any emerging hospitality areas, medical tourism, Event Management, Facilities Management and other allied areas.

PSO 6: To understand the concepts and application of managerial, financial, computer and technical skills that are needed to be successful within the hospitality industry

11. ELIGIBILITY FOR ADMISSION:

A candidate who has passed 10+2 Examination conducted by the Approved Education Board in the State of Uttarakhand or any other examination considered as equivalent thereto shall be eligible for admission to these Programs.

Lateral Entry: It is optional to the candidate to exit or not, after second, fourth and sixth semesters of the undergraduate Program with Certificate, Diploma and BHM Degree in Hotel Management, respectively. He/she will be eligible to rejoin the Program at the exit level to complete either the diploma, degree, or the bachelor's degree with honours. Further, all the candidates will be awarded bachelor's degree with Honours on successful completion of four academic years (Eight Semesters) of the undergraduate Programs. A student will be allowed to enter/re-enter only at the Odd Semester and can only exit after the Even Semester. Re-entry at various levels as lateral entrants in academic Programs should be based on the earned credits and proficiency test records with minimum tenure bar of credits being 5 years and maximum 7 years.

▪ **PRACTICAL TRAINING AND PROJECT REPORTS:**

The course being a professional course, the students are required to undergo an Industrial Training in 4th Semester and On the Job Training in the 8th Semester if they wish to opt for a BHM (Hons) degree. The objective of the training is to introduce the students to the operational aspects of a star hotel (4 star and above) or of other service segments like restaurant, retail house, event management company, etc. and he/she is preferably exposed to the core departments specially to gain operational and managerial skills required to effectively manage a hotel or service sector operations.

The minimum duration of the training is 22 Weeks. The students will be provided with detailed what to observe sheets for each course having Industrial exposure; the same will be detailed in the syllabus. All candidates must ensure that the log books and appraisals are signed by the departmental/sectional heads as soon as training in a particular department or section is completed. They are also advised to make a project report in accordance to their curricula for VIII Semester. A Power Point presentation (based on the report) should be made. This will be presented in front of a select panel from faculty and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has been learned/observed.

Detailed Syllabus of all Courses of the Programme: Attached in Annex.

Semester -I

Programme: 1 Sem. of Certificate Course in Hotel Operation, Diploma in Hotel Operation, Degree in Hotel Management & Bachelor Degree with Honors in Hotel Management.

Year-1/Semester-I

Programme/Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC-1 A

Course Code: BHM 101

Course Title: food production Foundation(bhm-101)

Credits: 2

Course outcomes:

1. Do the basic Misc-en-Place in the operational kitchen,
2. Use the basic kitchen tools and equipments,
3. Demonstrate cooking methods in Basic vegetable, fruit and egg preparations
4. Do basic cooking by using various cooking methods.

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Introduction to the art of cookery: - Aims and objectives of cooking food, culinary history, Origins of modern cookery, Personal hygiene, their importance, Importance of Kitchen Uniform, Attitude towards work, Safety in Kitchen.	8
II	Kitchen Organization: - Kitchen layout, Modern kitchen Brigade, Hierarchy and function, Duties and responsibilities of Executive Chef, Sous chef and Chef de partie, Brief Introduction to Different sections of kitchen & liaison with other Sections	8
III	Equipment and Tools:- Classification of different equipment used in the Kitchen and its care, Introduction to different knives & and its parts, types of ovens, Uses, maintenance, and criteria for the selection of types of equipment	8

IV	Methods of Cooking:- Transfer of heat, Basic Preparation, and planning in the Kitchen. Classification of cooking methods-boiling, roasting, poaching, braising, grilling, baking, broiling, stewing, sautéing, blanching, steaming, Advanced Methods of Cooking:- Advanced methods-micro-wave, infrared, induction, Boil in bag, etc. Their Culinary Use	8
V	Vegetables and fruit cookery:- Classification of vegetables and fruits with example of each Cooking & Storing of vegetables and fruits Cuts of Vegetable, Pigments, Mire poix, Matignon. Egg cookery:- Structure of egg, types, cooking methods, uses in cookery Selection, purchasing and storing of eggs, testing of eggs.	8
Suggested Readings: 1. Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS; 2. Theory of cookery, Pervinder S bali, Oxford. 3. Theory of Cookery, Mrs. K. Arora, Frank Brothers; 4. Chef Manual of Kitchen Management, Fuller, John; 5. Theory of Cookery. Dr.S.K.Singh& P.Chomplay, Aman Publication.		

Year-1/Semester-I

Programme/Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC-1 B

Course Code: BHM 102

Course Title: FOOD & BEVERAGE SERVICE FOUNDATION (Bhm- 102)

Course outcomes:

- 1. Do the basic Misc-en-Place and Misc-en-Scene in the operational F & B area,**
- 2. Use the basic tools and equipments,**
- 3. Demonstrate Basic F&B service.**

Credits:2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	The Food & Beverage Service Industry:- Introduction to the Food & Beverage Industry Classification and various sectors of Catering Industry, Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Room, Snack Bar, executive lounges, business centres & Night Clubs, Bistro, Pubs, Kiosks, Casinos, Fast Foods, Take away, Buffet Restaurants,	8

	etc.	
III	F & B Service Tools, Equipment and Furnishings:- Classification Various Tools and Equipments Usage of Equipment Types, Sizes and usage of Furniture, Linen, Napkins, Chinaware, Silverware, Glassware & Disposables, Special & Other Equipment, Tools and Furnishings – PDA's, Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props, other new concepts of modern furnishings, Care and maintenance.	8
IV	Food & Beverage Service Personnel:- Basic Etiquettes for Catering staff, Attitude & Attributes of a Food & Beverage personnel and competencies, Food & Beverage Service Organization Job Descriptions & Job Specifications of F& B Service Staff, Interdepartmental Coordination.	8
V	Mise-en- Scene and Mise-en- place:- In F& B operations/outlets Food & Beverage Service Methods:- Table Service-Silver/English, Family, American/Pre plated, Butler/French, Russian Self Service-Buffer & Cafeteria Specialized Service-Gueridon, Trolley, Lounge, Room, etc., Single Point Service-Take Away, Vending, Kiosks, Food Courts & Bars, Automats Food & Beverage Terminology:- Related to the inputs of the semester	8
Suggested Readings: 1) Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill; 2) Food & Beverage Service –Lillicrap & Cousins, ELBS; 3) Modern Restaurant Service –John Fuller, Hutchinson; 4) Food & Beverage Service- Bobby George.		
Further Suggestions:		

Year-1/Semester-I

Programme/Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC-1 C

Course Title: Room Division Foundation-I, BHM-103

Course outcomes:

1. Discuss the concept of the accommodation sector.
2. Learn about guest rooms and specifications.
3. Identify the front office role and functions.

4. Will be able to learn about personnel in the housekeeping department.

5. To learn about housekeeping personnel.

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Accommodation sector: Introduction, concept, and its importance; types & classification of hotels on different basis; star categorization, heritage hotels and others, Indian hotels; origin, growth and development of hotel sector in India. (ITC, the Taj group, the Oberoi group) Foreign hotel chains in India –Hilton, Marriott, Hyatt, dual brands.	08
II	The guest accommodation: Guestrooms, types, layouts, salient features, description, guestroom amenities, supplies and services, floors, room name list patterns, guest elevators, floor pantries, guest safety on floors, and guest safety procedures during fire emergencies.	8
III	Hotel front office: Front office introduction, functions and its importance, different sections of the front office department and their layout and importance, reservation, reception, concierge, bell desk, lobby, telephones, cashier, inter and intra-department coordination, organization structure of front office, key responsibilities, job descriptions, attributes of front office personnel, uniform and grooming standards	8
IV	Housekeeping department: introduction, meaning and definition, importance of housekeeping, sections of housekeeping, responsibilities of the housekeeping department, a career in the housekeeping department, housekeeping department: organizational framework of the department (large/medium/small hotel).	8
VI	Housekeeping personnel: Role of key personnel in housekeeping, job description and job specification of staff in the department, attributes and qualities of the housekeeping staff–skills of a good housekeeper, interdepartmental coordination with more emphasis on front office and the maintenance department, hygiene and grooming standards of housekeeping personnel.	8
Suggested Readings: Text books:- 1. Hotel housekeeping–sudhir Andrews publisher: tatamcgra whill. 2. Hotel housekeeping operations & management–raghubalan,oxford universitypress. , 3. Housekeeping and front office–jones,		

4. Front office operation management-s.kbhatnagar,publisher:frankbrothers
5. Front office training manual–sudhirandrews.publisher:tatamcgraw hill.
6. Front office operations– colindix & chrisbaird.
7. Managing front office operations by kasavan & brooks.
8. Hotel hostel and hospital housekeeping–joancbranson & margaret lennox(elbs).
9. The professional housekeeper–tuckerschneider,;wileypublications,
10. Managing front office operations–kasavana & brooks educational institutionahma, Frontoffice–operations and management–ahmedismail (thomsondelmar).

Year-1/Semester-I

Programme/Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSE-1 A/B/C

Course Code: BHM- 104 A Elective I

Course Title: Basics of Bakery – BHM- 104 A Elective- I

Course outcomes:

At the end of the term/course, the students will be able to:

1. Draw the organization chart and kitchen hierarchy of the bakery department.
2. Explain the different ingredients used in bakery
3. Explain the different working temperatures for bakery products
4. Define the bread faults and remedies of bakery products
5. Draw and explain the layout of a bakery
6. Write recipes of different breads, pastries, and gateaux

Credits: 4

Unit	Topics	No. of Lectures Total=
I	• Introduction • Scope of Bakery & Confectionery, • Bakery terms. • Organisation chart of Bakery.	8
II	Wheat and Flour • Different types of flours available, • Constituents of flours, • pH Value of flour, • Water absorption power of flour, • Gluten, diastatic capacity of flour, • Grade of flour. • Temperature/ Weight conversions 1 unit; °F/ °C /gms / lb serving size	8
III	Raw material required for bread making: - Role of flour, water, yeast, salt - Sugar, milk and fats Yeast• An elementary knowledge of Baker's yeast, the part it plays in the fermentation of dough and conditions influencing it's working. • Effect of over and under fermentation and under proofing of dough and other fermented goods.	8

IV	Bread improvers-improving physical quality Oven & Baking: • Knowledge and working of various types of oven. • Baking temperatures for bread, confectionery goods. Methods of bread making : • Straight dough method • Delayed salt method • No time dough method • Sponge and dough method Characteristics of good bread • External characteristics • Volume, symmetry of shape • Internal characteristics - colour, texture, aroma, clarity and elasticity Bread faults and their remedies	8
V	Bakery layout – The required approvals for setting up of a Bakery – Government procedure and Bye-laws. • Selection of site • Selection of equipment. • Layout design • Electricity. Quality control • of raw material • of finished products	8
Suggested Readings; 1) Modern Cookery (Vol-I) Philip .Thangam, Orient Longman; 2) Larousse Gastronomique, Paul Hamlyn; 3) The Complete Guide to the Art of Modern Cookery, Escoffier. 4) Basic bakery and patisserie by Pervinder S Bali, Oxford. 5) The pastry chef,		
Further Suggestions:		

Year-1/Semester-I

Programme/Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSE-1 A/B/C

Course Title: Interior Decoration BHM- 104 B (Elective-II)

Course outcomes:

After completing this course, the learner will be able to:

- 1. Identify various elements & Principles of Interior Decoration.**
- 2. Knowledge about care to be taken for plants and floral material**
- 3. Understand Furniture, Soft Furnishings, and Floor Furnishings found in hotel guestrooms.**
- 4. Assess the Selection of furnishing fabrics.**

Credits: 4

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Meaning & Objectives of Interior decoration Principles of designs, their application in the hotel industry. Elements of design: Line, color, pattern, texture, etc.	08

II	Furniture & its arrangements: types of furniture & selection of furniture Soft Furnishings – Curtains, cushions, bedspread, Selection of furnishing fabrics. Floor Furnishings–floor coverings	10
III	Flower arrangements – Western and Eastern styles. Guidelines on preserving freshness of flowers and arrangements for different occasions. Knowledge of indoor plants & horticulture. Glossary of art forms – rangoli, flower carpet, design, dry flower arrangements, wall hangings of different types	10
IV	Colours: Colour harmonies, association of colors, and their application in the various areas of the hotel industry Lighting & types of light used in hotels. Interior design: Definition, Functional design, Traditional design, Folk and modern design. Purpose of design.	10
1) Hotel Housekeeping: operation and management: G. Raghubalan, Smriti Madhubalan 2) Professional management of housekeeping operation: operational professional management: Thomas J.A Jones		

year-1/Semester-I

Programme/Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSE-1 A/B/C

Course Code: BHM-104 C Elective- III

Course Title: Tourism Operation

Credits: 4

Course Objectives: The objective of this course is that the student would have a basic idea about the Tourism Industry; students would be able to identify the importance and correlation of tourism with the hospitality industry.

Course Outcomes: After completion of the course student will be able to understand:-

- o Discuss the concept of Tourism
- o Learn about Tourism products and resources.
- o Identify and learn about tourism planning and development
- o Will be able to learn about Tour Operations.
- o To Learn about Guides & Escorts

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Concept of Tourism: Origin and objectives of tourism, Elements of tourism; Scope of tourism; Nature of tourism, Travel motivations, Economic benefit of tourism.	08
II	Tourism products and resources: Architectural heritage of India, Classical and folk arts of India, Fairs and festivals of India, Natural and other tourism resources	8
III	Steps of tourism planning, Tourism policy of India, Tourism in State and its policy, Participation of public and private sector in planning.	8
IV	Meaning & Definition, Types of Tour operator: Inbound, Outbound & Domestic, Tour Packaging – definition, components of a Tour Operations: tour package, Types of packages, and tours: Independent Tour, Inclusive Tour, Escorted Tour, and business tour.	8

V	Guides & Escorts: Their role and function Qualities required being a guide or escorting, Itinerary Planning, Steps to plan a Tour, Transport booking–reservation, Accommodation–Reservation & Food facilities, Local guide /escort, Tour Costing.	8
Text Books:- 1) Tourism and travel management–Bishwa IR.Gosh 2) Dynamics of Tourism, R.N.Kaul, Sterling Publishing Pvt.Ltd.,NewDelhi. 3) International Tourism ,A.K.Bhatia,Sterling Publishing Pvt.Ltd.,NewDelhi ReferenceBooks:- 1) Marketing Management, Philip Kotler, Prentice-HallofIndia,NewDelhi. 2) Marketing research–G.C.Beri 3) Hotels for Tourism Development, Dr.J.M.S.Negi,Metropolitan BookCo.(P)Ltd, NewDelhi. 4) Hotel Front Office Management, JamesA.Bardi, VanNostrand ReinholdnNewYork.		

Year-1/Semester-I

Programme /Class: Certificate/ Diploma/ Degree/ Research Bachelor Degree

Category of course: AEC-1

Course Code: BHM 105

Course Title: COMMUNICATION SKIL IN ENGLISH BHM105

Course outcomes:

1. Usage of English language in routine communication,
2. Basics of remedial English,
3. Note making, drafting, routine correspondence handling,
4. Demonstrate basic professional etiquette

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Language and communication:- Need, purpose, nature, models Process of communication and various factors of communication Barriers to communication and overcoming these barriers Non-verbal communication, signs, symbols and body language, language as a sign system, eye contact, facial expressions and posture. Communication in Hospitality organisations and its effects on performance	6
II	Remedial English: - Common errors and their correction in English usage with emphasis tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills. Expressing the same idea/thought unit in different ways	6

III	Skills in written English:- Note making and developing notes into drafts–rewriting of drafts. The use of cohesive devices Correspondence: letters to Class teacher, Principal, Industry, writing bio-data, applications, complaint Precise writing	6
IV	Oral skills (listening and speaking) for effective communication: - Note taking, preparing summaries and abstracts for oral presentation Restaurant and Hotel English, polite and effective enquiries and responses Addressing a group, essential qualities of a good speaker and listener Pronunciations, stress, accent, common phonetic difficulties, use of telephone.	6
Suggested Readings: 1) Bhaskar, W.W.S., and Prabhu,N.S.. “English through reading”, 2) MacMillan, 1978 D’Souza Eunice and Shahani, G., “Communication Skills in English”, Noble Publishing,1977 3) Business Correspondence and Report Writing, Sharma and Mohan, Tata Mcgraw Hill		
Further Suggestions:		

Year-1/Semester-I

Programme/Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: SEC-1

Course Code: BHM-106

Course Title: APPLICATION OF COMPUTERS BHM 106

Course outcomes:

1. Usage of M-Soffice application,
2. Role and usage of Operating System,
3. Basic understanding of Network setups,
4. Net browsing and emailing

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	INTRODUCTION TO COMPUTERS: - What is a computer, Components of a computer system, generation of computers, Storage devices, CDROM's, Pen Drives, other external storage devices.	4

II	OPERATING SYSTEMS: - Introduction, Functions, Types, and Components.	4
III	WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS: - What is Word Processing, Features of MS WORD, Editing Commands and Mail merge. Understanding spread sheets, Features, Formulae, and functions. If Statement, preparing sample worksheets, Preparing Different graphs, Features of POWER POINT, Preparing a presentation Preparing an Organization chart	6
IV	Networks & Networking:- Describe the concept of connectivity, Basic understanding of various kinds of network topologies, Identify the various types of networks and show an overview understanding of local area network.	6
V	Going Online:- Explain the scope of features offered by online information services, Describe basic Internet concepts, Define “browser” and explain the basic concepts of browsing and the operation of a browser, Describe the scope of Internet resources and the various types of Internet applications. INTRODUCTION TO INTERNET:- What is Internet, Network, Network of Networks, WWW, Search Engines, e- mail, creating webpage.	6
Suggested Readings: 1) Fundamentals of Computers, S.Jain, BPB Publication; 2) Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication Further Suggestions:		

Year-1/Semester-I

Programme /Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: VAC-1

Course Code: BHM- 107

Course Title: Universal Human Values- I BHM-107

Course outcomes:

After completion of the course, students will be able to understand:

- 1. Development of a holistic perspective based on self-exploration about themselves (human being), family, society, and nature/existence.**
- 2. Understanding (or developing clarity) of the harmony in the human being, family, society and nature/existence.**
- 3. Strengthening of self-reflection.**
- 4. Development of commitment and courage to acMax.**

Credit 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Introduction to Value Education: Understanding Value Education, Self-exploration as the Process for Value Education, Continuous Happiness and Prosperity – the Basic Human Aspirations, Right Understanding, Relationship and physical Facilities, Happiness and Prosperity – Current Scenario, Method to Fulfill the Basic Human Aspirations.	6
II	Harmony in the Human Being: Understanding Human being as the Co-existence of self ('I') and the Body, Discriminating between the Needs of the Self ('I') and the Body, The Body as an Instrument of 'I', Understanding Harmony in the self ('I'), Harmony of the self('I') with the Body, Program to Ensure Sanyamand Swasthya	6
III	Harmony in the Family and Society: Harmony in the Family – the Basic Unit of Human Interaction, Values in Human – to- Human Relationships, 'Trust' - the Foundational Value in Relationships, 'Respect" – as the Right Evaluation, Understanding Harmony in the Society, Vision for the Universal Human Order.	6
IV	Harmony in Nature (Existence): Understanding Harmony in Nature Interconnectedness, Self-regulation and Mutual Fulfillment among the Four Orders of Nature, Realizing Existence as Co-existence at All Levels, The Holistic Perception of Harmony in Existence.	6
V	Implications of the Holistic Understanding – a Look at Professional Ethics: Natural Acceptance of Human Values, Definitiveness of (Ethical) Human Conduct, A Basis for Humanistic Education, Humanistic Constitution and Universal Human Order, Competence in Professional Ethics, Holistic Technologies, Production Systems and Management Models – Strategies for Transition towards Value-based Life and Profession	6
Text Books:- 1) Jeevan Vidya: Ek Parichaya, ANagaraj, Jeevan Vidya Prakashan, Amarkantak, 1999. 2) Human Values, A.N. Tripathi, New Age Intl. Publishers, New Delhi, 2004. 3) The Story of Stuff (Book). Reference Books:- 1) The Story of My Experiments with Truth-by Mohandas Karamchand Gandhi 2) Economy of Permanence-J CKumarappa 3) Bharat Mein Angreji Raj – Pandit Sunderlal		
Further Suggestions:		

Year-1/Semester-I**Programme/Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors****Category of course: DSC-1 AP****Course Code: BHM 101 P****Course Title: FOOD PRODUCTION PRACTICAL-I (BHM –101P)****Credits: 2****Course outcomes:- Practical Learning by doing.**

	Topics
1	Familiarization and understanding the usage of equipment and tools
2	Proper usage of a kitchen knife and hand tools
3	Familiarization & identification of commonly used raw material: For commodities listed in theory.
4	Basic hygiene practices to be observed in the kitchen & Importance of Kitchen Uniform.
5	First aid for cuts & burns & Safety practices to be observed in the kitchen
6	Basic cuts of vegetables: Julienne, Jardinière, Brunnoise, Macedoine, Payssane, Chiffonade, Wedges, Mirepoix, Fluting, Turned.
7	Methods of Cooking: A Boiling: Potato and Rice (Drain and Absorption method), B Poaching: Egg and Fruits C Steaming: Pudding and Vegetables, D Stewing: Vegetable stew and Bean Stew E Frying: Fritters and Patties F Sautéing and Stir Frying: Vegetable and Noodles G Roasting: Potato and Vegetable roast H Grilling: Vegetable and Cottage Cheese, I Braising: Vegetables J Broiling: Breads, Spices K Baking: Potato and vegetable
8	Egg cookery, including 5 classical preparations

Year-1/Semester-I**Programme/Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors****Category of course: DSC-1 BP****Course Code: BHM 102 P****Course Code: BHM-102 Practical****Course Title: FOOD & BEVERAGE SERVICE PRACTICAL-I (BHM-102P)****Credits: 2****Course outcomes:- Practical Learning by doing.****Practical:**

	Topics
1	Restaurant Etiquettes
2	Restaurant Hygiene practices
3	Practicing Mis- En –Scene activities
4	Practicing Mis- En –Place activities

5	Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.
6	Care and Maintenance of various Tools, Equipments, Flatware's, Hollowware's etc.
7	Side board Organization
8	Laying & Relaying of Table cloth
9	Practicing 7 to 10 Napkin folds
10	Rules for Laying a basic Cover
11	Carrying a Salver/Tray
12	Service of Water
13	Handling the Service Gear
14	Carrying Plates, Glasses & other Equipments
15	Clearing an Ashtray
16	Handling precautions.

Year-1/Semester-I

Programme /Class: Certificate/ Diploma/ Degree/ Research Bachelor Degree

Category of course: DSC-1 CP

Course Code: BHM 103P

Course Title: Room Division Foundation-I Practical

Credits: 2

Course outcomes:- Practical Learning by doing.

After completion of the course, students will be able to:

- Study the layout of different types of guest rooms.
- Analyze different types of manual and mechanical cleaning equipment.
- Describe the storage and maintenance of different cleaning equipment.
- Understand different front office equipment and furniture.
- Fill out different types of front office forms and formats.

Syllabus

(4 hours)

- Understanding Personal Hygiene and Grooming Standards
- Understanding Layouts of Front Office and Housekeeping
- Become familiar with Equipment and Tools
- Room Layout and Standard Supplies (Amenities)
- Preparing Room Amenity Checklist
- Dos and Don'ts for New Entrants/Employees in the Front Office

- Hotel Terminology

Year-1/Semester-II

Year-1/Semester-II

Programme /Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC-2 A

Course Code: BHM-201

CourseTitle: **FOOD PRODUCTION OPERATION- I-BHM-201**

Course outcomes:

1. Cook dishes using advanced and latest cooking methods.
2. Handle basic fish and meat preparation and cooking procedures,
3. Prepare Stocks, Sauces, Soups & Salads,
4. Use basic baking principles during Bread making.

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Breakfast preparation of traditional/classical items:-Continental breakfast & English breakfast, and Indian breakfast	8
II	Fish cookery:- Introduction to fish Cookery- Classification of fish with examples, Selection of Fish, Storing fish, Different cuts of fish, and their cooking methods Meat cookery:- Introduction to meat cookery-cuts and methods of cooking of Beef, Veal, Pork, Lamb with examples of each Introduction to Poultry and Game with examples of each Selection and Storing of Meats	8
III	Stocks, Soups, and Sauces:- Stocks: Definition, Classification, Preparation and Precautions, Uses Soups:Definition,Classification,PreparationandPrecautions,Examples of each Sauces: Definition, Classification Preparation and Precautions, Derivatives of Each.	8

IV	Basic Salads:- Parts of Salad; Types of Salad and their examples Various dressings used: Vinaigrette and mayonnaise-based dressings	8
V	Basic Bakery:- Principal of baking, Basic Bread Making: Role of Ingredients :Flour, Salt, Sugar, Yeast, Fat, Liquid, Egg, Flavours, and Bread improvers. Method of bread making: (i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method. Bread varieties: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls. Bread faults and remedies	8
Suggested Readings: 1) Art of Indian Cookery, Rocky Mohan, Roli; 2) Modern Cookery (Vol-I) Philip .Thangam, Orient Longman; 3) Larousse Gastronomique, Paul Hamlyn; 4) The Complete Guide to the Art of Modern Cookery, Escoffier 5) Quantity food production operation Pervinder s bali. Oxford 6) Food Production operations pervinder s bali, oxford		
Further Suggestions:		

Year-1/Semester-II

Programme /Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC-2 B

Course Code: BHM 202

Course Title: FOOD & BEVERAGE SERVICE OPERATION –I (BHM202)

Course outcomes:

1. Plan menus and serve meals,
2. Handle Breakfast service, demonstrating proper order taking, service, and billing process.
3. Help guests in briefing the Non-Alcoholic beverages,
4. Handle various situations of Guest handling

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total
I	Types of Meals:- Breakfast-Introduction, Types, Service Methods, ala carte and TDH setups Brunch, Lunch, Hi –Tea, Dinner, Supper, Elevenes and others	8

II	Types of Menu:- Introduction to menu ; Types-Ala Carte & Table D'hote, Menu Planning, considerations and constraints, Menu Terms Menu Design French Classical Menu- 11 , 13 and 17 courses separately Classical Foods & its Accompaniments with Cover Indian regional dishes, accompaniments and service.	8
III	Order taking , Service and Billing:- Handling Table reservation, KOTs & BOTs Duplicate & Triplicate System, Computerized K.O.T's Sequence of Food Service Table Clearing Process, Billing Methods, Payment methods and Cash Handling	8
IV	Non – Alcoholic Beverages:- Definition and Classification Hot Beverages-Types-Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation and Service. Cold Beverages-Types- Cold Coffee, Shakes, Mock tails, Juices, Syrups, Aerated Drinks, Preparation and Service	8
V	Customer care and Handling Situations:- Unavailability of Table/reservation Wrong Order Taking, Handling Unavailability of Food items Handling Special Request Order Delays, Spillages, Return Food Lost and found properties Illness Drunken Guest, Un expectable appearance of Guest Dealing with children and Infants Handling Handicaps, Old age guest, Customer with communication Difficulties. Food & Beverage Terminology related to the inputs of the semester	8

Suggested Readings:

- 1) Food & Beverage Service Training Manual-S. Andrews;
- 2) Food & Beverage Service–Lillicrap & Cousins;
- 3) Modern Restaurant Service –John Fuller;
- 4) Professional Food & Beverage Service Management –Brian ;
- 5) Food Service Operations – Peter Jones & Casso; Menu planning -I Kivela

Year-1/Semester-II

Programme /Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC-2 C

Course Code: BHM203

Course Title: Room Division Foundation-II BHM-203

Course outcomes:

1. Learn about different cleaning agents and their applications.
2. Learn about different types of cleaning procedures.
3. Learn about front office operations.
4. Learn about reservation procedures.
5. Learn about guest room servicing

Credits 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total
I	Cleaning Science: Cleaning Agents: Characteristics of a good cleaning agent, pH scale, types of cleaning agents, cleaning products (Domestic and Industrial). Cleaning Equipment: Types of equipment, operating principles, characteristics of good equipment (Mechanical/Manual), storage, upkeep, and maintenance of equipment. Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood Wall and floor covering, and Stain Removal.	8
II	Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Day's Work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores. Housekeeping Control Desk: Importance, Role, Coordination, checklist, key control, handling lost and found, forms, and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of the control desk.	8
III	Basic Front Office Operations: Front desk operations & functions, Equipment used at front office – Room Rack, Mail Message Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voicemail Rack, Cash Register Support Devices, Telecommunications Equipment, rooms and plans, Introduction to the guest cycle.	8
IV	Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups, and baggage handling.	8

V	The Guest Room Servicing: Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/Departure/Vacant/Under Maintenance/VIP) rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.	8
Text Books: 1. Hotel, Hostel and Hospital Housekeeping – Joan C. Branson & Margaret Lennox (ELBS). 2. Hotel Housekeeping – Sudhir Andrews, Publisher: Tata McGraw Hill. 3. Front Office Training Manual – Sudhir Andrews, Publisher: Tata McGraw Hill. 4. Front Office – Operations and Management – Ahmed Ismail (Thomson Delmar). 5. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. Reference Books: 1) Housekeeping and Front Office – Jones 2) Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke 3) Security Operations – Robert McCrie, Publisher: Butterworth–Heinemann 4) Managing Computers in the Hospitality Industry – Michael Kesavana & Cahell. 5) Front Office Operation Management – S.K. Bhatnagar, Publisher: Frank Brothers 6) Managing Front Office Operations – Kasavan & Brooks		
Further Suggestions:		

Year-1/Semester-II

Programme /Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC-2 AP

Course Code: BHM- 201P

Course Title: FOODPRODUCTION OPERATION Practical-I-BHM-201P

Credits: 2,

Course outcomes:

	Topics
1	Revision of Vegetable Cuts and Demonstration of Stock Making
2	Demonstration of Fish Cuts and Chicken Cuts, Their Storage techniques
3	Demonstration of Mother Sauces and their derivatives, and Storing techniques
4	Demonstration of Preparation of Consomme with classical garnishes
5	Preparation of traditional / classical Indian, English and Continental breakfast dishes
6	Preparation of Basic Continental Cookery: 3 Course Menus

7	Soups: Puree, Crème, Broth, Consomme, Cold, Veloute, Chowder and Bisque
8	Appetizers: Classical Salads: Vinaigrette Based, Mayonnaise based dressing salads
9	Application of different meat cuts using different cooking methods
10	Desserts using different cooking methods
11	Preparation of Basic Breads: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls.

Year-1/Semester-II

Programme/Class: Certificate/ Diploma/ Degree/ Research Bachelor Degree.

Category of course: DSC-2 BP

Course Code: BHM- 202

Course Title: FOOD & BEVERAGE SERVICE OPERATION PRACTICAL –I BHMP 202

Credits: 2

Course outcomes:

	Topics
1.	Writing a Menu in French & its Equivalent in English
2.	Breakfast Table Lay-up.
3.	TDH & A la Carte Cover
4.	Restaurant Reservation System
5.	Receiving the guests
6.	Sequence of Service
7.	Taking an Order of Food & Making a KO T.
8.	Table Service
9.	Clearing, Crumbing, Presenting the bill
10.	Service of Cold & Hot - Non Alcoholic Beverages

Year-1/Semester-II

Programme /Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC-2 CP

Course Code: BHMP 203

Course Title: Room Division Foundation–II Practical, BHMP-203

Credits: 2

Compulsory

Course outcomes:

After completion of the course, students will be able to:

- Recognize commonly used agents for cleaning different surfaces.
- Learn check-in and check-out procedures.
- Handle telephones in the department.
- Identify different types of guest supplies and amenities.
- Role-play different guest situations.

	Topics
1	• Identification and familiarization with cleaning equipment and agents. • Cleaning of different surfaces (e.g., windows, tabletops, picture frames, under beds, carpets, metal surfaces, tiles, marble, and granite tops).
2	• Understanding basic housekeeping procedures like briefing, debriefing, dealing with lost & found, key control, forms & registers at the control desk of housekeeping. • Identification and familiarization with front desk equipment and Performa's.
3	Skills to handle front desk operations (e.g., guest reservations, guest arrival (FIT and groups, including baggage handling). • Skills to handle telephones at the reception (receive/record messages).
4	Skills to handle guest departure (FITs and groups). • Preparation and study of countries, capitals, currencies, airlines, and flags chart
5	Role-play: - o At the porch: Guest driving in, doorman opening the door and saluting guest; calling bell boy. - o At the front desk: Guest arriving, greeting & offering welcome drink, and guest Interactions. - o Servicing of guest rooms, placing/replacing guest supplies and soiled linen.

Year-1/Semester-II

Programme /Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSE-2 A/B/C

Course Code: BHM-204 A Elective-I

Course Title: Food Processing (Elective-I)

Credit: 4

After completion of the course, students will be able to understand:

- Learn about Food processing and preservation principles.
- Learn about Food Drying/Dehydration.
- To learn about Packaging.
- To learn about Food Concentration.
- Will be able to learn about Membrane Processing.

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:

Unit	Topics	No. of Lectures Total
I	Food Processing and Preservation Principles: Method of preservation: Pasteurization (definition, time-temperature combination and equipment), sterilization (definition, time-temperature combination and equipment), blanching (definition, time temperature combination and equipment, adequacy in blanching), canning (definition, time temperature combination and equipment).	8
II	Food Drying/Dehydration: Definition, free and bound moisture, concept of water activity, factors affecting drying, Drying curve (constant rate period and falling rate period), moisture content (wet basis and dry basis), equilibrium moisture content, Drying methods and equipment: sun/solar drying, Cabinet drying, tunnel dryer, spray dryer, freeze dryer, fluidized bed dryer. Nutritional, physico-chemical changes during drying. Handling of Guest Requests, General operations of the control desk.	8
III	Packaging: Introduction, Metal Containers, Glass Containers, Rigid Plastic Containers, Reportable Pouch	8
IV	Food Concentration: Evaporation - Definition, types of evaporators (single effect, double effect, and multiple effect evaporator); Freeze concentration - General principles and applications, basic elements, ice crystal nucleation, growth and crystallization, separation techniques (filtration and wash column).	8
V	Membrane Processing: General principles and advantages, dead-end and cross flow. Classification of membrane systems: Reverse Osmosis, Nano Filtration, Ultra Filtration, Micro Filtration, Electro dialysis, and Pervaporation; Membrane technology comparison chart, Membrane application in the food industries; Membrane performance, and limitations of membrane processes.	8
Text Books: 1) Food Processing: Principles and Applications by Ramaswamy H. & Marcotte M. Taylor & Francis. a. Food Science by Norman N Potter and Joseph H. Hotchkiss, CBS Publishers and 3) Distributors. Reference Books: 1) Novel Food Processing Technologies by Barbosa-Canovas, Tapia & Cano CRC Press, 2004.		
Further Suggestions:		

Programme /Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSE-2 A/B/C

Course Code: BHM-204 B

Course Title: HACCP Elective II

Credit: 4

Course Outcomes:

After completion of the course, students will be able to understand:

- Types of hazards.
- HACCP principles.
- Basics of developing a HACCP plan.
- Common prerequisite programs in HACCP.
- Types of records and benefits of HACCP.

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total
I	Types of Hazards: Microbiological, chemical, physical, allergens.	8
II	Principles of HACCP: • Conduct a hazard analysis. • Determine critical control points. • Establish critical limits. • Establish monitoring procedures. • Establish corrective actions. • Establish verification procedures. • Establish record-keeping and documentation procedures.	8
III	Development of HACCP Plan: • Assemble the HACCP team. • Describe the food and its distribution. • Describe its intended use and consumers. • Develop a flow diagram explaining the process. • Verify the flow diagram. • Start analysis.	8

IV	Common Pre-requisite Programs: • Facilities. • Supplier control. • Specifications. • Production equipment. • Cleaning and sanitation. Personal hygiene. • Training. • Chemical control. • Receiving, storage, shipping. • Traceability and recall. • Pest control. • Quality assurance procedures. • Standard operating procedures.	8
V	Benefits of HACCP and Types of Records: • Business money-saving in the long term. • Increased food safety standards. • Compliance with the law. • Increased food quality standards. • Organized process for safe food production. • Organized staff, greater teamwork and efficiency. • Temperature charts/logs. • Storage logs. • Cleaning schedules. • Employee qualifications.	8
Text Books: 1) The HACCP Food Safety: Training Manual by John Wiley & Sons (17 October 2006). 2) HACCP: Principles and Applications by Springer (2nd edition, 31 December 1995). 3) The art & Science culinary :- Dr Vinod .S.Negi- Notion Express, Press Reference Books: 1) Encyclopedia of Food Safety edited by Yasmine Motarjemi.		

2) Encyclopedia of Food Microbiology by Carl A. Batt, Pradip Patel, Richard K. Robinson.

Further Suggestions:

Year-1/Semester-II

Programme /Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSE-2 A/B/C

Course Code: BHM-204 C

Course Title: Uttarakhand Tourism BHMT-204 C Elective III

Credits: 4

Course Objectives:

The objective of this course is that the student would have a basic idea about the Tourism Industry students would be able to identify the importance and correlation of tourism with the hospitality industry.

Course Outcomes:

After completion of the course student will be able to understand:-

- Discuss the concept of Geography of Tourism.
- Learn about the Importance of Geography of Tourism.
- Identify the Indian Geography of Tourism.
- Will be able to learn about the Tourism Model.
- To learn about the Political and Physical features of Tourism Geography.

Syllabus:

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total
I	Tourism Product Of Uttarakhand: Mountains, Rivers, Famous Tourist Destinations	

II	Tourism Product Religious: Char Dham, Temples, Gurudwaras, Church, Mosque.	
III	Luxury Hotels In Uttarakhand: Taj Rishikesh, JW Marriott, Jaypee Hotel,Taj Corbett,Hyatt, Ananda in the Himalayas.	
IV	Uttarakhand Simply Heaven: Natural Resources, Man Made Resources, Sanctuaries, Parks	
V	Hospitality & Tourism Organisation in Uttarakhand GMVN/KMVN, Hospitality Tourism Organisations like IHM, State IHM/Universities, Colleges with Courses Brief Note work of Notable Person in Field of Hospitality & Tourism	

Text Book

- 1) Anand, M. M., Tourism and hotel Industryii1 India,PrenticeHall,NewDelhi,1976
- 2) Bhatia, A. K.,International Tourism ,Sterling Publishers, New Delhi
- 3) Bhatia, A.K.,Tourism development: Principles, Practices and Philosophies,
- 4) Sterling Publishers, New Delhi
- 5) .Robinson,H.A.,GeographyofTourism,McDonaldandEvans,London,1976

Reference Books

- 1) McIntosh,Robert,W.Goldner,Charles,Tourism:Principles,Practicesand
- 2) Philosophies,JohnWileyandSonsInc.NewYork,1990(9th edition)
- 3) Mill, Robert Christie and Alastair M. Morrison, The Tourism System, Englewood
- 4) Cliffs,N.J.,PrenticeHall,1985
- 5) Negi, J.M.S. ,Tourism and Travel-Concepts and principles, Gitanjali Publishing
- 6) House,NewDelhi,1990

Year-1/Semester-II**Programme /Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors****Category of course: AEC-2****Course Code: BHM-205****Course Title: Business Communication BHM- 205****Course outcomes:**

1. Usage of proper English grammar in dialogue process,
2. Write formal and informal letters and write resume,
3. Deliver speech and handle interviews,

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	COMMUNICATION:- Definition of communication Characteristics of communication Process of communication, Channels of communication	8
II	Barriers to communications, how to overcome them. Listening skills. Channels of communications. Types of communications.	8
III	WRITING SKILLS:- Letter writing - formal and informal Resume writing Report writing Note making and note taking	8
IV	PUBLIC SPEAKING AND INTERVIEW SKILLS:- Writing a speech, preparing speech note Interview skills, Presentations skills, planning, preparation, practicing, presentation to different groups Qualities of a good speaker, presenter and listener. Meeting & Minutes of meeting	8

V	IMPORTANCE OF COMMUNICATION IN HOSPITALITY SECTOR:- Importance of communication in hospitality sector, Hotel and restaurant English Writing for Training Log Book and Report	10
Suggested Readings:		
Further Suggestions:		

Year-3/Semester-V

Programme /Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: SEC-2

Course Code: BHM-206

Course Title: FUNDAMENTALS OF MANAGEMENT, BHM 206

Course outcomes:

1. **Managerial functions in a Hotel**
2. **Various process of management**
3. **Managerial control in a Hotel**
4. **Importance of Motivation**

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	NATURE & FUNCTIONS:- Importance, Definition, and Functions of Management, Role of a Manager. Management Skills. DEVELOPMENT OF MANAGEMENT THOUGHT:- Early Classical Approaches, Neo Classical Approaches, Modern Approaches.	
II	PLANNING & DECISION MAKING:- Nature & Importance of Planning, Types of Plans, Meaning of Decision Types of Decisions, Steps in Rational Decision making.	

III	ORGANISING:- Concept, nature, significance of organizing, Formal and informal organization, Organization chart of a 5 star hotel, Types of organization, functional, Line and staff relationship, Delegation and Authority, Centralization and Decentralization. Recruitment – internal and external sources, Steps in the process of selection, recruitment Vs. selection. DIRECTING:- Meaning, nature, significance, characteristics of directing, chain of command, authority – responsibility-account ability relationship Elements of Direction – supervision, communication, training and development, leadership, motivation. Leadership – meaning, importance, theories and styles. Communication – meaning, significance, types, process and barriers to communication. Supervision – Meaning, nature and significance of supervision	
IV	MANAGERIAL CONTROL:- Meaning of Managerial Control, Steps in Control Process, Need for Control System Benefits of Control, Control Techniques	
V	MOTIVATION:- Meaning, nature and importance of motivation, morale incentives, Motivation and productivity relationship, Types of motivation, theories of motivation – Herzberg’s hygiene-motivation (two factor) theory, Maslow’s theory of need hierarchy, Mc Gregory’s theory ‘X’ and theory ‘Y’	
Suggested Readings:		
1) Principles of Management by PC Tripathi & PN Reddy; 2) Principles of Management by BS Moshal		
Further Suggestions:		

Year-1/Semester-II

Programme /Class: Certificate/ Diploma/ Degree/ Bachelor Degree with Honors

Category of course: VAC-2

Course Code: BHM- 207

Course Title: Universal Human Values II BHM-207

Credit: 2

Course outcomes:

After completion of the course, students will be able to understand:

- Basic human aspirations and their fulfilment through right understanding and resolution.
- The role of self in human existence and its activities.
- The interconnectedness of human beings with nature and existence.
- The principles of human conduct and holistic living.

• The application of these principles in the hotel industry. Compulsory

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Introduction: Basic human aspiration and its fulfilment through an all-encompassing resolution. The basic human aspirations and their fulfilment through right understanding and resolution. Right understanding and resolution as the activities of the self, with the self being central to human existence. All-encompassing resolution for a human being, including details and solutions to problems in light of resolution.	10
II	Right Understanding (Knowing): The domain of right understanding, starting from understanding the human being (the knower, the experience, and the doer) and extending to understanding nature/existence – its interconnectedness and co-existence. Understanding the role of human beings in existence and human conduct.	12
III	Understanding Human Beings: Comprehensive understanding of the human being as the first step and core theme of this course. The human being as a co-existence of the self and the body. Activities and potentialities of the self. Basis for harmony or contradiction within the self.	12
IV	Understanding Nature and Existence: A comprehensive understanding of existence, including nature. The need and process of inner evolution through self-exploration, self-awareness, and self-evaluation. Awakening to the activities of the self: realization, understanding, and contemplation. Realization of co-existence, understanding harmony in nature, and contemplation of human participation in this harmony/ order leading to comprehensive knowledge about existence.	10
V	Understanding Human Conduct: All-encompassing resolution and holistic way of living. Understanding human conduct and the different aspects of all-encompassing resolution (understanding, wisdom, science, etc.). Holistic way of living for human beings with all-encompassing resolution, covering all four dimensions of human endeavor: realization, thought, behavior, and work (participation in the larger order), leading to harmony at all levels from self to nature and the entire existence.	12
Text Books: 1) Jeevan Vidya: Ek Parichaya by A. Nagaraj, Jeevan Vidya Prakashan, Amarkantak, 1999. 2) Human Values by A. N. Tripathi, New Age Intl. Publishers, New Delhi, 2004. 3) The Story of Stuff (Book). Reference Books: 1) The Story of My Experiments with Truth by Mohandas Karamchand Gandhi 2) Economy of Permanence by J. C. Kumarappa		

3) Bharat Mein Angreji Raj by Pandit Sunderlal 4) Rediscovering India by Dharampal
Further Suggestions:

Year-2/Semester-III

Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC-3A

Course Code: BHM301

Course Title: Introduction to Indian Cuisine –BHM- 301

Course outcomes:

1. Cook dishes using traditional Indian cooking methods,
2. Handle Tandoor preparation and cooking,
3. Prepare Popular regional dishes,

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total
I	Indenting:- Principles of Indenting for volume feeding , Portion size of various items for different types of menu Standardizing recipes and modifying	8
II	Basics of Indian Cuisine:- Introduction to Indian Cookery, Identification of various varieties of rice, cereals, and pulses Simple methods of preparation and ingredient combination ratios- Rice, Dals, Vegetables, Indian breads	8
III	Indian Masalas:- Blending of spices and concept of masalas Different masalas used in Indian cookery- Dry & Wet masalas & their Composition Masalas used in Regional Cuisine Special masala blends, Indian Curries:- Concept & importance of curries and gravies Types of Indian Curries and their combinations	8

IV	Tandoor:- Understanding concept of Tandoor Tandoor Seasoning, tools used in tandoor Marinades used in tandoor cooking Tandoor Breads and roasts	8
V	Indian Regional Cooking:- Brief study of following regional Cuisine-South Indian, Goa, Hyderabad, Bengal, Gujarat, Rajasthan, Awadh, Punjab, Kashmir & Uttarakhand Understanding Dietary habits, role of staple food, traditional cooking methods, popular dishes and tools used.	8
Suggested Readings:		
1) Art of Indian Cookery, Rocky Mohan, Roli; Prasad – 2) Cooking with Masters, J. Inder Singh Kalra, 3) A Taste of India, Madhur Jaffrey, Pavillion,; 4) Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, ; 5) Zaika, SonyaAtal Sapru, HarperCollins; Punjabi Cuisine, Premjit Gill; 6) Hyderabadi Cuisine, Pratibha Karan, HarperCollins		
Further Suggestions:		

Year-2/Semester-III**Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors****Category of course: DSC-3 B****Course Code: BHM- 302****Course Title: Food & Beverage Operations-II BHM-302****Course outcomes:**

- 1. Plan IRD operations.**
- 2. Explain the basics of wines.**
- 3. Explain beer production and types of beer**
- 4. Will be able to understand the role of Aperitifs and vermouth**

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total
I	In Room Dining Service: - Introduction, general principles and types Cycle of Service, scheduling and staffing Forms and Formats, Order Taking, Suggestive Selling, breakfast cards Time management- lead time from order taking to clearance	8
II	Alcoholic Beverages: - Definition & Classification of Alcoholic Beverages Types of grapes used in wine production. Wine making - viticulture, vinification. Vinification types-Still, Sparkling Aromatized, and Fortified. Classification of Wines. Wine controlling terms –France Germany, Italy, Spain, Portugal, Wines region of France-Bordeaux, Burgundy, Loire Rhone Alsace, Jura, Provence. Wines of Italy, Spain ,Germany ,Portugal, Australia South Africa, Chile, California &India Storage of wines, glassware types, other equipment and tools associated to wines. Important brands of wine and Service of wines- Glassware used temperature for service of wines.	8
III	Beers: - Introductions to beer, Brief introduction to Beer Production Types and Brands – Indian and International, Other fermented and brewed beverages – Sake, Cider, Perry	8
IV	Aperitifs & Vermouths: - Definition Types- Wine based & spirit-based Usage and storage.	8
V	Tobacco:- Types – Cigars & cigarettes Cigar strengths and sizes Brands – Storage and service	8
Suggested Readings:		
1) Food & Beverage Service Training Manual-S. Andrews; 2) Food & Beverage Service –Lillicrap & Cousins; 3) Modern Restaurant Service –John Fuller; 4) Professional Food & Beverage Service Management – Brian ; 5) Food Service Operations – Peter Jones & Casse; 6) Menu planning-J Kivela, Food & Beverage Management by John Cousins, David Foskett 7) F&B Mgmt by Sudhir Andrews		
Further Suggestions:		

Year-2/Semester-III**Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors****Category of course: DSC-3 C****Course Code: BHM- 303****Course Title: Room Division Operations BHM-303****Course outcomes:**

1. Should know Property management systems
2. Procedure required in Guest check in & Checkout.
3. Night audit Process.
4. Revenue Control.

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Room Tariff, Reservation Practices, and Booking Channels Room Tariff: Basis of room tariff, tariff fixation, calculating room tariff, types of room tariffs (rack rate, discounted rates, company volume guaranteed rate). Types of Meal Plans used in the hotel industry. Modern Reservation Practices: Digitalization of reservation and cancellation, modern channels and systems, package plans for hotel bookings with airlines, cruise liners, railway networks. Last Minute Bookings & Cancellations through OTAs.	8
II	Online Travel Agents (OTAs) and Meta-Search Platforms Indian OTAs: Detailed study of Make My Trip, Yatra, Goibibo, etc. International OTAs: Detailed study of Expedia, Priceline.com, Booking.com, Agoda, etc. Meta-Search Hotel Websites: Google Hotel Ads, Trip Advisor, Kayak, Trivago, and other app-based platforms.	8
III	Guest Check-In Practices and Registration Modern Practices for Guest Check-In: Pre-arrival, arrival, and stay check-in procedures. Check-in Situations: Procedures for guests with confirmed reservations, walk-in guests, groups/crews, scanty baggage guests, and international travelers. Digital Check-in via hotel websites, mobile apps, or social media. Registration Process: Steps for registration with or without reservation, pre-registration activities, processing VIP, foreigner, and group registrations.	8
IV	Housekeeping Operations and Linen Management Housekeeping Department Systems & Procedures: Inventory levels, area inventory list, types of schedules, stock records, issues, and controls. Linen Room & Uniform Management: Layout, equipment, selection criteria for linen purchasing, linen control measures, inventory handling, and discard management. Laundry Operations: On-premises vs. contract laundry, layout and machinery, laundry aids, wash cycle, dry cleaning, stain types, and stain removal. Valet Service.	8
V	Specialized Housekeeping Operations Concierge Operations: Bell desk functions, equipment, luggage handling, paging, room changes. Housekeeping in Non-Hotel Institutions: Housekeeping practices in hospitals, malls, multiplexes, apartments, and airlines. Teamwork & Leadership in Housekeeping: Job allocation, work schedules, staff calculations, training, performance standards, time and motion study.	8

Suggested Readings:**Text Books:**

2. Hotel Housekeeping – Sudhir Andrews, Publisher: Tata McGraw Hill.
1. Front Office Training Manual – Sudhir Andrews, Publisher: Tata McGraw Hill.
2. Front Office – Operations and Management – Ahmed Ismail (Thomson Delmar).
3. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press
4. Hotel, Hostel and Hospital Housekeeping – Joan C. Branson & Margaret Lennox (ELBS).

Reference Books:

5. Housekeeping and Front Office – Jones
6. Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
7. Security Operations – Robert McCrie, Publisher: Butterworth–Heinemann
8. Managing Computers in the Hospitality Industry – Michael Kesavana & Cahell.
9. Front Office Operation Management – S.K. Bhatnagar, Publisher: Frank Brothers

Managing Front Office Operations – Kasavan & Brooks

Further Suggestions:

Year-2/Semester-III

Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSE-3A

Course Code: BHM 304 A Elective I

Course Title: Food Science & Nutrition- BHM-304 A Elective I

Course outcomes:

1. Meal preparation with nutrients in proper amount
2. Importance of nutrition for health Storage and preservation of food

Credits:4

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Introduction: Food & its relation to health, Objectives in the study of nutrition, Major Nutrients: Their characteristics, functions, metabolism, food sources, deficiencies, Carbohydrates, Lipids, Proteins, Vitamins & Minerals,	8
II	Effect of Heat on Food: Effect of cooking on- Nutritive value of food, Pigments and texture. Method of retention of Nutrients.	8
III	Classification of raw materials into food groups: Cereals, Pulses, Milk & milk products, milk borne disease and methods of preservation, Eggs, Meat varieties, preservatives, cooking poultry white and red meat, Fish, cooking, disease produced by fish, Fruit & Vegetables, Nuts & dried fruits. Sweetening agents, Spices & condiments, emulsions, colloids, flavour and browning	8
IV	Water: Definition, Dietary sources (visible, invisible), functions of water, role of water in maintaining health (water balance).	8
V	Balanced Diet / Menu planning: Definition, importance of balanced diet, RDA for various nutrients – age, gender, physiological state, planning of nutritionally balanced meals based upon the three food group system, factors affecting meal planning, critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning, calculation of nutritive value of dishes/ meals. Basics of In-valid cookery and therapeutic diets.	8

Suggested Readings:

- 1) Clinical dietetics & nutrition – F. P. Anita
- 2) Food science chemistry & experimental foods – Dr. M Swaminathan
- 3) Food & Nutrition – Dr. M. Swaminathan
- 4) A text book of Bio chemistry – A. V. S. S. Rama Rao
- 5) Catering Management an integrated approach Mohinseth, Surjeet Mulhan
- 6) Food facts & principles – Manay & Shalakshara Swamy
- 7) Food science – Sumathi Mudambi
- 8) Fundamentals of food and nutrition, Mudambi & Rajgopal 4th edition 2001.

Further Suggestions:

Year-2/Semester-III

Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSE-3B

Course Code: BHM 304 B Elective II

Course Title: Facility Planning in hospitality, Elective-II

Credits:4

Course outcomes:

Prepare a facility plan for the hospitality sector

- Plan effective maintenance of operational areas
- Manage parking areas
- Handle hazards

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:

Unit	Topics	No. of Lectures Total=
I	Facility Planning: Definition, planning considerations, carpet area, plinth area	8
II	Hotel Design: Role of designer, design considerations, attractive appearance, efficient plan, good location, suitable material, good workmanship, sound financing, competent management, planning for disabled (guestrooms, washrooms, & other public areas)	8
III	Kitchen Layout & Design: Principles of kitchen layout and design, areas of the various kitchens with recommended dimensions, factors that affect kitchen design, placement of equipment, space allocation, layout of the commercial kitchen (types, drawing a layout of a commercial kitchen)	8
IV	Car Parking: Types of parking (above grade, below grade, on grade, composite), factors of planning, layout, multi-storey parking, underground parking, parking management, calculating the car park area, car parking for physically disabled, accessibility requirements for parking areas, valet parking	8
V	Stores – Layout and Design: Features of stores, site location and store design principles, stores layout and planning (dry, cold, and bar), various store equipment, workflow in stores	8

Textbooks:

- 1) *Hospitality Facility Management* – David M. Stipanuk
- 2) *How Things Work* – The Universal Encyclopedia of Machines, Vol-1 & 2
- 3) *The Management of Maintenance & Engineering Systems in Hospitality Industry* – Frank D. Boresenik

Reference Books:

- 1) *Building Construction* – Sushil Kumar
- The Complete Guide to DIY and Home Maintenance* – Mike Lawrence

Year-2/Semester-III**Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors****Category of course: DSE-3C****Course Code: BHM 304 C Elective III****Course Title: Uttarakhand Cuisine, Culture, Custom & Tradition , BHM- 304C Elective III****Credits: 4****Course Objectives:**

The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Uttarakhand Cuisine, Culture, and Custom & Tradition

Course Outcomes: The students undertaking this course should be able to understand following:

- Culture & Traditions of Uttarakhand.
- Knowledge of Uttarakhand cuisine.
- Knowledge of Traditional foods of Garhwal & Kumaon region

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:

Unit	Topics	No. of Lectures Total=
I	Introduction to Uttarakhand: Introduction, geographical conditions (Himalayas, rivers, lakes) flora & fauna, historical influence.	8
II	Culture & Traditions of Uttarakhand: Introduction, objectives, Art & amp; sculptures, folk dances, fairs and festivals, religious traditions, char dham yatra, nanda devi rajjat yatra, jhanda mela, hemkund Yatra.	8
III	Uttarakhand cuisine: Introduction to Uttarakhand cuisine, religious impacts, spices used in Uttarakhand cuisines Uttarakhand starters and sweets.	8
IV	Traditional foods of Kumaon region: staple diets, special festival preparations, cooking Techniques, starters & sweets, grains and pulses used in cooking and their nutritional benefits.	8
V	Traditional foods of Garhwal region: Staple diets, special festival preparations, cooking Techniques, starter s& sweets, grains and pulses used in cooking and their nutritional benefits.	8

Text Books:-

- 1) Uttarakhand tourism the kaizen way to sustainability & progress by B P Skhati
- 2) Uttarakhand cuisine an essence of Himalaya by subodh upadhyay
- 3) The Heavenly Abode: A Culinary Trail in to the Foods of Uttarakhand by Ashujain

Reference Books:-

- 1) The food heritage of Uttarakhand by Subodh upadhyay
- 2) Vegetarian cuisine from the Himalayan Foothills by Veena Sharma
- 3) Uttaranchal year Book 2022-23 Winsar Publication

Year-2/Semester-III**Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors****Category of course: DSC-3 AP****Course Code: BHM 301 P****Course Title: FOOD PRODUCTION OPERATION PRACTICAL – II -BHM301P****Credits: 2****Course outcomes:**

S.No	Topics
I	Revising Preparation of Basic – Vegetable, Fruit, Meat, Poultry and Fish cuts
II	Preparation of Basic egg dishes- Boiled, Poached, Fried, Baked
III	Basic Meat, Fish and Poultry preparations. Preparation & jointing of chicken, Filleting of Fish & Identification of meat cuts and preparation of dishes (As per the knowledge shared in 2 nd Semester)
IV	Preparation of Basic gravies and commonly used Indian masala's
V	Regional cookery of India- Karnataka, Tamilnadu, Kerala, Gujrathi, Lucknow, Awadh, Punjabi, Bengali, Hyderabad, Kashmiri, Uttarakhand cuisines with proper accompaniments like chutney, Indian breads rice preparations etc, (minimum 1 menu each)
VI	Tandoor cooking- Breads, Kababs, Roast etc.
	Note: The Institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in consideration.

Year-2/Semester-III**Programme /Class: Diploma/ Degree/ Research Bachelor Degree****Category of course: DSC-3 B****Course Code: BHM 302 P****Course Title: Food & Beverage Operations Practical -II BHM-302 P****Credits: 2****Course outcomes:**

S.No	Topic
1	Understanding Room Service Amenities, Room Service equipments.
2	Room Service Tray & Trolley Lay-Up. Carrying Continental Tray
3	Functional Layouts for room service
4	Role play: Knocking & opening guest door, wishing the guest, placing tray, checking order, presenting bill, greeting at exit.
5	Order taking on telephone (standard phrases)
6	Set-up for In Rooms.
7	Procedure for handling fruit basket's (amenities) and actual practices of placing same with finger bowl, knife on B&B plate etc. in guest room.
8	Conducting Briefing/De-Briefing for F & B outlets.
9	Taking an Order & Service of Beer, Sake and Other Fermented & Brewed Beverages.
10	Taking an order & Service of –Sparkling, Aromatized, Fortified, Still Wines. Order of service (starting with wine approval from host, wrapping bottle with napkin etc.)
11	Opening different types of wine bottles. (Different types of cork screws)
12	Use of different glasses, holding & carrying glasses
13	Set up a table with Prepared Menu with wines.
14	Service of Cigars and Cigarettes.

Year-2/Semester-III

Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC-3 CP

Course Code: BHM 303 P

Course Title: Room Division Practical -II, BHM-303P

Credits: 2

Course outcomes:

	Topic
1	Practicing modern reservation and cancellation processes
2	Practicing registration process (non-automated and automated) for FIT, FFIT, DFIT, GFIT, and corporate guests
3	Filling density charts from reservations of multiple sources (OTA, guest e-mail, TA, CRS & walk-in) in Excel sheets
4	Practicing telecommunication skills – telephonic situation handling
5	Handling bell desk operations , Handling concierge operations
6	Front office communication, Linen inventory
7	Practicing the entire process of discard management using forms and formats
8	Stain removal of common stains found in room and restaurant linen

Further Suggestions:

Year-2/Semester-III

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: AEC-3

Course Code: BHM- 305

Course Title: Foreign Language FRENCH BHM305

Course outcomes:

- 1. Understand basic French alphabets and articles**
- 2. Basic French for hotel use.**

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total
I	INTRODUCTION TO FRENCH GRAMMAR (i) The alphabets, Use of Capital letters, the accents in French (ii) Liaison, Use of the Apostrophe, The Vowels & Consonants, Elision rules	10
II	THE ARTICLES (i) Le, La, L' & Les; un, une, des and Their usage with common nouns, e.g., the table, the chair, a wall, a window, a man, a woman, etc. (ii) Counting Numbers Ordinal & Cardinal: 1-100; 1st-100 th . (iii) Common adjectives – e.g. Grand/Petit/Haut/Bas etc. (iv) Conjugation (Affirmative and Negative) – er ending regular verbs + the verbs être and avoir (present indicative tense). The verb 'aller'; boire; servir, faire, prendre, finir, voir, lire, dire. (v) The days of the weeks, Seasons & months of the year in French. (vi) Les professions (le médecin etc.); les noms de pays (Angleterre, Allemande, Espagne, Inde, etc.)	20
III	VOCBULARY & COMPREHENSION i) Dialogue: Ordering breakfast; translation of French menu terms. ii) Common greetings and frequently used polite phrases (Short-phrases) Like avec plaisir, comment allez vous?, s'il vous plait, a votre sante, etc. iii) Learning complaint handling in French- ways to say sorry and make up. Writing short phrases. Comprehension & translation Between 2 persons – self-introduction. Meals (Le repas)- making a 6-course french menu with English translation. Breakfast, lunch, and dinner.	12
IV	AU RECEPTION Translation & comprehension - Front Office, reception – conversation, practicing various French terms related to guest rooms and checking in.	10
V	AU RESTAURANT Basic Conversation between a waiter and a guest, practicing basic French terms Related to Food & Beverage service and production. Eg, names of fruits and vegetables, service equipment, and kitchen equipment.	10
Suggested Readings: 1) Cours de langue et de civilization francaise- G. 2) Mauger Parlez a l hotel – A.Talukdar 3) French for Hotel Management: Bhattacharya Further Suggestions:		

Year-2/Semester-III**Programme /Class: Degree/ Bachelor Degree with Honors****Category of course: SEC-3****Course Code: BHM-306****Course Title: Hotel Accounts, BHM-306****Course outcomes:**

1. What is the role of accounting in a business organization to maintain and providing business information to the users of accounting?
2. How to prepare and handling different types of accounts.
3. Advantages and limitations of trial balance.
4. Definition, importance and characteristics of audit.

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total
I	Introduction to Accounting:- Meaning and definition Types and Classification Principles of Accounting Introduction to Uniform System of account. Primary Books (Journal):-Meaning and definition Format of journal Rules of Debit and Credit Practical problems	8
II	Secondary Books(Ledger) and Subsidiary Books:- Meaning and Uses of Ledger Format and Posting Practical problems of ledger Needs and uses of subsidiary Books Classification of subsidiary Books PurchaseBook;SalesBook;PurchaseReturnBook;SalesReturnBook;JournalProper & Practical Problems	8
III	Cash Book:- Meaning and Use Advantages Simple, Double and Triple column cash book Petty cash book Practical Problems. Trial Balance:- Meaning ; Advantages; Limitations & Practical problems Contents of Income statement, Contents of Financial statement Practical problems of Income statement and Financial statement	8
IV	Bank Reconciliation Statement:- Meaning Reasons why pass book and cash book do not balance Practical problems	8
V	Departmental Accounting:- An introduction of departmental Accounting Allocation and apportionment Advantages and Drawback of allocation Basis of allocation Practical problems	8
Suggested Readings:		
1. Comprehensive Accountancy ,S.A. Siddiqui 2. A Complete Course in Accounting Volume - I,N.D. Kapoor 3. Double-Entry Book-Keeping , R.C. Chawla &C. Juneja 4. Introduction to Accountancy, T. S. Grewal 5. Elements of Hotel Accounts, G.S. Rawat, J. M. S. Negi		
Further Suggestions:		

Year-2/Semester-III**Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors****Category of course: VAC-3****Course Code: BHM- 207****Course Title: Environment Studies BHMT- 207****Credit-2****Course Outcomes:****After completion of the course, students will be able to understand:**

- **Introduction to environmental studies.**
- **Ecosystem.**
- **Natural Resources.**
- **Biodiversity and conservation.**
- **Environmental pollution.**

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total
I	Introduction to Environmental Studies: Multi-disciplinary nature of environmental studies; Scope and importance; concept of sustainability and sustainable development.	8
II	Ecosystem: What is an ecosystem, Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs, and ecological succession. Case studies of the following ecosystems: Forest ecosystem, Grassland ecosystem, Desert ecosystem, Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries).	8
III	Natural Resources: Renewable and Non-renewable resources: Land resources and land use change; Land degradation, soil erosion, and desertification. Deforestation: Causes and impacts due to mining, dam building on environment, forests, over water (international & inter-state). Energy resources: Renewable and non renewable energy sources, use of alternate energy sources, growing energy needs, case studies.	8
IV	Biodiversity and Conservation: Levels of biological diversity: genetic, species, and ecosystem diversity; Bio-geographic Zones of India; Biodiversity patterns and global biodiversity hotspots. India as a mega-biodiversity nation; Endangered and endemic species of India. Threats to biodiversity: Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions; conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity. Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic, and informational value.	8
V	Environmental Pollution: Environmental pollution: types, causes, effects, and controls; Air, water, soil, and noise pollution. Nuclear hazards and human health risks. Solid waste management: control measures of urban and industrial waste. Pollution case studies.	8
Suggested Readings: Text Books: 1) “Environmental Studies” - Erach Barucha 2) “Objective of Environmental Sciences” – B.B. Singh 3) “Fundamental Concepts in Environmental Studies” - D.D. Mishra Reference Books: 1) Advances in Environmental Science & Technology - R.K. Trivedi 2) Environmental Science - Y.K. Singh 3) Environmental Science - G. Tyler Miller		
Further Suggestions:		

Year-2/Semester-IV

Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC- 4A, 4B, 4C, and 4D Industrial Exposure

Course Code: BHM- 207

Course Title: Industrial Training

Credit-22

Semester IV

Industry Integrated Practical Module

Duration of Exposure: 22 weeks

Leave Formalities: 1 weekly off, festivals and national holidays given by the hotel, 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. The training in IV semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convener/ H.O.D for Industrial exposure from parent Institute.

Training Schedule:

Housekeeping: 3-4 weeks; **Front Office:** 4-5 weeks; **Food and Beverage Service:** 4- 5 weeks **Food Production:** 4-5 weeks; **floating weeks:** others (In the areas of Interest) may be availed **Total weeks:** 20 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 27. Being practical oriented the number of hours input per week comes as 48 hours per week.

Academic Credits for training shall be based on following:

- Log books and attendance, Appraisals, Report and presentation, as applicable.
- All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed.
- Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. It should be made for duration of 10 minutes.
- Marks will be awarded on this jointly by a panel of one internal and one external examiner. The presentation should express the student's experiences in the department and what has he learned/ observed.

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on single side of the paper.
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority. Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:
 1. Logbook;
 2. Appraisal;
 3. A copy of the training certificate.
 4. IT Report in all four Departments.
 5. Power point presentation on a CD, based on training report
 6. Attendance sheet
 7. Leave Card

Evaluation of Industrial exposure:

- a. The viva will be conducted by an external examiner based on the experimental learning in operation areas of the hotel. The 60% weightage will be given to report writing, log book & presentation and 40% weightage viva voce.

Year-2/Semester-IV

Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC- 4AP

Course Code: BHM- 401 P

Course Title: Food Production Operations (Industry Exposure-1)

Credits: 6

Course outcomes:

WHAT TO OBSERVE

Food Production

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

Year-2/Semester-IV

Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC- 4BP

Course Code: BHM 402 P

Course Title: Food & Beverage Service Operations (Industry Exposure-1)

Credits: 6

Course outcomes:

WHAT TO OBSERVE

Food & Beverage Service

BANQUETS

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures.
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chafing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station

4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunken guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/INROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

Year-2/Semester-IV

Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC- 4CP

Course Code: BHM 403P

Course Title: Room Division Operations- (Industry Exposure-1)

Credits: 6

Course outcomes:

WHAT TO OBSERVE

Room Division

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.

5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C, T.V. etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency.
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, colour themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

The Control Desk

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

Public Area

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

Front Office

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy

26. Handling of room changes / rate amendments/ date amendments/ joiners/ one person departure/allowances/ paid outs and all formats accompanying them
27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievance, requests etc
29. Bell Desk / Concierge Functions: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. Travel Desk: coordination, booking, transfers etc.

Year-2/Semester-IV

Programme /Class: Diploma/ Degree/ Bachelor Degree with Honors

Category of course: DSC- 4D

Course Code: BHM 404P

Course Title: Other Departments (Industrial Exposure-1)

Credits: 4

Course outcomes:

WHAT TO OBSERVE

Human Resource Practices

1. Organisation Mission/ Vision/ Values
2. The Human Resource Divisions
3. Human Resource Roles,
4. HR Challenges
5. Manpower Planning Process,
6. Managing Workers
7. Recruitments – Policy & Techniques
8. Group Expectations from New Employees
9. Learning & Development
10. Training Practices & Methods
11. Organizational Culture
12. Managing Employee Performance
13. Employee Motivation,
14. Job Satisfaction
15. Organizational Culture
16. Disciplinary Action
17. Innovative Practices in Units/ Group

WHAT TO OBSERVE

Writing Skills for Hospitality (Writing of Industrial Reports)/ Hospitality Operation Software Skills/ Trade Presentation Skills

1. Hotel/ Business Communications
2. Email & Web Applications
3. Software Operations
4. Professional Presentations
5. Annual Reports
6. Appraisals
7. Inter Office Communications
8. Intra Office Communications
9. Formal Telephonic Conversations
10. Interacting with Guest/Colleague/Seniors/Juniors

Further the students have to observe the routine activities of the following subsidiary departments;

1. Security department
2. Fire
3. Finance & Account
4. Sales & Marketing etc.

Year-3/Semester-V

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSC- 5A

Course Code: BHM 501

Course Title: Kitchen Operations and International Cuisine- III BHM 501

Credits: 2

Course outcomes:

- 1. Familiarization aspect with Volume feeding**
- 2. Precaution while indenting in volume feeding**
- 3. Familiarization with China, France, Italy, Spain, Mexican, and Middle Eastern cuisine.**
- 4. International breads and desserts**

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total
I	Volume Feeding:- Basic principles of menu planning- recapitulation Points to considering menu planning for various volume feeding outlets Introduction to institutional and industrial catering. Classification of institutional and industrial catering Menu planning with theme Parties Problems associated with off-premise catering Concept of Centralized Production Unit	8
II	Recipe Formulation:- Principles of Indenting for volume feeding Portion size of various items for different types of volume feeding Modifying recipes for indenting for large scale catering	8
III	International Cuisine:- Geographic location, Historical background, Staple food with regional influences, Equipment & Specialties: China, France, Italy, Spain, Mexico and middle East	8
IV	Appetizers & Garnishes:- Classification and examples of Appetizers Traditional Garnishes with examples Sandwiches:- Parts of Sandwiches: Bread, Spread, Filling and Garnish with examples Types of Sandwiches	8
V	Bakery and Confectionary:- Introduction to International Breads and Dessert: France, Italy and Germany Cake making: Batter, foam and Chiffon types, Faults and remedies Types of Pastry Choux, Short Crust, Puff, Hot Water and Danish Pastry	8
Suggested Readings: 1) Quantity Food Production, Planning, and Management, 3rd Edition, by John B. 2) Knight Baking – Martha Day, Professional Pastry Chef – Bo Friberg, John Wiley, 3) Classical Recipes of the world – Smith, Henry, Larousse Gastronomique – Paul Hamlyn, 4) Art of Indian Cookery, Rocky Mohan, Roli, Larousse Gastronomique- 5) Cookery Encyclopedia, Paul Hamlyn, 6) The Complete Guide to the Art of Modern Cookery, Escoffier, 7) Theory of Cookery, Dr.S.K.Singh & Pranshu, Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman, Professional cookery, Bali		
Further Suggestions:		

Year-3/Semester-V

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSC- 5B

Course Code: BHM 502

Course Title: Fundamentals of Alcoholic Beverages, BHM-502

Course outcomes:

1. **Plan a Bar setup, do basic Bar Misc-en-place.**
2. **Should be able to handle bar operations, service of liquor and cocktails**
3. **Perform the Gueridon service.**
4. **Handle Banquet set-up and operations.**

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Spirits:- Introduction to distillation process, Introduction to spirits (Whisky, Rum, Brandy, Vodka, Gin, & Tequila) Production in brief, Brands- Indian and International & Service Other alcoholic beverages – Absolut Vodka, Ouza Aquavit, Silvovitz, Arrack, fenni, Grappa, Calvados, etc. Concept of proof and its types, Gay-Lussac percentage	8
II	Liqueurs:- Types & Production Brands & Service, Bar:- Introduction, Types & Layout, Bar displays. Equipment used License Requirements Staffing- Job description, Job specification Bar planning & Designing Bar menus	8
III	Cocktails:- Introduction & History, Types & preparation, Classical Cocktails, recipes and garnishes Costing, Innovative Cocktails & Mocktails. Cocktail bar, Equipment, Garnishes, and Decorative accessories. Interacted with guests, suggested selling	8
IV	Gueridon Service:- Introduction, History Staffing& Equipment used Ingredients used, Common preparation, Flambé dishes Carving, Salad making etc. Trolley service – Beverages, Starters, High-tea, Desserts etc	8
V	Function Catering:- BANQUETS-Introduction, Types, Organization of Banquet Department. Duties and responsibilities of the Banquet Manager. Booking procedures, Banquet menus, Buffets FORMAL & INFORMAL BANQUETS Reception ,Cocktail parties (Standing & sit down), Conventions Seminars, Exhibitions, Fashion Shows, Trade fairs, Wedding	8
Suggested Readings: 1) Food & Beverage Service Training Manual-S. Andrews; 2) Food & Beverage Service –Lillicrap & Cousins; 3) Modern Restaurant Service –John Fuller; 4) Professional Food & Beverage Service Management –Brian ; 5) Food Service Operations – Peter Jones & Casse; 6) Menu planning-J Kivela, 7) Food & Beverage Management by John Cousins, David Foskett 8) F&B Mgmt by Sudhir Andrews, 9) Restaurant Management by Robert Christie Mill 10) Food & Beverage Service & Management by Bobby George & Sandeep Chaterjee		

Year-3/Semester-V

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSC- 5C

Year: Third

Semester: Fifth

Course Code: BHM 503

Course Title: Advanced Room Division Operations, BHM-503

Course outcomes:

1. Budgeting.
2. Able to do check-in and check-out in the Hotel.
3. Night Auditing.
4. Basic concept of interior decoration.

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Check out Procedure: -, Departure activity at various desk during checkout: - Bell Desk, at lobby, Reception, Cashier, Different Methods of Settlement: Cash, Credit Card, Cheques, Travels cheques, Bill to company, Combined settlement method, Front Office Record, check out options: On Desk Check-Out, Express Check out, Self-Check out, Digital Check-Out (Hotel Website, Hotel's Mobile Apps, OTA's, Social Media).	
II	Front Office Accounting: - Front Office Accounting cycle, Types of Accounts, Vouchers/Folios/Ledgers/Allowances, Front office Accounting Cycle, Credit control process in various cases: - guest pay by Credit Card, Travel agent voucher, Airlines, Scanty baggage, Credit control during stay, credit facility to companies. Process required in cash Control, Handling Foreign Exchange. Night Auditing: - Importance of Night Auditing, Duties & Responsibility of Night Auditor, Night Audit Reports Departmental & Management.	
III	Computer application in Front Office Applications: - Importance of Computer in Front Office, Latest software application in Front Office (Modules: Reservation, Front Desk, Room, Cashier, Night Audit, set up, Reporting, Back office Module), PMS used in hotel, GDS. Recent Practices in Hospitality worldwide- The Changing trends of accommodation industry, New Concepts, the digitalized guest necessities.	
IV	Interior Decoration, Furniture, Fittings, Soft Furnishing and Accessories - Definition, Purpose and importance, Elements of design, Principles of design, Different types of furniture, Fittings, Soft Furnishing and Accessories, Selection procedure, care, use and maintenance. Floor Coverings, Wall Coverings and Windows - Types and characteristics, Selection criteria, Care and maintenance.	
V	Flower Arrangement: -Need and importance, Equipment's & Tools required, Care and conditioning of cut flowers, Principal of design, Styles of flower arrangement, flowers used in hotels for arrangements. Indoor Plants: Types, Selection and care of indoor plants. Colours, Light and Lighting System - Colour wheel, Classification of colours, Colour schemes, Classification of light, Types of lighting, Importance and applications	

Suggested Readings:

Text Books:-

- 1) Hotel Front Office : Operations and Management -[Tewari, Jatashankar R.](#) - Oxford University Press
- 2) Hotel Front Office Management – James Bardi
- 3) Managing Front Office Operations – Kasavana & Brooks – 7th Edition & 10th Edition Educational Institution AHMA
- 4) Hotel Housekeeping Operations & Management ,By-G.Raghubalan & Smritee Raghubalan
- 5) Housekeeping Operation & Management, By-Malini Singh

Further Suggestions:

Year-3/Semester-V

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSE- 5 A/B/C

Course Code: BHM 504 A Elective I

Course Title: Hygiene and sanitation, BHM 504 A Elective I

Credit- 4

Course Outcomes: After completion of the course, students will be able to understand:-

1. Explain the importance of hygiene and sanitation.
2. List any 10 personal hygiene practices followed daily.
3. Describe the importance of waste management
4. State the importance of food hygiene and the effects of foodborne illness.
5. State the 7 principles of HACCP along with their hazards.

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:

Unit	Topics	No. of Lectures Total=
I	Introduction to Hygiene and Sanitation Definition of hygiene and sanitation, Importance of hygiene and sanitation for public health	8
II	Personal Hygiene Hand hygiene and its role in disease prevention, Oral hygiene and dental care, Body hygiene practices (bathing, skincare, etc.)	8
III	Environmental Sanitation Waste management and disposal, Cleaning and disinfection principles, Water sanitation and hygiene (WASH) practices	8
IV	Food Hygiene and Safety Principles of food hygiene and safety, Food borne illnesses and their prevention, Food handling and storage practices	8

V	Hygiene Standards HACCP-(Introduction, History), Types of hazards, Principles of HACCP, Importance of HACCP.	8
Text Books: 1) Raman, Meenakshi & Sangeeta Sharma. <i>Technical Communication: Principles and Practice</i>. 2) Second Edition. New Delhi: Oxford University Press, 2011. 3) <i>Organizational Theory and Behavior</i> by BS Moshal (2012), ISBN 978-93-8116-260-6: Anne Books Pvt. Ltd, New Delhi 4) Books Pvt. Ltd, New Delhi		
Suggested Readings: 1. Bansal R, <i>Food Nutrition and Hygiene</i>, SBPD Publishing House 2. Roday.S, <i>Food Hygiene and Sanitation</i>, 2nd edition, , Mc Graw Hill India Publication. 3. Gorge. M. Price <i>Hygiene and Sanitation</i>, 1st edition, , Forgotten Books. 4. Jill Trickett ,<i>Food Hygiene for Food Handlers</i>, 1st Edition, , Palgrave Macmillan Publication 5. Kumar.A, <i>Fundamentals of Food Hygiene, Safety and Quality</i>, Dream tech Press 6. Singh.K, <i>Hygiene and Sanitation Management in Hospitality Industry</i>, Naman Publisher & Distributors		

Year-3/Semester-V

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSE- 5 A/B/C

Course Code: BHM-504 B Elective-II

Course Title: Event Management, BHMT- 504 B Elective-II

Course Outcomes: The students undertaking this course should be able to understand the following:

- Identify the importance of Event Management
- Classify the types of events
- Significance and role of MICE in generating revenue for the hotel
- Meaning and significance of Event Marketing
- Explain the steps necessary to create a successful event
- Functions organized in banquets and setting up of a banquet function

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Introduction to Event & Event Management: Introduction, Nature & Importance, Types of Events, Unique Features & Similarities, Practices in Event Management, Key Steps to a Successful Ev	8
II	The Dynamics of Event Management: Event Planning & Organizing, Problem Solving & Crisis Management, Leadership & Participants Management, Managing People & Time, Site & Infrastructure Management. Handling License and Legislative Permissions.	8
III	Introduction to MICE: Planning MICE, Components of Conference Market, Characteristics of Conference & Conventions, MICE as a Supplement to Tourism, Process of Convention Management.	8

IV	• Event Marketing: Customer Care, Marketing Tools & Equipment, Promotion, Media Relations & Publicity, Event Coordination, Visual & Electronic Communication, Event Presentation & Evaluation.	8
V	Banquets: Introduction, Organization Chart of Banquet Department, Duties and Responsibilities of Banquet Staff, Types - Formal & Informal Banquets, Reception, Cocktail Parties (Standing & Sit Down), Conventions, Seminars, Exhibitions, Fashion Shows, FP, Contract of Agreement, Banquet Menus.	8
Text Books: 1) Avrich Barry (1994), Event and Entertainment Marketing, Vikas, Delhi. 2) Bhatia A.K. (2001), Event Management, Sterling Publishers, New Delhi. 3) David C. Watt (1998), Event Management in Leisure and Tourism, Pearson, UK Reference Books: 1) Joe Goldblatt (1997), Special Events - Best Practices in Modern 2) Event Management, John Wiley and Sons, New York. Panwar J.S. (1998), 3) Marketing in the New Era, Sage, New Delhi.		

Year-3/Semester-V

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSE- 5 A/B/C

Course Code- BHM- 504 C Elective III

Course Title: Uttarakhand Tourism Policy, BHM- 504 C Elective III

Credit -4

Course Outcomes: The students undertaking this course should be able to understand following:

- Nature of planning, planning & policy
- Economic Considerations in Planning, Tourism & Economy.
- Global, National, Regional, and Local level, in detail Regional Tourism Concepts
- Five-year plans and tourism in Uttarakhand

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Planning: Nature of planning, planning & policy, importance of planning, planning process, Types of planning, Micro level planning, Macro level planning, strategic and tactical planning, Tourism Planning Scale.	8
II	Planning in Tourism: Economic Considerations in Planning, Tourism & Economy, planning to enhance the economic benefits, strengthening cross sectoral linkage, ownership of tourism facilities, local employment, local Management of resources, expansion of tourist facilities.	8

III	Levels of Planning: Global, National, Regional, Local level, in detail Regional Tourism Concepts, planning process, Destination Planning concepts, issues, destination zone planning model, WTO guide for planners.	8
IV	Environmental considerations in Planning: Impact on Environment, impact mitigation measures, environmental planning process, Socio Cultural Considerations: Preservation of Culture, sites, conservation of music and dances and music, development of cultural centres	8
V	Role of Uttarakhand Govt. in Promotion of Tourism: Five year plans and tourism in Uttarakhand, Uttarakhand Tourism Policy, and Public Private Sector in Tourism, Case study of PPP projects.	8

Year-3/Semester-V

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: AEC- 5

Course Code: BHM- 505

Course Title: Writing skills in hospitality, BHM 505

Credit: 2

Course Outcomes: The students undertaking this course should be able to understand the following:

- **Different types of academic writing**
- **Office management**
- **Writing for routine business communication processes**
- **Organizational correspondence**
- **Knowledge of professional writing**

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Academic Writing: Academic writing, its nature, scope, and function, Types of academic writing, their nature, scope, and methodology involved. Descriptive writing, analytical writing, persuasive writing, critical writing.	6
II	Office Management: Drafting effective letters, letter formats, indents and style, written communication formal versus informal correspondence.	6
III	Correspondence: Types of correspondence, role and function of correspondence, developing Writing skills: paragraph writing, biography writing (writing biography of famous hoteliers).	6

IV	Organizational Correspondence: Upward, downward, lateral communication, their purpose and functions for enhanced correspondence. Written communication: writing memos, circulars, notices, advertisements, press notes, and appraisals. Communication with the outside world: business letters of different types, email writing, and manners.	6
V	Professional Writing: Writing summary, précis, synopsis writing, writing reports (general reports on events and happenings and dissertation reports) and proposals, blog writing, and web content writing (techniques involved in writing reviews of articles and products).	6

Text Books:

- 1) Raman, Meenakshi & Sangeeta Sharma. *Technical Communication*:
- 2) *Principles and Practice*. Second Edition. New Delhi: Oxford University Press, 2011.
- 3) *Organizational Theory and Behavior* by BS Moshal (2012), ISBN 978-93-8116-260-6: Anne Books Pvt. Ltd, New Delhi
- 4) *Understanding Organizational Behavior* by Udai Pareek (2010), ISBN-10-0-19-569086-9: Oxford University Press, New Delhi.
- 5) *Methods of Communication* by Dr. Ankit K. Dixit (2010), ISBN 81-6204-062-0: AmanPublications, New Delhi.

Reference Books:

- 1) *Written Communications* by Dr. Shailendra K. Singh (2010), ISBN 978-81-8204-059-1, Aman Publications, New Delhi.
- 2) *Business Communication: Building Critical Skills* by Kitty O. Locker, Stephen Kyo Kaczmarek, Hardcover: 637 pages, Publisher: Irwin/McGraw-Hill
- 3) *Excellence in Business Communication* (6th Edition) by John Thill, Courtland L. Bovee, Paperback: 656 pages, Publisher: Prentice Hall

Year-3/Semester-V

Programme /Class/ Degree/ Bachelor Degree with Honors

Category of course: SEC-5

Course Code: BHM 506

Course Title: FINANCIAL MANAGEMENT BHM- 506

Course outcomes:

1. Prepare and Use of Financial Statements in Hospitality sector.
2. Perform various ratio analyses.
3. Prepare Budgets.

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Financial Management Meaning & Objective Concept & purpose Different approaches Financial Statements Types of Financial Management systems- meaning & objective Financial analysis- tools for analysis, Trends and common- size, analysis Statement generation fundamentals	8
II	Ratio Analysis Meaning & Objective, Classification – Profitability ratios, Financial ratios & Operational ratios. Fund flow and Cash flow statements, Liquidity ratio's: Current Ratio, Acid test ratio, Solvency Ratio's, Debts –equity ratio, Number times interest earned ratio Long term debt to Total Capitalisation ratio Fixed Charge Coveragerate Operating cash flows to Total Liabilities ration. Activity Ratio's Profitability Ratio's	8
III	Sources of Finance Short, Mid & Long term finances Role of commercial banks Financing Institutions Corporate Share capital & Corporate debt Different forms of Securities	8

IV	Working Capital Concept, Source, Management of working capital, Budgets Meaning & Importance Types Steps in budgeting Pay back period, ARR, NPV & P.Index Depreciation Policies, Meaning, causes, Objectives, Determination	8
V	Cost – volume – profit analysis (i) Meaning (ii) Principles of measuring cost and benefits (iii) Break-even analysis (iv) Margin of safety Problems	8
Suggested Readings: 1. Hotel Accountancy & Finance- S.P Jain & K.L Narang First 1999KalyaniPublishersB1/1292,RajinderNagar,Ludhiana 2. Hotel Accounting & Financial Control-OziD' Cunha GlesonOzi D'Cunha–First-2002- DickeyEnterprises,Kandivali(W)Mumbai 3. Accountancy in the Hotel & catering Industry–Richard Kotas–Fourth–1981- InternationalTextbook Company 4. Elements of Hotel Accountancy- G. S. Rawat & J M S Negi–Fifth Revised–1994- AmanPublications,Daryaganj,NewDelhi–2.		
Further Suggestions:		

Year-3/Semester-V

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: VAC- 5

Course Code: BHM 507

Course Title: Life Skills, BHM- 507

Course Outcomes: After completion of the course student will be able to:

1. Elaborate the importance of life skills and how it can be used in their day-to-day life at the individual, Family, and community level
2. Apply communication skills in their day-to-day life for a better interpersonal relationship.
3. List the qualities of a critical thinker.
4. Describe the steps of decision-making with possible solutions
5. Identify sources of stress and how to cope with themMax.

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Introduction to Life Skills Life Skills: Understanding Life Skills and Life Skills Education, Conceptual Basis of Life Skills: Definition, Need and significance, Evolution and Development of the Concept of Life Skill Education, Role in Life Skills Education	6
II	Interpersonal Relationship and Effective Communication Interpersonal relationship skills: Steps to improve interpersonal skills; Learning the value relationships with friends and family; Forming support seeking and building relationships; Importance of friendships and negotiating	6

III	Critical Thinking and Creative Thinking Critical thinking: Qualities of a critical thinker; Making objective judgements about choices and risks; Resisting media influence on attitudes; Handling criticism. Analytical thinking, Strategies to enhance critical thinking Creative thinking: Developing capacities to think in creative ways; Generating new ideas; Networking. Out-of –the box thinking, stages of creative thinking, factors hindering creative thinking	6
IV	Decision-Making and Problem Solving Decision making: Learning basic steps for decision making; Making apt decision in a difficult situations; Importance of decision making in life. Problem solving: Basic steps for problem solving; generating solutions to difficult problems or dilemmas; Conflict resolution and ways to resolve conflicts.	6
V	Coping with Stress and Coping with Emotions Coping with stress: Identifying sources of stress; Methods for coping in stressful situations; Coping in situations of adversity, Strategies to Manage Stress. Coping with emotions: Learning to express emotions; Recognition of the expression of different emotions; Understanding how emotions affect the way we behave; Coping with emotional distress.	6
Suggested Readings: Bradberry, T., & Greaves, J. (2009). Emotional intelligence 2.0. Talent Smart Doe, J. (2023). Mastering Life Skills: Essential Strategies for Personal and Professional Success. Academic Press. Darkar Framework for Action, Education for All: Meeting our Collective Commitments, (April 2000), Dakar, Senegal. Hilgard, E, Atkinson R C & Atkinson R L (1976), Introduction to Psychology (6th Ed), IBH Publishing Co., Pvt Ltd. New Delhi. Nair, Radhakrishnan (2010). Life Skills Assessment Scale. Tamilnadu: School of Life Skills Education and Social Harmony- RGNIYD Rao P.L. (2008) Enriching Human Capital Through Training and Development, Excel Books, Delhi. Stella Cottrell, (2008), The Study Skills Handbook, Palgrave Macmillan Ltd. (3rd Ed), New York Tolle, E. (1999). The power of now: A guide to spiritual enlightenment. New World Library. UNESCO and Indian National Commission for Co-operation with UNESCO(2001): Life Skills in Non-formal Education: A Review Wallace R. Masters, (2001) Personal Development for Life and Work: UK, South Western YUVA School Life Skills Programme: Handbook for Teachers, Vol. I – IV, (2008), Department of Education and State Council of Educational Research and Training, Delhi		

Year-3/Semester-V

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSC- 5AP

Course Code: BHM 501P

Course Title: Kitchen Operation and International cuisine. Practical, BHM501P

Credits: 2

S. No	Topic
1	Practice of a three- course menu including appetizer, entrée and dessert with Traditional accompaniment of China, France, Italy, Spain, Mexico and Middle East cuisine.
2	Practice of working lunch menu including Traditional soups and sandwiches.
3	Preparation of traditional breads from France, Italy and Germany
4	Preparation of traditional dessert from France, Italy and German
5	Application of different types of pastry into bakery products

6	Preparations of various cake and sponges
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Note: The institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Year-3/Semester-V

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSC- 5BP

Course Code-BHM-502P

Course Title: BHM-502P, Fundamental of alcoholic Beverages Practical

Credit 2

S. No	Topic
1	Bar set up and operations, Understanding and observing Bar Layout
2	Preparing Bar menus
3	Service of Spirits & Liqueurs
4	Cocktail/ Mock tail Preparation, presentation and service
5	Taking Bar inventory and Practicing Bar stock maintenance
6	Interaction with guest and Suggestive selling
7	Practicing Flambé dishes
8	Practicing –Carving, Salad making etc
9	Practicing Trolley service – Beverages, Starters, High-tea, Desserts etc
10	Practicing banquet booking procedure
11	Preparing Function Prospectus
12	Setting up different buffets
13	Organizing different banquet functions
14	Different conference set ups

Year-3/Semester-V

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSC- 5CP

Course Code-BHM-503P

Course Title: -Advanced Room Division Operation Practical- III, BHM-503P

Credit 2

Course Outcomes: The students after having studied the course should be able to perform and acquaint the following:

- Procedure required in Guest Checkout
- Night audit Process
- Using property management systems
- layout of a guestroom
- Plan Interior decoration and refurbishing
- Practicing various flower arrangements
- Different flooring and walls
- Practice decoration for different event and themes

S.No	Topic
1	Roleplay on Check out process for: FIT, GIT(group leader),handling cash/credit card, foreign currency.
2	Practicing & updating Room Status with Individual Check-in, Check-Out, Overstay, under stay.
3	Practice front office operations on PMS.
4	Preparation of Night Audit reports.

5	Preparing layout of a guest room indicating furniture, fixtures, fittings, lighting and colour scheme.
6	Preparing 3D model of guest rooms using interior decoration techniques
7	Practicing various flower arrangements.
8	Cleaning of different flooring and walls
9	Decoration according to the different event and themes.
10	Roleplay on Checkout process for: FIT, GIT (group leader), handling cash/credit card, foreign currency.

Year-3/Semester-VI

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSC- 6A

Course Code: BHM- 601

Course Title: ADVANCED FOOD PRODUCTION OPERATION, BHM- 601

Course outcomes:

1. Become familiar with day-to-day operation of the larder kitchen.
2. Charcuterie and its various application
3. Convenience Food & Fast Foods
4. Application of Icing & Toppings, Frozen Dessert, Chocolate, Meringue and sugar work.
5. Cold platter and display

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Larder:- Introduction of Larder Work Definition and Layout of larder Importance of Larder Control and Leasing with other Departments Equipment found in the larder. Larder Brigade: Functions, Sections of the Larder, Duties & Responsibilities of Larder Chef	8
II	Charcuterie:- Introduction of Charcuterie, Types of forcemeats, Preparation and Uses of forcemeats. Sausage-Types & Varieties, Casings-Types & Varieties, Fillings-Types & Varieties, Additives & Preservatives Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades Cuts of ham, Bacon & Gammon Difference between Ham, Bacon & Gammon Definition of Aspic and jelly, their uses Introduction to Quenelles, Parfaits and Roulades, Pate, Terrine, Galantine	8
III	Convenience Food & Fast Foods:- Definition, Characteristics, Menu examples Equipment used, Differences Role of convenience foods in fast food operation, Advantages & Disadvantages of convenience Food, Labour & Cost saving aspects	8
IV	Bakery & Confectionery:- Varieties of icing and uses of Icings, Types and Classification of Frozen desserts Ice Creams- Definitions, Methods of preparation, Additives and preservatives used in Ice - Creams manufacture History, Manufacture & Processing of Chocolate, Types of Chocolate, Tempering of Chocolate, Cocoa butter, white Chocolate and its Application Introduction, Types and Uses of Meringues Sugar Types and Various cooking stages	8

V	Cold platter and displays:- Fruit And vegetable carvings, Centre piece , Cold Platter, New trends plate and platter presentation	8
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Suggested Readings: The Larder Chef- M.J.Leto & W.h.K.Bode ,ButterWorth Heineman; Professional Chef – Art of Garde manger- Frederic H.Semerschmid; Classical Food Preparation & Presentation- W.H.K.Bode; The creative art of garnishes –Yvette Stachowiak; Garnishes, Lyn Rutherford; Professional Baking, Wayne Glasslen; Professional Chef by Arvind Saraswat, ELBS Publisher; On Cooking, Labensky

Year-3/Semester-VI

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSC- 6B

Course Code: BHM- 602

Course Title: Advanced Food & Beverage Service and Controls, BHM-602

Course outcomes:

1. Planning F&B operations
2. Menu Engineering, Sales promotions, Perform F&B Controls and Inventory Controls
3. Classification and Types of costs involved in F&B.
4. Calculation of Costs and Profits.
5. The Break Even Analysis Graph

Credits: 2,

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Planning & operating various Food& Beverage Outlets:- Physical layout of functional and ancillary areas, Factors to be considered while planning Calculating space requirements. Selection and planning of heavy duty and light equipments Quantities of crockery, cutlery and glassware required. Planning décor, furnishings-.Factors, Concept, Menu, Space, Lighting, Colors and Market Standard Operating procedures: Staffing in a Restaurant – points to be considered- Duty Rota's, Staff Training (Night Club, Disco, Bar, Restaurant & Theme Restaurant, Coffee Shop, Room Service, Banquet Hall)	8
II	Managerial Operations:- Concept of Management Sales promotion-introduction, advertising ,merchandising, public relations Menu Engineering & Menu Merchandising	8
III	Understanding F&B control:- Introduction and objectives of F&B Control, fundamentals of control Problems in F & B Control. F&B Controls- Purchasing, Receiving, Storage and Issuing Controls F&B Sales Controls. Prevention of frauds and pilferage.	8
IV	Inventory Control:- Objective, Method, Levels and Technique Perpetual Inventory, Monthly Inventory, Pricing of Commodities Comparison of Physical and perpetual Inventory	8
V	Cost Dynamics & Budgetary Control:- Elements of cost, cost group, Price, Cost and Sales Concept-Definition, Elements, Classification Volume/Profit Relationships (Break even Analysis) Budgetary Control-Introduction, Objectives & types of Budget, Budgetary Control Process and its Importance	8

Suggested Readings:

- 1) Food & Beverage Service Training Manual-S. Andrews;
- 2) Food & Beverage Service –Lillicrap & Cousins;
- 3) Modern Restaurant Service –John Fuller;
- 4) Professional Food & Beverage Service Management –Brian ;
- 5) Food Service Operations – Peter Jones & Casse;
- 6) Menu planning-J Kivela,
- 7) Food & Beverage Management by John Cousins, David Foskett
- 8) F&B Mgmt by Sudhir Andrews
- 9) Restaurant Management by Robert Christie Mill
- 10) Food & Beverage Service & Management by Bobby George & Sandeep Chaterjee

Further Suggestions:

Year-3/Semester-VI

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSC- 6C

Course Code: BHM- 603

Course Title: Advanced Room Division Management, BHM-603

Course outcomes:

1. Check out and settlement procedure
2. Hotel front office accounting process
3. Operate Property Management Systems
4. Yield management Basic sand forecasting
5. How to manage front office personnel
6. Handle Emergency situations(accident, illness, theft, fire, bomb)

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total
I	GUEST SAFETY & SECURITY:- Importance of Security systems Control over room keys Items kept in First aid box, Handling situations like accident, illness, theft, fire, bomb Forms & Formats	8
II	ACCOMMODATION MANAGEMENT ASPECTS Tariff Decisions Cost and pricing – Hubbart formula Marginal or contribution pricing Market pricing, Inclusive / non inclusive rates occupancy and revenue reports, Daily Front Office reports and statistics and its analysis Internal & External factors affecting pricing strategy adopted by hotels for [Room tariff, F & B Items, Functions, Packages]	8
III	Budgeting:- Types of Budget and Budget cycle, making a front office budget, factors affecting budget planning, capital and operational budgetary control, forecasting room revenue, advantages and disadvantages of budgeting.	8
IV	YIELD MANAGEMENT AND FORECASTING:- Methods of measuring hotel performance/yield Elements and benefits of yield management Challenges in Yield management, Yield management strategies Forecasting and various ratios Yield Management Prospects, Statistical representations of reports	8

V	MANAGING FRONT OFFICE PERSONNEL Recruiting and Selecting Employees The Orientation Process, Training, Career Path for Front Office, employees Professional Enrichment	8
Suggested Readings:		
1) Managing front office operations by M. Kasavana; 2) Hotel F.O. Training manual by Suvradeep Gauranga Ghosh; 3) Front Office Management by S. k Bhatnagar; 4) Hotel front office management by James Bardi; 5) Hotel Front Office- Operations & Management By- Jata Shankar. R. Tewari; 6) Hotel Front Office- A Training Manual By- Sudhir Andrews; 7) Front Operation & Administration, By- Dennis Foster; 8) Front office procedures & Management, By- Peter Abbot		
Further Suggestions:		

Year-3/Semester-VI

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSE- 6A

Course Code: BHM- 604 A

Course Code: BHM- 604 A Elective-I

Course Title: HOTEL INFORMATION SYSTEM –BHM- 604 A Elective-I

Course outcomes:

1. Apply the MIS concept in a Hotel
2. Operate the online available systems
3. Generate various informative reports

Credits: 4

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	MANAGEMENT INFORMATION SYSTEM AN OVERVIEW Introduction to M.I.S.–Meaning and Role, MIS Objectives & Concept of MIS, Elements of MIS & characteristics of MIS Design & Functions, Role of Computers in MIS	8
II	EMPLOYMENT OF HUMAN RESOURCE THE HIS CONCEPT HIS Terminology and software. HIS Software Modules- Reservation, Guest A/C, Room Management, F&B Management, General Management POS & CAS (Cash Accounting System) Touch Screen Terminals, Immediate character Reorganization (ICR) Terminals, POSD Printers.	8
III	COMPUTER BASED RESERVATION SYSTEM Global distribution system Inter – sell agencies and central reservation (CRS) Reservation through the internet	8
IV	ROLE OF PERSONAL COMPUTER IN OFFICE AUTOMATION Role of personal Computer In Office Automation Introduction Information system activities-Word Processing, Electronic Spreadsheets, Interactive Video, Electronic Communication System, Internet, Office Support System, Management Implications of Office Automation	8

V	GENERATING REPORTS AND STATEMENTS Preparing Reports: Daily Operation Report, Room Occupancy, Revenue analysis, Hotel Statement of Income, Room Division Income Statement, Room Division Budget, Reports, Operations Ratio and Ratio Standards, Discrepancy reports. Merits & Demerits of Computerizing a Hotel.	8
Suggested Readings: 1) Management Information System: A Contemporary Perspective, by London K.C. and London JP, MacMillan.; 2) Computer System in Hotel and Catering Industry by Bruce Graham; 3) Computer System in Hotel and Catering Industry, by Braham B, Cassell, 1988; 4) Management Information System, by Lucey T; D.P. Publications		
Further Suggestions:		

Year-3/Semester-VI

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSE- 6B

Course Code: BHM- 604 B

Course Title: HOSPITALITY SALES MARKETING : **BHM- 604 B Elective II**

Course outcomes:

1. Usage of marketing concepts in Hospitality sector.
2. Understand the difference between sales & marketing.
3. Becoming responsive towards changing trends of market.
4. Utilizing marketing tools effectively when needed.

Credit :-4

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		No. of Lectures Total
I	Introduction to Marketing Definition of Marketing, Customer Orientation & Core Concept of Marketing, Marketing Management–Definition Philosophies and pillars of Marketing management Introduction to 7 P's of Marketing mix, Factors effecting business environment & changing trends of market globally inhospitality industry.	6
II	Consumer Behaviour Concept of Consumer Behaviour, Consumer Behaviour model, Consumer decision making process, Factors affecting Consumer Behaviour–Cultural, Social, Personal, Psychological	6
III	Market Segmentation: Definition & need for market segmentation Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics	6
IV	Hospitality Product Definition, Levels of Product, Hospitality products, Branding , types of branding New Product Development, Product Life Cycle Product Differentiation	6
V	Distribution Definition and importance of Distribution system. Channel levels of distributions Intermediaries for Hospitality Industry[Travel Agents, Tour Wholesalers, Hotel representatives, National/regional/local/tourist agencies, CRS, INTERNET based reservation systems], Modern methods of distribution (Franchising, Alliances etc.) Location of services.	6

VI	Promotion Definition and characteristics of promotion tools, 5 M's of Advertising, Various Sales promotion tools used in hotels & their application, Publicity and public relation-Tools and opportunities in the Hotel Industry, Principles of personal selling Direct Marketing - Telemarketing and internet	6
Suggested Readings: 1. Marketing for Hospitality & Tourism-Philip Kotler, Bowen & Makens Prentice- Hall Inc 2. Hotel Marketing -S. M. Jha -Himalaya publishing House-Mumbai Hospitality Marketing-Neil Wearne-Hospitality Press Pvt Ltd.-Australia		
Further Suggestions:		

Year-3/Semester-VI

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: DSE- 6C

Course Code: BHM-604 C Elective- III

Course Title: Safety, Security & Travel Documentation, BHM-604 C Elective- III

Credits: 4

Course Objectives: This course aims to give insights into tourism planning in Uttarakhand.

It also gives a detailed picture of various types of planning and various planning considerations in regard to the Uttarakhand State.

Course Outcomes:

- The students undertaking this course should be able to understand following:
 - Nature of planning, planning & policy
 - Economic Considerations in Planning, Tourism & Economy.
 - Global, National, Regional, Local level, in detail Regional Tourism Concepts
 - Five year plans and tourism in Uttarakhand

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		No. of Lectures Total
I	Travel Documentation: Introduction to Travel Documentation, Documentation required while leaving and entering into India. Passport its types and procedures to obtain an Indian passport, Currency Regulation and concept of Basic Travel Quota (BTQ), Custom Regulations, Health Certificates, Insurance and Immigration.	6
II	Understanding VISA and Permits: Understanding the concept of VISA its types, Categories in which India give Visa to foreign tourists. Visa Requirements and procedure to obtain tourist visa for Singapore, UK, USA and Australia. Restricted and Special area permits for foreign tourists in India and their procedures to obtain. VISA on Arrival Scheme of Govt of India.	6
III	Safety Security and Hotels: Understanding Safety & Security, Differentiation between safety and security, Best Practices in Indian Hotels, The Case of Taj & Oberoi at Mumbai, Security Departments in Hotels, Guidelines for Security in Hotels, Dealing with Emergencies - Fire, Death, Crisis Management, Disaster Management.	6

IV	Safety Security and Tourist Destinations: Understanding the destination images from tourist perspective, the role of the media in influencing consumer perceptions of travel safety Understanding Tourist Security, its importance and impact of tourism industry. Role of Media in influencing tourist perceptions, consumer awareness of travel advisories and their influence on behaviour. Common problems & Challenges with hotel & tourism destinations security. Security issues at airports, railway stations, single woman travellers in India.	6
V	Tourist Police & Its Role: Role of Ministry of Govt of India, UNWTO Guidelines/ Advises on Safety and Security, International Issues on Tourist Security, the role of insurance in the travel industry.	6

Text Books:-

- 1) Clare A Gunn :Tourism Planning
- 2) Peter Mason: Tourism Impacts & Management
- 3) Edward & Innskeep: Tourism Planning
- 4) Wall, G. & Mathieson A.: Tourism Change, Impacts & Opportunities
- 5) Ranjit Taneja: Tourism Planning

Reference Books:-

- 1) Romilla Chawla: Tourism Research, Planning & Development
- 2) Lew A., Hal C.M. & Williams A.: A Companion to Tourism
- 3) Charles R. Goeldner & J.R. Brent Ritchie: TOURISM: Principles, Practices, Philosophies
- 4) Lesley Pender and Richard Sharpley: The Management of Tourism

Year-3/Semester-VI

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: AEC-6

Course Code: BHM 605

Course Title: PERSONALITY DEVELOPMENT- I (BHM-605)

Credit 2

Course Outcomes: After completion of the course student will be able to:

- Classify key components of personality.
- Demonstrate appropriate social, professional, and dining etiquette
- Deliver effective presentations and address diverse audience groups.
- Demonstrate Interpersonal communication skills.
- Apply telephone etiquette and manners to create a positive impression.

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total

I	Introduction to Personality & Personality Enrichment Definition and importance of personality, Importance of Personality in Hospitality Industry Grooming, Personal hygiene, Body language	8
II	Etiquettes & Manners Importance of Etiquettes and manners, Formal, informal, professional; Social & Business Dinning Etiquettes, Social & Travel Etiquette	8
III	Personality Development Strategies Art of good Conversation, Art of Intelligent Listening, Reading Skills, Communication Skills, Presentation Skills, Public Speaking, Extempore	8
IV	Interpersonal Skills Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc. at work place, the importance and art of 'Small Talk'.	8
V	UNIT-5 Telephone conversation Thumb rules, voice modulation, tone, do's & don'ts, manners and accent, handling telephonic & video conversation	8
Suggested Readings: 1. Onkar, R. M. (2008). Personality Dev.& Career Management. S Chand Publications. 2. Basic Managerial Skills for All. (2011). PHI Learning Pvt. Ltd. 3. Khera, S. (2014). YOU CAN WIN. Macmillan Publishers India Limited. 4. Leigh, A., & Maynard, M. (1999). The Perfect Presentation. Random House Business Books. 5. The Five Dysfunctions of a Team: A Leadership Fable by Patrick Lencioni		
Further Suggestions:		

Year-3/Semester-VI

Programme /Class: Degree/ Bachelor Degree with Honors

Category of course: SEC- 6

Course Code: BHM-606

Course Title: ORGANISATIONAL BEHAVIOUR BHMT-606

Course outcomes:

1. Behavioral approaches during handling human resource
2. Resolving conflicts & handling stress.
3. Develop ethical work behaviour.

Credit :-2,

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total
I	Introduction to Organisational Behaviour:- Definition of OB, relevance and scope. Relationship to other fields. Objective of OB.	6

II	Behavioural Approach to Management, Objectives of OB. Behavioural Approach to Management Organizational Design & Culture Modern Organizational Design. Delegation & Decentralization. Organizational Culture–Definition & Characteristics. Organizational Climate–Definition& Characteristics. Human Behaviour.	6
III	Nature & Dimensions of Attitude. Nature & Importance of Perception – Social Perception. Personality – Meaning and Personality Traits & theories. Group–Nature, Types, Group Dynamics, stages of group formation and Group Decision Making. Motivation, Meaning & Importance. Techniques., Theories of Motivation – Maslow & McGregor	6
IV	Conflict Management Traditional Vs Present Views, Reasons for Conflicts Conflict management & Strategies to overcome conflict Stress Management Concepts of Stress Sources & Effects of Stress Strategies to overcome individual & organizational stress	6
V	1. Role of Ethics Ethics & Ethical Behaviour The impact of ethics on” Bottom-Line” Outcomes Sexual Harassment 7.1 Pay and promotion Discrimination Employee Privacy Issues	6
Suggested Readings: 1) Organizational Behaviour - Stephen Robins; 2) Organizational Behaviour – Fred Luthans; 3) Management of Organizational Behaviour – Paul Hersey & Kenneth H, Blanchard.		

Year-3/Semester-VI

Programme /Class: Research Bachelor Degree.

Category of course: VAC- 6

Course Code: BHM- 607

Course Title: HOTEL LAW and ETHICS BHM-607

Course outcomes:

1. Know the Legislation concerning the accommodation and catering sector.
2. Laws relating to bar operations.
3. Food legislation.
4. Mercantile law

Credit 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		No. of Lectures Total
I	Introduction to Hotel and Tourism Laws Laws governing the Hotel Industry, areas of legal compliance for hotel business, Legislation concerning the accommodation and catering sector. International Hotel Regulations. Common regulations and legislations applicable to tourism and hotels. Industry – brief overview	6

II	Laws Relating to Hotel Operations: Rights and responsibilities of hotel guests about, provision of accommodation, food, and beverages. safety and security of guests and general code of conduct Inn keeps right to lien.	6
III	Law Relating to Registration and Approval and Bar License: Types of license and procedure for applying; conditions for grant of license. Bar and liquor license; liquor licensing law; licensed premises; types of permits. Type of premises; general permitted hours. Food and Beverage Law.	6
IV	Food Legislation Food Adulteration act. Common Food Adulterants & their identification. Central committee for food standards, central food laboratory. Food inspector & their duties and powers.	6
V	Introduction to Mercantile Law Brief study & implication of the following laws in hotel industry. Law of contract – Definition, essential elements of contract. Sales of goods Act – definition rights of seller, purchaser, guarantee & warranty. Partnership Act – Types, duties & responsibilities, termination of Partnership. Industrial Law – Payment of wages act, minimum wages, Industrial dispute act.	6
Suggested Readings: 1) Introduction to Law – Kapoor (Taraporevala, Mumbai), 2) Commercial Law – Kapoor (Sultan Chand, Delhi), 3) Reserve Bank of India Guidelines, Satyendra Singh Malik: 4) Ethical, Legal and Regulatory aspect of Tourism Business, Indian Tourism Act 1992, (Govt. of India). 5) Company Laws – N.D.Kapoor, Business Laws – K.R.Mulchandani		
Further Suggestions:		

Year-3/Semester-VI**Programme /Class: Degree/ Bachelor Degree with Honors****Category of course: DSC- 6AP****Course Code: BHM- 601P****Course Title: Advanced FOOD PRODUCTION Operations Practical , BHM- 601P****Credits: 2****Course outcomes:**

S. No	Activity
1	Misc-en- place for larder and handling equipment
2	Demonstration of preparation of forcemeat
3	Demonstration and practice sessions on vegetable and fruit carving
4	Demonstration and practice sessions on cold platter presentation
5	Practice of a three-course menu including appetizer and entrée with application of charcuterie products: a) Quenelles, b) Parafaits c) Roulades, d) Pate, e) Terrine, f) Galantine
6	The dessert course with application of icing, chocolate work, and meringue
	Note: The institutions adopting this syllabus must ensure that for all Food Production practical sessions, the list of names of preparations/dishes, sets of menus, and recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details, keeping the local conditions in mind.

Year-3/Semester-VI**Programme /Class: Degree/ Bachelor Degree with Honors****Category of course: DSC- 6BP****Course Code: BHM-602P****Course Title: Advanced Food & Beverage Service and control Practical,BHM-602P****Credits: 2****Course outcomes:**

S. No	Activity
1	Planning a layout for a coffee shop, specialty fine dine restaurant, take away, cafeteria and Practicing service of these areas
2	Different types of Restaurant set ups
3	Organizing theme parties & food festivals
4	Taking inventory of store & F&B Outlets
5	Calculating costs for cafeteria & F&B outlets
6	Designing a menu for a fine dine restaurant
7	Planning Sales Promotion for a restaurant
8	Practicing Menu Merchandising

Year-3/Semester-VI**Programme /Class: Degree/ Bachelor Degree with Honors****Category of course: DSC- 6CP****Course Code: BHM-603P****Course Title: Advanced Room division Management practical –BHM-603P****Credits: 2****Course outcomes:**

S.No.	Session
1	Yield management calculations. Preparing statistical data based on actual calculations
2	Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge, and Car Valet
3	Preparation of sales letters, brochure, tariff cards, and other sales Documents
4	Role play on Check-in process for : guest having confirmed reservation, Walk-in Guest, Group/crew, Scanty Baggage Guest, International Travelers.
5	Handling various situations
6	Computer proficiencies in all hotel computer applications–actual computer lab hours for Property Management System Handling one PMS Software Generating Reports Handling computerized Night Audit Process
	TOTAL

Year-4/Semester-VII**Year-4/Semester-VII****Programme /Class: Bachelor's Degree with honors.****Category of course: DSC- 7A****Course Code: BHM-701****Course Title: Research Methodology – BHM-701****Course Outcomes:****After completion of the course, students will be able to understand:**

- Discuss the Introduction to Research.
- Learn about Research Design and Hypothesis formulation.
- Understand sampling techniques.
- Explore Types, Sources, and methods used to collect data.
- Learn Analysis and interpretation of data.
- Develop skills in writing reports.

Credits: 4

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Introduction to Research Methodology Meaning, definition, characteristics, and types of research Methodology of research Research process (statement of research problem) Problems encountered by researchers in India	8
II	Research Design Meaning, characteristics of research design Steps in research design Concept of hypothesis Types of Hypothesis Formulation of hypothesis	8
III	Sampling Design and Data Collection Meaning of sampling Sample size, sample unit Types of sample design Data collection: Meaning, types of data Methods of collecting primary data: observation, interview, and questionnaire Sources of secondary data (Research Approaches and Research Instruments)	8
IV	Receiving: - Aims of Receiving and receiving procedure, Jobs description of the Receiving Manager, Equipment required for receiving Documents required while receiving (from hotel and supplier), Use of Standards and Specifications while receiving	8
V	Processing and Analysis of Data Editing, coding, classification, and tabulation of data Graphical presentation of data Interpretation of data Methods of data analysis	8
VI	Report Writing Meaning, types, and steps involved in writing a report Layout of the research report Mechanics of writing a research report	8
Text Book 1) Kothari, C.R. <i>Research Methodology</i> 2) Aggarwal, O.P. <i>Statistics for Manager</i> 3) Paynper, James, and Willy, John. <i>How to Research & Write Thesis in Hospitality Tourism</i> 4) Boyd, Harper W. <i>Marketing Research</i> Thanulingom, N. <i>Research Methodology</i> , Himalaya Publishing Rajendar Kumar, C. <i>Research Methodology</i> , APH Publishing		
Further Suggestions:		

Year-4/Semester-VII

Programme /Class: Bachelor's Degree with honors.

Category of course: DSC- 7BP

Course Title: Research Project-I BHM- 702P

Credits: 4

Course Outcome: -

- Usage of Research tools Hospitality sector.
- Develop research hypothesis
- Undertake a research project and write a report with complete data analysis

PROJECT- I, BHM- 702P

OBJECTIVE OF PROJECT

The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools, and techniques to deal with any subject related to the hospitality industry. Emphasis should be placed on projects for selected professional elective subject areas.

TYPE OF PROJECT

The project may be one of the following type:

- a. Comprehensive case study of work process
- b. Inter-organizational study
- c. Any other study related to Hospitality segment

PROJECT SUPERVISION

Each project shall be guided by a supervisor duly appointed by the department/coordinator.

PROJECT PROPOSAL (SYNOPSIS): The Project proposal/Synopsis of the project should be prepared in consultation with the guide and submitted other department. The synopsis should clearly

state the objectives and purpose of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any, and future directions for further research, etc.

PROJECT DOCUMENTATION

Content for the Project Work

1. Cover Page
2. Title Page
3. Certificate
4. Acknowledgment
5. Synopsis
6. Index
7. Content framework:
 - Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms)
 - Research Methodology (Methods adopted for collecting Data)
 - Questionnaires, Interview, Mails etc.
 - Data Analysis & interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted)
 - Conclusions and Limitations
 - Suggestions
8. Annexure
9. Bibliography (List of Reference Books)
10. Questionnaire (Blank Format)

PROJECT SUBMISSION
Final draft of the project should be submitted in the department duly certified by the concerned guide.

PROJECT PRESENTATION & EVALUATION

Formal presentation and evaluation of the project before internal and external panel constituted by the University.

Year-4/Semester-VII

Programme /Class: Bachelor's Degree with honors.

Category of course: DSC- 7C

Course Code: BHM 703

Course Title: HUMAN RESOURCE MANAGEMENT –BHM 703

Course outcomes:

1. Students should be able to understand:
2. The difference between HR&HRM.
3. HR Planning and the process of recruitment & selection.
4. Various methods for development of HR.
5. Relationship between HR & Hospitality

Credits: 4

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	OVERVIEW OF HRM Meaning & Definition Functions of HRM Emerging Role of HRM Role of HR Executives, Challenges to HR Professionals Organizational Structure & HRM EMPLOYMENT OF HUMAN RESOURCE Human Resource Planning, Job Analysis & Design Recruitment & Selection, Attracting & Retaining Talent	12
III	MANAGEMENT & DEVELOPMENT OF HUMAN RESOURCE Managing Careers, Performance Appraisal need and types Training Need Analysis Training & Development, Compensation Management	10
IV	INDUSTRIAL RELATIONS Industrial Relations, Grievance Handling, Disciplinary Action, Collective Bargaining	10
V	HRM AND HOSPITALITY INDUSTRY Introduction to the Hospitality Industry Importance of HR in the Hospitality Industry Importance of Culture in International Hospitality Industry Effects of Culture on Hospitality Industry HR Issues in Hospitality Industry	10
VI	EMPLOYEE MOTIVATION Principles of motivation, Theories of motivation	8
Suggested Readings:		
1) Personnel Management & Industrial Relations: Dr P C Shejwalkar & Mr S R Malegaonkar; 2) Personnel Management: Mamoria; Pramod Verma; 3) Personnel Management in Indian Organisations.; Edwin b. Flippo; 4) Personnel Management, McGraw Hill.; 5) Human Resource Management in the Hospitality Industry: Frank M/Mary L Monochello		
Further Suggestions:		

Year-4/Semester-VII**Programme /Class: Bachelor's Degree with honors.****Category of course: DSE - 7A/B/C****Course Code: BHM 704 A Elective I****Course Title: Advanced Food Production Management- BHMT 704 Elective I****Course outcomes:**

1. **Kitchen and store management.**
2. **Purchase and receiving procedure and handle various record found in Stores and Kitchen**
3. **Quality control procedures in the kitchen**

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Kitchen Management:- Principles of planning for quantity food production about: Space allocation, Equipment selection, Staffing Inventory management, System Catering	8
II	Stores management:- Principles of storage, Types of stores, Guidelines for efficient storage, Layout of Dry and cold room, Staff Hierarchy, Control procedures, EOQ, Re-order levels Duties and responsibility of a store manager	8
III	Purchasing:- Aims and objectives of purchasing policy, central purchasing, and identifying regular suppliers Job description of Purchase Manager Types of Purchases/ Methods Employed	8
IV	Receiving:- Aims of Receiving and receiving procedure, Jobs description of the Receiving Manager, Equipment required for receiving Documents required while receiving (from hotel and supplier), Use of Standards and Specifications while receiving	8
V	Kitchen Records And Formats:- Different records, registers, vouchers, formats, tags, and color-coding	8
VI	Quality Control Procedure:- Cost control, quality control, portion control, waste control and budgetary control	8
Suggested Readings:		
1. Principle of Inventory & Material Management By Richard J. Jersine, Publisher: Prentice Hall 2. Introduction to Material Management By JR Tony Arnold, Steve Chapman, Lloyd M Clive, Publisher Prentice Hall 3. Purchasing Selection & Procurement for the Hospitality Industry.		
Further Suggestions:		

Year-4/Semester-VII**Year-4/Semester-VII****Programme /Class: Bachelor's Degree with honors.**

Category of course: DSE - 7A/B/C

Course Code: BHM 704B Elective II

Course Title: Advanced Food & Beverage Management BHM-704 Elective II

Course outcomes:

1. Operations of F&B outlets
2. Menu management
3. F&B costing and break-even analysis
4. KOT control system
5. Banquet department's role

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Basics of F&B Operations:- Introduction to F&B Industry – Classification & Types Types of F & b Outlets, Types of Service methods, Mis-en-Scene & Place Restaurant Service cycle, Types of Meal & its Accompaniments Menu- Types, Classical food & its accompaniments IRD Service cycle – Scripting , Do's & Don'ts Classification Various Tools and Equipments, Usage of Equipment, Types, Sizes and usage of Furniture Linen, Napkins, Chinaware, Silverware, Glassware & Disposables	8
II	Menu Management:- Menu Planning Menu, designing Menu Engineering Menu Merchandising Cost Management & Budgeting:- Classification of Costs, Types of Costs Profit calculation Break Even Analysis Budgetary Control Process	8
III	Control System:- KOT/Bill Control System, Making bill, Editing, Void , Re-print, Managers role Cash handling equipment, Record keeping, Importance of billing System	8
V	Beverage Management:- Classification -Alcoholic & non Alcoholic Distillation Process – Types of spirits, brand name World of Wine-Types, Making Process, Laws Service of beverage- Style ,patter & equipment used Food and beverage combinations	
VI	Banquet Management:- Role of banquet in F&B service department Banquet booking procedure- booking confirmation, Designing FP Different types of banquet setups	
Suggested Readings:		
1) Food & Beverage Service Training Manual-S. Andrews; 2) Food & Beverage Service –Lillicrap & Cousins; 3) Modern Restaurant Service –John Fuller; 4) Professional Food & Beverage Service Management –Brian 5) Food Service Operations – Peter Jones & Casse;Menu planning-J Kivela, 6) Food & Beverage Management by John Cousins, David Foskett 7) F&B Mgmt by Sudhir Andrews 8) Restaurant Management by Robert Christie Mill Food & Beverage Service & Management by Bobby George & Sandeep Chaterjee		
Further Suggestions:		

Year-4/Semester-VII

Programme /Class: Bachelor's Degree with honors.

Category of course: DSE - 7A/B/C

Course Code: BHM 704 C Elective III

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Course Title: Rooms Division Management **BHM 704C Elective III**

Course Outcome:-

1. Identify the key functions of the Rooms Division department
2. Associate the role of the Rooms Division Manager with the management function of a hospitality provider in an effective manner
3. Explain the role of the Rooms Division Manager/ Front Office Manager's role as leader and decision maker.
4. Discuss the importance of the Rooms Division department in the service provision within the hospitality context.
5. Demonstrate the basic techniques of reservations, registration, room allocation and guest accounting.
6. Examine the role of Revenue Management and its application within the Rooms Division department
7. Design standard operational procedures that can be utilised in the management of guest services
8. Identify and examine the various technology packages used in the management of the rooms division department
9. Explain the role of Rooms Division managers in managing human resources

Credits: 2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Front Office Operations:- The Guest Cycle, reservations, registration, legal issues, room assignment, check in procedures, key cards etc. Front Office Responsibilities Front Office accounting Check-out and settlement, the night audit, safety deposit The use of technology in the front office department-Property Management Systems, Reservation Technology Systems Selling from the Front Office	8
II	Room Division/Front Office Management:- Planning and Evaluating Operations Revenue Management-Statistical Reporting; Room Rate Management Managing Human Resources Managing Guest Services Future trends and developments in the Rooms Division	8
III	Safety & Security in Rooms Division:- Work environment safety Hotel Security Aspects and Implementation Safety Awareness & Accident Prevention Case Studies	8
IV	Opening of new Properties:- Pre-Opening of Hotels New property operations Starting up Rooms Division Countdown to start Hotel and Case study	8
V	SALES TECHNIQUES Various Sales Tools Role of Front Office Personnel in maximizing occupancy Overbooking, Repeat guests, Return Reservations. Offering Alternatives and Suggestive Selling Internal/In-house sales promotion	8
	Direct sales-travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and selling letters	

VI	Conservation of Recourses:- Conservation of water Conservation of electrical energy Conservation of manpower Housekeepers role in Environmental Management	8
Suggested Readings:		
1) Hotel Front Office Management and operation, Dukes Peter, 3rd edition Jowa Prown, 1970. 2) Professional Management of Housekeeping Operations – Thomas J.A., Jones, Ed.D.R.EH, John Wiley & Sons, Inc. 3) The professional housekeeper- Madelin Schneider, Georgina tucker, Mary Scoviak John Wiley & Sons, Inc 4) Housekeeping Opeations Workbook, Macmillan Education Ltd. – Valerie Paul & Christine Jones. Housekeeping Supervision Jane Fellows, Macdonald & Erans Ltd. London. 5) Housekeeping Management Margaret Kappas, Aleha Nitschke, Education Institute,USA. Black Sam, Hotel Front Office Training Manual, Andrews S., Tata Publishing Company Limited 1982.		
Further Suggestions:		

Year-4/Semester-VII

Programme /Class: Bachelor's Degree with honors.

Category of course: SEC - 7

Course Code: BHM 705

Course Title: Course Title: ENTREPRENEURSHIP DEVELOPMENT- BHM 705

Course outcomes:

1. Conceive idea for entrepreneurship
2. Develop an entrepreneurship proposal
3. Do the feasibility study
4. Utilize Govt. schemes and coordinate with funding agencies.

Credits:2

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	THE BASICS OF ENTREPRENEURSHIP The Foundations of Entrepreneurship inside the Entrepreneurial Mind: From Ideas to Reality Understanding new entrepreneurial concepts Role of Innovation and creativity	8

II	BUILDING THE BUSINESS PLAN: BEGINNING CONSIDERATIONS Designing a Competitive Business Model and Building a Solid Strategic Plan. Conducting a Feasibility Analysis and Crafting a Winning Business Plan Present idea for a hospitality business Forms of Hospitality Business Ownership Franchising and its importance Legal requirements and processes necessary to start a new business. Buying an Existing Business	8
III	BUILDING THE BUSINESS PLAN: MARKETING AND FINANCIAL CONSIDERATIONS Building a Powerful Marketing Plan E-Commerce and the Entrepreneur Pricing Strategies Creating a Successful Financial Plan Managing Cash Flow	8
IV	PUTTING THE BUSINESS PLAN TO WORK: SOURCES OF FUNDS Sources of Financing: Government promotional schemes for new entrepreneurship setups Choosing the Right Location and Layout Obtaining Technology Global Aspects of Entrepreneurship Planning and developing the Human Resources Support schemes- Government & Local state Govt. Level Role of District Industry center Preparing DPR	8
V	Case Study Hospitality Sector	8
Suggested Readings:		
1) Innovation and Entrepreneurship: Drucker P, 2) Entrepreneurship Management: Dr. A. Kaulgud, 3) Entrepreneurship Development: Taneja S.		
Further Suggestions:		

Year-4/Semester-VII

Programme /Class: Bachelor's Degree with honors.

Category of course: VAC - 7

Course Code: BHM 706

Course Title: research and Publication ethics BHM- 706

Course Outcomes:

After completion of the course, students will be able to understand:

- Discuss the concept of philosophy and ethics.
- Learn about ethics concerning science and research.
- Identify and learn about publication ethics.
- Understand open-access publishing.
- Learn about publication misconduct.

Credit :- 2,

Total No. of Lectures-Tutorials-Practical (in hours per week): L-T-P:		
Unit	Topics	No. of Lectures Total=
I	Philosophy and ethics Introduction to philosophy: definition, nature and scope, concept, branches Ethics: definition, moral philosophy, nature of moral judgments and reactions	10
II	Scientific conduct Ethics concerning science and research, Intellectual honesty and research integrity, and Scientific misconducts: Falsification, Fabrication, and Plagiarism (FFP). Redundant Publications: duplicate and	10

	overlapping publications, salami slicing. Selective reporting and misrepresentation of data	
III	Publication ethics Publication ethics: definition, introduction and importance, Best practices/standards setting initiatives and guidelines: COPE, WAME, etc.	10
IV	Open access publishing Open access publications and initiatives SHERPA/RoMEO online resource to check publisher copyright & self-archiving policies Software tool to identify predatory publications developed by SPPU Journal finger / journal suggestion tools viz. JANE, Elsevier Journal Finder, Springer, Journal Suggested, etc.	8
V	Publication misconduct Group Discussion: a) Subject-specific ethical issues, FFP, authorship b) Conflicts of interest c) Complaints and appeals: examples and fraud from India and abroad Software tools: Use of plagiarism software like Turnitin, Urkund, and other open source software tools	10
Text Book 1) Steneck, Nicholas H. <i>Introduction to the Responsible Conduct of Research</i>. Office of Research Integrity, 2007. Available at: https://ori.hhs.gov/sites/default/files/rcrintro.pdf 2) Oliver, Paul. <i>The Student's Guide to Research Ethics</i>. Open University Press, 2003. 3) Shamoo, Adil E., and Resnik, David B. <i>Responsible Conduct of Research</i>. Oxford University Press, 2003. 4) Muralidhar, Kambadur, Ghosh, Amit, and Singhvi, Ashok Kumar, eds. <i>Ethics in Science Education, Research and Governance</i>. Indian National Science Academy, 2019. ISBN: 978-81-939482-1-7. Reference Books 1) Anderson, B.H., Dursaton, and Poole, M. <i>Thesis and Assignment Writing</i>. Wiley Eastern, 1997. 2) Gustavii, Bjorn. <i>How to Write and Illustrate Scientific Papers</i>. Cambridge University Press. 3) Bordens, K.S., and Abbott, B.B. <i>Research Design and Methods</i>. McGraw Hill, 2008. 4) • Graziano, A.M., and Raulin, M.L. <i>Research Methods – A Process of Inquiry</i>. Sixth Edition, Pearson, 2007.		

Professional Elective Practical

(Note- Students will undergo practical in the same subject which they have selected as Theory elective subject)

Year-4/Semester-VII

Programme /Class: Bachelor's Degree with honours.

Category of course: DSE – 7P A/B/C

Course Code: BHM 704P A Elective I

Course Title: Food Production Management practical BHM- 704 Elective I

Credits: 2

Compulsory with elective 1

Course outcomes:

FOOD PRODUCTION MANAGEMENT PRACTICAL- BHM713 E1

	Topics
1.	Menu development for 5 course Indian and International cuisine
2.	Preparing Standard recipes for developed menu's
3.	Indent preparation for menu's developed
4.	Food costing for developed menu's for 4 PAX and 100 PAX
5.	Practicing Food Holding techniques and Plate Presentations

6.	Practicing Buffet setup's as per theme
7.	Preparing Cold Platters and preparing charcutiere items
8.	Practicing Food Carvings
9.	Preparing Famous International breads
10.	Practicing cake decoration
11.	Practicing Sugar and Chocolate work

*The institutions adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Year-4/Semester-VII**Programme /Class: Bachelor's Degree with honors.****Category of course: DSE – 7P A/B/C****Course Code: BHM 704P B Elective II****Course Title: Food & Beverage Management Practical BHM 704 P Elective II****Credits: 2****Compulsory with elective II****Course outcomes:****FOOD & BEVERAGE MANAGEMENT PRACTICAL- BHM714**

	Topics
1.	Restaurant Etiquettes
2.	Practicising Mis- En Scene & Mis en Place activities
3.	Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc. Care and Maintenance of various Tools, Equipments, Flatware's.
4.	Table Service
5.	Service of Spirits
6.	Service of Wine
7.	Service in Guest Room
8.	Planning menu for a Special Dinner
9.	Preparing Function prospectus
10.	Different types of buffet setup

Year-4/Semester-VII**Programme /Class: Bachelor's Degree with honours.****Category of course: DSE – 7P A/B/C****Course Code: BHM 704P C Elective III****Course Title: Advanced Rooms Division Management Practical BHMP 704 Elective III****Course Outcome:-****Credits: 2****Compulsory with elective III**

	Topics
1.	Preparing SOP for Guest Arrival
2.	Handling complete Guest Departure Procedure
3.	Handling all type of Cleaning procedures
4.	Handling complaints
5.	Preparing operating budget for Room Division Operations
6.	Calculating staff requirement for Room Division operations
7.	Preparing Duty Rotas
8.	Practicing yield management aspects
9.	Field visit to an Ecotel to understand eco-friendly measures adopted in Hotels.
10.	Assignment on new concepts adopted in Hotels
11.	Practicing on software for Hotel Operations

Year-4/Semester-VII**Programme /Class: Degree/ Bachelor Degree with Honors****Category of course: AEC- 7**

Course Code: BHM- 704 P

Course Title: Personality Development Practical-BHM-704 P

Credits: 2

Course outcomes:

	Topics
1	Basic concept of Recruitment and Selection: intent and purpose, selection procedure, types of interviews
2	Preparing for interviews: self planning, writing resume, knowledge of company profiles, academic and professional knowledge review, update on current affairs and possible questions
3	Facing an interview panel: time- keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, Current affairs (Latest international and domestic news), General Knowledge, self- introduction, addressing panel, mental frame-work during interviews
4	Mock Interview participations and practicing group discussions
5	Presentation skills, seminar skills, addressing groups
6	Conducting / Participating - meeting, objective / agenda orientation, clarity of thought and its expression, pre-preparation, conduct during meeting and making minutes of the meeting
7	Team Building - Its importance and Relevance, Team building and leadership exercises

Year-4/Semester-VIII

Industrial Job Training/ Research project work In the premises or off the premises

Programme /Class: Bachelor's Degree with honours.

Category of course: DSE – 7P A/B/C

Course Code: BHM 801P A/B/C

Course Title: Job Training BHM801

Credits: 22

Compulsory

Total Duration: 22 Weeks

Research PROJECT- II- BHM 802

SEMESTER – VIII

Industrial Exposure - II (On-the-Job Training)

22Credits

The objective of Industrial Exposure is to facilitate learners' development of trade skills and practices (in the chosen professional elective, such as Food Production, F&B Services, or Room Divisions) to supplement their theory and practical inputs and enable them to prepare for the industry.

Duration of Exposure: 22 weeks

Training Schedule:

The VIII Semester shall be supplemented by on-the-job training in a professional elective. The Units imparting industrial exposure shall conduct formal induction sessions and emphasize personality skills while acquainting the learners with trade skills. It may please be noted that for this semester, the number of credits assigned is 14. Being practical oriented, the number of hours input per week comes to 46 hours.

Leave Formalities:

1 weekly off, festivals and national holidays given by the hotel, 10 days of medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated based on the Certificate issued by the Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of a minimum of 120 working days (20 weeks x 06 days = 120 days). The training in the VIII semester necessarily needs to be in an approved hotel equivalent to three stars of above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from the parent Institute.

BHM- 801

The objective of job training is

Skill Development:

- To develop job-specific skills (e.g., front office operations, housekeeping, food production, F&B service).
- To improve technical competencies and soft skills such as communication, teamwork, and time management.

Standardization of Service:

- To ensure consistency in service delivery across departments.
- To uphold brand standards and hospitality protocols.

Employee Confidence & Motivation:

- Build employee confidence in handling tasks and interacting with guests.
- To motivate staff by making them feel valued and invested in.

Guest Satisfaction:

- To improve the guest experience by enhancing the quality of service.
- To teach staff how to manage guest expectations and handle complaints professionally.

Operational Efficiency:

- To reduce errors, wastage, and delays in hotel operations.

- To improve productivity and workflow within teams.

Health & Safety Compliance:

- To ensure employees understand and follow safety, hygiene, and sanitation standards.
- To train on emergency procedures and risk management.

Adaptability & Upskilling:

- To prepare staff for new technologies, systems, or service trends.
- To enable career progression by equipping staff with advanced knowledge.

Customer Relationship Management (CRM):

- To teach strategies for building rapport with guests and ensuring repeat business.

Enhancing Multitasking Ability:

- To prepare staff to handle multiple roles, especially in small hotels or during peak seasons.

The learners are suggested to make the following observations in the departments of Industry:

WHAT TO OBSERVE

Points that will be Common for all students of VIII semester in each discipline

1. Standard operation/ Operating Procedure
2. Who is who- Key people in the Core Group?
3. Hierarchy Chart
4. Key Personnel
5. Job Description
6. Employee Recruitment/Retaining/Welfare Policies (Break-Timings) Duty hours, Weekly off
7. Working Condition
8. Situation handling procedures
9. Certifications from various Institutions like Licensing/ NOC etc.
10. Operation Timings
11. Duty Roaster
12. Communication Channels
13. Uniform codes
14. Forms & Formats
15. Record Keeping & Systems

Food Production Operations- (Industry Exposure-2)

Practical: 20 credits

WHAT TO OBSERVE

1. Experts for cuisine
2. Availability of Raw Material
 - A. Bases of Cuisines
 - B. Base of species
 - C. Base of popular
 - D. Base of Food/Dishes
 - E. Seasonal Dishes
3. Availability of Equipments
4. Understand the Language/Mark
5. Operating hours
6. Standard Recipes
7. Availability of Manpower
8. Setting up of Menu
9. Local ethics/ Religious Requirement
10. Promotion of Cuisine
11. Waste Management
12. Storage/ Preparation Technologies, Various Spices

Bakery Management:

1. Area/Layout
2. Equipments required
3. Various preparation/Menu

4. Operation hours
5. Standard Recipe
6. Issuing/Receiving Procurements
7. Standard Receiving/sale procedure
8. Waste Management

Food & Beverage Service Operations- (Industry Exposure-2)

Practical: 20 credits

WHAT TO OBSERVE

1. Technology used by Management
2. Management Techniques
3. Inventory/Issuing/Receiving System
4. Billing/ Ordering Procedure
5. Types of Meal & Timing
6. Responsibility of staff
7. Procurements Techniques
8. Cover/ Person that are accommodated during meal hours
9. Structure of Institution
10. Cleaning / Maintenance procedure
11. Timing of operation
12. Standard Service Timing
13. Waste Management
14. Type of Equipment used/Specification
15. Inventory system / Procedure
16. Reservation Procedure
17. Specialty of Outlet

Room Division Operations- (Industry Exposure-2)

Practical: 20 credits

WHAT TO OBSERVE

Room Division Management:

1. Total No's of Rooms/Area provided for accommodation
 - a. Star Category
2. Reservation Procedure
3. Operation Timing
4. Cleaning Schedule (Daily/weekly/Spring)
5. Services/facilities provided by Management
6. Staff Structure/Shift Timing
7. Co-ordination between the staff/dept.
8. Discount
9. Billing procedure
10. Staff structure
11. Various formats used by departments
12. Facilities/ amenities provided in Room
13. Total No. of Rooms and facilities
14. Tariff structure/Rack Rates/Discounts
15. Reservation Types/Mode
16. Reservation Procedure
17. Reservation Sources
18. Reception/Receiving Procedure
19. Co-ordination/ intra department relationship
20. Various check-in procedure
21. Standard phrase of Common
22. Policies/Procedure for
 - a. No show
 - b. Scanty Baggage c) Single lady

- c. VIP
- d. Groups/ lay over
- 23. Various Reports
- 24. Coordination with House-Keeping / F&B/ Production Team/Dept.
- 25. Billing/Financial policies
- 26. Foreign guest handling
- 27. Various sub-units/departments
- 28. Emergency handling procedure
- 29. Guest/Staff Communication Channels
- 30. Local information/
- 31. Post. Departure formalities

BHM 802: Field Project Report on /Elective I / Elective II/Elective III

Academic Credits for On on-the-job training shall be based on the following:

- Log books and attendance, Appraisals, field project report and presentation.
- All candidates must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed.
- They are also advised to make a field project report in accordance to their curricula for VIII Semester.
- A PowerPoint presentation (based on the report) should be made. It should be made for duration of 10 minutes.
- Marks will be awarded on this jointly by a panel of one internal and one external examiner.
- The presentation should express the student's experiences in the department and what has he learned/ observed.

The field project report will be submitted in the form specified as under:

- a) The typing should be done on a single side of the paper
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for evaluation may be bound in paper and submitted to the approved authority.

Students have to submit the following on completion of On Job training to the faculty coordinator at the institute:

- 1. Logbook.;
- 2. Appraisal;
- 3. A copy of the offer letter and Job Training Certificate.
- 4. Field project report given requirements of VIII semester.
- 5. Power Point presentation , based on the report.
- 6. Attendance Record.
- 7. The field project report is intended to serve the students to develop the ability to apply multidisciplinary concepts, tools, and techniques to deal with the specialization chosen by them. Each student is required to prepare a project based on their elective exposure in the industry. The field project report shall be carried out under the supervision of a faculty concerned and submitted in the stipulated time.

Evaluation of Industrial exposure:

- a. A viva-voce will be conducted by an external examiner based on the learning in operation areas of the hotel. The 60% weightage will be given to the field project report, log book & presentation, and 40% weightage viva voce.

OBJECTIVE OF PROJECT

The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with operational areas of hospitality industry. Emphasis should be placed on project for selected professional elective subject area.

TYPE OF PROJECT

The project may be one of the following type:

- a. Comprehensive study of departmental process
- b. Inter-Organizational study
- c. Field study

PROJECT SUPERVISION

Each project shall be guided by a supervisor duly appointed by the department/coordinator. PROJECT PROPOSAL (SYNOPSIS): Project proposal/Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and purpose of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

PROJECT DOCUMENTATION

Project report should be properly documented and will include Executive summary, Research/Field work design & Methodology, Literature review, Data collection and Analysis, Conclusions and recommendations and Bibliography. In case of field study or inter departmental operational study the chapter plan will be planned accordingly in consultation of Guide.

PROJECT SUBMISSION

Final draft of the project should be submitted in the department duly certified by the concerned guide.

PROJECT PRESENTATION & EVALUATION

A formal presentation and evaluation shall be done for the project before internal and external panels constituted by the University.

Career Opportunities

Students enrolled in the Hotel Management program can take a number of courses that focus on a variety of core and allied industries. Ranging from Culinary Specialist to Food, Wine and Beverage Pairing to Convention Sales and Management, this program exposes students to varying industry aspects that can be useful in their future careers in the hospitality industry.

Keep in mind that the job possibilities listed are not the only hospitality-related occupations you can pursue, as they are ever-changing and progress is based on current trends, outlooks and more. A few of the job opportunities that hotel management graduates can pursue have been sorted by the following industries:

Guest Relations	Food & Beverage	Tourism	Event Planning	Entertainment & Leisure
Front Office Manager	Restaurant Manager	Travel Agent	In-House Event Planner	Casino Host
Housekeeping Manager	Catering Assistant	Tour Guide	Conference Organizer	Spa Director
Sommelier	Culinary Specialists	Marketing and Public Relations	Wedding Consultant Party Cruise Lines	Theme Park Manager