

Title of Programme: Bachelor of Hotel Management

I. Programme's Mission & Objectives: This programme aims;

- To equip learners with an in-depth understanding of the required theoretical, conceptual, intra-personal and inter-personal skills necessary for a career in hotel, restaurant and hospitality.
- To inculcate a sense of social purpose and ethics that will permeate their decision making.
- To encourage and help in development of entrepreneurial and leadership capabilities.
- To nurture standards of professional excellence based on integrity, honesty, and fairness.

II. Relevance of the program with HEI's Mission and Goals: The programme has been sculpted to address the changes that are taking place in corporate world and society at large. The programme intends to meet the growing demand of entrepreneurs, business leaders and effective managers who can face the challenges resulting from cut-throat competition. The programme shall contribute in disseminating hospitality knowledge and management skills through distance learning with introduction of flexible and innovative methods of education to ensure 'independent learning'. The programme intends to enhance professional and managerial competence of the aspirants, refine their managerial skills, and capabilities so that they can secure self-employment, and other employment opportunities with the motto of appropriate service to the state, nation and entire humanity.

Nature of prospective target group of learners: The programme shall also be useful for the professionals who want to advance and improve in their current job profile. Further, the programme is also for young aspirants who wish to enhance their professional skills with a sound management qualification.

Accordingly, the target learners of the programme are;

- Any learner passed 10+2/Intermediate
- Government Employees working in hospitality sector
- Early- and mid-career professionals working in hotel, restaurant, cruise liners, and various catering establishments without any formal education in Hotel Management

III. Appropriateness of programme to be conducted in Open and Distance Learning mode to acquire specific skills and competence: The programme has been designed to ensure norms and standards for hotel management education. The programme provides conceptual understanding of hotel administration, managerial skills, research skills, Information Technology, industrial and global trends, thus, equipping learners with tools and techniques to lead and manage in today's ever-changing hospitality environment. Adequate attention is also paid to the application of knowledge, self awareness among students and development of problem solving, and decision making skills.

The learning upshots of this qualification are described in four areas:

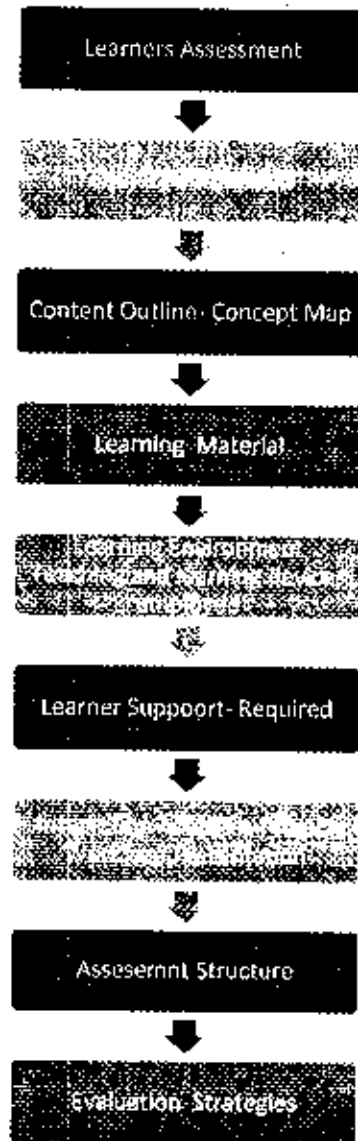
- Knowledge and understanding
- Cognitive skills
- Practical and professional skills
- Key skills

IV. Instructional Design : Instructional design is a scientific system that includes the principles of the effective design and implementation of a programme. The successful distance learning design incorporates the unique learning requirements of adult learners. Prior to the development of the courses, curriculum assessment has been done and access devices and pedagogical tools have been applied for making curriculum. The contents of each course are divided into Blocks and Units. The entire study material is divided into small and manageable chunks to facilitate distance learners. For self assessment of learners Self Check Exercises are provided to recapitulate, consolidate and evaluate what they have learnt so far before moving on to the next stage.

20/02/20
मुख्य अधिकारी
उत्तराखण्ड मुक्त विश्वविद्यालय
इलाहाबाद, उत्तर प्रदेश

20/02/20

The programme has been developed on the basis of the following sequential steps:



The following quality criteria are considered while formulating instructional design for ensuring the success of adult education:

- Quality design, development, and production of instructional materials
- Application and use of delivery technologies
- Presentation of learning materials
- Effective Learner Support Services
- Convergence of Technologies
- Design, develop and validation of the concepts through project work

V. Procedure for Admissions, Curriculum Transaction and Evaluation:

Admission: Any candidate having passed the Intermediate (10+2) examination in any discipline, from a recognized Examination Board, shall be eligible to apply for the course. The other terms and conditions shall be applicable as per University norms.

Handwritten signature
[Stamp]

Handwritten signature

Eligibility	Duration (Yrs)		SILM	Mode of Exam Annual /Sem	Year/ Sem	Fee Break-up								
	Min	Max				Programme	Project/ Workshop	Exam	Practical	Viva-Voce	Identity Card	Student Welfare	Degree Fee	Grand Total
10+2/Intermediate any stream	4	8	English	SEMESTER	I	8000	-	600	1500		50	100		10250
					II	8000	-	600	1500					10100
					III	8000	-	-	2000					10000
					IV	8000	-	600	1500	-				10100
					V	8000	-	600	500					9100
					VI	8000	1500	450	500					10450
					VI I	8000	-	600	500					9100
					VI II	8000	-	-	2000				300	10300
Grand Total												79400		

Curriculum Transaction: The BHM programme consists of Discipline Specific Core Course, Discipline Specific Elective, Ability Enhancement Compulsory Courses and Skill Enhancement Elective Courses. The entire programme will be of 160 credits. They are as under:

1. Discipline Specific Core Course (Six Credit Each)

- a. DSC-101: Food Production Foundation -I
- b. DSC-102: Food & Beverage Service Foundation -I
- c. DSC-103: Accommodation & Front Office Foundation -I
- d. DSC-201: Food Production Foundation -II
- e. DSC-202: Food & Beverage Service Foundation -II
- f. DSC-203: Accommodation & Front Office Foundation -II
- g. DSC-301: Food Production Operations - Industry Exposure -I
- h. DSC-302: Food & Beverage Service Operations - Industry Exposure -I
- i. DSC-303: Accommodation & Front Office Operations - Industry Exposure -I
- j. DSC-401: Introduction to Indian Cookery
- k. DSC-402: Food & Beverage Service Operations-II
- l. DSC-403: Accommodation & Front Office Operations -II

2. Discipline Specific Elective (Six Credit Each)

- a. DSE-502 A: Regional Cuisines of India -I
- b. DSE-602 B: Regional Cuisines of India -II
- c. DSE-502 C: Food & Beverage Service Management -I
- d. DSE-602 D: Food & Beverage Service Management -II
- e. DSE-502 E: Accommodation Management -I
- f. DSE-602 F: Accommodation Management -II
- g. DSE-503: Researching for Hospitality & Tourism Management
- h. DSE-603: Project Work
- i. DSE-504: Hospitality Laws
- j. DSE-604: Hospitality Marketing
- k. DSE-702: Human Resource Management

[Handwritten Signature]
 07/07/2023
 07/07/2023
 07/07/2023

[Handwritten Signature]

- l. DSE-802: Human Resource Practices (Industry Exposure)
- m. DSE-703: Safety, Security and Travel Documentation
- n. DSE-803: Safety, Security and Travel Documentation Facilitation Management Practices (Industry Exposure)

To be selected in 7th and 8th semester:

- a. DSE-704 A: Event Management
- b. DSE-804 A: Practices in Event Management (Industry Exposure)
- c. DSE-704 B: Food Service Management
- d. DSE-804 B: Practices in Food Service Management (Industry Exposure)
- e. DSE-704 C: Accommodation Management
- f. DSE-804 C: Practices in Accommodation Management (Industry Exposure)
- g. DSE-704 D: Bakery Management
- h. DSE-804 D: Practices in Bakery Management (Industry Exposure)
- i. DSE-704 E: Front Office Management
- j. DSE-804 E: Practices in Front Office Management (Industry Exposure)
- k. DSE-704 F: Foreign Cuisines (Italian/ Chinese/ Mexican/ Thai/Others)
- l. DSE-804 F: Practices in Foreign Cuisines (Industry Exposure)

In semester VII&VIII candidate may choose any one from the above list. Group size for DSE Options may be about 15-20 Students per group

3. Ability Enhancement Compulsory Courses (Two Credit Each)

- a. AECC-I – 104: Environmental Studies
- b. AECC-II – 204: English/MIL Communication

4. Skill Enhancement Elective Courses (Two Credit Each)

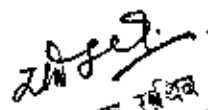
- a. SEC-I - 304: Personality Skills for Hospitality – Learning from Industry
- b. SEC-II - 404: Accounting Skills for Hospitality
- c. SEC-III - 501: Foreign Language Skills –I (French)
- d. SEC-IV - 601: Foreign Language Skills –II (French)
- e. SEC-V – 701 A: Skills enhancement for Media & Journalism in Hospitality
- f. SEC-V – 701 B: Application of Computers in Hospitality & Tourism
- g. SEC-V – 701 C: Web Applications in Hospitality & Tourism
- h. SEC-VI – 801 A: Writing Skills for Hospitality (Writing of Industrial Reports)
- i. SEC-VI – 801 B: Hospitality Operation Software Skills
- j. SEC-VI – 801 C: Trade Presentation Skills

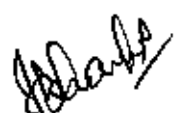
BHM First Year

First Semester

- **Theory Papers:**
 - Food Production Foundation -I
 - Food & Beverage Service Foundation-I
 - Accommodation & Front Office Foundation –I
 - Environmental Studies
- **Practical Papers:**
 - Food Production Foundation –I
 - Food & Beverage Service Foundation –I
 - Accommodation & Front Office Foundation –I

Second Semester


 २०२२
 असाधारण मुख्य शिक्षक
 बकवनी (वि. विभाग)



- **Theory Papers:**
 - Food Production Foundation -II
 - Food & Beverage Service Foundation-II
 - Accommodation & Front Office Foundation -II
 - English/MIL Communication
- **Practical Papers:**
 - Food Production Foundation -II
 - Food & Beverage Service Foundation -II
 - Accommodation & Front Office Foundation -II

BHM Second Year

Third Semester

- **Industrial Training:**
 - Food Production Operations – Industry Exposure -I
 - Food & Beverage Service Operations -Industry Exposure -I
 - Accommodation and Front Office Operations- Industry Exposure -I
 - Personality Skills for Hospitality - Learning from Industry

Fourth Semester

- **Theory Papers:**
 - Introduction to Indian Cookery
 - Food & Beverage Service Operations -II
 - Accommodation & Front Office Operations -II
 - Accounting Skills for Hospitality
- **Practical Papers:**
 - Introduction to Indian Cookery
 - Food & Beverage Service Operations -II
 - Accommodation & Front Office Operations -II

BHM Third Year

Fifth Semester

- **Theory Papers:**
 - Foreign Language Skills -I (French)
 - Regional Cuisines of India -I/ Food & Beverage Service Management -I/ Accommodation Management-I
 - Researching for Hospitality & Tourism Management
 - Hospitality Laws
- **Practical Papers:**
 - Regional Cuisines of India -I/ Food & Beverage Service Management -I/ Accommodation Management-I

Sixth Semester

- **Theory Papers:**
 - Foreign Language Skills -II (French)
 - Regional Cuisines of India -II/ Food & Beverage Service Management -II/ Accommodation Management-II
 - Researching for Hospitality & Tourism Management
 - Hospitality Marketing
- **Practical Papers:**



- o Regional Cuisines of India -II/ Food & Beverage Service Management -II/ Accommodation Management-II
- o Project Work Management

BHM Fourth Year

Seventh Semester

- **Theory Papers:**

- o Skill enhancement for Media & Journalism in Hospitality/ Application of Computers in Hospitality & Tourism/ Web Applications in Hospitality & Tourism
- o Human Resource Management
- o Safety, Security and Travel Documentation
- o Event Management/ Food Service Management/ Accommodation Management/ Bakery Management/ Front office Management/ Foreign Cuisine

- **Practical Papers:**

- Event Management/ Food Service Management/ Accommodation Management/ Bakery Management/ Front office Management/ Foreign Cuisine

Eighth Semester

- **Industrial Training:**

- o Writing Skills for Hospitality (Writing of Industrial Reports)/ Hospitality Operation Software Skills/ Trade Presentation Skills
- o Human Resource Practices (Industry Exposure)
- o Safety, Security and Travel Documentation Facilitation Management Practices (Industry Exposure)
- o Event Management/ Food Service Management/ Accommodation Management/ Bakery Management/ Front office Management/ Foreign Cuisine

Evaluation: Learners are evaluated on the basis of term end examination and one assignment per course. The assignment is submitted to the Coordinator of the Study Centre to which the student is assigned or attached with. The components of evaluation for each course include the following:

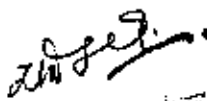
- a. Assignments 20 % weightage
- b. End-term examination 80 % weightage

The project work is assessed using the following components:

- Proposal
- Report
- Conduct of work
- Analysis
- The final report presentation also includes comprehensive *viva-voce*

VI. Requirement of the Laboratory Support and Library Resources: It is essential for every study center to have Training Kitchen, Training Restaurant, Front Office area and a Model Room to train learner in area of Food Production, Food and Beverage Service, and Accommodation Operations.

A well equipped library having sufficient number of books and resource material to supplement the learners and faculty requirements are needed. Further, for the programme it is essential that every study centre should have sufficient computers with proper internet connectivity to support learners requiring IT facilities.


 कुल संयोजक
 उत्तराखण्ड मुक्त विश्वविद्यालय
 शाला (नैनीताल)

VII. Cost Estimate of the Programme and the Provisions:

COST ESTIMATION		
PARTICULARS	DETAILS	AMOUNT (IN RS.)
Instructional services		
	Payment to course writers	840000
Development of in-house SLM	Payment to Editors	420000
	Total Cost	1260000

VIII. Quality Assurance Mechanism and Expected Programme Outcomes: The Department reviews its programme time to time through its expert committee, Board of Studies meetings to enhance the standard of its curriculum and instructional design. The Board of Studies and Expert Committee comprise of renowned academicians and practitioners who design, review and update the course curriculum and the study material accordingly.

adsej.
पुस्तक
उत्पादन एवं प्रकाशन
आचार्य आचार्य

Adarsh

SYLLABUS
BACHELOR OF HOTEL MANAGEMENT

BHM First Year

FIRST SEMESTER

- **Theory Papers:**
 - BHM-101T Food Production Foundation -I
 - BHM-102T Food & Beverage Service Foundation-I
 - BHM-103T Accommodation & Front Office Foundation -I
 - FES-(B)10 Environmental Studies
- **Practical Papers:**
 - BHM-101P Food Production Foundation -I
 - BHM-102P Food & Beverage Service Foundation -I
 - BHM-103P Accommodation & Front Office Foundation -I

SECOND SEMESTER

- **Theory Papers:**
 - BHM-201T Food Production Foundation -II
 - BHM-202T Food & Beverage Service Foundation-II
 - BHM-203T Accommodation & Front Office Foundation -II
 - BHM-AECC-II English/MIL Communication
- **Practical Papers:**
 - BHM-201P Food Production Foundation -II
 - BHM-202P Food & Beverage Service Foundation -II
 - BHM-203P Accommodation & Front Office Foundation -II

BHM Second Year

THIRD SEMESTER

- **Industrial Training:**
 - BHM-301P Food Production Operations – Industry Exposure -I
 - BHM-302P Food & Beverage Service Operations -Industry Exposure -I
 - BHM-303P Accommodation and Front Office Operations- Industry Exposure -I
 - BHM-304P Personality Skills for Hospitality - Learning from Industry

FOURTH SEMESTER

- **Theory Papers:**
 - BHM-401T Introduction to Indian Cookery
 - BHM-402T Food & Beverage Service Operations -II
 - BHM-403T Accommodation & Front Office Operations -II
 - BHM-404T Accounting Skills for Hospitality
- **Practical Papers:**
 - BHM-401T Introduction to Indian Cookery
 - BHM-402T Food & Beverage Service Operations -II
 - BHM-403T Accommodation & Front Office Operations -II

BHM Third Year

FIFTH SEMESTER

- **Theory Papers:**
 - BHM-501T Foreign Language Skills -I (French)
(Select any one from BHM-502AT/BT/CT)
 - BHM-502AT Regional Cuisines of India -I
 - BHM-502BT Food & Beverage Service Management -I
 - BHM-502CT Accommodation Management-I
 - BHM-503 Researching for Hospitality & Tourism Management
 - BHM-504T Hospitality Laws
- **Practical Papers:**
(Select only one corresponding to theory paper BHM-502AP/BP/CP)
 - BHM-502AP Regional Cuisines of India -I
 - BHM-502BP Food & Beverage Service Management -I
 - BHM-502CP Accommodation Management-I

SIXTH SEMESTER

- **Theory Papers:**
 - BHM-601T Foreign Language Skills -II (French)
(Select the same which is selected in fifth semester BHM-602AT/BT/CT)
 - BHM-602AT Regional Cuisines of India -I
 - BHM-602BT Food & Beverage Service Management -I
 - BHM-602CT Accommodation Management-I

[Handwritten Signature]
कुल पंडित
उपकायक मुख्यालय
इलाहाबाद (मि.उ.क.)
[Handwritten Signature]

- BHM-604T Hospitality Marketing

• **Practical Papers:**

(Select only one corresponding to theory paper BHM-602AP/BP/CP)

- BHM-602AP Regional Cuisines of India –I
- BHM-602BP Food & Beverage Service Management –I
- BHM-602CP Accommodation Management BHM-101T
- BHM-603P Project Work Management

BHM Fourth Year

SEVENTH SEMESTER

• **Theory Papers:**

(Select any one from BHM-701AT/BT/CT)

- BHM-701AT Skill enhancement for Media & Journalism in Hospitality
- BHM-701BT Application of Computers in Hospitality & Tourism
- BHM-701CT Web Applications in Hospitality & Tourism
- BHM-702T Human Resource Management
- BHM-703T Safety, Security and Travel Documentation

(Select any one from BHM-701AT/BT/CT)

- BHM-704AT Event Management
- BHM-704BT Food Service Management
- BHM-704CT Accommodation Management
- BHM-704DT Bakery Management
- BHM-704ET Front office Management
- BHM-704FT Foreign Cuisine

• **Practical Papers:**

(Select corresponding to theory paper)

- BHM-704AP Event Management
- BHM-704BP Food Service Management
- BHM-704CP Accommodation Management
- BHM-704DP Bakery Management
- BHM-704EP Front office Management
- BHM-704FP Foreign Cuisine

EIGHTH SEMESTER

• **Industrial Training:**

(Select any one corresponding to chosen in seventh semester)

- BHM-801AP Writing Skills for Hospitality (Writing of Industrial Reports)
- BHM-801AP Hospitality Operation Software Skills
- BHM-801AP Trade Presentation Skills

- BHM-802P Human Resource Practices (Industry Exposure)
- BHM-803P Safety, Security and Travel Documentation Facilitation Management Practices (Industry Exposure)

(Select corresponding to theory paper in seventh Semester)

- BHM-804AP Event Management
- BHM-804AP Food Service Management
- BHM-804AP Accommodation Management
- BHM-804AP Bakery Management
- BHM-804AP Front office Management
- BHM-804AP Foreign Cuisine

Semester – 1 BHM -101T: Food Production Foundation -I

Course Contents:

Unit – 1 Professional Kitchen & Cooking: - Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.


Unit – 2 Kitchen Equipments, Fuels & Safety: Kitchen Equipments, Classification, Description,

Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts

Unit – 3 Ingredients used in cooking: Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing,

Storing Considerations and their key uses in kitchen

Unit – 4 Stocks, Sauces, Soups and Salads: Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces,

Handwritten signature


Handwritten signature

making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation, Salads: Introduction, compositions, types, dressings, emerging trends.

BHM -101P: Food Production Foundation -I

- Understanding Personal Hygiene & Kitchen Hygiene
- Grooming for Professional Kitchen – Do's & Don't's
- Understanding kitchen Layouts.
- Familiarisation with kitchen equipments and tools
- Fuels – Their usage and precautions
- Kitchen First Aid
- Handling Fire
- Familiarization, identification of commonly used ingredients in kitchen
- Preparation of Stocks, Mother Sauces and at least two derivatives each.
- Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings:

- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani

Semester – I BHM -102T: Food & Beverage Service Foundation -I

Course Contents:

Unit – 1 Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Layouts (Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.

Unit – 2 Food Service Equipments, Fuels & Safety: Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.

Unit – 3 Food Service -I: Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.

Unit – 4 Food Service-II : Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.

BHM -102P: Food & Beverage Service Foundation -I

- Understanding Personal Hygiene & Food Service Hygiene
- Grooming for Professional Food Service – Do's & Don't's
- Understanding Food Service Outlets.
- Familiarisation with Food Service equipments and tools
- Fuels – Their usage and precautions while dealing with them in F&B Outlets
- Handling Fire and Emergency Procedures
- Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
- Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)
- Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Reading:

- Food & Beverage Service – Dennis R. Lillierap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management – Brian Varghes
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.

Semester – I BHM -103T: Accommodation & Front Office Foundation -I

Course Contents:

Unit – 1 Accommodation Sector: - Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of 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

Handwritten signature
मुंबई विद्यापीठ
संस्कृत विभाग
मुंबई

Handwritten signature

Unit – 2 The Guest Accommodation: Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies

Unit – 3 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. Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.

Unit – 4 Hotel Housekeeping: 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), 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, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel

BHM -103P: Accommodation & Front Office Foundation -I

- Understanding Personal Hygiene Grooming Standards
- Understanding Layouts of Front Office and Housekeeping.
- Familiarisation with equipments and tools
- Rooms layout and standard supplies. (Amenities)
- DO'S and Don'ts for new entrants/employees in the front office
- Hotel terminology

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings:

- Hotel Front Office Operations and Management- Jatashankar R Tewari, Oxford University Press.
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Security Operations By Robert Mc Crie, Publishes: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications

Semester II BHM -201T: Food Production Foundation -II

Course Contents:

Unit – 1 Methods of Cooking: - Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP

Standards and Professional Kitchens.

Unit – 2 Eggs, Poultry and Meat: Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling.

Unit – 3 Fishes in cooking: Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

Unit – 4 Vegetable, Cuts & Cookery: Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

BHM -201P: Food Production Foundation -II

- Understanding Methods of Cooking & HACCP Standards
- Cooking in Professional Kitchen – Do's & Don't's
- Understanding Eggs and their simple Breakfast Preparations ;Preparation of:
 - Hard & soft boiled eggs.
 - Fried eggs.
 - Poached eggs.
 - Scrambled eggs.
 - Omelet's (Plain, Spanish, Stuffed)
- Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking
- Vegetables –Their usage and cooking precautions
- Cuts of vegetables
 - Julienne

Handwritten signature
OFFICE OF THE
DEAN
BHM -201T

Handwritten signature

- Jardiniere
- Dices
- Cubes
- Macedoine
- Paysanne
- Shredding
- Mire-poix
- Blanching of Tomatoes and Capsicum.
- Cooking vegetables:
 - Boiling (potatoes, peas)
 - Frying (Aubergine, Potatoes)
 - Steaming (Cabbage)
 - Braising (Potatoes)
 - Braising (Onions, cabbage)
- Simple Vegetable and Meat Cookery
- Identification of types of rice varieties & pulses.
- Simple preparation of Boiled rice (Draining & Absorption) method.
- Fired rice.
- Simple dal preparation
- Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.
- Simple Breakfast Preparations:
 - Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura,
 - Preparation of Continental Breakfast

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman

Semester – II BHM -202T: Food & Beverage Service Foundation -II

Course Contents:

Unit – 1 Non Alcoholic Beverages & Mocktails: Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief

Descriptions, Preparation and Service Techniques

Unit – 2 Coffee Shop & Breakfast Service: Introduction, Coffee Shop, Layout, Structure, Breakfast: Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/ trays,

Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features.

Unit – 3 Food and Beverage Services in Restaurants: - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organisational Structure, Modern Staffing in various hotels, Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange. Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Speciality Restaurants, Celebrity Restaurants.

Unit – 4 Room Service/ In Room Dining: Introduction, Concept of Room Service/ In Room Dining, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's.

BHM -202P: Food & Beverage Service Foundation -II

- Understanding Non Alcoholic Beverages, Types & Service Techniques
- Guest Interactions while on Food Service – Do's & Don't's
- Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails)
- Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance &
- Acknowledging guests.
- Familiarisation with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
- Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures
- Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service

Handwritten signature
 मुक्त विद्यालय
 मुक्त विद्यालय
 मुक्त विद्यालय

Handwritten signature

Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)

Semester – II BHM -203T: Accommodation & Front Office Foundation -II

Course Contents:

Unit – 1 Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, 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, Stain Removal.

Unit – 2 Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, check list, key control, Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk.

Unit – 3 Basic Front Office Operations: Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling.

Unit – 4 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.

BHM -203P: Accommodation & Front Office Foundation -II

- Identification and familiarisation with cleaning equipments and agents.
- Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
- Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping Identification and familiarisation with front desk equipments and Performa's. Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling Skills to handle to telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Role play:
 - At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy
 - At the Front Desk: Guest arriving: greeting & offering welcome drink and guest interactions.
 - Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel Front Office Operations and Management- Jatashankar R Tewari, Oxford University Press.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

SEMESTER – III

INDUSTRIAL EXPOSURE (SEMESTER – III)

Duration of Exposure: 20-22 weeks

Leave Formalities: 1 weekly off and 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. Industrial Exposure will require an input of 100-120 working days (20 weeks x 06 days = 120 days). Students who are unable to complete a minimum of 60 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 60 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The training in III 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/ Convenor/ H.O.D for Industrial exposure from parent Institute.

III Semester Training Schedule:

Housekeeping: 4-6 weeks; Front Office: 4-6 weeks; Food and Beverage Service:4-6 weeks Food Production: 4-6 weeks; others (In the areas of Interest) Floating weeks may be availed Total weeks: 20-22 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

Handwritten signature
STATE BOARD OF HOTEL & TOURISM
MUMBAI

Handwritten signature

please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 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. (Refer to What to Observe Sheets for more details.)

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

- a) The typing should be done on both sides of the paper (instead of single side printing)
- 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 the training report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure/ Credit Distribution

During the tenure of Industrial Exposure, apart from carrying out the assigned jobs, The learners are suggested to make the following observations in the departments of internship:

Semester – III

BHM -301P: Food Production Operations - Industry Exposure -I

Practical: 6 Credits

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

Semester – III

BHM -302P: Food and Beverage Service Operations - Industry Exposure -I

Practical: 6 Credits

Food & Beverage Service

BANQUETS

1. What is banquetting – 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

(Handwritten signature)
कुल सचिव
उत्तराखण्ड मुक्त विश्वविद्यालय
दिल्ली (विशेषांक)
(Handwritten signature)

9. To study different promotional ideas carried out to maximize business
10. Types of chaffing 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 from 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 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

Semester - III

BHM -303P: Accommodation and Front Office Operations -Industry Exposure -I

Practical: 6 Credits

WHAT TO OBSERVE

ACCOMMODATION OPERATIONS

ROOMS

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

Handwritten signature
 15/05/2024
 DEPARTMENT OF HOTEL MANAGEMENT
 BHM -303P

Handwritten signature

...ive the procedure for Freshen up and Turn down service

... Observe room layout, color 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

WHAT TO OBSERVE

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 DISK / 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.

Semester – III

BHM- 304P: Personality Skills for Hospitality – Learning from Industry

Practical: 2 Credits

WHAT TO OBSERVE

- (a) Personality Enrichment

Handwritten signature
3/11/2023

Handwritten signature

- a) Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language,
- b) Art of good Conversation, Art of Intelligent Listening
- (b) **Etiquettes & Manners**
 - a) Social & Business Dining Etiquettes, Social & Travel Etiquettes
- (c) **Personality Development Strategies**
 - a) Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking,
 - b) importance and art of 'Small Talk' before serious business
- (d) **Interpersonal Skills**
 - a) Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc
 - b) at work place
- (e) **Group Discussion**
 - a) Team Behaviour, how to effectively conduct yourself during GD, do's and don'ts, clarity of
 - b) thoughts and its expression
- (f) **Telephone conversation**
 - a) Thumb rules, voice modulation, tone, do's & don'ts, manners and accent
- (g) **Presentation**
 - a) Presentation skills, seminars skills role – plays
- (h) **Electronic Communication Techniques: E mail, Fax,**

Semester – IV BHM -401T: Introduction to Indian Cookery

Course Contents:

Unit – 1 Indian Cooking: - Introduction, Philosophy of Indian Food, The great Indian Cuisine – Key features, Regional influences on Indian Food, Popular foods of India (At least one simple three course menu from each region of India , North, East, South, West and Central India its salient features and cooking).

Unit – 2 Condiments, Herbs and Spices Used in India Cuisine: Introduction, Condiments, Herbs and Spices used in Indian Cuisine (Allspice, Ajowan, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usage tips.

Unit – 3 Masalas, Pastes and Gravies in Indian cooking: Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations. Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations.

Unit – 4 Commodities and their usage in Indian Kitchens: Introduction, Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens

BHM -401P: Introduction to Indian Cookery:

1. Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, West and Central India its salient features and cooking).
2. Condiments, Herbs & Spices in Indian Kitchen – Do's & Don't's
3. Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Preparation of:
 - a. Makhni Gravy
 - b. Green Gravy
 - c. White Gravy
 - d. Lababdar Gravy
 - e. Kadhai Gravy
 - f. Achari Gravy
 - g. Malai Kofta Gravy
 - h. Yakhni Gravy
 - i. Yellow Gravy
 - j. Korma Gravy
4. Familiarisation with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings:

- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani

Semester – IV BHM -402T: Food & Beverage Service Operations -II

Course Contents:

Unit – 1 Restaurant Planning: Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors- Concept, Menu, Space & Lighting, Colors and Market, Restaurant Design team. Restaurant Problems and Guest Situation Handling – (thumb rules), Hosting Theme Functions/ Lunches/Events, Preparation of Flamb'es & Gueridon Service

Unit – 2 Buffet: Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function,

Adapted
 2019-2020
 BHM -401T
 BHM -401P
 BHM -402T

[Signature]

Function Administration & Organization-Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off- Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, Afternoon & High Teas: Introduction, Menu, Cover & Service.

Unit – 3 F & B Control- Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F & B Control, Personnel Management in F & B Control. Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sale defined, Ways of expressing sales concepts. Cost Volume/ Profit Relationships (Bread- even analysis).

Unit – 4 Budgetary Control: Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F & B Operations Food & Beverage Control: Purchasing Control, Receiving Control, Storing and Issuing Control, Menu Management: Introduction, Types of Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In- House Marketing, Tool.

BHM -402P: Food & Beverage Service Operations -II:

- Restaurant Set –ups of different types & services
- Service of Afternoon & High teas
- Buffet Lay –up, theme Buffets set up
- Theme Parties
- Role Plays & Situation handling in Restaurant
- Gueridon Service

Practical examination will be jointly conducted by one internal and one external examiner.

Books Recommended

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.

Semester – IV BHM – 403T: Accommodation & Front Office Operations -II

Course Contents:

Unit – 1 Cleaning of Public Areas: Cleaning of Public Areas; Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

Unit – 2 Special Provisions for Guests, Safety, Security and First Aid: Guest room features for differently abled – added features and modifications, Public Areas: Wash – rooms, restaurants, main entrance etc. added features and modifications. Situation Handling/Service Design, for typical Market Segment (Safety, security & Comfort); Airlines crew guest rooms, single lady guests, Children. The Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/ Staff/ Public areas/Rooms/ Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration

Unit – 3 The Guest Stay with Hotel: Registration: concept, systems and its procedure, Registration form and C Form, No Shows, Rooming of Guests, Message Handling, Dealing with Guests Requests and Complaints, Travel Desk and Concierge: functions; luggage, paging, message and left luggage handling procedure, foreign currency handling, Room selling techniques, Communicating with guests.

Unit – 4 The Guest Departure and Post Departure Services at Front Desk: The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, over and shorts, settlement of bills, credit card handling, handling vouchers of –room rate, food sales, laundry, other guest services, miscellaneous charges, credit security measures, cash and credit control, express check out, early and late check outs, group departures, post departure courtesy services

BHM – 403P: Accommodation & Front Office Operations -II:

1. Identification and familiarisation with cleaning of Public Areas in Hotels.
2. Develop an understanding about requirements of different guests, with children, business travellers, single woman traveller, differently abled travellers and acquaint the learners with procedures like expression about sharing of hotel services and facilities to guests, employees as brand ambassadors of hotels, managing guest interactions effectively.
3. Handling guest Check - In , Registration, Facilitation during stay at Hotel. Billing, Related Performa's.
4. Skills to handle guest accounting and departure (fits and groups)
5. Role play: In ref to the theory syllabus

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings:

- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Hotel Front Office Operations and Management—Jatashankar R Tewari, Oxford University Press.

Semester – IV BHM– 404T: Accounting Skills for Hospitality

Course Content:

Unit – 1 Accounting: Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.

Handwritten signature and stamp:
A circular stamp with text in Hindi: "उत्तराखण्ड विश्वविद्यालय" (Uttarakhand University) and "दिल्ली (विशेष)" (Delhi (Special)).
A handwritten signature is written over the stamp.

Unit – 2 Account Records: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.

Unit – 3 Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,

Unit – 4 Depreciation Reserves and Provisions – Meaning, basic Methods, Computer Application-Preparation of Records and Financial Statements

Books Recommended:

- Hospitality Management Accounting, Michael M Coltman
- Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana
- Hotel Accounting Earnest B. Horwath & Luis Toth
- Accounting for Management, S K Bhattacharya, Vikas Publishing House
- Hospitality Financial Accounting By Jerry JWeygandt, Publisher Wiley & sons
- Accounting in Hotel & Catering Industry – Richard Kotas- International Textbook Company
- Comprehensive Accountancy, SA Siddiqui
- A complete Course in Accounting Volume – I, N.D. Kappor
- Double – Entry Book- Keeping, R.C. Chawla & C. Juneja
- Introduction to Accountancy, T.S. Grewal

Semester – V BHM– 501T: Foreign Language Skills –I (French)

Theory: 2 Credits

Objective: this module is designed to give a basic knowledge of the French language of common use.

Course Content:

Unit - 1: Pronunciation - The Alphabet - The Accents; 'Formules de politesse'; The numbers: Cardinal – Ordinal; Time; Weights & Measures; change of gender

Unit - 2: Conjugation of regular verbs in present tense; Days of the week; Months of the year; Date; The articles, Common greetings in French, Name of vegetables and fruits.

Unit - 3: Name of the Countries and their Nationalities; Adjectives, Commonly used Prepositions, Plural of nouns. Describing a place (your city/ tourist place)

Unit - 4 : Self introduction, Vocabulary describing family; Describe your family; Negation; Interrogation, Conjugation of irregular verbs in present tense; Demonstrative Adjectives, Possessive adjectives, Simple translation

(Oral)

Role-playing of different situations

Understanding questions

Conversation

Picture composition

Suggested Readings:

- Larousse compact Dictionary: French-English/ English-French
- Le nouveau sans frontieres, part 1 & 2
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hôtel by A. Talukdar
- A Votre Service 1
- French for Hotel and Tourism Industry by S.Bhattacharya
- Junelage 1 by Manjiri Khandekar and Roopa Luktuke
- Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

Semester – V BHM -502AT: Regional Cuisines of India -I

Course Contents:

Unit – 1 Cuisines of Kashmir, Himachal & Uttarakhand: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Unit – 2 Cuisines of Punjab, Haryana & Delhi: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Unit – 3 Cuisines of Rajasthan & Gujarat: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Unit – 4 Cuisines of Maharashtra & Goa: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

adger
BHM-501T
Foreign Language Skills - I (French)
Theory: 2 Credits

adger

BHM -502AP: Regional Cuisines of India -I

- Two Menus about 3-5 dishes per menu per state.

Note: For focused inputs Regional Theme Lunches/ Festivals may be organised as a part of activity based learning. Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings:

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
- A Taste of India By Madhur Jaffrey - John Wiley & Sons
- Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press, MDU
- Indian Gastronomy – Manjit Gill. DK Publishers
- Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU
- Punjabi Cuisine – Manjit Gill

Semester – V BHM -502CT: Food & Beverage Service Management -I**Course Content:**

- Unit – 1 Bar** – Introduction, Importance, and Types, Organization Structure, Layout, Equipments used and BOT & Bar Menus.
- Unit – 2 Alcoholic Beverages:** Wines – Introduction, Classification, Brief Description, about manufacturing process, storage and its service. Major Indian and International Brands, glasses and equipment, Storage and service of wine
- Unit – 3 Beers:** Introduction, Ingredients Used, Production, Types and brands, Indian and International. Services, bottled, canned and draught beers. Other Fermented & Brewed Beverages: Sake, Cider, Perry, Alcohol Free Wines.
- Unit – 4 Spirits:** Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila), Spirits- Types, Production, Brands Indian and International & Service, Other Alcoholic Beverages- Liqueurs & Tobacco: Types, Production, Brands & Service – Indian and International.

BHM -502CP: Food & Beverage Service Management -I

- Service of Alcoholic Beverages: Wines, Spirits.
- Opening & closing of wines corks (Champagne, Red & White wines)
- Service of Spirits & Liqueurs
- Bar setup and operations
- Cocktail Mocktail Preparation, presentation and service
- Service of Cigars & cigarettes
- Conduction Briefing/ De- Briefing for F & B outlets
- Service of Beer, Snake and Other Fermented & Brewed Beverages
- Service of Sparkling, Aromatized, Fortified, Still Wines.
- Set up a table with Prepared Menu with wines

Practical examination will be jointly conducted by one internal and one external examiner.

Book recommended

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service – Brown, Heppner & Deegan
- Menu Planning – Jaks Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi

Semester – V BHM - 502ET: Accommodation Management-I**Course Content:**

- Unit – 1 Housekeeping Supervision:** Importance of inspection, Check- list for inspection, Typical areas usually neglected where special attention is required, Self- supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff., staffing matrix, duty rosters, staff appraisals.
- Unit – 2 Planning Trends in Housekeeping:** Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, and planning for the provision of Leisure facilities for the guest, Boutique hotel concept. Planning and Organizing in the House Keeping: Area Inventory list, Frequency schedules, Performance standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning duty roster.
- Unit – 3 Budgeting:** Budget and budgetary controls, The budget process, Planning capital budget, Planning operation budget, Operating budget – controlling expenses – income statement, purchasing systems – methods of buying, Stock records – issuing and control
- Unit – 4 Front Office Accounting and Night Auditing:** Introduction to Accounting fundamentals, Guest and non guest accounts, Accounting system, Non automated, semi automated and fully automated), Night Auditing: Introduction, Objective and job description of Night Auditor Night Audit process, Preparing night audit reports

adg
 कुल शिक्षण
 उपाध्यक्ष, मुंबई विश्वविद्यालय
 नवसारी, विठोबावाडी

adg

BHM - 502EP: Accommodation Management-I

- Preparing Guestroom and public area checklists
- Preparing Duty Roasters, Understanding Staff Matrix.
- Planning layouts of Guest Rooms, Boutique hotels, PowerPoint's on salient features in respect to accommodation of Hotels.
- Understanding Hotel Accommodation Budgets
- Preparing for Interviews of Assistants as Supervisors and Facing Supervisors Interviews.

Practical examination will be jointly conducted by one internal and one external examiner.

Book recommended

- Hotel Front Office Operations and Management- Jatashankar R Tewari- OUP.
- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal
- House Keeping Management for Hostels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping management – Margaret M. Leappa & Aleta Netschke
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press
- In House Management by A.K Bhatiya
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes

Semester – V**BHM – 503T: Researching for Hospitality & Tourism Management****Course Content:**

Unit-1 Introduction to research methodology: Meaning, definition, characteristics and types of research, Methodology of research, formulation of research problem Research Design: Meaning, characteristics of research design, steps in research design. Concept of Hypothesis

Unit-2 Sampling Design and Data Collection: Meaning of sampling, aims in selection a sample, Types of sample design. Data collection –Meaning, types of data, methods of collecting primary data-observation, interview and questionnaire, Sources of secondary data.

Unit-3 Processing and Analysis of data: Editing, Coding, Classification and tabulation, Graphical presentation of Data-Bar-chart, pie-chart and curves Interpretation of Data meaning, methods of data analysis

Unit-4 Report Writing: Meaning, types and steps involved in writing report, layout of the research report, mechanics of writing a research report, challenges of a good writing

Suggested Readings

- *Kumar Ranjit: Research Methodology: A Step by Step Guide for Beginners*, Sage Publication, 2014.
- Kothari C.R. : *Research Methodology*, New Age International, 2011.
- Shajahan S. : *Research Methods for Management*, 2004.
- Thanulingom N : *Research Methodology*, Himalaya Publishing
- C. Rajendar Kumar : *Research Methodology* , APH Publishing
- J. R. Brent Ritchie, Charles R. Goeldner : *Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers*, Wiley Publishers Publishers Ltd, UK

Semester – V**BHM – 504T: Hospitality Laws****Course Contents:**

Unit – 1 Introduction to Indian Hospitality & Related Laws in India Introduction, Legal Perspectives, Key Issues, The legal requirements Prior and at the time of doing Hotel Business.

Unit – 2 Laws Related to Hotel Operations in India: Doing Hotel Business in India, Business Contracts, Hotel Licenses and Regulations, Hotel Insurance

Unit – 3 Laws Related to Employees, Guests, and Public Health & Safety: Introduction and Overview of Labour Laws, Hospitality Laws, Public Health and Environmental Laws

Unit – 4 Laws Related to Food & Beverage Services: Food Legislation and Liquor Licensing

Suggested Readings:

- Hotel Law by Amitabh Devendra , Oxford University Press
- Hotel & Tourism Laws by Jagmohan Negi
- Related Guidelines & Reports from Ministry of Tourism, Govt of India

Semester – VI BHM– 601T: Foreign Language Skills – II (French)

Unit-1 : Use of pronouns <en> and <y>; Presenting and introducing other person; Conversation basic: Introducing each other, Short Guest Interactions.

Unit-2 : le present continu Passé compose. Conversation basic: In the restaurant (how to place/take order, billing etc.)

adjet

STAMPED AREA

[Signature]

Unit- 3 : Conjugation of verbs in future tense, Future proche, Conversation basic: hotel room reservation (to make/cancel the reservation)

Unit - 4: The recent past tense, Personal pronouns Name of some kitchen equipments and cooking methods, planning a three or five course menu.

(Oral)

Role-playing of different situations

Understanding questions

Conversation

Picture composition

Suggested Readings:

· Larousse compact Dictionary: French-English/ English-French

· Le nouveau sans frontieres, part 1 & 2

· Conjugaison - Le Robert & Nathan

· Larousse French Grammar

· Grammaire Collection "Le Nouvel Entraînez vous" level debutant

· Parlez à l'hotel by A. Talukdar

· A Votre Service I

· French for Hotel and Tourism Industry by S.Bhattacharya

· Jumelage I by Manjiri Khandekar and Roopa Luktuke

· Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

Semester – VI BHM - 602BT: Regional Cuisines of India -II

Course Contents:

Unit – 1 Cuisines of Andhra Pradesh, Tamil Nadu & Kerala: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Unit – 2 Cuisines of Awadh, Bengal & Odisha: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, specialty during Festivals and Other Occasions, Community Foods.

Unit—3 Cuisine of Uttarakhand(Kumoni and Garhwali) Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, specialty during Festivals and Other Occasions, Community Foods.

Unit – 4 Indian Sweets & Desserts: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features , Key Ingredients, Popular Sweets, Seasonal Sweets, Special Equipments, Specialities during Festivals and Other Occasions.

Unit – 5 Food of India: Jain Food, Parsi Food, Home Style Cooking, Tandoori Foods, Dum Style of Cooking, Traditional Cooking Delights, North Eastern Indian Foods, Food of Madhya Pradesh

BHM - 602BP: Regional Cuisines of India -II

- Two Menus about 3-5 dishes per menu per state covering all units.

Note: For focused inputs Regional Theme Lunches/ Festivals may be organised as a part of activity based learning. .

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings:

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press

- A Taste of India By Madhur Jafferey - John Wiley & Sons

- Indian Gastronomy – Manjit Gill, DK Publishers

- Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU

- The Essential Kerala Cookbook Paperback by Vijayan Kannampill

- My Great India Cook Book – Vikas Khanna

Handwritten signature
कुल सचिव
उत्तराखण्ड मुक्त विश्वविद्यालय
हरद्वारी विभाग

Semester – VI BHM - 602DT: Food & Beverage Service Management -II

Course Content:

Unit – 1 Wines -I Definition, Classification with examples, - Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Principal wine regions and wines of France, Germany, Italy, Spain,

Unit – 2 Wines -II Principal wine regions and wines of Portugal, USA, Australia; New World Wines (brand names) India, Chile, South Africa, Algeria, New Zealand, Food & Wine Harmony,

Storage of wines, Wine terminology (English & French)

Unit – 3 The Beverage Industry: Introduction, Yesterday & Today, Responsible Alcohol Service, Creating and Maintaining a Bar Business, Sanitation and Bar Setup, Legal Aspects, Professional Services.

Unit – 4 Bar Management: Introduction, Purchasing, Storing, Receiving, Issuing; Controlling, marketing Beverage Products Responsibly, Employee Management, Art of Mixology, Planning for Profits, Bar Menus

BHM - 602DP: Food & Beverage Service Management -II

1. Bar Setups of different types & services

2. Service of Wines & Bar Menus

3. Reading Wine Labels,

Handwritten signature

4. Cocktail parties

5. Role Plays & Situation handling in Bar

Practical examination will be jointly conducted by one internal and one external examiner.

Books Recommended

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
- Food & Beverage Management By: Bernard Davis & Stone
- Food & Beverage Service- Dennis R. Lillicrap, & John.A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Vargese

Semester – VI BHM - 602FT: Accommodation Management-II

Course Content:

Unit- 1 Interior Decoration: Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture, Flower Arrangement: Concept & Importance, Types & Shapes and Principles, Equipment and material required for flower arrangement, Conditioning of plant material, Indoor Plants care and role of housekeeping.

Unit – 2 Colors: Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance, Applications. Furniture Arrangements: Principles, Types of Joints, Selection.

Unit – 3 Floor & Wall Covering: Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. Windows, Curtains, and Blinds Soft Furnishings and Accessories: Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative,

Unit – 4 Computer Applications in Hotel Accommodation: Introduction to Hotel Software's, Operating Procedures, Salient Features Merits & Challenges, Handling Guest and non guest accounts, Preparing reports, Giving Maintenances.;

Unit – 5 Planning & Evaluating Front Office Operations: Forecasting techniques, Forecasting Room availability, Useful forecasting data, (% of walking, % of overstay, % of under stay) Forecast formula, Sample forecast forms; **Yield Management** - Concept and importance, Applicability to rooms division (Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team

BHM - 602FP: Accommodation Management-II

- Hands on practice of computer application (Hotel Management System) related to Rooms Division procedures as covered in syllabus
- Presentations on Interior Decorations
- Flower Arrangements Workshops
- Visit to Local Resources

Practical examination will be jointly conducted by one internal and one external examiner.

Book recommended

- Hotel Front Office Operations and Management- Jatashankar R Tewari- OUP.
- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal

Semester – VI BHM – 603P: Project Work

Keeping in view the diverse nature of tourism & hospitality industry & its long- term implications on the economy, society, culture & environment, It is mandatory to do some project work so as to sharpen the research skills, develop a practical understanding of the Hospitality system, attain some field experience etc.

Students are required to prepare a project on a topic of their choice approved from Faculty from Institute/Head of Department (F.O/ F&Bs/ F.P/ A.Op) Computer Typed {Times New Roman} compiled & Hard bound copy (Two print Copies) and One soft copy in C.D.

The Project should include:-

- The First page should include Name of The Institute / University, Project undertaken, Roll Number &Name.
- Certificate by Candidate of genuine work.
- Acknowledgement.
- Certificate of approval.
- Introduction to the topic.
- Problem Definition
 - Need of study
 - Problem Definition
 - Research objective
 - List of Information
- Research Methodology
 - Research design

Handwritten signature
OFFICE OF THE
HEAD OF DEPARTMENT
F&B
DATE: _____
Handwritten signature

- Source of data
- Instrumentation of data collection
- Sampling Design
- Analysis, Findings & Interpretation.
- Suggestions & Recommendations.
- Conclusion or Silent Findings
- Limitation
- Bibliography
- Annexure

Selecting A Topic:-

Selecting a topic is the first issue. About the only thing you will be sure of should be that do you want to write on a subject that directly relates to Hotels or is associated with tourism. A lot of thinking & creativity is required at planning stage.

The purpose of project for you is to:

- Learn about various hospitality issues.
- Learn how to evaluate the potential.
- Improve organizing & managerial skills.

Sample themes of Research are:-

Various topics can be selected suggested themes are-

- Surveying of Guest Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System
- Segmentation of Guest staying in unit.
- Profiling of Tourists/ Guests
- Comparative analysis of Tariff Strategies.
- Linkages amongst various constituents of Hospitality industry
- HRD- Policies of Unit/ Chain
- Cost Control in Housekeeping/ Kitchen
- Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. The candidates are free to select a topic of their choice with due consultation with the faculty member who is mentoring the candidate in the Institute.

Evaluation of Project:

Project submitted by student shall be evaluated by one external evaluator and viva-voce shall be conducted. The total marks for the evaluation is 100 will be divided as 60 Marks (External Evaluation) and 40Marks (Viva-Voce).

Semester – VI BHM – 604T: Hospitality Marketing

Unit I

Introduction to Marketing- Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process, Service Characteristic of Hospitality and Tourism Business

Unit II

Marketing Environment, Consumer Markets and Consumer Buyer Behaviour- Micro and Micro Environment, Characteristics, Factors Affecting Consumer Behaviour, Buying Decision, Behaviour, The Buyer Decision Process.

Unit III

Distribution Channels, Product Pricing and Services Strategy- Nature and Importance of Distribution System, Marketing Intermediaries, What is Product, Product Classification, Individual Product Decisions, Product Life Cycle, Approaches to hospitality service pricing.

Unit IV

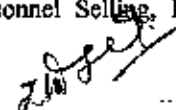
Public Relations, Sales Promotions and Integrated Marketing Communication- The Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Marketing Communication, Advertising, Sales Promotion, Public Relations, The Public Relation Process, Personnel Selling, Direct Marketing, Technology and its applications in Marketing.

Suggested Readings:

- Services Marketing – Ravishankar
- Services Marketing – Zeital Valerire – A and Mary Jo Baiter Publisher: Mc Graw Hill Company
- Service Marketing -Wood ruffe Helen Publisher Macmillan

Semester – VII BHM-701AT: Skill Enhancement for Media & Journalism in Hospitality

Unit I : Journalism, Hospitality & Tourism: Introduction to Journalism, Definition of a Journalist, Nature & Scope of Journalism, Journalism - Hospitality & Tourism: Careers & Opportunities, Familiarisation with tasks and profile of a Journalist, Ethics for Journalists, Current Issues for Journalists, Travel, Tourism & Hospitality Writing, Types of Travel Writing.


 मुंबई विद्यापीठ
 उच्च शिक्षण विभाग
 मुंबई



Unit II: Pioneers in Hospitality & Tourism Journalism & Media: Pioneers in Travel Writing: Great travel stories of Marco Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul Sankratayan, William Darlympal, Today's Hospitality Pioneers – Chef Manjit Gill, Studio Food Promoters – Chef Sanjeev Kapoor, Chef Vikas Khanna, David Rocco

Unit III: Creative Travel, Tourism & Hospitality Writing: Introduction to creative writing, information collection, writing for hospitality, tourism and travel magazines, Writing for online magazines, Studies from Hospitality Biz India, Travel Biz Monitor and Express Hospitality Magazines, Travel web searching (browsing).

Unit IV: Media Applications for Hospitality: Introduction Media, Its Role in Hospitality Promotion, Televisions, Food Food Channel, TLC Channel, Food & Travel Shows, Social Media- Creating Pages and Profiles, Merits/Demerits of Social Media, Developing promotional Literature, Travel & Hospitality Photography, New Trends

SUGGESTED READINGS:

- Magazines of Airlines, Hotels & Tourism Organisations.
- Hand Book of Journalism & Mass Communications by V.S. Gupta, Vir Bala Aggarwal, concept Publishers, New Delhi.
- Hospitality Biz India, Travel Biz Monitor
- Hotel Promotional Literatures

Semester – VII

BHM701BT: Application of Computers in Hospitality & Tourism

Unit I : Introduction to Computers: Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer,

Unit II: Introduction to Computers Software: Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS-Word, MS- Excel and MSPower Point

Unit III: Internet & Applications: Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, WorldWideWeb, Web Browser, URL, Search Engines, Email

Unit IV: Social Media Applications and Hospitality: Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications.

Suggested Reading:

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Data Communications & Compute4r Network, Thomson Learning, Bombay.
- Computers in Hotels – Concepts & Applications : Partho P Seal Oxford University Press

Semester – VII

BHM- 701CT: Web Applications in Hospitality & Tourism

UNIT-1: Introduction to Web Applications, Understanding the concepts with Hotel Websites like of Taj, Oberoi's, Lalit, Hilton etc. Concept of e - Commerce, e - Tourism, e- Business, Role of a website and e tools like Multimedia: Multimedia devices, components of multimedia systems, authoring tools, creating multimedia, video-capturing, video on demand.

UNIT-2: Data compression : Need for data compression, non-lossy and lossy compressions for images, color, gray scale and still-video image, video image, and audio compression JPEG standard, MPEG standard, DVI Technology, MIDI, brief survey of speech recognition and generation.

UNIT-3: Data and file format standards, Multimedia applications design :Application classes, types of Multimedia systems; Distributed multimedia systems: Components, distributed multimedia Databases.

UNIT-4: Introduction to Web design: Web development process, site types and architectures, navigation theory and practice. Introduction to Page: Page sizes, page types, web design tools; introduction to text: Fonts and text layout, formatting tags, text design issues for the web. Each student would be required to develop at least one website.

Suggested Reading:

- Buford, Multimedia Systems, Pearson Education
- Vaughan, Multimedia Making ITWork, Tata McGraw Hill
- Villamil and Molina, Multimedia: An Introduction, Prentice-Hall of India
- Shuman, Multimedia in Action, Vikas Publishing House, New Delhi

Semester – VII BHM – 702T: Human Resource Management

Course Contents:

Unit – 1 Introduction to Human Resource Management: Introduction, Definition & Concept, Growth Drivers in India, Importance of HRM, Hospitality Industry Characteristics, Human Resource Roles, HR Challenges. Manpower Planning, Process, Managing Workers,

Unit – 2 Recruitments, Learning & Development, Performance Appraisal: Recruitments, Introduction, Concept, Sources, What to look for in prospective candidates, Recruitments Policy and Techniques. Learning & Development, Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, Organisational Culture & Training, Performance Appraisal -

[Handwritten signature]
[Faint official stamp]

[Handwritten signature]

Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, The 360 Degree Feedback System, Managing Employee Performance

Unit – 3 Employee Motivation, Compensation & Benefit Management: Employee Motivation, Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F. Skinner's Reinforcement Theory), Motivating Employees & Measurement. Compensation & Benefits: Policy, Components, Determinants, Theories, Employee Compensation Practices in India

Unit – 4 Job Satisfaction, Organisational Culture, Disciplinary Action: Introduction, Theories of Motivation, Correlates of Job Satisfaction, Importance of Job Satisfaction, Measuring Job Satisfaction. Organisational Culture: Introduction, Observational Aspects, Functions, Cultural Models, Positive or Negative Organisational Cultures, Managing and Changing Organisational Cultures. Disciplinary Action: Introduction, Principles of Natural Justice, Counselling, Disciplinary Guidelines, Disciplinary Process, Charge Sheet

Suggested Readings:

- Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, Nirmal Singh
- Principles and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan Negi
- Human Resource Development Practice in Travel and Tourism – S.C. Bagri
- Human Resource Management in Hospitality – Malay Biswas

Semester – VII BHM -703T: Safety, Security and Travel Documentation

Course Contents:

Unit – 1 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.

Unit – 2 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. 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

Unit – 3 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 Regulations and concept of Basic Travel Quota (BTQ), Custom Regulations, Health Certificates, Insurance and Immigration

Unit – 4 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. Restricts and Special area permits for foreign tourists in India and their procedures to obtain. VISA on Arrival Scheme of Govt of India

Suggested Readings:

- Tourism Security: Strategies for Effective Managing Travel Risk and Safety By Peter Tarlow
- Safety and Security in Tourism Relationships, Management and Marketing By C. Michael Hall, Dallen J. Timothy and David Timothy Duval.

Semester – VII BHM -704AT: Event Management

Course Content:

Unit – 1 Events- The Concept, Nature, definition and scope, C's of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be a good Event Planners.

Unit – 2 Organising & Designing of Events, key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media.

Unit - 3 Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship, Promotion: Image/ Branding, Advertising, Publicity and Public Relation.

Unit -4 Managing Events: Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation.

Note: An Event such as Conference/ Seminar may be planned and organised to supplement learning of students.

Suggested Readings:

- A.K. Bhatia, 'Event Management', Sterling Publishers Pvt. Ltd. Delhi.
- Anton Shone & Bryn Parry, 'Successful Event ;2Management
- Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA

Semester – VII BHM- 704BT: Food Service Management

Course Content:

Unit – 1 The Foundations: The Foodservice Industry, The Systems Approach, The Fundamentals, Food Safety, Cleaning, Sanitation, and Environmental Safety, The Menu

Unit – 2 The Operational Functions: Purchasing, Receiving, Storage, And Inventory, Production, Beverage Provision, Food and Beverage Service, Events Conferencing & Banqueting.

Handwritten signature
कुल शिक्षा
उत्तराखण्ड
मन्त्र प्रोत्साहन
एन.ए. (संस्कृत)

Handwritten signature

Appraising Performance, Strategic Decisions,

Unit – 3 The Facilities: Facilities Planning And Design, Equipment And Furnishings, Environmental Management

Unit – 4 The Management Functions: Organizational Design, Leadership, Human Resource Management, Performance Improvement, Financial Management, Marketing

Practical Note: An Event may be planned to supplement learning of students and practical may be conducted in view of theory syllabus to provide practical inputs to learners.

- Layout of Food Service Outlets & Organisations
- Food Service Operations
- Conferencing & Banqueting
- Equipment and Furnishings, Environmental Management in Food Service Operations
- Visit to a professional Food Service Outlet

Practical examination will be jointly conducted by one internal and one external examiner.

Books Recommended

- Food & Beverage Management 3/e John Cousins, David Foskett & Andrew Pennington, Good Fellow Publishers
- Foodservice Management: Principles and Practices by June Payne-Palacio Ph.D. RD and Monica Theis, Prentice Hall Publishers
- Foodservice Management Fundamentals by Dennis R. Reynolds; Wiley Publishers

Semester – VII BHM- 704CT: Accommodations Management

Course Contents:

Unit – 1 The Housekeeping Department in Hotel Operations, The Executive Housekeeper as Department Manager. Structural Planning of the Housekeeping Department. Current Trends & Practices

Unit – 2 Management of Inventory and Equipment. Characteristics of Housekeeping Equipment and Supplies. The Cleaning Function, Personnel Administration, Controlling Housekeeping Operations, Supervision and Management Practices in Housekeeping

Unit – 3 Safety, Security and Infectious Diseases in Property Operations. Energy Conservation in Lodging Properties, Environmental and Sustainability Issues.

Unit – 4 Opening New Hotels & Role of Housekeeping, Linen Management, Guest Laundry Services, Valet Services, Managing Pests Control, Out Source Management Practices in Housekeeping, Housekeeping Beyond hotels i.e Libraries, Hospitals, Airports and others, Entrepreneurship Opportunities in Housekeeping

Practical Note: An Event may be planned to supplement learning of students and practical may be conducted in view of theory syllabus to provide practical inputs to learners.

- Layout of Housekeeping Outlets & Organisations
- Housekeeping Operations
- Safety & Security Practices & Housekeeping
- Equipment and Furnishings, Environmental Management in Housekeeping Operations
- Visit to a professional Housekeeping Services/ Units

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- Housekeeping & Maintenance – Stanley Thorne
- Hotel Housekeeping Operations & Management – Reghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burtein, Publishers: CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- The Professional Housekeeper - Madelin Schneider, Georgina Tucker & Mary Scoviak, John Wiley & Sons
- Housekeeping Management by Matt A Casado, Wiley Publications

Semester – VII BHM-704DT: Bakery Management

Course Contents:

Unit – 1 Bakery Introductions: Basic Ingredients: Sugars; Shortenings; Eggs; Wheat and Flours; Milk and Milk Products; Yeast; Chemical Leavening Agents; Salt, Spices, and Flavourings; Cocoa and Chocolate; Fruits. Professional Bakery Equipments & Tools, Production Factors; Staling;

Unit – 2 Bread and Rolls: Overview of Production; Common Problems; White Pan Bread; Pullman, Split-top, and Round Split Breads; French and Italian Breads and Rolls; Vienna Bread; Bolillos; Pan de Agua; Egg Bread and Rolls; Hard Roll Varieties; Soft Roll Varieties; Pan de Sal; Rye Bread Varieties; Cornmeal Bread; Whole Wheat Bread; Raisin Bread; Cheese Bread; Indigenous Breads of India: Middle Eastern Pita Bread;

Handwritten signature
STAMP: BHM-704DT
BHM-704DT
BHM-704DT
BHM-704DT

Handwritten signature

Unit – 3 Sweet Yeast Dough Products: Danish Pastry; Buns; Coffee Cake Dough Products; Specialty Rolls and Yeast-Raised Cakes; Croissants; Doughnuts and Crullers; Preparation for Frying; Finishing Doughnuts; Use of Prepared Mixes; Yeast-raised Doughnuts; Cake Doughnuts; Combination Doughnuts; Whole Wheat Doughnuts; Common Problems with Doughnuts and Crullers.

Unit – 4 Pastries: Short Dough Pastries; Puff Pastries; Common Problems with Puff Pastries; Eclairs and Cream Puffs; Common Problems with Eclairs and Cream Puffs; Cream Cheese Dough

Products; Icings and Cream and Whipped Toppings: Icings; Cream Toppings; Whipped Toppings. Cakes and Cake Specialties: Cake Production; Common Problems with Cake Production; Creamed Cakes; Common Problems with Creamed Cakes; Whipped Cakes; Common Problems with Sponge Cakes;

Practical

- Bakery Planning – The Chefs Role
- Professional Bakery Layout & Organisations
- Bakery Operations : Dishes Preparations to supplement theory syllabus
- Safety & Security Practices & Bakery
- Equipment and Tools, Hygiene Management in Bakery Operations

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings

- Practical Baking, 5th Edition by William J. Sultan Wiley Publications
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- In the Hands of a Baker <http://www.ciaprochef.com/>
- Baking by Marha Dey , www.hermehouse.com
- The Golden Book of Baking by barronsduc www.barronseduc.com

Semester – VII BHM- 704ET: Front Office Management

Course Contents:

Unit – 1 Hotel Front Office and Role in Hotel Revenue Generations, Preparing for Guest Services, Relationship & Coordination with Housekeeping and other Divisions, The Hotel Organization and the front office manager, Effective interdepartmental communications, Front Office Structures, layouts Trends & Practices.

Unit – 2 Managing Guests from Check in to Check Out – Role of Front Office, Property management systems, System wide reservations, Guest registration, Managing the financials, Guest checkout, Procedures Forms & Formats

Unit – 3 Revenue Management: An Introduction, Customers' Knowledge and Consumer Behavior, Internal Assessment and Competitive Analysis, Economic Principles and Demand Forecasting, Reservations and Channels of Distribution, Dynamic Value-Based Pricing, Channel and Inventory Management, The Revenue Management Team, Strategic Management and Following the RevMAP, Tools, Tactics, and Resources

Unit – 4 Staffing Challenges, Recruitments & Training. Managing Hospitality, Promoting in house sales, It is going to happen- Handling Emergencies, Managing Guest Safety & security Caring for Interviews, The role of Supervisor and Managers Responsibilities.

Practical

- Front Office Planning – The FOM's Role
- Professional Front Office Layout & Organisations
- Front Office Operations : Activities, Records & Regulations to supplement theory syllabus
- Safety & Security Practices & Role of Hotel Front Office
- Revenue Management in Front Office Operations

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings

- Front Office Operations and Management- Jatashankar R Tewari, Oxford University Press
- Hotel Front Office Management – James A Bardi Wiley Publications
- Introduction to the revenue management for Hospitality Industry, Principles and Practices for the Real World, An Kimberly Tranter; Trevor Stuart-Hill, Juston Parker, Pearson Publications

Semester – VII

BHM- 704FT: FOREIGN CUISINES (CHINESE & ITALIAN)

Course Contents:

Unit – 1 Cuisine of China- I: - Introduction to Chinese Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences

Unit – 2 Cuisine of China-II: Methods of cooking, Equipment & utensils, Ingredients & Dishes

Unit – 3 Cuisine of Italy - I: - Introduction to Italian Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with regional Influences

Unit – 4 Cuisine of Italy - II: Methods of cooking, Equipment & utensils, Ingredients & Dishes

Practical

01. May be planned in accordance to theory (Suggested Menus include)

- MENU 01 Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork Hakka Noodles

Handwritten signature
कुल शिक्षण
उपारखण्ड मुक्त शिक्षणालय
हवामती (वि.सं. २००७)
Handwritten signature

- NU 02 Hot & Sour soup, Beans Sichwan, Stir Fried Chicken & Peppers Chinese Fried Rice
 - NU 03 Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice,
 - MENU 04 Wonton Soup, Spring Rolls, Stir Fried Preparations & Celery Chow Mein,
 - MENU 05 Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noodles
- Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings

- Nita Mehta – Italian Vegetarian Cookery, Snab Publishers.
- Alberto Capatti - Arts and Traditions of the Table: Perspectives on Culinary History, Columbia University Press
- Italian Cooking by Sanjeev Kapoor
- Ken Hom – Chinese Cookery, BBC Books
- Fuchsia Dunlop - The Revolutionary Chinese Cookbook, Ebury Press

SEMESTER – VIII INDUSTRIAL EXPOSURE - II (On the Job Training)

The objective of Industrial Exposure is to facilitate learners with skills & practices of trade so as to supplement their theory and practical inputs of semester VII and enable them to Industry Ready.

Duration of Exposure: 15-18 weeks

Leave Formalities: 1 weekly off and 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. Industrial Exposure will require an input of 100-120 working days (20 weeks x 06 days = 120 days). Students who are unable to complete a minimum of 60 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 60 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The Industry Exposure in VIII semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property related to Hospitality, Travel, Tourism, Recreation, Leisure or other such organisation. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.

VIII Semester

Training Schedule: The VIII Semester shall be supplemented by on the job training in following SEC-6 D/E/F, DSC 4B, DSC 5B, DSE 6B-14B: Total weeks: 20-22 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills to facilitate the learners on Writing Skills for Hospitality (Writing of Industrial Reports/ Hospitality Operation Software Skills/ Trade Presentation Skills, Human Resource Practices Safety, Security and Travel Documentation Facilitation Management Practices while acquainting the learners with skills of trade of their choice from DSE 6B-14B . It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Academic Credits for training shall be based on following: Log books and attendance, Appraisals, Report and presentation, as applicable 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 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. (Refer to What to Observe Sheets for more details.)

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

- b) The typing should be done on both sides of the paper (instead of single side printing)
- c) The font size should be 12 with Times New Roman font.
- d) The Training Report may be typed in 1.5 line spacing.
- e) The paper should be A-4 size.
- f) 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 offer letter and industry exposure/ Job Training Certificate.
4. Report in view of requirements of VIII semester.
5. Power Point presentation on a CD, based on the report.
6. Attendance sheet.
7. Leave card.


For distribution of marks refer to details on Course structure/ Credit Distribution

During the tenure of Industrial Exposure, apart from carrying out the assigned jobs,

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

Handwritten signature


Handwritten signature

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

WHAT TO OBSERVE

BHM- 801A/ BHM- 801b / BHM- 801C: 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 Customers/ Seniors/ Colleagues/ Juniors
11. Writing & Presentations of Reports

WHAT TO OBSERVE

BHM - 802P: 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,
- BHM- UGC-CBCS-2015**
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

BHM-803P: Safety, Security and Travel Documentation Facilitation Management Practices

1. Safety & Security
2. The Structure & Key People
3. Best Practices
4. Security Policy & Guidelines in the Organisation
5. Dealing with Emergencies - Death, Crisis Management, and Disaster Management.
6. Fire Fighting
7. Interacting with Media
8. Any incidents reported

WHAT TO OBSERVE

BHM -804AP: Event Management:

1. Source of Events/Business
2. Duties & Responsibilities of staff
3. Marketing Techniques
4. Procedure for planning events
5. Various check list
6. Stores/Storage of Equipments
7. Sources of Manpower
8. Handling/Communication Procedure

Handwritten signature
 कुल संयोजक
 उद्योग विभाग
 भारतीय प्रौद्योगिकी संस्थान

Handwritten signature

9. Products/Brands use by the company
10. Working hours/Environment
11. Best Practices followed by company
12. Finance Handling

WHAT TO OBSERVE

BHM -804BP: Food Service Management:

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

WHAT TO OBSERVE S

BHM -804CP: Accommodation 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. Discount
9. Billing procedure
10. Staff structure
11. Various formats used by departments
12. Facilities/ amenities provided in Room.

WHAT TO OBSERVE

BHM -804DP: 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

WHAT TO OBSERVE

BHM -804EP: Front Office Management:

1. Total No. of Rooms and facilities
2. Tariff structure/Rack Rates/Discounts
3. Reservation Types/Mode
4. Reservation Procedure
5. Reservation Sources
6. Reception/Receiving Procedure
7. Co-ordination/ intra department relationship
8. Various check-in procedure
9. Standard phrase of Common
10. Policies/Procedure for
 - a) No show
 - b) Scanty Baggage
 - c) Single lady
 - d) VIP
 - e) Groups/ lay over
11. Various Reports
12. Coordination with House-Keeping / F&B/ Production Team/Dept.

Handwritten signature
 HOTEL
 DEPARTMENT
 12/12/2012

Handwritten signature

13. Billing/Financial policies
14. Foreign guest handling
15. Various sub-units/departments
16. Emergency handling procedure
17. Guest/Staff Communication Channels
18. Local information/
19. Post. Departure formalities

WHAT TO OBSERVE

BHM -804FP: Foreign Cuisine

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

[Handwritten signature]

[Handwritten signature]

[Handwritten signature]
 कक्षा प्रमुख
 उमराकण्डा कला विश्वविद्यालय
 लखनऊ (उत्तर प्रदेश)