**

**Department of Hospitality and Hotel Management**

**SYLLABI**

**&**

**SCHEME OF EXAMINATION**

**of**

**B.Sc. in Hospitality and Hotel Management**

**[B.Sc.HHM]**

**For**

**First to Sixth Semesters**

**(w.e.f. Academic Session 2018-2021)**

The curriculum and syllabus for B.Sc. in Hospitality and Hotel Management Program conforms to outcome based teaching learning process. In general, several outcomes have been identified and the curriculum and syllabus have been planned in such a way that each of the courses meets one or more of these outcomes. Student outcomes illustrate the students are expected to know and be able to do by the time of graduation. These relate to the skills, understanding, and behaviours that students acquire as they progress through the program. Further each course in the program brings out clear instructional objectives which are mapped to the student outcomes.

The student outcomes are:

1. Utilize interpersonal skills to lead/manage first-level employees in a hospitality setting.
2. Perform cost calculations and apply them to decision-making situations.
3. Evaluate food safety and sanitation to maintain a safe and sanitary work environment. Create an attractive and well-designed menu with consideration given to effective costing and pricing principles.
4. Complete and evaluate the data generated from a hotel night audit.
5. Develop a professional marketing brochure for a lodging operation.
6. Forecast sales and expenses in a variety of hospitality businesses.
7. Create a resume and cover letter that effectively highlight skills sought by potential employers.
8. Achieve national certification as a Serve Safe Food Protection Manager.
9. Schedule employees with consideration given to budgets, sales forecasts, and customary labour practices.

**B.Sc. in Hospitality and Hotel Management**

**Program Educational Objective (PEO’s):**

A graduate of the **Hotel Management** Program should:

1. To train and develop students to be leaders in hotel and food and beverage management through industry immersion and national and international linkages;
2. To intensify student`s knowledge and skills with instruction based on international standards;
3. To produce quality graduates with balanced knowledge, skills and industry exposure in catering, hotel and management;
4. To demonstrate community involvement
5. To conduct researches concerning hotel and restaurant development program.

**Program Outcome (PO’s)**

**A graduate of Hospitality and Hotel Management Program will demonstrate:**

**PO1**: Performs work activities effectively and efficiently to the standards expected in the operation required in the tourism industry/hospitality sectors.

**PO2:** Undertakes task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.

**PO3:** Analyses situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and lodging operations.

**PO4.** Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.

**PO5:** Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.

**PO6:** Demonstrate awareness, understanding and skills necessary to live and work in a diverse world.

**PO7:** Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

**B.Sc. in Hospitality and Hotel Management SCHEME ( 2018-2021)**

**Total credits for the batch—128 credits**

**Summary Sheet**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Semester** | **1st** | **2nd** | **3rd** | **4th** | **5th** | **6th** | **Total** |
| **Credits** | **24** | **22** | **22** | **20** | **20** | **20** | **128** |

**FIRST SEMESTER EXAMINATION**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Subject Code** | **Subject Name** | **Credits** | **Contact Hrs/Wk.** | | |
| **L** | **T/S** | **P** |
|  |  | **A. Theory** |  |  |  |  |
| 1 | BHH 101C | Foundation Course of Food Production-I | 2 | 2 | - | - |
| 2 | BHH 102C | Foundation Course of Food & Beverage Service-I | 2 | 2 | - | - |
| 3 | BHH 103C | Foundation Course of Accommodation Operations-I | 2 | 2 | - | - |
| 4 | BHH 104C | Foundation Course of Front Office Operations-I | 2 | 2 | - | - |
| 5 | BHH 105C | Communication | 2 | 2 | - | - |
| 6 | BHH106C | Basic Hygiene and HACCP | 2 | 2 |  |  |
| 7 | BMC 051A | Environmental Studies | 4 | 2 | 2 | - |
|  |  | **B. Practical/Lab.** |  |  |  |  |
| 8 | BHH111C | Foundation Course of Food Production-I LAB. | 4 | - | - | 8 |
| 9 | BHH 112C | Foundation Course of Food & Beverage Service-I LAB. | 2 | - | - | 4 |
| 10 | BHH 113C | Foundation Course of Accommodation Operation-I LAB. | 1 | - | - | 2 |
| 11 | BHH 114C | Foundation Course of Front Office Operation-I LAB. | 1 | - | - | 2 |
|  |  | **Total** | **24** | **14** | **2** | **16** |
|  |  | **Total Teaching Load** |  | **32** |  |  |

**SECOND SEMESTER EXAMINATION**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Subject Code** | **Subject Name** | **Credits** | **Contact Hrs/Wk.** | | |
| **L** | **T/S** | **P** |
|  |  | **A. Theory** |  |  |  |  |
| 1 | BHH 201C | Foundation Course of Food Production-II | 2 | 2 | - | - |
| 2 | BHH 202C | Foundation Course of Food & Beverage Service-II | 2 | 2 | - | - |
| 3 | BHH 203C | Foundation Course of Accommodation Operations-II | 2 | 2 | - | - |
| 4 | BHH 204C | Foundation Course of Front Office Operations-II | 2 | 2 | - | - |
| 5 | BHH 205C | Application of Computer | 2 | 2 | - | - |
| 6 | BHH206C | Food Science and Nutrition | 3 | 3 | - | - |
|  |  | **B. Practical** |  |  |  |  |
| 7 | BHH 211C | Foundation Course of Food Production-I LAB. | 4 | - | - | 8 |
| 8 | BHH 212C | Foundation Course of Food & Beverage Service-I LAB. | 2 | - | - | 4 |
| 9 | BHH 213C | Foundation Course of Accommodation Operation-I LAB. | 1 | - | - | 2 |
| 10 | BHH 214C | Foundation Course of Front Office Operation-I LAB. | 1 | - | - | 2 |
| 11 | BHH215C | Application of Computer LAB. | 1 |  |  | 2 |
|  |  | **Total** | **22** | **13** | **-** | **18** |
|  |  | **Total Teaching Load** |  | **31** |  |  |

**THIRD SEMESTER EXAMINATION**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Subject Code** | **Subject Name** | **Credits** | **Contact Hrs/Wk.** | | |
| **L** | **T/S** | **P** |
|  |  | **A. Theory** |  |  |  |  |
| 1 | BHH 301C | Food Production Operations-1 | 2 | 2 | - | - |
| 2 | BHH 302C | Food & Beverage Service Operations-1 | 2 | 2 | - | - |
| 3 | BHH 303C | Accommodation Operations -1 | 2 | 2 | - | - |
| 4 | BHH 304C | Front Office Operations -1 | 2 | 2 | - | - |
| 5 | BHH 305C | Basic Accounting | 2 | 2 | - | - |
| 6 | BHH 306C | Value Education, Human Rights and Legislative Procedures | 4 | 2 | 2 | - |
|  |  | **B. Practical/LAB** |  |  |  |  |
| 7 | BHH 311C | Food Production Qperation-1 LAB. | 4 | - | - | 8 |
| 8 | BHH 312C | Food & Beverage Service Operations-1 LAB. | 2 | - | - | 4 |
| 9 | BHH 313C | Accommodation Operations-1 LAB. | 1 | - | - | 2 |
| 10 | BHH 314C | Front Office Operations-1 LAB. | 1 | - | - | 2 |
|  |  | **Total** | **22** | **16** | **2** | **16** |
|  |  | **Total Teaching Load** |  | **34** |  |  |

**FOURTH SEMESTER EXAMINATION**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | |
| **L** | **T/S** | **P** |
|  |  | **A. Practical I.T.** |  |  |  |  |
| 1 | BHH 401C | I.T. on Food Production | 4 | - | - | - |
| 2 | BHH 402C | I.T. on Food & Beverage Services | 4 | - | - | - |
| 3 | BHH 403C | I.T. on Accommodation Operations | 4 | - | - | - |
| 4 | BHH 404C | I.T. on Front Office Operations | 4 | - | - | - |
| 5 | BHH 405C | I.T. Presentation and Report | 4 | - | - | - |
|  |  | **Total** | **20** | **0** | **0** | **24** |
|  |  | **Total weeks** |  | **24** |  |  |

**FIFTH SEMESTER EXAMINATION**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Subject Code** | **Subject Name** | **Credits** | **Contact Hrs/Wk.** | | |
| **L** | **T/S** | **P** |
|  |  | **A. Theory** |  |  |  |  |
| 1 | BHH 501C | Food Production Operations-II | 2 | 2 | - | - |
| 2 | BHH 502C | Food & Beverage Service Operations-II | 2 | 2 | - | - |
| 3 | BHH 503C | Accommodation Operations –II | 2 | 2 | - | - |
| 4 | BHH 504C | Front Office Operations –II | 2 | 2 | - | - |
| 5 | BHH 505C | Professional Skills Development | 2 | 2 | - | - |
| 6 | BHH506C | Methods and Techniques of Research | 2 | 2 |  |  |
|  |  | **B. Practical** |  |  |  |  |
| 6 | BHH 511C | Food Production Operations-II LAB. | 4 | - | - | 8 |
| 7 | BHH 512C | Food & Beverage Service Operations-II LAB. | 2 | - | - | 4 |
| 8 | BHH 513C | Accommodation Operations-II LAB. | 1 | - | - | 2 |
| 9 | BHH 514C | Front Office Operations-II LAB. | 1 | - | - | 2 |
|  |  | **Total** | **20** | **12** | **2** | **16** |
|  |  | **Total Teaching Load** |  | **28** |  |  |

**SIXTH SEMESTER EXAMINATION**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | |
| **L** | **T/S** | **P** |
|  |  | **A. Theory** |  |  |  |  |
| 1 | BHH601C | Food Production operations-III | 2 | 2 | - | - |
| 2 | BHH602C | Food & Beverage operations-III | 2 | 2 | - | - |
| 3 | BHH603C | Accommodation Management | 2 | 2 | - | - |
| 4 | BHH604C | Front Office Management | 2 | 2 | - | - |
| 5 | BHH605C | Research Project ( Submission) | 2 | 2 |  |  |
| 6 | BHH606C | Hospitality Law and Risk Management | 2 | 2 |  |  |
|  |  | **B. Practical /Project** |  |  |  |  |
| 7 | BHH611C | Food Production operations-III LAB. | 4 | - | - | 8 |
| 8 | BHH612C | Food & Beverage Operations-III LAB. | 2 | - | - | 4 |
| 9 | BHH613C | Accommodation Management LAB. | 1 | - | - | 2 |
| 10 | BHH614C | Front Office Management LAB. | 1 | - | - | 2 |
|  |  | **Total** | **20** | **12** |  | **16** |
|  |  | **Total Teaching Load** |  | **28** |  |  |

L\* = Lecture T\*=Tutorial P\* = Practical

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| --- | --- | --- |
| **BHH101C(TH)** | **Foundation Course in Food Production-1** | **CR-2** |

**Course Objective**:- The Student will get knowledge about:

1. Know the history of cooking, its modern developments and develop brief idea of various cuisines;

2. Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;

3. Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipment’s;

4. Have through knowledge raw materials and understanding basic bakery.

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| **Unit No.** | **Topic** |
| ***1.*** | **INTRODUCTION TO COOKERY**   * Origin of modern cookery * Classical and modern kitchen brigade, duties and responsibilities of various chefs * Kitchen layout and work flow, co-operation and co-ordination with other departments. * The attributes of a culinary professional, importance of personal hygiene, uniform and protective clothing, food and kitchen safety. |
| ***2*** | **Basic Cookery Fundamentals**   * Identification of tools and Equipments used in kitchen * Identification of commonly used ingredients * Various textures and consistencies * Techniques used in pre-preparation and preparation. * Effect of heat on flour, protein and colour pigments. * Principles of heat transfer- conduction, convection and radiation * Dry, moist and special methods of cooking, principles, advantages and disadvantages of each * Care and precautions to be taken in Kitchen |
| ***3*** | **Stocks and Sauces**   * Stocks- definition, types, recipes, storage, uses, care and precautions * Sauces- introduction, classification of mother sauces, recipes, derivatives, uses, care and precautions. |
| ***4*** | **Basic Bakery Fundamentals**   * Identification of tools and equipments used in bakery * Identification, selection and use of commonly used ingredients- flour, sugar, salt, raising agents, shortening agents, egg etc * Baking food at various temperatures- importance and understanding of temperature. |
| ***5*** | **Bread- I**   * Bread- ingredients used and their role in bread making * Definition * Steps in bread making * Different methods of bread making * Faults in bread and measures to remove/ avoid them * Bread improvers and various other flours used for bread making- ray flour, multi grain flour, potato flour, their characteristic and uses. |

***Course Outcome (CO):***

At the end of this course studentswill have to know about:

CO1: History of cooking, its modern developments.

CO2:.Kitchen and personal hygiene.

CO3: .Kitchen organization.

CO4: 4. Methods of cooking, knowledge of raw materials and Basic Bakery

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | L |  |  |  |  |  |
| CO2 | M |  |  |  |  |  |  |
| CO3 |  |  |  |  |  | L |  |
| CO4 | H |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

REFERENCE BOOKS:

1. The Professional Chef : Le Rol A. Polsin
2. The Books Of Ingredients : Jane Grigson
3. Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS
4. Theory Of Catering, Victor Ceserani & Ronald Kinton, ELBS
5. Theory Of Cookery, Mrs. K.Arora, Frank Brothers

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| **BHH-111C** | **Foundation Course in Food Production-1 –LAB.** | **Credits 4** |

**Course Objective:-** The Student will get knowledge about:

1. Use knives and kitchen equipment safely to cut meat, vegetables and other ingredients.

2. Define and use cooking terms accurately.

3. Use and convert recipes to produce desired quantities.

4. Weigh and measure ingredients and portions accurately.

5. Season food to achieve desired product outcomes.

6. Prepare a variety of protein, vegetable, starch, and dessert items in a professional kitchen.

7. Apply ethical and sustainability decision making in food production.

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| **Practical No.** | **Topic** |
| 1 | Familiarization to working in kitchen |
| 2 | Introduction to Equipments and tools, uses cares and precautions |
| 3 | Food safety, personal hygiene and work area hygiene |
| 4 | Knife handling and basic vegetable cuts |
| 5 | Stock making |
| 6 | Sauces and their derivatives (2-4 commonly used ones) |
| 7 | Cooking methods; actual cooking of various dishes; |
| 8 | Basic bread preparations and some varieties of international bread |
| 9 | Basic cookies. |

**Text Books And Reference Books:**

Bali, P. S. (2009). Food Production Operations.New Delhi; Oxford University Press.

Kinton, R., &Ceserani, V. (2005).The Theory of Catering. London: E. Arnold.

Essential Reading / Recommended Reading

Escoffier, A. (1979). The Complete Guide To The Art Of Modern Cookery: The first translation into English in its entirety of Le Guide Culinaire. London: Heinemann.

Larousse, L. (2001). Larousse Gastronomique: The World's Greatest Cookery Encyclopedia.

Hamlyn.

**Couse Outcome-**

After the completion of the course, students will:

·CO1.   Understand the basic operations of a professional kitchen with regard to safety procedures and hygiene and claim an insight into the basic hierarchy in the kitchen and their placement in the brigade with regard to their skills and experiences.

CO2·   Identify different types of equipment and their safety operating procedures and also to know the various kinds of modern cooking equipment’s and their uses in the kitchen.

· CO3   Familiarize with various cooking methods with regard to taste and texture and to know the utensils and equipment used in various cooking methods.

·   CO4      Identify types of vegetables, their selection, storage criteria, pigments and their effects on heat and also to list the cuts of vegetables and their uses in cookery.

·  CO5       Comprehend various types of stocks, and sauces; to know their preparation, storage criteria and their uses in the kitchen.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 | M |  |  | L |  |  |  |
| CO2 | L |  |  |  |  |  |  |
| CO3 | M |  |  |  |  |  |  |
| CO4 |  | L |  |  |  |  |  |
| CO5 |  |  |  |  |  | M |  |

H = Highly Related; M = Medium L = Low

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| **BHH102C** | **FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE– I** | **CR-2 (TH)** |

**Course Objective:-** The Student will get knowledge about:

1. Develop an insight into the growth of Catering Industry In the world from medieval period till recent times.

2. Understand the different components of the catering industry) the functions of various departments of a hotel, and their relationship with Food & Beverage service department, in order to acquire professional Competence at basic levels in the principles of Food service and its related activities.

3. Acquire the requisite technical skills for competent service of Food and Beverage

4. Understand different non-alcoholic beverages with their preparation and services.

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| Unit No. | Topic |
| 01 | **THE HOTEL & CATERING INDUSTRY**   * Introduction & growth of hotel industry. * Role of catering establisBHHent in tourism industry. * Classification of food & beverage operations. * Commercial: residential/ non residential. * Welfare: industrial/ institutional transport (air, rail, road & sea) |
| 02 | **ORGANIZATION OF FOOD & BEVERAGE SERVICE DEPARTMENT**   * Principle staff of various types of food and beverage operations. * Duties and responsibilities of food and beverage service personnel. * Attributes of food and beverage service personnel. * Interdepartmental relationship between food and beverage and other department |
| 03 | **FOOD & BEVERAGE SERVICE EQUIPMENT**   * Criteria for selection for equipment. * Usage of various service equipment major and minor(electrical and non electrical) * Tableware (flatware, cutlery, hollowware) * Chinaware, glassware and disposable * Furniture & linen * Specialized service equipment. * Care and cleaning |
| 04 | **FOOD AND BEVERAGE SERVICE METHODS**   * Factors dividing the types of service of food. * Categorization of service methods: table service, self service, Assisted service, single point service, specialized service or service In situ, gueridon service |
| 05 | **Food & beverage terminology related to the inputs of the semester** |

**Course outcome**:- At the end of course the student should know about:-

CO1. Understand the role of F & B department its functions and staffing

CO2. Identify and use the different types of restaurant equipment.

CO3. Understand the Professional attributes of F& B staff.

CO4. Understand the role of Ancillary deportment in F&B.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 |  |  |  |  |  | L |  |
| CO3 |  |  |  |  |  |  | M |
| CO4 |  | M |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

|  |  |  |
| --- | --- | --- |
| **BHH-112C** | **Foundation Course in Food and Beverage Service-1(LAB.)** | **Credits 2** |

**Course Objectives—**

1.To understand the development of the food service industry

2. To identify various types of restaurants and understand their features.

3. To comprehend various equipment used in the restaurant

4. To learn and create various napkin folds

5. To learn the various cover setup for food and beverage service.

6. To understand the procedure of taking a guest’s order and service of water

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

**Learning Outcome---**

After completing the course, the students will be able to know how to;

CO1 Identify the different equipment used in food and beverage service

CO2. Create napkin folds

CO3 Set a table cover for a la carte and table d’hote

CO4. Identify the various room service management techniques that can be adapted in a hotel

CO5 Take food and beverage orders.

CO6 Serve water according to the order from guests

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  | L |  |
| CO2 |  |  |  |  |  | M |  |
| CO3 |  |  |  |  |  | M |  |
| CO4 | L |  |  |  |  |  |  |
| CO5 |  | M |  |  |  |  |  |
| CO6 | H |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

**Text Books And Reference Books:**

Singaravelavan, R. (2014). Food and beverage service. New Delhi, India: Oxford Univerity Press

Essential Reading / Recommended Reading

Cousins, J., Lillicrap, D., & Weekes, S. (2014). Food and Beverage Service (9th ed.). Hodder Education

Andrews, S. (2013). Textbook of food and beverage management (7th ed.). New Delhi: Tata McGraw-Hill.

Thomas, C., & Hansen, B. (2013). Off-premise catering management (3rd ed.). New Jersey: John Wiley & Sons.

McVety, P., Ware, B., & Ware, C. (2009). Fundamentals of menu planning (3rd ed.). New Jersey: John Wiley & Sons

Davis, B., & Lockwood, A. (1998). Food and beverage management (3rd ed.). Oxford [England: Butterworth-Heinemann.

Dias, P. (1996). The steward. New Delhi: Orient Longman Limited.

Kivela, J. (1994). Menu planning for the hospitality industry. Melbourne: Hospitality Press. Fuller, J. (1992). Modern restaurant service: A manual for students and practitioners. Cheltenham: Stanley Thrones.

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| **BHH103C** | **FOUNDATION COURSE IN ACCOMMODATION OPERATIONS– I** | CR-2 |

**Course Objective:-**

The students will get knowledge about:

1. Organization, function of Housekeeping department and its different sections.

2. Different departments Housekeeping co-ordinates with.

3. Procedure of cleaning different status of room.

4. Cleaning equipment and cleaning agent.

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| **S.No.** | **Topic** |
| 01 | **INTRODUCTION TO HOUSE KEEPING DEPARTMENT**   * Meaning and definition * Importance of house keeping * Responsibilities of the housekeeping department * The role of house keeping in hospitality |
| 02 | **ORGANISATION OF THE HOUSEKEEPING DEPARTMENT**   * Layout of the house keeping 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 * Duties and responsibilities of housekeeping staff * Attributes and qualities of the housekeeping staff –skills of a good housekeeper. |
| 03 | **House Keeping Control Desk**   * Role of control desk * Housekeeping control desk * Importance, role, check list, handling lost and found articles * Forms, formats and registers used in the control desk * General operations of control desk, briefing, debriefing, gate pass * Inter departmental relationship, Handling Telephone Calls * Types of keys, Key Control |
| 04 | **Cleaning Equipment**   * Types of equipments * Operating principles of equipment * Characteristics of good equipment (mechanical/manual) * Cleaning products (domestic and industrial)   Care and maintenance. |
| 05 | **Cleaning Of Public Area**   * Cleaning process * Cleaning and upkeep of public area, lobby, cloak room/ restaurant/ bar/ banquet hall/ administration office/ lifts and elevators/ staircase/ back area/ front area/ corridor. |

**Course outcome:-**

By end of this semester students able to know about:

CO1. Understand the structure function, Importance and different section of housekeeping department.

CO2. Co-ordination with other department of hotel.

CO3. Perform different types of cleaning.

CO4. Handling of cleaning equipment & cleaning agents

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 |  |  |  |  |  |  | M |
| CO3 |  |  |  |  |  | L |  |
| CO4 |  |  |  |  |  | M |  |

H = Highly Related; M = Medium L = Low

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| **BHH113C** | **FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (LAB)** | **CR.1** |

**Course objective---**

Knowledge of cleaning equipment and cleaning agents • Public Area Cleaning Procedures (Cleaning of various surfaces) • Procedures to be followed to Daily Room Cleaning • Chamber Maid trolley setup • Bed Making Procedures

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| S.no. | Topic |
| 01 | Identification of cleaning equipment manual and mechanical; |
| 02 | Cleaning of different surfaces (metal, glass, plastic, painted surface, wood, wall and floor covering); |
| 03 | Cleaning of public areas (lobby, clock room/ restaurant/ bar/ banquet hall/ administration office/ lifts and elevators/ staircase/ back area/ front area/ corridor); |
| 04 | Scrubbing, polishing, wiping, rinsing, swabbing, mopping, sweeping, brushing, buffing |

**Text Books And Reference Books:**

O’Fallon, M. and Rutherford, D. (2013).Hotel Management and Operations. Hoboken, New Jersey: John Wiley & Sons, Inc.

Matt, A. (2011). Housekeeping Management. John Wiley & Sons, Inc

Thomas J. A. (2007). Professional Management of Housekeeping Operations. John Wiley & Sons, Inc

**Essential Reading / Recommended Reading**

Raghubalan- G.-&Raghubalan- S. (2011). Hotel housekeeping operations and management. New Delhi: Oxford university press.

**Course Outcome-** After completion of this course student will able to-

CO1.Apply techniques of how to use housekeeping equipment and machines used in different areas of hotel.

CO 2. Do various cleaning activities.

CO3.Track the flow and use of cleaning agents on different surfaces like metal, glass, floor and wood.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 | M |  |  |  |  |  |  |
| CO3 |  | M |  |  |  |  |  |

H = Highly Related; M = Medium L =

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| **BHH104C** | **FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I** | CR.-2 |

**Course Objective:-**

The Student will get knowledge about:

1. Classification and categorization of Hotels and its Evolution.

2. Duties & responsibilities of the staff in the different sections.

3. Types of rooms, food plan, Tariff and room rent.

4. Importance, Modes, Tools of reservation.

5. Basic Terminologies of front office

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| **S.No.** | **Topic** |
| 01 | **Hospitality Industry**   * Introduction (definition, evolution and development) * Hotels: definition, history, development, growth in India * Hotel chains (domestic/International). |
| 02 | **Hotel Organization**   * Importance, mission, goals, * Strategies and tactics * Organization chart, * Classifying functional areas |
| 03 | **Hotel Guest**   * Importance of Guest profile * Types of guests(FIT, business travelers, GIT), * Classification of guests * Guest expectations * Guest satisfaction/dissatisfaction * Guest relations |
| 04 | **Classification of Hotels**   * Location, size, clientele, length of stay * Ownership and affiliation * Levels of service * Reason of travelling |
| 05 | **Front Office Organization**   * Front office department * Organization charts, sub- departments * Front office personnel’s * Uniformed Staff * Work shifts |

Reference:

1. Principles of Hotel Front Office Operation by Sue Baker
2. Managing Front Office Operation by Michael L. Kasvana-AH and MA
3. Front Office Manual by Sudhir Andrews
4. Professional Hotel Management Concepts
5. Principles of Dr. Jag Mohan Negi Published by S.Chand
6. Front Office Management by Sushil Bhatnagar

**Course outcome**:- By the end of this course student would be able to:

CO1. Understand the evolution, meaning and classifications of Hotel.

CO2. Understand the various layouts of Front office in the Hotel.

CO3. He would become aware of attributes and hierarchy of front office staff.

CO4. Understand and able to classify Hotel

.**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 | L |  |  |  |  | M |  |
| CO2 |  |  |  |  |  |  |  |
| CO3 |  |  |  |  |  |  | M |
| CO4 |  |  | H |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH114C** | **FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (LAB)** | **CR 1** |

**Course Objective-**Analyzes hotel front office positions and the procedures involved in reservation, registration, accounting for and checking our guests, and principles and practices of night auditing. Covers the complete guest operation in both traditional and computerized operations

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| **S.No.** | **Topic** |
| **1** | Appraisal of front office equipment and furniture |
| **2** | Rack, Front desk counter & bell desk |
| **3** | Filling up of various preformats |
| **4** | Welcoming of guest |
| **5** | Telephone handling |
| **6** | Role play:  • Reservation  • Arrivals  • Luggage handling  • Message and mail handling  • Paging |

**Course Outcome**

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

CO 1. Explain the function and operation of the various systems, forms, equipment, and computer applications found in the front office.

CO2. Construct an efficient reservation system that records crucial information while avoiding problems in processing various types of reservations.

CO 3. Construct a registration system that helps ensure a hotel's profitability while meeting the needs of guests by using effective guestroom sales techniques and efficient credit establisBHHent procedures.

CO 4. Develop an efficient communication system to operate within the front office and between the front office and departments such as housekeeping and maintenance.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 | L |  |  |  |  |  |  |
| CO3 |  |  |  | M |  |  |  |
| CO4 |  |  |  |  | H |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH105C** | **COMMUNICATION** | **CR-2(TH)** |

**COURSE OBJECTIVE—The objective of this course is to give basic communication learning to students which will help him to perform better in corporate world.**

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| **S.No.** | **Topic** |
| 1. | **Grammar**   * Summarize grammar: uses of tenses, sentence building, dictionary skills, anonyms, synonyms, * English usage |
| 2. | **Communication**   * Nature , objective , importance * Process of communication * Types of communication verbal / non-verbal ( written communication, body language ) * Model , feedback : types * Importance * External / internal communication * Channels and network of communication : formal / informal , direction of communication * Grapevine / rumor , * Barriers of communication, overcoming of barriers of communication |
| 3 | **Written English**   * Types of business letters : drafting , editing , * Advertisement , posters , * Bio data , * Application , * Report ,   Complaints |
| 4 | **Speaking Skills**   * Oral presentation, * Meeting, * Group discussion, * Audience analysis, * Stress on one to one communication, * Restaurant & hotel English, * Essential qualities of good speaker & listener, * Usage of telephones. |
| 5 | * Concept of inter personal skills * Role, types of interpersonal skills |

**Course outcome**- After completion of this course the student will able to—

CO1. Communicate effectively

CO2. Write in professional manner

CO3.handle situation effectively

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | | | | |
|  | PO1 | | PO2 | PO3 | PO4 | PO5 | | PO6 | PO7 | |
| CO1 |  | |  |  | M |  | |  | H | |
| CO2 |  | |  |  |  |  | |  |  | |
| CO3 |  | | L |  |  |  | |  |  | |
| **BHH106C** | | **BASIC HYGIENE AND HACCP** | | | | | CR-2 (TH) | | |

**Course Objective-The subject will provide information regarding Personal Hygiene, Food Hygiene Practices used in Hospitality Industry. It also covers the Importance of HACCP and its principles.**

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| **S.No.** | **Topic** |
| 01 | **Food Hygiene**   * Meaning and definition of hygiene * General principles of food hygiene * Personal hygiene. * Concepts and understanding (HACCP) * Recycling / Quality Audit * Hazard analysis |
| 02. | **Receiving and Storage**   * Food safety in receiving and storage * Food labeling * Operating procedures for receiving and storage. * Food storage condition, Storage of Specific Foods-Meat, Poultry, Egg, Seafood, Dairy Products & Vegetables |
| 03 | **Food Safety in Kitchen**   * Food safety in kitchen * Design and facilities * Sources of Food Contamination, Contamination of Water * Kitchen equipments, Dish washing * Garbage Disposal * Food poisoning |
| 04 | **Hygiene in Service Department**   * Food safety in service department * Location * Design and facilities * Cleanliness and maintenance of machines * Control of operations * Sanitary Procedures while serving and displaying food –rules to be observed while handling food in mobile food units, Outdoor catering, street side catering units. * Do’s and Don’t while handling food. |
| 05. | **Hygiene In House Keeping**   * Food safety in house keeping department * Design and facilities   Pest and rodent control |

**Course Outcome-** After completion of this course student able to –

CO1. Identify the risks and hazards in food preparation

CO2. Define food poisoning, understand how it occurs and the main causes of food contamination

CO3. Explain the importance of correct storage, preparation, handling and cooking of food

CO4. Explain the purpose of HACC

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  | M |  |  |  |
| CO2 |  |  |  |  |  |  | M |
| CO3 |  | L |  |  |  |  |  |
| CO4 |  |  | M |  |  |  |  |

H = Highly Related; M = Medium L = Low

Reference:

1. Sanitation for Food Service workers by Richardson and Nicodemus.
2. Food Hygiene and Sanitation by S. Roday.
3. Food Safety and HACCP Manual for Hotels & Restaurants in India – FHRAI.

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| **BMC051A** | **ENVIRONMENTAL STUDIES** | **CR-4 (TH)** |

**Objectives:**

Environmental studies deals with every issue that affects an organism. It is essentially a multidisciplinary approach that brings about an appreciation of our natural world and human impacts on its integrity. It is an applied science as its seeks practical answers to making human civilization sustainable on the earth’s finite resources. Its components include biology, geology, chemistry, physics, engineering, sociology, health, anthropology, economics, statistics, computers and philosophy. As we look around at the area in which we live, we see that our surroundings were originally a natural landscape such as a forest, a river, a mountain, a desert, or a combination of these elements. Most of us live in landscapes that have been heavily modified by human beings, in villages, towns or cities. But even those of us who live in cities get our food supply from surrounding villages and these in turn are dependent on natural landscapes such as forests, grasslands, rivers, seashores, for resources such as water for agriculture, fuel wood, fodder, and fish.

The basis objective of this course is to provide basic understanding to the students with the nature and the environment.

|  |  |
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| S.NO. | Topic |
| **UNIT I** | The **Multidisciplinary** nature of environmental studies Definition; Scope and importance, Need for public awareness. |
| **UNIT II** | Natural Resources: Renewable and non-renewable resources: Natural resources and associated problems.  a) Forest resources: Use and Over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forests and tribal people.  b) Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams benefits and problems.  c) Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies.  d) Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.  e) Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources, Case studies.  f) Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification.  - Role of an individual in conservation of natural resources. - Equitable use of resources for sustainable lifestyles. |
| **UNIT III** | Concept of an ecosystem.  - Structure and function of an ecosystem.Producers, consumers and decomposers. Energy flow in the ecosystem.Ecological succession.Food chains, food webs and ecological pyramids. Introduction, types, characteristic features, structure and function of the following ecosystem:  a. Forest ecosystem  b. Grassland ecosystem  c. Desert ecosystem  d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries). |
| **UNIT IV** | Biodiversity and its Conservation   Introduction-Definition: genetic, species and ecosystem diversity.   Biogeographical classification of India.   Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values.   Biodiversity at global, National and local levels.   India as a mega-diversity nation.   Hot-spots of biodiversity.   Threats to biodiversity: habital loss, poaching of wildlife, man-wildlife conflicts.   Endangered and endemic species of India.   Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity. |
| **UNIT V** | Environmental Pollution:  Definition, Causes, effects and control measures of: -  a. Air pollution  b. Water pollution  c. Soil pollution  d. Marine pollution  e. Noise pollution  f. Thermal pollution  g. Nuclear hazards  - Solid waste Management: Causes, effects and control measures of urban and industrial wastes. Role of an individual in prevention of pollution. Pollution case studies. - Disaster management: floods,earthquake, cyclone and landslides |
| **UNIT-VI** | Social Issues and the Environment  - From Unsustainable to Sustainable development.  - Urban problems related to energy.  - Water conservation, rain water harvesting, watershed management.  - Resettlement and rehabilitation of people; its problems and concerns. Case studies.  - Environmental ethics: Issues and possible solutions.  - Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case studies.  - Wasteland reclamation.  - Consumerism and waste products.  - Environment Protection Act.  - Air (Prevention and Control of Pollution) Act.  - Water (Prevention and Control of Pollution) Act.  - Wildlife Protection Act. - Forest Conservation Act.  - Issues involved in enforcement of environmental legislation.  - Public awareness. |
| **UNIT-7** | **:** Human Population and the Environment  - Population growth, variation among nations. Population explosion-Family welfare Programme. Environment and human health. Human Rights. Value Education. HIV/AIDS. Women and Child Welfare.  - Role of information Technology in Environment and human health.  - Case Studies. |
| **UNIT-8** | **: Field Work (Practical).**  - Visit to a local area to document environmental assets-river/forest/grassland/ hill/mountain.  - Visit to a local polluted site-Urban/Rural/Industrial/Agricultural.  - Study of common plants, insects, birds.  - Study of simple ecosystems-pond, river, hill slopes, etc. |

**Reference Books:**

1. Agarwal K.C. 2001 Environmental Biology, Nidi publ. Ltd. Bikaner.
2. BharuchaErach, The Biodiversity of India, Map in Publishing Pvt. Ltd. Ahemdabad-380013, India, E-mail: Mapincenet, net.
3. Brunner R.C., 1989, Hazardous Waste Incineration, McGraw Hill Inc.480p.
4. Clark R.S., Marine pollution, Clanderson Press Oxford.
5. Cunningham, W.P.Cooper, T.H.Gorhani, E & Hepworth, M.T. 2001, Environmental &Encyclopedia, Jaico Publ. House, Mumbai, 1196p
6. De A.K., Environmental Chemistry, Wiley Eastern Ltd.
7. Down to Earth, Centre for Science and Environment
8. Gleick, H.P. 1993. Water in crisis, Pacific Institute for Studies in Dev.,Environment& Security. Stockholm Env. Institute. Oxford Univ. Press, 473p
9. Hawkins R.E., Encyclopedia of Indian Natural History, Bombay Natural History Society, Bombay .
10. Heywood, V.H & Watson, R. T. 1995. Global Biodiversity Assessment. Cambridge Univ. Press1140p
11. Jadhav, H &Bhosale, V.M.1995. Environmental Protection and Laws. Himalaya Pub. House, Delhi 284p
12. Mckinney, M.L. &Schoeb, R.M. 1996. Environmental Science systems & solutions, Web enhanced edition 639p.
13. Mhaskar A.K. Matter Hazardous. Techno-Science Publications.
14. Miller T.G. Jr., Environmental Science, Wadsworth Publishing Co.
15. Odium, E.P. 1971. Fundamentals of Ecology, W.B.Saunders Co. USA. 574p

**Course Outcome-**

CO**1. To elucidate the forces underlying an environmental issue.**

CO **2.How to collect, analyse, and communicate relevant factors of environmental issues and problems persisting in our society.**

CO**3.To fuse the background knowledge and comprehensive ability with leadership and communication skills to successfully devise and implement creative, academically grounded solutions to environmental problems.**

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  |  | M |
| CO2 |  |  |  |  |  | M |  |
| CO3 |  |  |  |  | L |  |  |

H = Highly Related; M = Medium L = Low

**SECOND SEMESTER EXAMINATION**

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| **S. No.** | **Subject Code** | **Subject Name** | **Credits** | **Contact Hrs/Wk.** | | |
| **L** | **T/S** | **P** |
|  |  | **A. Theory** |  |  |  |  |
| 1 | BHH 201C | Foundation Course of Food Production-II | 2 | 2 | - | - |
| 2 | BHH 202C | Foundation Course of Food & Beverage Service-II | 2 | 2 | - | - |
| 3 | BHH 203C | Foundation Course of Accommodation Operations-II | 2 | 2 | - | - |
| 4 | BHH 204C | Foundation Course of Front Office Operations-II | 2 | 2 | - | - |
| 5 | BHH 205C | Application of Computer | 2 | 2 | - | - |
| 6 | BHH206C | Food Science and Nutrition | 3 | 3 | - | - |
|  |  | **B. Practical** |  |  |  |  |
| 7 | BHH 211C | Foundation Course of Food Production-I LAB. | 4 | - | - | 8 |
| 8 | BHH 212C | Foundation Course of Food & Beverage Service-I LAB. | 2 | - | - | 4 |
| 9 | BHH 213C | Foundation Course of Accommodation Operation-I LAB. | 1 | - | - | 2 |
| 10 | BHH 214C | Foundation Course of Front Office Operation-I LAB. | 1 | - | - | 2 |
| 11 | BHH215C | Application of Computer LAB. | 1 |  |  | 2 |
|  |  | **Total** | **22** | **13** | **-** | **18** |
|  |  | **Total Teaching Load** |  | **31** |  |  |

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| **BHH201C** | **FOUNDATION COURSE IN FOOD PRODUCTION – II** | Cr.-2 (TH) |

**Course Objective**:- The Student will get knowledge about:

1. The various commodities required for food production, their market forms, selection, storage and use.

2. The fundamentals of menu planning & standard recipes

3. The basic culinary skills

4. The bread& cake making process and various pastes

5. Basic preparation soup and Sauce

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| Unit 1 **Vegetable and Fruit Cookery**   * Vegetables- definition * Classification and uses * Fruits- definition * Classification and uses * Cares and precautions while using these.   Unit 2 **Soups and Salad**   * Soups- classification * Basic recipes * Definition * Garnishes and accompaniments * International soups. * Salads- definition * Classification * Menu examples * Various dressings.   Unit 3 **Meat and Fish Cookery**   * Introduction to meat cookery * Composition of meat * Processing * Preservation and curing. * Cuts of beef, veal, pork, lamb and poultry- their uses * Standard purchase specification * Menu examples. * Introduction to fish cookery- classification of fish with examples, * Various cuts of fish * Standard purchase specification * Egg cookery – composition of egg, std. purchase specification and various egg preparations   Unit 4 **Menu and Recipe**   * Brief introduction to menu * Menu formulation * Standard recipes * Recipe calculation   Unit 5 **Sponge, Pastry and Pastry Cream**   * Sponge- definition * Types * Role of different ingredients used * Processes- single stage, double stage etc. * Faults and measures to remove/ avoid them. * Pastries- puff pastry, flaky pastry, choux pastry, short crust pastry etc. * Ingredients used and their role in pastry making * Definition * Recipes * Different methods * Faults in pastries and measures to remove/ avoid them * Basic pastry creams, uses in confectionary, Preparation and care in production. |

REFERENCE BOOKS: LarouseGastronomique-Cookery Encyclopedia, Paul Hamlyn Professional Baking-Wayne Glasslen Modern Cookery-Philip E Thangam Baking-Martha Day Classical Food Preparation & Presentation-W K H Bode The Creative Art Of Garnishes-Yvette Stachowiak

**Course outcome**:-At the end of course the student should know about:-

CO1. Various commodities.

CO2. Menu planning and standard recipe.

CO3. Culinary skills.

CO 4. Bakery science.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  | L |  |
| CO2 | M |  |  |  |  |  |  |
| CO3 |  | H |  |  |  |  |  |
| CO4 |  |  |  |  |  | M |  |

H = Highly Related; M = Medium L = Low

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| **BHH211C** | **FOUNDATION COURSE IN FOOD PRODUCTION – II LAB** | **CR-4** |

**Course Objectives----**

1. **To acquire skills in the practical sessions which will guide them in their forth coming semesters**
2. **To prepare simple Indian and European dishes.**
3. **To gain knowledge about various classical ingredients of Indian and European dishes, their importance and their taste and texture.**

|  |
| --- |
| 1. Preparation of basic continental cookery- stews, soups, and basic meat and fish preparations; 2. Preparation of classical continental dishes (3 course menus); 3. Preparation of basic Indian menus; 4. Preparation of different types of pastry i.e. choux pastry, puff pastry, short crust pastry; 5. Preparation of egg custard based dessert (hot and cold) like caramel custard mousse etc; 6. Preparation of tarts and pies 7. Demonstration of egg preparation – fried, poached, scramble, omelet, etc. |

**Course Outcome**

**After the completion of the course, students will able to**

CO1. To make simple Indian and European dishes

CO2. Acquire knowledge in various European and Indian dishes

CO3. Equipped in their basic presentation skills

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | | Program Outcome | | | | | | | | |
|  | | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | | PO7 | |
| CO1 | | M |  |  |  |  |  | |  | |
| CO2 | |  | M |  |  |  |  | |  | |
| CO3 | |  | L |  |  |  |  | |  | |
| CO4 | |  |  |  |  |  |  | |  | |
| **BHH-202C** | | **FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II** | | | | | | | **CR-2 (TH)** | |

**Course Objective:-**

**The Student will get knowledge about:**

**1. Understand various restaurant services.**

**2. Understand type of meal and menu.**

**3. Develop knowledge of the restaurant control system.**

**4. Understand the processing manufacturing and service of cigar and cigarettes.**

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| Unit 1  **Types of Meals**   * Breakfast- introduction, types service methods. * A’ la carte & table de hote setups. * Brunch, lunch, high tea, supper, elevenses and others.   Unit 2  **Menu**   * Menu knowledge and accompaniments * Menu meaning and types. Table de hote and a la carte. * Menu planning * Considerations and constraints * Menu terms, menu design, classical French menu * Classical hors d’ oeuvres * Cover and service: Indian regional dishes,   Unit 3  **Control Methods**   * Billing methods: duplicate and triplicate methods * K .O. T & B.O.T * Computerized K .O. T   Unit 4  **Room Service**   * Introduction * General principles * Types: Centralized and de-centralized * Tray trolley setups for breakfast & others meals. * Forms and formats, order taking * Thumb rules, suggestive selling * Breakfast cards * Layout and setup of common meals * Lead time of order taking to clearance.   Unit 5 **Non -alcoholic beverages**   * Beverages definition and classification * Hot beverages types * Preparation and service * Cold beverages types * Preparation and service   **F & B terminology Related to the Inputs of the Semester** |

REFERENCE BOOKS:

Sudhir Andrews: F & B Service Trg. Manual

Denni R. Lillicrap: F & B Service

John Walleg: Professional Restaurant Service

Brian Varghese: Professional F& B Service Management

Brown, Heppner &Deegan: Introduction to F&B Service

**Course outcome:-**

**At the end of course the student should know about**

CO**1. Understand the difference among various services eg. American Service, Russian**

**Service, English Service, French Service.**

CO**2. Understand the various types of standard Menus used in star hotels**

CO**3. Understand the Food & Beverages Outlets Operation Control System.**

CO**4. Understand about the non- Alcoholic beverage.**

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 |  | L |  |  |  |  |  |
| CO3 | L |  |  |  |  |  |  |
| CO4 |  | M |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH-212C** | **FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II LAB.** | **CR-2(PR)** |

**Course Objectives-**

**Food and Beverage Service foundation is a basic course to introduce the various skills required for operating a restaurant. The course will allow students to comprehend the equipment and basic methods followed in the restaurant. Restaurants or food service organizations will find difficult to operate without having personnel who understand the basic food service equipment. This course will deal with the identification of equipment used in the restaurant, basic napkin folding, simple cover set up, cover for a la carte and table d’hote, service of water and skills for handling service spoon and fork. Students will learn these so that they can understand the higher level course in future. This course will enable students to orient and understand the service skills which are necessary for food and beverage personnel.**

1. To understand the development of the food service industry

2. To identify various types of restaurants and understand their features.

3. To comprehend various equipment used in the restaurant

4. To learn and create various napkin folds

5. To learn the various cover setup for food and beverage service.

6. To understand the procedure of taking a guest’s order and service of water

To understand the service skills involved using Service Spoon and Fork

|  |
| --- |
| 1. Breakfast table lay out & room service; 2. TDH & a’ la Carte covers; 3. Restaurant reservation system; 4. Receiving the guests; 5. Sequence of service; 6. Special service (caviar, artichoke etc). |

**Course Outcome-**

**After completing the course, the students will be able to know how to;**

**CO1. Identify the different equipment used in food and beverage service**

**CO2 Set a table cover for a la carte and table d’hote**

**CO3 Identify the various room service management techniques that can be adapted in a hotel**

**CO4 Take beverage orders**

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 | L |  |  |  |  |  |  |
| CO2 |  | M |  |  |  |  |  |
| CO3 |  |  |  |  |  | M |  |
| CO4 | H |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Lo

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| **BHH-203C** | **FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II** | CR-2(TH) |

**Course Objective:-**

**The students will get knowledge about:**

**1. The public area cleaning task.**

**2. Floors – types of floor finishes, methods of cleaning.**

**3. Learn about inspection of guest room.**

**4. Cleaning and care of metals: Brass, silver etc. and their compositions.**

|  |
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| **Unit 1**  **Hotel Guest Room**   * Lay-out of a guest room * Types of guest rooms * Knowledge of rooms – Furniture/ fixtures/ fitting/ soft furnishing/ accessories/amenities in a guest room (to be dealt in brief only) * Daily cleaning of (occupied/ departure/vacant/under repair/VIP rooms) weekly cleaning/ spring cleaning / special cleaning * Evening service / second service * Contract cleaning * Rules on a guest floor.   **Unit 2** **House Keeping Supervision**   * Role of Supervisor * Importance of inspection * Check-list for inspection * Typical areas- usually neglected, where special attention is required.   **Unit 3** **Cleaning Agents**   * Characteristics of good cleaning agent * General criteria for selection * Classification * Polishes / floor seal * Use, care & storage of cleaning agents.   **Unit 4** **Safety Awareness and First Aid**   * Concept and importance * Safety : accidents, fires (cause, procedure) * Security : security of guest/ staff/ public areas/rooms * First aid: concept and emergency procedures.   **Unit 5** **Pest Control**   * Areas of infestation * Types of pests * Preventive measures and control measures. * Waste Disposal   **Glossary of terms (with reference to 3rd semester syllabus)** |

**Course outcome:-**

**By end of this semester students able to know about:-**

CO**1. The different area of hotel and their cleaning process.**

CO**2. Wall and floor finishes and their use in hotel.**

CO**3. Experience of all housekeeping routines system.**

CO**4. The uses and composition metal, leather glass, wood etc.**

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 | L |  |  |  |  |  |  |
| CO3 |  | L |  |  |  |  |  |
| CO4 |  | M |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| --- | --- | --- |
| **BHH-213C** | **FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II LAB.** | **CR-1(PR)** |

**Course Objective-The main objectives of the course are to:**

**• Help to prepare students to meet the challenges associated with the housekeeping department**

**• Provide an overview of the key issues of housekeeping and maintenance management.**

**• To understand the theoretical and practical knowledge that constitutes the work of housekeeping**

**• To illustrate the complexities and demands of working in the industry through the scope of housekeeping.**

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| * Room attendant trolley; * Bed making; * Turn down service; * Cleaning of guest rooms (departure, occupied, vacant); * Cleaning of public areas; * Inspection of guest rooms & public areas with the help of checklist; * First aid. |

**Course Outcomes-After completion of this course student are able to**

CO1 . Address the techniques which include establishing par levels for different types of inventories, CO2. Taking physical inventory, and implementing effective inventory control procedures.

CO3. Generate different type of reports.

CO4. Make checklist for linen, minibar and room.

CO5. To maintain the log book and other registers.

CO6. To maintain the log book and other registers

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  | M |  |  |  |
| CO2 |  | H |  |  |  |  |  |
| CO3 | L |  |  |  |  |  |  |
| CO4 | H |  |  |  |  |  |  |
| Co5 |  | H |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH-204C** | **FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II** | **CR-2(TH)** |

**Course Objective:- The Student will get knowledge about:**

**1. Registration, its types, importance and other aspects.**

**2. Check in procedure for various categories of guest.**

**3. Meaning and Procedure of Night Auditing.**

**4. Room Tariff Fixation.**

|  |
| --- |
| Unit 1 **Job profile of Front Office Personnel**   * Job description / job specification.   Unit 2 **Front Office Operation**   * Guest cycle, * Front office forms, front desk, * Front office equipments, CAS,PMS * Functions and importance of front office   Unit 3 **Front Office responsibilities**   * Log book, information directory, mail handling * Telephone service, Interdepartmental communication * Guest services   Unit 4 **Accommodation Product**   * Brochures/tariff cards, types of guest rooms * Types of room rates, basis of charging room rates * Meal plan   Unit 5 **Reservation**   * Reservation and sales, types of reservation, * Sources and modes of reservation**,** systems- manual, semi-automated, fully automated, role of new technology in reservation * Reservation records, reservation reports. * Global Distribution Systems |

**Learning outcome:-**

**By the end of this course student would be able to**

CO**1. Understand and handle FIT & GIT guest arrival.**

**CO 2. Understand the procedure of reports prepared**

CO**3. Understand various types of Tariff found in Hotels.**

CO**4. Understand Room Keys Handling**

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  | M |  |  |  |  |
| CO2 | L |  |  |  |  |  |  |
| CO3 |  | L |  |  |  |  |  |
| CO4 |  | M |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| --- | --- | --- |
| **BHH-214C** | **FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II LAB.** | **CR-1(PR)** |

**Course Objective---**

The aim is to provide the student with basic skills required at the reception, management of customer service operations and front-office operations from the Opera PMS point of view, and the basics of security and safety in accommodation business.

|  |
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| 1. Identification of equipment used in front office 2. Various Forms & Formats used in front office 3. Responding to a reservation query 4. Product knowledge and description 5. Role play of accepting reservation request 6. Filling of reservation form. |

Reference:

1. Principal Of Hotel Front Office Operation by Sue Baker
2. Managing Front Office Operation by Michael L Kasvana- AH And MA
3. Front Office Manual by Sudhir Andrews
4. Professional Hotel Management Concept, Principals by Dr. Jagmohan Negi.

**Course Outcomes**-

.After completion of the course students will be expected to be able to:

CO1• Describe the basic functions common to property management systems

CO2• Identify, describe and differentiate between both front house and backhouse

property management system modules.

CO3• Identify stand-alone technology systems that may interface with PMS

CO4• Describe the basic functions of a point of sale system (POS)

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 | L |  |  |  |  |  |  |
| CO2 |  | M |  |  |  |  |  |
| CO3 |  | H |  |  |  |  |  |
| CO4 | M |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH205C** | **APPLICATION OF COMPUTERS** | CR-2(TH) |

**Course Objective-The** main objectives of the course are to:

• Help to prepare students to meet the challenges associated with Hospitality

Information Systems with in the Hospitality Industry.

• Gain an insight into workings of computer systems used in the hospitality industry

• Identify the use and knowledge in the significance of information technology to an enterprise.

• Introduce and apply training on Point of Sale Systems.

|  |
| --- |
| Unit 1 **Introduction to Computers**   * What is a computer? * Characteristics of Computer System * Block diagram * Components of a computer system * Generation of computers * Programming languages * Generation of languages * Storage devices- floppy disks, CD ROMs,HDD * Input Output Devices   Unit 2 **Operating Systems**   * Introduction, Application Software, System Software * Functions * Types * Components case studies- DOS, Windows.   Unit 3 **Introduction to DBMS**   * Data * Data types * Advantages * Introduction to FoxPro * Creating a database * Searching, sorting, indexing, writing simple programmmes * Overview of MS access.   Unit 4 **Word Processing, Spread Sheets and Features of Power Point**   * What is word processing? * Features of MS Word * Editing commands and mail merge * What is spreadsheet? * Features, formulate and functions * If-statement, preparing sample, work sheets, different graphs. * Preparing a presentation and an organization chart.   Unit 5 **Introduction to Internet**   * What are the following: internet, network, intranet, extranet, LAN, MAN, WAN, network topologies, www, search engines, e-mail, and websites? * Introduction to e-commerce. |

**Course Outcome-**

CO**1.Identify and Describe system input, output, external storage and hardware components.**

CO**2• Distinguish global distribution systems from internet distribution systems and distinguish affiliated from non-affiliated reservation systems.**

CO**3• Identify and describe the functions and features performed by a central reservation system and the reservation system of a property management system.**

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  | L |  |
| CO2 |  |  |  |  |  | M |  |
| CO3 |  | L |  |  |  |  |  |
| CO4 |  |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH-215C** | **APPLICATION OF COMPUTERS LAB.** | CR\_1(PR) |

**Course Objective---**

1. Students will understand the fundamentals of computer architecture and computing theory.
2. Students will be able to design, develop, document, and test software using current techniques.
3. Students will demonstrate the ability to give presentations and write technical reports.

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| * DOS, Windows; * MS Word; * MS Excel; * MS Power point; * Fox Pro & Access; * Internet usage. |

**Reference:**

Fundamentals of Computers, V. Rajaraman, Prentice Hall India

Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication.

Computer Fundamentals, P.K.Sinha, BPB Publication

**Course Outcome---**

**Students will demonstrate the ability to solve problems in the discipline.**

1. **Students will demonstrate interpretive skills, including the ability to: a) analyze data statistically, b) interpret results of experiments, c) draw reasonable conclusions based on experimental results.**
2. **Students will learn and demonstrate standards of professional behavior, including rules of ethics and etiquette.**
3. **Students will develop and demonstrate the ability to work effectively in a group on a common problem.**
4. **Students will demonstrate the ability to search the relevant literature of the discipline to find information that addresses a specific problem.**
5. **Students will demonstrate the ability to produce a technical document.**

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  | M |  |  |  |
| CO2 |  |  | L |  |  |  |  |
| CO3 |  |  |  |  |  |  | H |
| CO4 |  | H |  |  |  |  | M |
| CO5 |  |  | L |  |  |  |  |
| CO6 |  |  |  | L |  |  |  |

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| **BHH206C** | **FOOD SCIENCE AND NUTRITION** | **CR\_3 (TH)** |

**Course Objective:-The student will get knowledge about**

**1. The significance of food in his daily life**

**2. The terms like food, health, nutrition, malnutrition, and nutritional status.**

**3. Calculation of recommended dietary allowances, adulteration.**

**4. Understand the relationship of macro & micro nutrients to health**

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| Unit 1 **Fundamentals of Nutrition**   * Introduction to nutrition * Objectives in the study of nutrition * Functions of food * Food groups and food habits.   Unit 2 **Major Nutrients**   * Carbohydrates * Lipids, proteins * Vitamins * Minerals * Water * Their classification * Functions and Food sources * Deficiency * Calorie * BMR, SDA, RDA, energy requirement for various age groups. * Pasteurization, sterilization and preservation   Unit 3 **Microbes**   * Bacteria- Shape, Size, Movement, Growth Phase, Growth requirements * Molds- morphology, growth factors, beneficial and harmful effects * Yeast- morphology, physiology, and economic importance   Unit 4 **Food Adulteration**   * Meaning and definition * Types of adulteration and contamination * Laws of prevention.   Unit 5 **Balance Diet and Diet Therapy**   * Definition and importance of balance diet * Factors affecting meal planning * Calculation of nutritive value of dishes * Planning special diet (children, adult, old age, and adolescence) * Low calorie diet * Fiber restricted diet * High fiber diet etc. |

**Course outcome:-By the end of this course student would be able to**

CO**1. Understand the importance of nutrition and good health in his day to day life.**

CO**2. Know the composition, functions sources of nutrients.**

CO**3. Understand the effects of excess & deficiency of nutrients.**

CO**4. Modify attitudes and practices of use existing nutrition**

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  | L |  |
| CO2 |  |  |  |  |  | M |  |
| CO3 |  |  | M |  |  |  |  |
| CO4 |  |  | L |  |  |  |  |

**THIRD SEMESTER EXAMINATION**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Subject Code** | **Subject Name** | **Credits** | **Contact Hrs/Wk.** | | |
| **L** | **T/S** | **P** |
|  |  | **A. Theory** |  |  |  |  |
| 1 | BHH 301C | Food Production Operations-1 | 2 | 2 | - | - |
| 2 | BHH 302C | Food & Beverage Service Operations-1 | 2 | 2 | - | - |
| 3 | BHH 303C | Accommodation Operations -1 | 2 | 2 | - | - |
| 4 | BHH 304C | Front Office Operations -1 | 2 | 2 | - | - |
| 5 | BHH 305C | Basic Accounting | 2 | 2 | - | - |
| 6 | BHH 306C | Value Education, Human Rights and Legislative Procedures | 4 | 2 | 2 | - |
|  |  | **B. Practical/LAB** |  |  |  |  |
| 7 | BHH 311C | Food Production Qperation-1 LAB. | 4 | - | - | 8 |
| 8 | BHH 312C | Food & Beverage Service Operations-1 LAB. | 2 | - | - | 4 |
| 9 | BHH 313C | Accommodation Operations-1 LAB. | 1 | - | - | 2 |
| 10 | BHH 314C | Front Office Operations-1 LAB. | 1 | - | - | 2 |
|  |  | **Total** | **22** | **16** | **2** | **16** |
|  |  | **Total Teaching Load** |  | **34** |  |  |

\*Personality Development class every week in this semester.

Topics to be covered -

1. General Awareness and Current Affairs.

2. Hotel Branding

3. Hotel Skill

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| **BHH301C** | **FOOD PRODUCTION OPERATIONS-I** | CR-2(TH) |

**COURSE OBJECTIVE**- The objective of this course is to improve knowledge of students in garnishes, accompaniments, International cuisines , uses of wine in cookery.

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| **S.No.** | **Topic** |
| 01 | **Appetizers and Garnishes**   * Appetizers: definition, * Classification, * Standard accompaniments, * Uses with menu examples, * Garnishes: definition, * Classical garnishes and historic importance, * Uses with menu examples. |
| 02 | **International Cuisine-I**   * Geographic location, historical background, staple food with regional influences, specialties, recipes, in relation to the following cuisines- France, Italy, Spain and Portugal etc |
| 03 | **Use of Herbs and Wines in Cookery**   * Difference between cooking wine and table wines * Ideal use of wine in cooking * Herbs and spices- classification * Ideal use of herbs and spices in cooking |
| 04 | **Convenience Food and Fast Food**   * Role of convenience food in fast food operations * Advantage and disadvantage of convenience food   Labour and cost saving aspect |
| 05 | **Bread-II**   * Introduction to international classical bread * Role of key regional ingredients * Bread improvers- uses, types etc. |

**Course Outcome**

CO1. Get an insight of quite a vast description on the culture, eating habits, preparation of popular dishes from the cuisines around the world

CO2 Understand the meaning of appetizers and garnishes

CO3 Able to use wine in cookery.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  | L |  |
| CO2 |  | M |  |  |  |  |  |
| CO3 |  |  |  | L |  |  |  |
| CO4 |  |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH311C** | **FOOD PRODUCTION OPERATIONS -1 LAB.** | CR-4 (PR) |

Course Objective---The objective of this course to teach students how to prepare three course menu, misc-en-place and garnishing of dishes. Also the students learn about making of appetizers.

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| * Three course menu of international cuisine * Classical appetizers and garnishes * International bread |

Reference:

1. The Professional Pastry Chef by Friberg
2. The Wilton Ways of Cake Decorations by Hamlyn Publishing.
3. Chocolate by Carolyn Humphries.
4. International Cook Book, Cavendish House

Time- Life Series- The Cooking Of Various Countries

**Course Outcome**

CO1. Get an insight of quite a vast preparation of popular dishes from the cuisines around the world

CO2 Able to make appetizers and garnishes

CO3 Able to make international Breads.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  | L |  |
| CO2 |  | M |  |  |  |  |  |
| CO3 |  |  |  | L |  |  |  |
| CO4 |  |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH302C** | **FOOD & BEVERAGE SERVICEOPERATIONS-I** | CR-2(TH) |

**Course Objectives/Course Description**

To educate students about the exciting world of wines

To recognize various new and old world wines

Food and wine pairing technique

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| Unit 1 **Introduction to Alcoholic Beverages**   * Classification & Definition of each Alcoholic Beverage   Unit 2 **Wines**   * Introduction of wines * Classification of wines * Wine producing countries * Producing regions of France, Italy, and Spain etc. * Production of wines with description of Principal Grape Varieties * Factors affecting production of wines * Matching wines with food * Reading wine labels * Storage & Service of wines * Glossary of wine trade terms * Production of famous wines – sparkling (Champagne) and fortified (sherry, port & Madeira) in detail.   Unit 3 **Beer**   * History & Defination * Classification of Beer * Production of Beer, Top & Bottom Fermentation * Beer producing Countries * Service & storage of beer, faults in beer * Draught beer and its service * Brands ( National & International)   Unit 4 **Aperitifs**   * Introduction & Definition * Types of aperitifs * Manufacturing of aperitif ( vermouth) * Brand names   Unit 5 **Other Alcoholic Beverages**   * Sake, Cider, Medira, Silvovitz, Arrack, Feni, Grappa, Calvados etc. * Glossary of terms related to alcoholic beverages |

**Course Outcome---**

CO1.Know old world wines and important countries

CO2 Types of Wines and service

CO3 Professional Wine Service, preparation of wine list and proper handling of wine CO4 Suggestive selling of wine and Food and wine harmony.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 |  | L |  |  |  |  |  |
| CO3 | M |  |  |  |  |  |  |
| CO4 |  |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH312C** | **FOOD& BEVERAGESERVICE OPERATIONS-I LAB.** | **CR-2(PR)** |

**Course Objective---**This course provides students with practical skills and knowledge for effective management of beverage service operations. The sessions are designed to provide hands on experience on the various aspects of bar operations and management. The core objective of the course is to instill a culture of responsible attitude towards alcoholic beverages and the practice of responsible service.

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| * + Bar introduction * Glassware, measurements, bar tools & equipments   Taking an order for alcoholic beverages   * Service of beer and wines   + Red / White / Rosé / Champagne |

Reference:

1. Food & Beverage Service Training Manual- Sudhir Andrews
2. Food & Beverage Service – Lillicrap & Cousins
3. Professional Guide To Alcoholic Beverages- Lipinski
4. Alcoholic Beverages- Lipinski & Lipinski

**Course Outcome**

At the end of the sessions the participants will be able to:-

1. Display responsible service and legal responsibilities of an F&B Service professional.

2. Identify the various licenses and approvals required to run a beverage establisBHHent.

3. Create a bar operations plan and bar check list.

4. Demonstrate skills to handle various issues and situations associated with running an establisBHHent serving alcoholic beverages.

5. Apply the skills and knowledge of mixology.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 | H |  |  |  |  |  |  |
| CO3 | L |  |  |  |  |  |  |
| CO4 |  |  |  | M |  |  |  |
| CO5 |  |  |  | H |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH303C** | **ACCOMMODATIONOPERATIONS-1** | **Cr-2(TH)** |

**Course Objective-**

1. **To understand the planning of facilities and space management.**
2. **To Practice listening to comments and complaints using positive and negative language and responding appropriately.**
3. **To detail out the procedures for different departmental processes**

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| Unit 1 **Management of Linen**   * Classification of linen and size * Selection criteria for various linen items * Activities of the linen room * Layout and equipment in the linen room * Purchase of linen * Linen hire- quality and quantity * Calculation of linen requirements * Storage and inspection * Linen control-procedures and records * Stock taking-procedures and records * Recycling of discarded linen * Par stock * Inventory control * Condemned linen- procedure * Marking and monogramming.   Unit 2 **Management of Uniforms**   * Purpose of uniforms, No. of sets issuing * Producing and exchange of uniform * Selection and designing of uniforms * Advantages of providing uniforms to staff * Stock taking procedures * Uniform records * Layout and planning of uniform room.   Unit 3 **Sewing Room**   * Activities and areas to be provided, * Equipments provided.   Unit 4 **Laundry**   * Duties and responsibility of laundry staff (laundry manager, dry cleaning supervisor, presser, laundry clerks, valet runner, laundry attendants) * Types of laundry.   Unit 5 **Flow process of** **Laundry**   * Importance and principles of flow process in laundry * Stages in wash cycle * Laundry equipment and machines * Layout of the laundry * Role of the laundry agents * Classification of laundry agents * Dry cleaning * Guest laundry /valet services * Collection and delivering care in the laundry guest articles.   **Glossary of terms (with reference to 4th semester syllabus)** |

**Course Outcome- The student will able to**

**CO1. Understand laundry operations**

**CO2. Know about sewing and linen room operations.**

**CO3. Explain procedure followed in Housekeeping Department**

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 |  | L |  |  |  |  |  |
| CO3 | M |  |  |  |  |  |  |
| CO4 |  |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH313C** | **ACCOMMODATION OPERATIONS-I LAB.** | CR-1(PR) |

Course Objective----This course aims to establish the importance of Accommodation operations with in the hospitality Industry .It also prepares the student to acquire basic skills and knowledge necessary to successfully identify the required standards in this area and to consider all aspects of cost control and establishing profitability.

|  |  |  |
| --- | --- | --- |
| S.No. | Topic |  |
| 01 | Layoutof LinenandUniformRoom/Laundry |  |
| 02 | Laundry Machinery andEquipment |  |
| 03 | StainRemoval |  |
| 04 | FlowerArrangement |  |
| 05 | SelectionandDesigning ofUniforms |  |

Reference:

1. Hotel House Keeping, Sudhir Andrews, Tata Mc Graw Hill

2. The Professional House Keeper, Tucker Schneider, VNR

3. Managing House Keeping Operation, Margaret Kappa & Aleta, Hutchinson

4. Professional Management of House Keeping Operations, Martin Jones,

Willey

1. Hotel Housekeeping Operations and Management, G. Raghubalan

**Course Outcome---The student will able to-**

* **Identifies the technical equipment and materials of laundry room.**
* **Choose the best amongst the equipment and materials of laundry room.**
* **Makes Floral Arrangement.**
* **Select and design the different type of required uniform.**

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 |  | M |  |  |  |  |  |
| CO3 | L |  |  |  |  |  |  |
| CO4 | H |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| --- | --- | --- |
| **BHH304C** | **FRONT OFFICEOPERATIONS-1** | **Cr.2(TH)** |

**Course Objective--**

To enable the students to learn the front office cashiering function.

To demonstrate the importance of effective managements of hotel assets.

To explain the Check-out Procedures and guest handling operations.

|  |
| --- |
| Unit 1 **Registration**   * + Pre-registration activity and registration activities   + Registration record   + Room and rate assignment   + Methods of payments   + Issuing of room key   + Fulfilling special request   + Creative option   + Selling the guest room   + Upgrading of guest room   + When guest cannot be accommodated.   Unit 2 **Guest Complaints**   * + Different categories,   + Identifying complaints,   + Handling complaints,   + Follow-up procedures.   Unit 3 **Lobby and Bell Desk Operation**   * Role of lobby manager * Role of GRE * Function of bell desk, concierge desk, car valet operation * VIP handling.   Unit 4 **Front Office Security Function**   * Role of front office in hotel security * Electronic locking system * Use of key card * Surveillance & access control * Protection of funds and safe deposit boxes.   Unit 5 **Crisis Management in Hotel**   * + Definition,   + Emergency situations and handling procedures.   + Importance of crisis management |

**Text Books And Reference Books:**

Bhatnagar, S. K. (2010). Hotel Front Office.Oxford publications.

Ismail, A. Front Office Operation Management (5 ed.). Thomson and Delmer.

Essential Reading / Recommended Reading

MichealKasavanna, R. B. (2012). Managing Front office Operations (8 ed.). Prentice Hall.

**Course Outcome---**

After successfully completing this course, students will be able to:

1. Enhance managerial decision making skills
2. To learn to handle conflicting situations that may arise during guest Interactions
3. Impart the knowledge of revenue calculations and other techniques to improve the overall profitability of the hotel.
4. Evaluate hotel performance and analyse strategies for revenue generations.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  |  | H |
| CO2 |  |  |  |  |  |  | M |
| CO3 |  | M |  |  |  |  |  |
| CO4 | M |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| --- | --- | --- |
| **BHH314C** | **FRONT OFFICE OPERATIONS-I LAB.** | **CR-1(PR)** |

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| --- |
| * + To appreciate the importance and filling of guest registration card;   + Role play of various guest check-in’s: walk-in, fit, VIP, groups;   + Role play of bell captain, bell boys, GRE (real life situations to be enacted);   + Up-selling over the front desk, telephone;   + Message handling (internal / external);   + Handling guest complaints.   + Upgrading of rooms at front desk |

Reference:

1. Front Office Operations by Colin Dix & Chirs Baird
2. Hotel Front Office Management by James Bardi
3. Managing Front Office Operations by Kasavana & Brooks

Front Office Training Manual by Sudhir Andrews

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| --- | --- | --- |
| **BHH305C** | **BASIC ACCOUNTING** | **CR- 2(TH)** |

**Course Objective-**To identify different costing methods and its role in product costing.

To Analyse and apply costing techniques in practical situations.

To Explain the costing methods used in hospitality industry.

To apply the material pricing methods in practical context.

To Prepare and analyse the cost sheet.

|  |
| --- |
| Unit 1 **Accounting Theory**   * Business transaction and basic terminology * need to study * Accounting,: accounting functions, purpose of accounting records, accounting principles, concepts and conventions   Unit 2 **Account Records**   * Principle of double entry system * Journal entries, ledger, and subsidiary books- cash sales & purchase books, bank reconciliation statement   Unit 3 **Financial Statements**   * Basic financial statements * Trial balance, preparation of final accounts, * basic adjustments to final accounts, * Methods of presenting final accounts -practical problems with adjustments   Unit 4 **Depreciation Reserves and Provisions**   * Meaning, * Basic methods with practical problems   Unit 5 **Computer Application**   * Computerised Accounting System * Database concepts for Accounting |

Reference

1. Comprehensive Accountancy: S.A.Siddiqui
2. A Complete Course In Accounting Volume-I: N.D. Kapoor
3. Double Entry Book Keeping: R.C. Chawala & C. Juneja
4. Introduction To Accountcy: T. S. Grewal

**Course Outcome---**At the completion of the course students will be able to

CO1. Identify different costing methods and its role in product costing.

CO2 Analyse and apply costing techniques in practical situations.

CO3 Explain the costing methods used in hospitality industry.

CO4 Apply the material pricing methods in practical context.

CO5 Prepare and analyse the cost sheet.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 |  |  |  | L |  |  |  |
| CO3 |  |  | M |  |  |  |  |
| CO4 |  |  |  | M |  |  |  |
| CO5 |  |  | H |  |  |  |  |

1. H = Highly Related; M = Medium L = Low

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| --- | --- | --- |
| **BBHH306C** | **Value Education, Human Rights and Legislative Procedures** | **CR- 4(TH)** |

**Course Objective---The main objectives are as follows:**

**a. To develop interaction between society and educational institutions;**

**b. To sensitize the citizens so that the norms and values of human rights and duties education programme are realized;**

**c. To encourage research activities;**

**d. To encourage research studies concerning the relationship between Human Rights and Duties Education and International Humanitarian Law.**

**e.To create awareness, conviction & commitment to values for improving the quality of life through education, and for advancing social and human well-being.**

|  |  |
| --- | --- |
| **S.no** | **Topics** |
| **Unit I** | Values and Self Development-Social values and individual attitudes, Work ethics,Value judgments. Importance of cultivation of values, Sense of duty, Devotion, Self reliance, Confidence, Concentration, Truthfulness, Cleanliness, Humanity, National unity, Patriotism, Discipline. |
| **Unit II** | Personality and Behavior Development- Attitude, Positive thinking, Integrity and discipline, Punctuality, Love and kindness, Avoiding fault finding, Free from anger, Dignity of labor, True friendship, Happiness vs. suffering love for truth, Aware of self destructive habits, Association and cooperation, Doing best, Saving nature. |
| **Unit III** | Character and Competence- Science vs. God, Holy books vs. blind faith, Selfmanagement and good health, Equality, Nonviolence, Role of women, All religions and same message, Mind your mind, Self control, Honesty, Studying effectively. |
| **Unit IV** | Module 4:Human Rights**-**Jurisprudence of human rights nature and definition, Universalprotection of human rights, Regional protection of human rights, National level protection of human rights, Human rights and vulnerable groups. |
| **Unit V** | Legislative Procedures- Indian constitution, Philosophy, fundamental rights and duties,Legislature, Executive and Judiciary, Constitution and function of parliament, Composition of council of states and house of people, Speaker, Passing of bills, Vigilance, Lokpal and functionaries. |

**Text Books:/Reference Books:**

1. Frankena, W.K., Ethics, Prentice Hall of India, New Delhi, 1990.
2. Meron Theodor, Human Rights and International Law Legal Policy Issues, Vol. 1 and 2, Oxford University Press, New Delhi, 2000.

**Course outcome----**The programme enables students to take an analytic and critical stance and deal with questions of how human rights affect social and political processes. At the end of the programme you will be able to---

* Search for, identify and assess primary sources as well scholarly literature about human rights
* Identify, contextualise and use information about the human rights situation in a given country,
* Critically appraise source material, including cases from human rights committees and tribunals and reports and summary records from treaty bodies
* Analyse a country’s situation or an international situation in terms of human rights and formulate human rights-based initiatives and policies
* Promote human rights through legal as well as non-legal means
* Participate in legal, political and other debates involving human rights in a knowledgeable and constructive way occur in Hotel Industry.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  |  | M |
| CO2 |  |  |  |  |  |  | M |
| CO3 |  |  |  |  |  | L |  |
| CO4 |  |  |  |  |  | M |  |
| CO5 |  |  |  |  |  | M |  |

H = Highly Related; M = Medium L = Low

**FOURTH SEMESTER EXAMINATION**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | |
| **L** | **T/S** | **P** |
|  |  | **A. Practical I.T.** |  |  |  |  |
| 1 | BHH 401C | I.T. on Food Production | 4 | - | - | - |
| 2 | BHH 402C | I.T. on Food & Beverage Services | 4 | - | - | - |
| 3 | BHH 403C | I.T. on Accommodation Operations | 4 | - | - | - |
| 4 | BHH 404C | I.T. on Front Office Operations | 4 | - | - | - |
| 5 | BHH 405C | I.T. Presentation and Report | 4 | - | - | - |
|  |  | **Total** | **20** | **0** | **0** | **24** |
|  |  | **Total weeks** |  | **24** |  |  |

**Course Objective----**

1. Illustrate the fundamental concepts of hospitality and the importance of these concepts as the cornerstone of success in the hospitality industry.

2. Analyze and differentiate the range of technologies used in the operation and marketing of a hospitality business.

4. Identify current trends in Hospitality.

5. Describe and apply skills in human resource management.

6. Apply principles of leadership and management in the hospitality business operation.

7. Recognize the strengths and benefits of cultural and generational diversity and its impact on guest experience and employee satisfaction.

8. Demonstrate how to manage daily operations of a hospitality business.

**Course outcome**

This course is a requirement for graduation and is designed to provide students with an opportunity to apply concepts and theories from their course work to practical work experiences in the hospitality industry under the direction of industry professionals. It is the student’s responsibility to secure an internship position, and all internship experience must have prior approval from his or her adviser. In addition to the field experience, students are also required to complete written assignments.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 | H | H |  |  |  |  |  |
| CO2 |  |  |  |  |  |  |  |
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H = Highly Related; M = Medium L = Low

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| **BHH501C** | **FOOD PRODUCTION OPERATIONS –*II*** | **CR-2(TH)** |

**Course Objectives-**To provide an in-depth knowledge of purchasing and kitchen management, and also important knowledge of hot and cold desserts.

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| Unit 1 **Sandwiches**   * Sandwiches- definition * Types and parts * Types of breads used * Different fillings and their classification * Spreads and garnishes making * Storing of sandwiches.   Unit 2 **International Cuisine-II**   * Geographic location * Historical background * Staple food with regional influences * Specialties and recipes, in relation to the following cuisines- Germany, Middle Eastern, Mexican, Chinese etc.   Unit 3 **Purchase and Storage**   * Introduction to purchase * Purchasing system * Purchase specification * Purchasing techniques * Storage   Unit 4 **Icings and Meringues**   * Icings- types and uses * Methods of preparation * Recipes and difference between icings and toppings * Meringues- definition and types * Preparation methods * Factors affecting stability * Cooking of meringues.   Unit 5 **Cakes and Gateaux**   * Cakes and gateaux- definition * Types * Regional specialties * Role of different ingredients used * Faults and remedies * Care and precautions. |

**COURSE OUTCOME**

CO 1) To enable students about the managerial aspects

CO 2) To teach students about quality and Portion control.

CO 3) To master the students in particular area of culinary skill

CO4) Cold Kitchen

CO5)To train the students in terms of menu planning

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  |  | M |
| CO2 | L |  |  |  |  |  |  |
| CO3 |  | M |  |  |  |  |  |
| CO4 | L |  |  |  |  |  |  |
| CO5 |  | M |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH511C** | **FOOD PRODUCTION OPERATIONS –*II LAB.*** | **CR-4(PR)** |

Course Objective—The objective of the course is to teach students to prepare three course menu from various international cuisines, making sandwiches, cakes and meringues.

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| 1. Three course menu of international cuisine. 2. Making of different sandwiches. 3. Making of cakes and gateaux. 4. Different; icings and meringues. |

Reference:

1. The Professional Pastry Chef by Friberg.
2. The Wilton Ways of Cake Decorations by Hamlyn Publishing.
3. Chocolate by Carolyn Humphries.
4. International Cook Book, Cavendish House
5. Time- Life series- The Cooking of Various Countries.

**COURSE OUTCOME- the student will able to—**

**CO1. Prepare and plan three course menu from various international cuisines.**

**CO2. Make different types of sandwiches.**

**CO3. Make cakes and Meringue**

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  |  | M |
| CO2 | L |  |  |  |  |  |  |
| CO3 |  | M |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH502C** | **FOOD & BEVERAGE OPERATIONS – II** | **CR.-2 (TH)** |

Course Objective----The primary objective of this course is:

Get to Know the Food and Beverage Division.

Demonstrate Knowledge of Menus and Point-of-Sale Equipment

Get to Know the Job of a Banquet Setup Employee Reference Books:

1. Food & Beverage Service- Lillicrap& Cousins

2. Modern Restaurant Service- John Fuller

3. Beverage Book- Andrew, Dunkin & Cousins

4. Bar & Beverage Book- Mary Porter &Kostagris

5. Alcoholic Beverages- Lipinski & Lipinski

|  |
| --- |
| Unit 1 **Spirits**   * Introduction and definition * Classification of spirits * Production of spirits (pot / patent) * Whisky – Manufacturing , Whisky’s from Scotland , America , Ireland ,   Canada and India, Brand Names   * Rum – Manufacturing , types , brand Names * Gin – Manufacturing , types, brand Names * Vodka - Manufacturing , types, brand Names * Tequila - Manufacturing , types, brand Names * Brandy & Cognac – Manufacturing , types , brand Names * Standards and measuring scales of spirits * IMFL / Heritage Liquor   Unit 2 **Liqueurs & Bitters**   * Definition * Importance of Liqueurs in Alcoholic Drinks * Different types of Liqueurs * Production * Brand names , origin , flavor & service   Unit 3 **Cocktail & Mixology**   * History of Cocktail * Types of Cocktail * Art of Mixology * Methods of making cocktails * Mocktails   Unit 4 **Bar operations- I**   * Introduction to bar * Types & parts of bar ( front / under / back) * Bar equipment & glassware * Layout of bar * Bar hierarchy * Etiquettes & mannerism for handling Bar * Introduction to flaring * Glossary of professional bar terms   Unit 5 **Tobacco**   * History of tobacco * Manufacturing & types * Storage & service * Brand names & their origins * Cigar’s |

**Course Outcome—**After doing this course the student will able to:

CO 1Prepare Banquet Equipment and Setups

CO2. Take Orders and Serve Drinks in banquets and bar.

CO 3Identification of upcoming events and conferences.

CO 4 Handle the smooth banquet operations.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 | M |  |  |  |  |  |  |
| CO2 |  | M |  |  |  |  |  |
| CO3 |  |  |  | H |  |  |  |
| CO4 | H |  |  |  |  |  |  |

* H = Highly Related; M = Medium L = Low

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| **BHH512C** | **FOOD & BEVERAGE OPERATIONS – II LAB** | **CR.-2 (PR)** |

Course Objective---The objective of this course to give operational knowledge of restaurant and bar operations like taking of orders, making mock tails etc.

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| * + Supervising F& B outlets and service   + Taking an order for food and spirits   + Preparation of cocktail’s & mocktail’s   + Service of spirits (whisky, rum, brandy, vodka, gin), liqueurs   + Flaring Skills |

**Course Outcome**- The student will able to

CO1. Supervise the F&B outlets.

CO2.Take Orders of Food and Spirits

CO3. Serve alcoholic beverages

CO4. Do flaring

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 | M |  |  |  |  |  |  |
| CO2 |  | M |  |  |  |  |  |
| CO3 |  |  |  | H |  |  |  |
| CO4 | H |  |  |  |  |  |  |

* H = Highly Related; M = Medium L = Low

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| **BHH503C** | **ACCOMMODATION OPERATIONS–II** | CR-2(TH) |

Course Objective----In this course, we look at lodging as a set of products and services that have evolved out of guest needs and preferences. We begin with the evolution of lodging to fit transportation and destination patterns and individual guest preferences. We then delineate different types of lodging properties, discussing the distinguishing characteristics of each. Emphasis is given to ensure the efficient managing and functioning of hotel housekeeping department.

1. To Identify and understand the business of rooms division department in hotels.
2. Figure out the trends in the housekeeping department in various size hotels and design specifications.

|  |
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| Unit 1 **Fibers and Fabrics**   * Definition of fiber * Classification of fibers, the origin * Characteristics and use of each * Methods of construction (knitting, weaving and braiding) and making of fiber * Weaving * Classification of weaves * Fabrics commonly used in hotels * Identification of yarns * Classification of dyed and printed fabrics * Various finishes of fabrics.   Unit 2 **Stain Removal**   * Definition * Classification of stains * General rules of stain removal * Stain removal methods.   Unit 3 **Interior decoration, Colour, Lighting**   * Importance * Definition & types * Classification * Principles of design: harmony, rhytBHH, balance, proportion, emphasis * Element of design: line, form, color, texture. * Colour: Color wheel, importance & characteristics * Classification of colours * Colour scheme * Lighting: Classification * Types & importance * Application   Unit 4 **Floor & Wall Covering**   * Types and characteristics * Carpets: selection, types, characteristics * Care and maintenance   Unit 5 **Refurbishment and Redecoration**   * Definition * Factors * Procedure and task involved * Snagging list.   **Glossary of terms** |

**Course Outcome**---After completion of this course the student will able to:

CO 1.Plan their work schedule and staff job allocation.

CO 2Forecast and prepare departmental budget.

CO 3Track the purchasing and buying methods used in hotels.

CO4Analyse the different type of contract services.

CO5 Implement the strain removal procedures.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 | H |  |  |  |  |  |  |
| CO3 |  |  |  | M |  |  |  |
| CO4 |  |  | H |  |  |  |  |

* H = Highly Related; M = Medium L = Low

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| **BHH513C** | **ACCOMMODATION OPERATIONS –II LAB.** | CR-1(PR) |

Course Objective- The objective of this course is to make students familiar with laundry operations and its handling.

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| * + Laundry equipment handling   + Laundry operations   + Handling different types of fabrics in manual & mechanical laundry   + Stain removal |

Course Outcome---After completion of this course the student will able to:

CO 1.Plan the laundry linen handling

CO 2Forecast and make budget for laundry chemicals

CO3 Implement the strain removal procedures with proper chemical

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 | H |  |  |  |  |  |  |
| CO3 |  |  |  | M |  |  |  |

* H = Highly Related; M = Medium L = Low

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| **BHH504C** | **FRONT OFFICE OPERATIONS-II** | **CR.-2** |

Course Objective--- This course aims to feminize students with the operational and managerial prospect of the front office department in the hotel industry.Introduction to property management system (PMS), front office accounting; planning and evaluating operations, front office budgeting, visitors tabular ledger (VTL), sales record and control of sale of room and food, settlement of bills, night audit, credit control, occupancy ratios and yield management.

|  |  |
| --- | --- |
| S.NO. | TOPIC |
|  | **PLANNING & EVALUATING FRONT OFFICE OPERATIONS**  A. Setting Room Rates (Details/Calculations thereof)  - Hubbart Formula, market condition approach & Thumb Rule  - Types of discounted rates – corporate, rack etc. B. Forecasting techniques  C. Forecasting Room availability  D. Useful forecasting data  • % of walking  • % of overstaying  • % of under stay  E. Forecast formula  F. Types of forecast  G. Sample forecast forms  H. Factors for evaluating front office operations |
| 2 | **BUDGETING**  A. Types ofbudget&budgetcycle  B. Makingfront officebudget  C. Factors affectingbudgetplanning  D. Capital&operationsbudgetfor front office  E. Refiningbudgets,budgetary control  F. Forecastingroomrevenue  G. Advantages&Disadvantages of budgeting |
| 3 | **PROPERTY MANAGEMENT SYSTEM**  A. Fidelio/ IDS/Shawman  B. Amadeus |

Course Outcome---After completion of this course student will be able to--

* To explore the tools and technique of management accounting for analysis to understand different business strategies.
* To be able to analyze the affairs of the business through ratios.
* To prepare cash flow statements
* To make budgets both fixed and flexible

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  | M |  |  |  |  |
| CO2 |  |  | L |  |  |  |  |
| CO3 | M |  |  |  |  |  |  |
| CO4 | M |  |  |  |  |  |  |

H = Highly Related; M = Medium L = LowCourse Outcome----STUDENT WILL ABLE TO-

CO1 .Manage restaurant effectively .

CO2 knowledge about Bar Operations

CO3 knowledge about Mock tails and Cocktails.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 | M |  | L |  |  |  |  |
| CO2 |  |  | L |  |  |  |  |
| CO3 |  | M |  |  |  |  |  |
| CO4 |  | H |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH514C** | **FRONT OFFICE OPERATIONS-II LAB.** | **CR.-1(PR)** |

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| |  | | --- | | 1. To understand the practical aspect of PMS in the computer lab 2. To learn the opening of guest folio, posting of transaction and charges, closing of account 3. Handling credit cards 4. Foreign exchange procedures 5. Calculating occupancy ratios |   COURSE OBJECTIVE-The objective of this course is to familiarise students with cash and credit handling in front office. | |  |
| **COURSE OUTCOME**- The student will able to  CO1. Handling cash transactions.  CO2. Credit transactions.  CO3. Handling foreign currency.  **MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | ***Course Outcome*** | Program Outcome | | | | | | | |  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 | | CO1 | M |  | L |  |  |  |  | | CO2 |  |  | L |  |  |  |  | | CO3 |  | M |  |  |  |  |  | |  |  |  |  |  |  |  |  |   H = Highly Related; M = Medium L = Low | |  |
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| |  |  |  | | --- | --- | --- | | **BHH505C** | **Professional Skills Development** | **Cr.2 TH.** | | |  |
| **Course Objectives/Course Description—**  To prepare the students towards successful campus placement  To inculcate the need and importance of acquiring employability skills   |  | | --- | | **Unit-1**  **Attitude Building**  Introduction and icebreaker, meaning and need for building positive attitude, Concept of attitude, positive attitude, benefits of having positive attitude, ways to acquire positive attitude  **Unit-2**  **Group Discussion**  Introduction and icebreaker, myths about group discussion, types of GD, do’s and don’ts of group discussion, role of body language and communication in GD  **Unit-3**  **Personality Development**  Introduction/Activity, meaning of Personality, Determinants of Personality, Know your Personality - Kersey’s Temperament Sorter Test, Positive Thinking, How to Build Positive Self-esteem, SWOT analysis, How to handle Adversities.  **Unit-4**  **Interview Skills**  Introduction/icebreakers, meaning and importance, professional dress code and body language  **Unit-5**  **Resume Writing**  Introduction and activities need for resume writing, formats, types, and tips for creating impressive resumes, internet resume and video resume.  **Unit-6**  **Time Management**  Introduction and icebreaker, myths about time management, time interrupters, techniques of time management, time management matrix, importance of time management.  **Unit-7**  **Leadership Skills**  Icebreakers/Activities, concept and need, types of leaders, techniques of acquiring leadership skills  **Unit-8**  Icebreakers and activities, meaning and styles and decision making, Exercise/case study. |   **Text Books And Reference Books:**    Khera, S, You can win.    Covey,S, The Seven Habits of Highly Effective People,    Covey, S, The 8th Habit: From Effectiveness to Greatness,    Covey, S, First Things First,    Covey, S, The Leader in Me,    Covey, S, The SPEED of Trust | |  |
| |  |  |  | | --- | --- | --- | | **BHH506C** | **Methods and Techniques of Research** | **CR 2(TH)** |   Research methodology will be taught in the theory class of VII semester to prepare students on how to approach the subject of research project in the VIII semester. Topics are allotted to the students in the beginning of vii th semester to prepare the students to peruse the project under guidance of the concerned faculty. Final preparation of the project will be submitted for presentation at the end of VIII semester.   |  | | --- | | Unit 1 **Introduction to Research Methodology**   * Meaning and objectives of research, types of research, research approaches, significance of research, research methods vs methodology, research process, criteria of good research, problem faced by researches, techniques involved in defining a problem.   Unit 2 **Research Design**   * Meaning and need for research design, features and important concepts relating to research design, different research designs, important experimental designs.   Unit 3 **Sample Design**   * Sample survey, implication of sample design, steps in sample design, criteria for selecting a sampling procedure, characteristics of a good sample design, different types of sample design, measurement scales, important scaling techniques.   Unit 4 **Methods of Data Collection**   * Collection of primary data, collection through questionnaire and schedule collection of secondary data, difference in questionnaire and schedule, different methods to collect secondary data   Unit 5 **Data Analysis Interpretation and Presentation Techniques**   * Hypothesis testing, basic concepts concerning hypothesis testing, procedure and flow diagram for hypothesis testing, test of significance, chi-square analysis, report presentation techniques.   **---------\*--------** | | |  |
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**SIXTH SEMESTER EXAMINATION**

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| --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | |
| **L** | **T/S** | **P** |
|  |  | **A. Theory** |  |  |  |  |
| 1 | BHH601C | Food Production operations-III | 2 | 2 | - | - |
| 2 | BHH602C | Food & Beverage operations-III | 2 | 2 | - | - |
| 3 | BHH603C | Accommodation Management | 2 | 2 | - | - |
| 4 | BHH604C | Front Office Management | 2 | 2 | - | - |
| 5 | BHH605C | Research Project ( Submission) | 2 | 2 |  |  |
| 6 | BHH606C | Hospitality Law and Risk Management | 2 | 2 |  |  |
|  |  | **B. Practical /Project** |  |  |  |  |
| 7 | BHH611C | Food Production operations-III LAB. | 4 | - | - | 8 |
| 8 | BHH612C | Food & Beverage Operations-III LAB. | 2 | - | - | 4 |
| 9 | BHH613C | Accommodation Management LAB. | 1 | - | - | 2 |
| 10 | BHH614C | Front Office Management LAB. | 1 | - | - | 2 |
|  |  | **Total** | **20** | **12** |  | **16** |
|  |  | **Total Teaching Load** |  | **28** |  |  |

L\* = Lecture T\*=Tutorial P\* = Practical

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| **BHH601C** | **Food Production operations-III** | **CR—2(TH)** |
| Unit 1 **Basic Masala**   * Introduction to spices * Role of spices in Indian cookery * Blending of spices * Different masala used in Indian cookery * Dry and wet masala.   Unit 2 **Introduction to** **Volume Cookery**   * Quantity food production * Introduction to volume feeding * Industrial and institutional catering * Staff organization * Kitchen layout * Kitchen equipment and utensils * Volume forecasting.   Unit 3 **Regional Indian Cuisine**   * Detail study regional cuisine * Staple food * Indian spices * Main dishes of the region * Traditional preparation methods * Utensils and accompaniments * Indian bread and sweetmeats.   Unit 4 **Indian Gravies**   * Composition of basic gravies * Different types of gravies.   Unit 5 **Banquet Menus**   * Planning * Indenting * Costing * Forecasting * Pre-preparation * Cooking techniques. | | |

**Course Outcome**

CO1. Get an insight of quite a vast description on the culture, eating habits, preparation of popular dishes from the cuisines of India.

CO2 Understand the meaning of volume catering and the nuances of it.

CO3 Design and visit to a large scale food production kitchen.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  | L |  |
| CO2 |  | M |  |  |  |  |  |
| CO3 |  |  |  | L |  |  |  |
| CO4 |  |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH611C** | **Food Production operations-III LAB.** | **CR—4(PR)** |

**Course Objectives-**

The course is designed for all students of III Semester which will surface around Indian spices, masalas, cooking methods, cooking techniques and menus. It will give a practical experience for students to analyze and taste the flavors of certain Indian Regional cuisine with an emphasis to house flavors. It will provide students hands on compilation of menus to experiment on. This course introduces students to current culinary trends which include a variety of preparation methods. Topics include current and developing trends such as adaptation of native/regional ingredients and preparation methods into conventional cuisines. Upon completion, students should be able to demonstrate knowledge of a variety of contemporary cuisines. It also gives an insight of the various cooking methods of regional India. It distinguishes between flavours and textures.

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| * + Preparation of gravies and commonly used Indian masala   + Regional cookery with accompaniments like chutney, Indian bread, rice and dessert preparations   + Tandoori cooking with accompaniments   + Planning elaborate Indian menus up to 100 portion according to quantity food production   + Planning Indian fast food menus according to different region (East, West, North, South) |

**Course Outcome**

· Learn from this course will be on fine tuning the cooking methods applied in the basic category.

· Understand flavours, textures and Course about the practical use of certain ingredients will be the main focus of this course.

· Help in understanding the pre preparation and experimenting of Indian Cuisine with various spices.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 |  | M |  |  |  |  |  |
| CO3 |  |  |  |  |  |  |  |
| CO4 |  |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

Reference:

1. A Taste Of India, Madhur Jaffery, Pavillion
2. Dastarkhwan-E- Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
3. Prashad, Cooking With Masters, J.Inder Singh Kalra, Allied
4. Zaika, Sonya Atal Sapru, Harper Collins
5. Punjabi Cuisine, Premjit Gills

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| **BHH602C** | **FOOD & BEVERAGE SERVICEOPERATIONS-III** | CR-2(TH) |

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| Unit 1 **Banquets and Buffets**   * History and types of banquets * Formal banquets, Informal banquets * Hierarchy of banquet department, duties & responsibilities * Banquet sales, menus, * Booking procedure * Banquet formats – FP / BPO * Banquet booking diary * Space area requirement, * Mise-en-place * Duty allocation, service, table and sitting plans, toasting * Types of buffet – breakfast, cold buffet, sit down, fork and finger * Planning and organizing, sequence of food display * Service, buffet check list, supplies.   Unit 2 **Guéridon Service**   * History of guéridon * Definition * Advantages and disadvantages * Types of trolleys used * Equipment * Types of alcohol used and their role * Points to be considered while operations * Factors to create impulse buying.   Unit 3 **Planning & Operations Of Various F&B Outlets**   * Restaurants & bar - Layouts of functional area and ancillary areas * Factors and steps in planning * Space requirement * Planning staff requirement * Selecting and planning restaurant furniture & fixture * Selection of heavy and light equipment, approximate cost.   Unit 4 **Managing F&B Outlet**   * Supervisory skills * Standard operating procedure * Handling guest complaints * Guest satisfaction * Duty roasters for F & B outlets * Trash management system (segregation and disposal) * Breakage control and cost awareness of inventory items.   Unit 5 **Bar Operations –II**   * Bar planning and designing * Bar menus, bar formats and cards * Bar control methods, bar licenses & bar stock * Bar staffing, bar thefts and frauds * Bar equipment, glassware and their measurements and uses. |

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| **BHH612C** | **FOOD & BEVERAGE SERVICEOPERATIONS-III LAB.** | CR-2(PR) |

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| * Planning and organizing lunch service and function catering * Preparing dishes on gueridon trolley   + Crepe suzette   + Banane au rhum   + Omelette au rhum   + Steak Diane   + Pineapple flambé |

Reference:

1. Food & Beverage Service Training Manual- Sudhir Andrews
2. Food & Beverage Service – Lillicrap & Cousins
3. Professional Guide To Alcoholic Beverages- Lipinski
4. Alcoholic Beverages- Lipinski & Lipinski
5. Menu Planning – John Kivela
6. Modern Restaurant Service – John Fuller
7. Profitable Menu Planning – John Drysale

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| **BHH603C** | **ACCOMMODATION MANAGEMENT** | **CR-2(TH)** |

Course Objective----In this course, we look at lodging as a set of products and services that have evolved out of guest needs and preferences. We begin with the evolution of lodging to fit transportation and destination patterns and individual guest preferences. We then delineate different types of lodging properties, discussing the distinguishing characteristics of each. Emphasis is given to ensure the efficient managing and functioning of hotel housekeeping department.

1.To Identify and understand the business of rooms division department in hotels.

2.Figure out the trends in the housekeeping department in various size hotels and design specifications.

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| Unit 1 **Planning and Organizing**   * Area inventory list * Frequency schedules * Performance and Productivity standards * Time and Motion study * Standard operating manuals – job procedures * Job allocation and work schedules * Calculating staff strength and Planning duty roasters * Budgeting- The role of executive Housekeeper, types, Importance, * Purchasing system, controlling expenses * Performance appraisal   Unit 2 **Flower Arrangement**   * Flower arrangements in hotels * Equipment and material required for flower arrangement * Conditioning of Plant material * Styles of flower arrangements * Principles of design as applied to flower arrangement   Unit 3 **Soft Furnishing,** **Windows**   * Curtains and its types * Care and cleaning of curtains, Blinds * Loose covers and cushions * Care and cleaning * Different types of windows * Use and care of window.   Unit 4 **Energy and Water conservation in house-keeping operations,**  **Green Environment,** ***Air Purifier***  Unit 5 ***Housekeeping Services & Facilities in institutions other than Hotels,*** |

**Course Outcome--**-After completion of this course the student will able to:

CO 1.Plan their work schedule and staff job allocation.

CO 2Forecast and prepare departmental budget.

CO 3Track the purchasing and buying methods used in hotels.

CO4Analyse the different type of contract services.

CO5 Implement the energy and water conservation procedures.

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  | M |  |  |  |  |  |
| CO2 | H |  |  |  |  |  |  |
| CO3 |  |  |  | M |  |  |  |
| CO4 |  |  | H |  |  |  |  |

* H = Highly Related; M = Medium L = Low

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| **BHH613C** | **ACCOMMODATION MANAGEMENT LAB.** | **CR-1(PR)** |

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| * + Maintaining various house keeping formats   + Flower arrangement |

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| **BHH604C** | **FRONT OFFICEMANAGEMENT** | **CR.-2(TH)** |

Course Objective--- This course aims to feminize students with the operational and managerial prospect of the front office department in the hotel industry.

Introduction to property management system (PMS), front office accounting; planning and evaluating operations, front office budgeting, visitors tabular ledger (VTL), sales record and control of sale of room and food, settlement of bills, night audit, credit control, occupancy ratios and yield management.

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| Unit 1 **Yield Management**   * Introduction and concept, hotel industry application, * Differential rates, * Booking horizons, * Yield management software system * Measuring yield   Unit 2 **Accommodation Management Aspect**   * Tariff decision, * Various approaches to room pricing, * Special room rates, * Forecasting room availability: forecasting data, forecast formula, * Budgeting for operation, * Evaluating front office operation * Occupancy ratios   Unit 3 **Hotel Sales**   * Selling concept, * Purpose, * Reading customer, * Direct sales: travel agents, tour operators, hotel booking agencies * Reaching customers * E Commerce   Unit 4 **Tourism**   * Introduction, Types of tourism * Importance * Function: transport, travel agents, tour operators, travel formalities, * Economic impact * Threats and obstacles to tourism – modes of travel   Unit 5 **Six Sigma**   * Inception of six sigma in hospitality * Various tools:   + - 5-why’s     - Kaizen     - Fish bone     - Single point lesson     - Visual control     - Poka-yoke       * Concepts of:       * Area effective teams (AETS)       * Process effectiveness teams (PETS)       * Total quality management (TQM) |

Course Outcome---After completion of this course student will be able to--

* To explore the tools and technique of management accounting for analysis to understand different business strategies.
* To be able to analyze the affairs of the business through ratios.
* To prepare cash flow statements
* To make budgets both fixed and flexible

**MAPPING COURSE OUTCOMES LEADING TO THE ACHIEVEMENT OF PROGRAM OUTCOMES:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  | M |  |  |  |  |
| CO2 |  |  | L |  |  |  |  |
| CO3 | M |  |  |  |  |  |  |
| CO4 | M |  |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH614C** | **FRONT OFFICEMANAGEMENT LAB.** | **CR.-1(PR)** |

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| * + Calculation of yield management ratios   + Role play: situation handling on various accommodation aspects   + Preparation of sales letter, brochures, promotional letter   + Internet advertising, promotion & sale of accommodation product.   + Travel Agent Voucher   + Itinerary   + ***PMS – Rooms Management*** |

Reference:

1. Managing Computers In Hospitality Industry by Michael casavana and Cahell
2. Front Office Operations by Colin Dix & Chris Baird
3. Hotel Front Office Management by James Bardi
4. Management Front Office Operations by Kasavana & Brooks
5. Front Office Training Manual by Sudhir Andrews
6. Managerial Accounting And Hospitality Accounting by Raymond S ScBHHidgall

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| **BHH605C** | **Research Report (Submission)** | **CR 2** |

**Purpose of Project**

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

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| **Types of Project**  The project may be one of the following type:   * 1. Comprehensive case study   2. Inter Organizational study   3. Field study   **Project Supervision**  Each project shall be guided by supervisor duly appointed by the department/ coordinator.  **Project Proposal (Synopsis)**  Synopsis of the Project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and research methodology of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.  **Project Documentation**  Project report should be properly documented and will include Executive summary, Research design & Methodology, Literature review and analysis, conclusion and recommendations and bibliography.  **Project Submission**  Final draft of the project should be submitted in the department duly certified by the concerned guide.  **Project Presentation & Evaluation**  Formal presentation and evaluation of the project before internal and external panel constituted by the department/coordinator together with selected target audience. |

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| **BHH606C** | **Hospitality Law and Risk Management** | **CR 2(TH)** |
| Unit 1 **Law Relating to Hotel-Guest Relationship**   * Definition – hotel and lodging house * Manager of a hotel * Owner of a lodging house * Paying guest, Premises, tenant etc. * Refusal of accommodation * Eviction of a guest from hotel room * Duties, rights and responsibilities of innkeeper towards guest * Hotel lien   Unit 2 **Licenses and Permits**   * Licenses and permits for hotel and catering establisBHHents * Procedure for obtaining, renewing licenses, suspension and termination of licenses * Liquor licenses- Types, * Drinking in the licensed premises * Different types of permits   Unit 3 **Food Legislation**   * Definition- adulterant * Adulterated food * Public analyst * Central food laboratory * Food inspectors and their power and duties * Procedure to be followed by food inspectors * Report of public analyst * Notification of food poisoning   Unit 4 **Industrial Employment Standing Order Act 1946**   * Industrial Employment Standing Order Act 1946- Model standing order, show cause notice, charge sheet, domestic enquiry, discharge and dismissal of employee   Unit 5 **Employees Organizations and Welfare**   * Factories Act- Definition – factory, manufacturing process, adult, adolescent, child, young person calendar year, week, provision regarding health, safety and welfare * Payment of Wages Act - Definitions industrial establisBHHents, wages, deductions allowed under the act. * Trade Union Act-Scope, eligibility, fund, registration, rights on the part of the employer and employee | | |

Reference:

1. Mercantile Law- N.D. Kapoor
2. Mercantile Law- S.P. Lyengar
3. Business Law – M.C. Kuchal
4. Hotel Law – Dr. Jag Mohan Negi
5. Shops and EstablisBHHents Act.