**

**School of Management**

**Syllabi and Course Structure**

**Bachelor of Science in Hospitality and Hotel Management**

**Academic Programme**

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.

**I-YEAR I-SEMESTER**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Subject Code** | **Subject Name** | **Credits** | **Contact Hrs/Wk.** | | | **Weight age (in %)** | |  |
| **L** | **T/S** | **P** | **CE** | **ESE** |  |
|  |  | **A. Theory** |  |  |  |  |  |  |  |
| 1 | BHH101B | Foundation Course of Food Production-I | 2 | 2 | - | - | 50 | 50 |  |
| 2 | BHH 103B | Foundation Course of Food & Beverage Service-I | 2 | 2 |  | - | 50 | 50 |  |
| 3 | BHH 105B | Foundation Course of Accommodation Operations-I | 2 | 2 | - | - | 50 | 50 |  |
| 4 | BHH 107B | Foundation Course of Front Office Operations-I | 2 | 2 | - | - | 50 | 50 |  |
| 5 | BHH 109B | Hotel Engineering | 2 | 2 | - | - | 50 | 50 |  |
| 6 | BHH111B | Business Communication | 2 | 2 |  |  | 50 | 50 |  |
| 7 | BMC051A | Environmental Studies | 4 | 4 | - | - | 50 | 50 |  |
|  |  | **B. Practical** |  |  |  |  |  |  |  |
| 8 | BHH 151B | Foundation Course of Food Production-I | 4 | - | - | 8 | 50 | 50 |  |
| 9 | BHH 153B | Foundation Course of Food & Beverage Service-I | 2 | - | - | 4 | 50 | 50 |  |
| 10 | BHH 155B | Foundation Course of Accommodation Operation-I | 1 | - | - | 2 | 50 | 50 |  |
| 11 | BHH 157B | Foundation Course of Front Office Operation-I | 1 | - | - | 2 | 50 | 50 |  |
|  |  | **Total** | **24** | **16** |  | **16** |  |  |  |
|  |  | **Total Teaching Load** |  | **32** |  |  |  |  |  |

**I Year II Semester**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | | **Weight age (in %)** | |  |
| **L** | **T/S** | **P** | **CE** | **ESE** |  |
|  |  | **A. Theory** |  |  |  |  |  |  |  |
| 1 | BHH 102B | Foundation course in Food Production –II | 2 | 2 | - | - | 50 | 50 |  |
| 2 | BHH 104B | Foundation course in Food & Beverage Service-II | 2 | 2 | - | - | 50 | 50 |  |
| 3 | BHH 106B | Foundation course in Accommodation Operations-II | 2 | 2 | - | - | 50 | 50 |  |
| 4 | BHH 108B | Foundation course in Front Office Operations-II | 2 | 2 | - | - | 50 | 50 |  |
| 5 | BHH 110B | Application Of Computer | 2 | 2 | - | - | 50 | 50 |  |
| 6 | BHH 112B | Food Science | 2 | 2 | - | - | 50 | 50 |  |
| 7 | BHH 114B | Hotel Accounts | 2 | 2 | - | - | 50 | 50 |  |
|  |  | **B. Practical** |  |  |  |  |  |  |  |
| 8 | BHH 152B | Foundation course in Food Production –II | 4 | - | - | 8 | 50 | 50 |  |
| 9 | BHH 154B | Foundation course in Food & Beverage Service-II | 2 | - | - | 4 | 50 | 50 |  |
| 10 | BHH 156B | Foundation course in Accommodation Operations-II | 1 | - | - | 2 | 50 | 50 |  |
| 11 | BHH 158B | Foundation course in Front Office Operations-II | 1 | - | - | 2 | 50 | 50 |  |
|  | BHH150B | Application of Computers | 1 |  |  | 2 |  |  |  |
|  |  | **Total** | **23** | **14** | **-** | **18** |  |  |  |
|  |  | **Total Teaching Load** |  | **32** |  |  |  |  |  |

**II-YEAR III-SEMESTER**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | | **Weight age (in %)** | |  |
| **L** | **T/S** | **P** | **CE** | **ESE** |  |
|  |  | **A. Theory** |  |  |  |  |  |  |  |
| 1 | BHH 201 | Food Production Operations | 2 | 2 | - | - | 50 | 50 |  |
| 2 | BHH 203 | Food & Beverage Service Operations | 2 | 2 | - | - | 50 | 50 |  |
| 3 | BHH 205 | Accommodation Operations | 2 | 2 | - | - | 50 | 50 |  |
| 4 | BHH 207 | Front Office Operations | 2 | 2 | - | - | 50 | 50 |  |
| 5 | BHH 209 | Food Safety and Hygiene | 2 | 2 | - | - | 50 | 50 |  |
| 6 | BMC109A | Value Education, Human Rights and Legislative Procedures | 3 | 3 |  |  | 50 | 50 |  |
|  |  | **B. Practical** |  |  |  |  |  |  |  |
| 7 | BHH 251 | Food Production Quantity | 4 | - | - | 8 | 50 | 50 |  |
| 8 | BHH 253 | Food & Beverage Service Operations | 2 | - | - | 4 | 50 | 50 |  |
| 9 | BHH 255 | Accommodation Operations | 1 | - | - | 2 | 50 | 50 |  |
| 10 | BHH 257 | Front Office Operations | 1 | - | - | 2 | 50 | 50 |  |
|  |  | **Total** | **21** | **13** | **-** | **16** |  |  |  |
|  |  | **Total Teaching Load** |  | **29** |  |  |  |  |  |

**\*Personality Development class every week in this semester.**

**Topics to be covered -**

**1. General Awareness and Current Affairs.**

**2. Hotel Branding**

**3. Hotel Skill**

**II-YEAR IV-SEMESTER**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | | **Weight age (in %)** | |  |
| **L** | **T/S** | **P** | **CE** | **ESE** |  |
|  |  | **A. Practical I.T.** |  |  |  |  |  |  |  |
| 1 | BHH 202 | I.T. on Food Production | 6 | - | - | - |  | 100 |  |
| 2 | BHH 204 | I.T. on Food & Beverage Services | 6 | - | - | - |  | 100 |  |
| 4 | BHH 206 | I.T. on Accommodation Operations | 6 | - | - | - |  | 100 |  |
| 3 | BHH 208 | I.T. on Front Office Operations | 6 | - | - | - |  | 100 |  |
| 5 | BHH 210 | I.T. on Log Book | 6 | - | - | - |  | 100 |  |
|  |  | **Total** | **30** | **0** | **0** | **0** |  |  |  |
|  |  | **Total weeks** |  | **22** |  |  |  |  |  |

**\*NOTE: If Required-**

**The students of second year will be divided into two groups Group I and Group II.**

1. **In 3rd  Semester, Group I will go I.T. while Group II will attend regular Classes of II Year**
2. **In 4thSemester, Group II will go I.T. while Group I will attend regular Classes of II Year**

**III-YEAR V-SEMESTER**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | | **Weight age (in %)** | |  |
| **L** | **T/S** | **P** | **CE** | **ESE** |  |
|  |  | **A. Theory** |  |  |  |  |  |  |  |
| 1 | BHH 301 | Advance Food Production operations-I | 2 | 2 | - | - | 50 | 50 |  |
| 2 | BHH 303 | Advance Food & Beverage Operations-I | 2 | 2 | - | - | 50 | 50 |  |
| 3 | BHH 305 | Accommodation Management-I | 2 | 2 | - | - | 50 | 50 |  |
| 4 | BHH 307 | Front Office Management-I | 2 | 2 | - | - | 50 | 50 |  |
| 5 | BHH 309 | Facility Planning | 4 | 4 | - | - | 50 | 50 |  |
| 6 | BHH 311 | Strategic Management | 2 | 2 | - | - | 50 | 50 |  |
| 7 | BHH 313 | Research Methodology | - | - | - | 2 | - | - |  |
|  |  | Special Topics/Guest Speakers | - | 2 | - | - | - | -- |  |
|  |  | **B. Practical /Project** |  |  |  |  |  |  |  |
| 9 | BHH 351 | Adv. Food Production operations-I | 4 | - | - | 8 | 50 | 50 |  |
| 10 | BHH 353 | Advance Food & Beverage Operations-I | 2 | - | - | 4 | 50 | 50 |  |
| 11 | BHH 355 | Accommodation Management– I | 1 | - | - | 2 | 50 | 50 |  |
| 12 | BHH 357 | Front Office Management – I | 1 | - | - | 2 | 50 | 50 |  |
|  |  | **Total** | **24** | **16** |  | **18** |  |  |  |
|  |  | **Total Teaching Load** |  | **34** |  |  |  |  |  |

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

**II-YEAR VI-SEMESTER**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S. No** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | | **Weight age (in %)** | |
| **L** | **T/S** | **P** | **CE** | **ESE** |
|  |  | **A. Theory** |  |  |  |  |  |  |
| 1 | BHH 302 | Adv. Food Production Operations-II | 2 | 2 | - | - | 50 | 50 |
| 2 | BHH 304 | Adv. Food & Beverage Operations-II | 2 | 2 | - | - | 50 | 50 |
| 3 | BHH 306 | Accommodation Management-II | 2 | 2 | - | - | 50 | 50 |
| 4 | BHH 308 | Front Office Management-II | 2 | 2 | - | - | 50 | 50 |
| 5 | BHH 310 | Food And Beverage Management | 2 | 2 | - | - | 50 | 50 |
| 6 | BHH 312 | Sales and Marketing Management | 2 | 2 | - | - | 50 | 50 |
|  |  | Personality Skills and Development |  |  | 2 |  |  |  |
|  |  | **B. Practical Project** |  |  |  |  |  |  |
| 8 | BHH 352 | Adv. Food Production Operations-II | 4 | - | - | 8 | 50 | 50 |
| 9 | BHH 354 | Adv. Food & Beverage Operations-II | 2 | - | - | 4 | 50 | 50 |
| 10 | BHH 356 | Accommodation Management-II | 1 | - | - | 2 | 50 | 50 |
| 11 | BHH 358 | Front Office Management-II | 1 | - | - | 2 | 50 | 50 |
| 12 | BHH350 | Research Project | 1 |  |  | 2 |  | 100 |
|  |  | **Total** | **21** | **12** | **2** | **18** |  |  |
|  |  | **Total Teaching Load** |  | **32** |  |  |  |  |

**Summary Sheet**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Semester** | **1st** | **2nd** | **3rd** | **4th** | **5th** | **6th** | **Total** |
| **Credit** | **24** | **23** | **22** | **30** | **24** | **21** | **144** |

**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 standardsexpected 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.

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| **BHH101(TH)** | **Foundation Course in Food Production-1** | **TH-2** |

***Objective***

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 of methods of cooking and understanding raw materials.

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| --- | --- |
| **Unit No.** | **Topic** |
| ***1.*** | **INTRODUCTION TO COOKERY**  A. Levels of skills and experiences  B. Attitudes and behaviour in the kitchen  C. Personal hygiene  D. Uniforms & protective clothing  E. Safety procedure in handling equipment |
| ***2*** | **CULINARY HISTORY**  A. Origin of modern cookery  01 Introduction only |
| ***3*** | 03 **HIERARCHY AREA OF DEPARTMENT AND KITCHEN**  A. Classical Brigade  B. Modern staffing in various category hotels  C. Roles of executive chef  D. Duties and responsibilities of various chefs  E. Co-operation with other departments |
| ***4*** | **CULINARY TERMS**  A. List of culinary (common and basic) terms  B. Explanation with examples |
| ***5*** | **AIMS & OBJECTS OF COOKING FOOD**  A. Aims and objectives of cooking food  B. Various textures  C. Various consistencies  D. Techniques used in pre-preparation  E. Techniques used in preparation |
| ***6*** | **BASIC PRINCIPLES OF FOOD PRODUCTION - I**  **i) VEGETABLE AND FRUIT COOKERY**  A. Introduction – classification of vegetables  B. Pigments and colour changes  C. Effects of heat on vegetables  D. Cuts of vegetables  E. Classification of fruits  F. Uses of fruit in cookery  G. Salads and salad dressings  **ii) STOCKS**  A. Definition of stock  B. Types of stock  C. Preparation of stock  D. Recipes  E. Storage of stocks  F. Uses of stocks  G. Care and precautions  **iii) SAUCES**  A. Classification of sauces  B. Recipes for mother sauces  C. Storage & precautions |
| ***7*** | 07 **METHODS OF COOKING FOOD**  A. Roasting  B. Grilling  C. Frying  D. Baking  E. Broiling  F. Poaching  G. Boiling  • Principles of each of the above  • Care and precautions to be taken  • Selection of food for each type of cooking |
| ***8*** | 08 **SOUPS**  A. Classification with examples  B. Basic recipes of Consommé with 10 Garnishes |
| ***9*** | **EGG COOKERY**  A. Introduction to egg cookery  B. Structure of an egg  C. Selection of egg  D. Uses of egg in cookery |
| ***10*** | **COMMODITIES:**  i) **Shortenings (Fats & Oils)**  A. Role of Shortenings  B. Varieties of Shortenings  C. Advantages and Disadvantages of using various Shortenings  D. Fats & Oil – Types, varieties  ii) **Raising Agents**  A. Classification of Raising Agents  B. Role of Raising Agents  C. Actions and Reactions  iii) **Thickening Agents**  A. Classification of thickening agents  B. Role of Thickening agents  iv) **Sugar**  A. Importance of Sugar  B. Types of Sugar  C. Cooking of Sugar – various |

***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

**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:

MadhurJaffery’s : Cook Book

Jane Grigson : The Book of Ingredients

Le rol a. Polsom : The Professional Chef

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| **BHH103** | **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.

|  |  |
| --- | --- |
| Unit No. | Topic |
| 01 | **THE HOTEL & CATERING INDUSTRY**  A. Introduction to the Hotel Industry and Growth of the hotel  Industry in India  B. Role of Catering establishment in the travel/tourism industry  C. Types of F&B operations  D. Classification of Commercial, Residential/Non-residential  E. Welfare Catering - Industrial/Institutional/Transport such as air,  road, rail, sea, etc.  F. Structure of the catering industry - a brief description of each |
| 02 | **DEPARTMENTAL ORGANISATION & STAFFING**  A. Organisation of F&B department of hotel  B. Principal staff of various types of F&B operations  C. French terms related to F&B staff  D. Duties & responsibilities of F&B staff  E. Attributes of a waiter  F. Inter-departmental relationships (Within F&B and other department) |
| 03 | **I FOOD SERVICE AREAS (F & B OUTLETS)**  A. Specialty Restaurants  B. Coffee Shop  C. Cafeteria  D. Fast Food (Quick Service Restaurants)  E. Grill Room  F. Banquets  G. Bar  H. Vending Machines  I. Discotheque  **II ANCILLIARY DEPARTMENTS**  A. Pantry  B. Food pick-up area  C. Store  D. Linen room  E. Kitchen stewarding |
| 04 | **F & B SERVICE EQUIPMENT**  Familiarization & Selection factors of:  - Cutlery  - Crockery  - Glassware  - Flatware  - Hollowware  - All other equipment used in F&B Service  • French terms related to the above |
| 05 | **NON-ALCOHOLIC BEVERAGES**  Classification (Nourishing, Stimulating and Refreshing beverages)  A. Tea  - Origin & Manufacture  - Types & Brands  B. Coffee  - Origin & Manufacture  - Types & Brands  C. Juices and Soft Drinks  D. Cocoa & Malted Beverages  - Origin & Manufacture |

**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

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| **BHH105** | **FOUNDATION COURSE IN ACCOMMODATION OPERATIONS– I** | CR-2 (TH0 |

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 | **THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION**  Role of Housekeeping in Guest Satisfaction and Repeat Business |
| 02 | **ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT**  A. Hierarchy in small, medium, large and chain hotels  B. Identifying Housekeeping Responsibilities  C. Personality Traits of housekeeping Management Personnel.  D. Duties and Responsibilities of Housekeeping staff  **E.** Layout of the Housekeeping Department |
| 03 | **CLEANING ORGANISATION**  A. Principles of cleaning, hygiene and safety factors in cleaning  B. Methods of organising cleaning  C. Frequency of cleaning daily, periodic, special  D. Design features that simplify cleaning  E. Use and care of Equipment |
| 04 | **CLEANING AGENTS**  A. General Criteria for selection  B. Classification  C. Polishes  D. Floor seats  E. Use, care and Storage  F. Distribution and Controls  G. Use of Eco-friendly products in Housekeeping |
| 05 | **COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES**  A. Metals  B. Glass  C. Leather, Leatherites, Rexines  D. Plastic  E. Ceramics  F. Wood  G. Wall finishes  **H.** Floor finishes |
| 06 | **INTER DEPARTMENTAL RELATIONSHIP**  A. With Front Office  B. With Maintenance  C. With Security  D. With Stores  E. With Accounts  F. With Personnel  G. Use of Computers in House Keeping department |
| 07 | **USES OF COMPUTERS IN HOUSE KEEPING DEPARTMENT** |

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

|  |  |  |
| --- | --- | --- |
| **BHH107** | **FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I** | CR.-2 (TH) |

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

|  |  |
| --- | --- |
| **S.No.** | **Topic** |
| 01 | **INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY**  A. Tourism and its importance  B. Hospitality and its origin  C. Hotels, their evolution and growth  D. Brief introduction to hotel core areas with special reference to Front Office |
| 02 | **CLASSIFICATIONS OF HOTELS**  A. Size  B. Star  C. Location & clientele  D. Ownership basis  E. Independent hotels  F. Management contracted hotel  G. Chains  H. Franchise/Affiliated  I. Supplementary accommodation  J. Time shares and condominium |
| 03 | **TYPES OF ROOMS**  A. Single  B. Double  C. Twin  D. Suits |
| 04 | **TIME SHARE & VACATION OWNERSHIP**  A. What is time share? Referral chains & condominiums  B. How is it different from hotel business?  C. Classification of timeshares  D. Types of accommodation and their size |
| 05 | **FRONT OFFICE ORGANIZATIONS**  A. Function areas  B. Front office hierarchy  C. Duties and responsibilities  D. Personality traits |
| 06 | **HOTEL ENTRANCE, LOBBY AND FRONT OFFICE**  A. Layout  B. Front office equipment (non-automated, semi-automated and automated) |
| 07 | **BELL DESK**  A. Functions  B. Procedures and records |
| 08 | **FRENCH:** To be taught by a professional French language teacher.  A. Understanding and uses of accents, orthographic signs & punctuation  B. Knowledge of cardinaux&ordinaux (Ordinal & cardinal)  C. Days, Dates, Time, Months and Seasons |

Reference books:

Dennis L. Foster: Back Office Operation &Admn.

Dennis L. Foster: Front Office Operation &Admn

Sudhir Andrews: Hotel Front Office

Kasavana& Brooks: Managing Front office Operations

Jatashankar R. Tewari- Hotel Front Office Operations & Management

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 handle guest reservations.

.**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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| **BHH109** | **HOTEL ENGINEERING** | CR-2 (TH) |

**Course Objective-The subject will provide information regarding the basic services and different types of systems in hotel industry. This will help the students to understand plan, co-ordinate and integrate the functions of engineering departments for overall operations and assist in the management of hotel.**

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| **S.No.** | **Topic** |
| 01 | **MAINTENANCE**:  A. Preventive and breakdown maintenance, comparisons  B. Roll & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.  C. Organization chart of maintenance department, duties and responsibilities of maintenance department |
| 02. | **Fuels used in catering industry:**  A. Types of fuel used in catering industry; calorific value; comparative  study of different fuels  B. Calculation of amount of fuel required and cost |
| 03 | **Gas:**  A. Heat terms and units; method of transfer  B. LPG and its properties; principles of Bunsen and burner,  precautions to be taken while handling gas; low and high-pressure  burners, corresponding heat output.  C. Gas bank, location, different types of manifolds |
| 04 | **Electricity:**  A. Fundamentals of electricity, insulators, conductors, current,  potential difference resistance, power, energy concepts; definitions,  their units and relationships, AC and DC; single phase and three  phase and its importance on equipment specifications  B. Electric circuits, open circuits and close circuits, symbols of circuit  elements, series and parallel connections, short circuit, fuses;  MCB, earthing, reason for placing switches on live wire side.  C. Electric wires and types of wiring  D. Calculation of electric energy consumption of equipment, safety  precaution to be observed while using electric appliances.  E. Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination.  F. External lighting  G. Safety in handling electrical equipment. |
| 05. | **Water systems:**  A. Water distribution system in a hotel  B. Cold water systems in India  C. Hardness of water, water softening, base exchange method  (Demonstration)  D. Cold water cistern swimming pools  E. Hot water supply system in hotels  F. Flushing system, water taps, traps and closets. |
| 06 | **Refrigeration & Air-conditioning:**  A. Basic principles, latent heat, boiling point and its dependence on pressure, vapour compressor system of refrigeration and refrigerants  B. Vapour absorption system, care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance.  C. Conditions for comfort, relative humidity, humidification, dehumidifying,  due point control, unit of air conditioning  D. Window type air conditioner, central air conditioning, preventive maintenance  E. Vertical transportation, elevators, escalators. |
| 07 | **Fire prevention and fire fighting system:**  A. Classes of fire, methods of extinguishing fires  B. Fire extinguishers, portable and stationery  C. Fire detectors and alarm  D. Automatic fire detectors cum extinguishing devices  E. Structural protection  F. Legal requirements |
| 08 | **Waste disposal and pollution control:**  A. Solid and liquid waste, sullage and sewage, disposal of solid waste  B. Sewage treatment  C. Pollution related to hotel industry  D. Water pollution, sewage pollution  E. Air pollution, noise pollution, thermal pollution  F. Legal Requirements |
| 09 | **Safety:**  A. Accident prevention  B. Slips and falls  C. Other safety topics |
| **10** | **Security** |
| 11. | **Equipment replacement policy:**  A. Circumstances under which equipment are replaced.  B. Replacement policy of items which gradually deteriorates  C. Replacement when the average annual cost is minimum  D. Replacement when the present cost is minimum  E. Economic replacement cycle for suddenly failing equipment |
| 12. | **Audio visual equipments:**  A. Various audio visual equipment used in hotel  B. Care and cleaning of overhead projector, slide projector, LCD and power point presentation units  C. Maintenance of computers:  D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops  E. Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness |
| 13. | **Contract maintenance:**  A. Necessity of contract maintenance, advantages and disadvantages of contract maintenance  B. Essential requirements of a contract, types of contract, their comparative advantages and disadvantages.  C. Procedure for inviting and processing tenders, negotiating and Finalizing |

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

CO1. List, outlines ,explain and describe the importance and key role of hotel engineering department.

CO2. Explain the relation of hotel engineering department and other operational department for the successful need of the operation to run the organisation successfully.

CO3 .Describe the three common divisions or functional areas of the hotel engineering department.

CO4.Analyse, evaluate and discuss several aspects development and trends which have effected hotel engineering operations in recent operation.

**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 Books

1. Management of maintenance & Engineering Systems in Hospitality Industries – by

Frank D. Borsenik, John Willey & Sons

2. Industrial Organisation and Management by O.P. Khanna

3. Refrigeration & Air Conditioning by Domkondwar

4. Hotel Maintenance by Arora

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| **BHH111** | **Business COMMUNICATION** | **CR-2(TH)** |

**Course Objective:-**

**The Student will get knowledge about:**

**1. To make him understand the meaning and importance of communication.**

**2. To make him aware about various forms of verbal and Nonverbal, Formal and Informal communications.**

**3. Meaning and importance of listening in hospitality industry**

**4. Importance of Group discussion in hospitality Industry**

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

**Course outcome:-**

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

**CO1. Understand the Value of Communication for better human relations in day to-day life.**

**CO2. Build and use Business Vocabulary.**

**CO3. He would be aware of different etiquettes; he has to follow in different situation.**

**CO4. Handle various situations like Group Discussion & Interview**

**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 |  |  |  |  |  |  | H |
| CO4 |  |  |  | M |  |  |  |

H = Highly Related; M = Medium L = Low

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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
16. Rao M.N. &Datta, A.K. 1987. Waste Water Treatment. Oxford & IBH Publ .Co. Pvt. Ltd. 345p.
17. Sharma B.K., 2001. Environmental Chemistry Goel Publ. House, Meerut.
18. Townsend C.,Harper J, and MichealBegon, Essentials of Ecology, Blackwell Science
19. Trivedi R.K., Handbook of Environmental Laws, Rules, Guidelines, Compliances and standards, Vol I an II, Enviro Media
20. Trivedi R.K. and P.K. Goel, Introduction to air pollution, Techno-Science Publications
21. Wagner K.D., 1998. Environmental Management. W.B. Saunders Co. Philadelphia, USA 499p

**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

Practical

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| **BHH-151(PR)** | **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 | 1 i) Equipment - Identification, Description, Uses & handling  ii) Hygiene - Kitchen etiquettes, Practices & knife handling  iii) Safety and security in kitchen |
| 2 | 2 i) Vegetables – classification  ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane,  mignonnete, dices, cubes, shred, mirepoix  iii) Preparation of salad dressings |
| 3 | 3 Identification and Selection of Ingredients - Qualitative and quantitative measures. Market survey/tour 04 |
| 4 | 4 i) Basic Cooking methods and pre-preparations  ii) Blanching of Tomatoes and Capsicum  iii) Preparation of concasse  iv) Boiling (potatoes, Beans, Cauliflower, etc)  v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage  vii) Starch cooking (Rice, Pasta, Potatoes) |
| 5 | 5 i) Stocks - Types of stocks (White and Brown stock)  ii) Fish stock  iii) Emergency stock  iv) Fungi stock |
| 6 | Sauces - Basic mother sauces  • Béchamel  • Espagnole  • Veloute  • Hollandaise  • Mayonnaise  • Tomato |
| 7 | Egg cookery - Preparation of variety of egg dishes  • Boiled ( Soft & Hard)  • Fried ( Sunny side up, Single fried, Bull’s Eye, Double fried)  • Poaches  • Scrambled  • Omelette (Plain, Stuffed, Spanish)  • En cocotte (eggs Benedict) |
| 8 | Demonstration & Preparation of simple menu |
| 9 | Simple Salads & Soups:  • Cole slaw,  • Potato salad,  • Beet root salad,  • Green salad,  • Fruit salad,  • Consommé  Simple Egg preparations:  • Scotch egg,  • Assorted omelletes,  • Oeuf Florentine  • Oeuf Benedict  • Oeuf Farci  • Oeuf Portugese  • Oeuf Deur Mayonnaise  Simple potato preparations  • Baked potatoes  • Mashed potatoes  • French fries  • Roasted potatoes  • Boiled potatoes  • Lyonnaise potatoes  • Allumettes  Vegetable preparations  • Boiled vegetables  • Glazed vegetables  • Fried vegetables  • Stewed vegetables |

**PART ‘B’ - BAKERY & PATISSERIE**

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| **Practical No.** | **Topic** |
| **1** | 1 Equipment’s  • Identification  • Uses and handling  Ingredients - Qualitative and quantitative measures |
| **2** | **BREAD MAKING**  • Demonstration & Preparation of Simple and enriched bread recipes  • Bread Loaf (White and Brown)  • Bread Rolls (Various shapes)  • French Bread  • Brioche |
| **3** | 3 **SIMPLE CAKES**  • Demonstration & Preparation of Simple and enriched  Cakes, recipes  • Sponge, Genoise, Fatless, Swiss roll  • Fruit Cake  • Rich Cakes  • Dundee  • Madeira |
| **4** | 4 **SIMPLE COOKIES**  • Demonstration and Preparation of simple cookies like  • Nan Khatai  • Golden Goodies  • Melting moments  • Swiss tart  • Tri colour biscuits  • Chocolate chip  • Cookies  • Chocolate Cream Fingers  • Bachelor Buttons.  **HOT / COLD DESSERTS**  • Caramel Custard,  • Bread and Butter Pudding  • Queen of Pudding  • Soufflé – Lemon / Pineapple  • Mousse (Chocolate Coffee)  • Bavaroise  • Diplomat Pudding  • Apricot Pudding  • Steamed Pudding - Albert Pudding, Cabinet Pudding. |

**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, soups and sauces; to know their preparation, storage criteria and their uses in the 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 | M |  |  | L |  |  |  |
| CO2 | L |  |  |  |  |  |  |
| CO3 | M |  |  |  |  |  |  |
| CO4 |  | L |  |  |  |  |  |
| CO5 |  |  |  |  |  | M |  |

H = Highly Related; M = Medium L = Low

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| **BHH-153 (PR)** | **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

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| **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:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***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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| **BHH155** | **FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (LAB)** | **CR.2 (PR)** |

**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 | Sample Layout of Guest Rooms  • Single room  • Double room  • Twin room  • Suite |
| 02 | Guest Room Supplies and Position  • Standard room  • Suite  • VIP room special amenities |
| 03 | Cleaning Equipment-(manual and mechanical)  • Familiarization  • Different parts  • Function  • Care and maintenance |
| 04 | Cleaning Agent  • Familiarization according to classification  • Function |
| 05 | Public Area Cleaning (Cleaning Different Surface)  A. **WOOD**  • polished  • painted  • Laminated  **B. SILVER/ EPNS**  • Plate powder method  • Polivit method  • Proprietary solution (Silvo)  **C. BRASS**  • Traditional/ domestic 1 Method  • Proprietary solution 1 (brasso)  **D. GLASS**  • Glass cleanser  • Economical method(newspaper)  E. **FLOOR** - Cleaning and polishing of different types  • Wooden  • Marble  • Terrazzo/ mosaic etc.  F. **WALL** - care and maintenance of different types and parts  • Skirting  • Dado  • Different types of paints(distemper Emulsion, oil paint etc) |
| 06 | Maid’s trolley  • Contents  • Trolley setup |
| 07 | Familiarizing with different types of Rooms, facilities and surfaces  • Twin/ double  • Suite  • Conference etc. |

**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 bed making in guest room.

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:**

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

H = Highly Related; M = Medium L = Low

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| **BHH157** | **FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (LAB)** | **CR.2 (PR)** |

**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 establishment 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:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***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

**I Year II Semester**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | | **Weight age (in %)** | |  |
| **L** | **T/S** | **P** | **CE** | **ESE** |  |
|  |  | **A. Theory** |  |  |  |  |  |  |  |
| 1 | BHH 102B | Foundation course in Food Production –II | 2 | 2 | - | - | 50 | 50 |  |
| 2 | BHH 104B | Foundation course in Food & Beverage Service-II | 2 | 2 | - | - | 50 | 50 |  |
| 3 | BHH 106B | Foundation course in Accommodation Operations-II | 2 | 2 | - | - | 50 | 50 |  |
| 4 | BHH 108B | Foundation course in Front Office Operations-II | 2 | 2 | - | - | 50 | 50 |  |
| 5 | BHH 110B | Application Of Computer | 2 | 2 | - | - | 50 | 50 |  |
| 6 | BHH 112B | Food Science | 2 | 2 | - | - | 50 | 50 |  |
| 7 | BHH 114B | Hotel Accounts | 2 | 2 | - | - | 50 | 50 |  |
|  |  | **B. Practical** |  |  |  |  |  |  |  |
| 8 | BHH 152B | Foundation course in Food Production –II | 4 | - | - | 8 | 50 | 50 |  |
| 9 | BHH 154B | Foundation course in Food & Beverage Service-II | 2 | - | - | 4 | 50 | 50 |  |
| 10 | BHH 156B | Foundation course in Accommodation Operations-II | 1 | - | - | 2 | 50 | 50 |  |
| 11 | BHH 158B | Foundation course in Front Office Operations-II | 1 | - | - | 2 | 50 | 50 |  |
|  | BHH150B | Application of Computers | 1 |  |  | 2 |  |  |  |
|  |  | **Total** | **23** | **14** | **-** | **18** |  |  |  |
|  |  | **Total Teaching Load** |  | **32** |  |  |  |  |  |

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| **BHH102** | **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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| **S.No.** | **Topic** |
| 01 | **SOUPS**  A. Basic recipes other than consommé with menu examples  • Broths  • Bouillon  • Puree  • Cream  • Veloute  • Chowder  • Bisque etc  B. Garnishes and accompaniments  C. International soups |
| 02 | **SAUCES & GRAVIES**  A. Difference between sauce and gravy  B. Derivatives of mother sauces  C. Contemporary & Proprietary |
| 03 | **MEAT COOKERY**  A. Introduction to meat cookery  B. Cuts of beef/veal  C. Cuts of lamb/mutton  D. Cuts of pork  E. Variety meats (offals)  F. Poultry  (With menu examples of each) |
| 04 | **FISH COOKERY**  A. Introduction to fish cookery  B. Classification of fish with examples  C. Cuts of fish with menu examples  D. Selection of fish and shell fish  E. Cooking of fish (effects of heat) |
| 05 | **RICE, CEREALS & PULSES**  A. Introduction  B. Classification and identification  C. Cooking of rice, cereals and pulses  D. Varieties of rice and other cereals |
| 06 | **i) PASTRY**  A. Short crust  B. Laminated  C. Choux  D. Hot water/Rough puff  • Recipes and methods of preparation  • Differences  • Uses of each pastry  • Care to be taken while preparing pastry  • Role of each ingredient  • Temperature of baking pastry  **ii) Flour**  A. Structure of wheat  B. Types of Wheat  C. Types of Flour  D. Processing of Wheat – Flour  E. Uses of Flour in Food Production  **F.** Cooking of Flour (Starch)  **iii) SIMPLE BREADS**  A. Principles of bread making  B. Simple yeast breads  C. Role of each ingredient in break making  D. Baking temperature and its importance |
| 07 | **PASTRY CREAMS**  A. Basic pastry creams  B. Uses in confectionery  C. Preparation and care in production |
| 08 | **BASIC COMMODITIES:**  **i) Milk**  A. Introduction  B. Processing of Milk  C. Pasteurisation – Homogenisation  D. Types of Milk – Skimmed and Condensed  E. Nutritive Value  ii) **Cream**  A. Introduction  B. Processing of Cream  C. Types of Cream  iii) **Cheese**  A. Introduction  B. Processing of Cheese  C. Types of Cheese  D. Classification of Cheese  E. Curing of Cheese  F. Uses of Cheese  iv) **Butter**  A. Introduction  B. Processing of Butter  C. Types of Butter |
| 09 | **BASIC INDIAN COOKERY**  **i) CONDIMENTS & SPICES**  A. Introduction to Indian food  B. Spices used in Indian cookery  C. Role of spices in Indian cookery  D. Indian equivalent of spices (names)  **ii) MASALAS**  A. Blending of spices  B. Different masalas used in Indian cookery  • Wet masalas  • Dry masalas  C. Composition of different masalas  D. Varieties of masalas available in regional areas  E. Special masala blends |
| 10 | **KITCHEN ORGANIZATION AND LAYOUT**  A. General layout of the kitchen in various organisations  B. Layout of receiving areas  C. Layout of service and wash up |

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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| --- | --- | --- |
| **BHH-104** | **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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| **S.No.** | **Topic** |
| 01 | **MEALS & MENU PLANNING:**  A. Origin of Menu  B. Objectives of Menu Planning  C. Types of Menu  D. Courses of French Classical Menu  • Sequence  • Examples from each course  • Cover of each course  • Accompaniments  E. French Names of dishes  F. Types of Meals  • Early Morning Tea  • Breakfast (English, American Continental, Indian)  • Brunch  • Lunch  • Afternoon/High Tea  • Dinner  • Supper |
| 02 | **I PREPARATION FOR SERVICE**  A. Organising Mise-en-scene  B. Organising Mise en place  **II TYPES OF FOOD SERVICE**  A. Silver service  B. Pre-plated service  C. Cafeteria service  D. Room service  E. Buffet service  F. Gueridon service  G. Lounge service |
| 03 | **SALE CONTROL SYSTEM**  A. KOT/Bill Control System (Manual)  • Triplicate Checking System  • Duplicate Checking System  • Single Order Sheet  • Quick Service Menu & Customer Bill  B. Making bill  C. Cash handling equipment  D. Record keeping (Restaurant Cashier) |
| 04 | **TOBACCO**  A. History  B. Processing for cigarettes, pipe tobacco & cigars  C. Cigarettes – Types and Brand names  D. Pipe Tobacco – Types and Brand names  E. Cigars – shapes, sizes, colours and Brand names  F. Care and Storage of cigarettes & cigars |

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 tobacco products that are used in the star hotels**

**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-106** | **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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| **S.No** | **Topic** |
| 01 | **ROOM LAYOUT AND GUEST SUPPLIES**  A. Standard rooms, VIP ROOMS  **B.** Guest’s special requests |
| 02 | **AREA CLEANING**  A. Guest rooms  B. Front-of-the-house Areas  C. Back-of-the house Areas  **D.** Work routine and associated problems e.g. high traffic areas,  Façade cleaning etc. |
| 03 | **ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING**  **DEPARTMENT**  A. Reporting Staff placement  B. Room Occupancy Report  C. Guest Room Inspection  D. Entering Checklists, Floor Register, Work Orders, Log Sheet.  E. Lost and Found Register and Enquiry File  F. Maid’s Report and Housekeeper’s Report  G. Handover Records  H. Guest’s Special Requests Register  I. Record of Special Cleaning  J. Call Register  K. VIP Lists |
| 04 | **TYPES OF BEDS AND MATTRESSES** |
| 05 | **PEST CONTROL**  A. Areas of infestation  B. Preventive measures and Control measure |
| 06 | **KEYS**  A. Types of keys  B. Computerised key cards  **C.** Key control |
|  |  |

**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-108** | **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.**

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| **S.No.** | **Topic** |
| **1** | 01 **TARIFF STRUCTURE**  A. Basis of charging  B. Plans, competition, customer’s profile, standards of service & amenities  C. Hubbart formula  D. Different types of tariffs  • Rack Rate  • Discounted Rates for Corporates, Airlines, Groups & Travel Agents |
| **2** | 02 **FRONT OFFICE AND GUEST HANDLING**  • Introduction to guest cycle  • Pre arrival  • Arrival  • During guest stay  • Departure  • After departure |
| **3** | 03 **RESERVATIONS**  A. Importance of reservation  B. Modes of reservation  C. Channels and sources (FITs, Travel Agents, Airlines, GITs)  D. Types of reservations (Tentative, confirmed, guaranteed etc.)  E. Systems (non automatic, semi automatic fully automatic)  F. Cancellation  G. Amendments  H. Overbooking |
| **4** | 04 **ROOM SELLING TECHNIQUES**  A. Up selling  B. Discounts |
| **5** | 05 **ARRIVALS**  A. Preparing for guest arrivals at Reservation and Front Office  B. Receiving of guests  C. Pre-registration  D. Registration (non automatic, semi automatic and automatic)  E. Relevant records for FITs, Groups, Air crews & VIPs |
| **6** | 06 **DURING THE STAY ACTIVITIES**  A. Information services  B. Message and Mail Handling  C. Key Handling  D. Room selling technique  E. Hospitality desk  F. Complaints handling  G. Guest handling  H. Guest history |
| **7** | 07 **FRONT OFFICE CO-ORDINATION**  With other departments of hotel |

**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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| **BHH110** | **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.

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| **S.No.** | **Topic** |
| 01 | **COMPUTER FUNDAMENTALS**  **INFORMATION CONCEPTS AND PROCESSING**  A. Definitions  B. Need, Quality and Value of Information  **C.** Data Processing Concepts  **ELEMENTS OF A COMPUTER SYSTEM**  A. Definitions  B. Characteristics of Computers  C. Classification of Computers  D. Limitations  **HARDWARE FEATURES AND USES**  A. Components of a Computer  B. Generations of Computers  C. Primary and Secondary Storage Concepts  D. Data Entry Devices  E. Data Output Devices  **SOFTWARE CONCEPTS**  A. System Software  B. Application Software  C. Language Classification  **D.** D. Compilers and Interpreters |
| 02 | **OPERATING SYSTEMS/ENVIRONMENTS – THEORY**  BASICS OF MS-DOS  A. Internal commands  **B.** External commands  **INTRODUCTION TO WINDOWS**  A. GUI/Features  B. What are Windows and Windows 95 and above?  C. Parts of a Typical Window and their Functions |
|  | 03 **NETWORKS – THEORY**  A. Network Topology  • Bus  • Star  • Ring  B. Network Applications  .  C. Types of Network  • LAN  • MAN  • WAN  D. Network Configuration Hardware  • Server  • Nodes  E. Channel  • Fibre optic  • Twisted  • Co-axial  F. Hubs  G. Network Interface Card  • Arcnet  • Ethernet  H. Network Software  • Novel  • Windows NT |

**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:**

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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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| **BHH112** | **FOOD SCIENCE** | **CR\_2 (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**

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

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| **S.No.** | **Topic** |
| 01 | • **Definition and scope of food science**  • It’s inter-relationship with food chemistry, food microbiology and food processing |
| **02** | **CARBOHYDRATES**  A. Introduction  B. Effect of cooking (gelatinisation and retro gradation)  C. Factors affecting texture of carbohydrates (Stiffness of CHO gel &dextrinization  D. Uses of carbohydrates in food preparations |
| 03 | **FAT & OILS**  A. Classification (based on the origin and degree of saturation)  B. Autoxidation (factors and prevention measures)  C. Flavour reversion  D. Refining, Hydrogenation & winterisation  E. Effect of heating on fats & oils with respect to smoke point  F. Commercial uses of fats (with emphasis on shortening value of different fats) |
| 04 | **PROTEINS**  A. Basic structure and properties  B. Type of proteins based on their origin (plant/animal)  C. Effect of heat on proteins (Denaturation, coagulation)  D. Functional properties of proteins (Gelation, Emulsification,  Foamability, Viscosity)  E. Commercial uses of proteins in different food preparations(like Egg  gels, Gelatin gels, Cakes, Confectionary items, Meringues,  Souffles, Custards, Soups, Curries etc.) |
| 05 | **FOOD PROCESSING**  A. Definition  B. Objectives  C. Types of treatment  **D.** Effect of factors like heat, acid, alkali on food constituents |
| 06 | **EVALUATION OF FOOD**  A. Objectives  B. Sensory assessment of food quality  C. Methods  D. Introduction to proximate analysis of Food constituents  E. Rheological aspects of food |
| 07 | **EMULSIONS**  A. Theory of emulsification  B. Types of emulsions  C. Emulsifying agents  D. Role of emulsifying agents in food emulsions |
| 08 | **COLLOIDS**  • Definition  • Application of colloid systems in food preparation |
| 09 | **FLAVOUR**  • Definition  • Description of food flavours (tea, coffee, wine, meat, fish spices |
| 10 | **BROWNING**  • Types (enzymatic and non-enzymatic)  • Role in food preparation  • Prevention of undesirable browning |

**Course outcome:-**

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

CO**1. Understand the Food Science, food Microbiology, Food Processing and their Relationship.**

CO**2. Understand the importance of nutrition and good health in his day to day life, Know the composition, functions sources of nutrients.**

**Know the**

CO**3. Understand the effects of heat on carbohydrates, fat and Proteins.**

CO**4. Modify attitudes and practices of use of Food Evolution, colloids, flavour and Browning.**

**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 |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| **BHH -114** | **HOTEL ACCOUNTS** | **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.**

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| **S.No.** | **Topic** |
|  | 01 **INTRODUCTION TO ACCOUNTING**  A. Meaning and Definition  B. Types and Classification  C. Principles of accounting  D. Systems of accounting  E. Generally Accepted Accounting Principles (GAAP) |
|  | 02 **PRIMARY BOOKS (JOURNAL)**  A. Meaning and Definition  B. Format of Journal  C. Rules of Debit and Credit  D. Opening entry, Simple and Compound entries  E. Practicals |
|  | 03 **SECONDARY BOOK (LEDGER)**  A. Meaning and Uses  B. Formats  C. Posting  D. Practicals |
|  | 04 **SUBSIDIARY BOOKS**  A. Need and Use  B. Classification  • Purchase Book  • Sales Book  • Purchase Returns  • Sales Returns  • Journal Proper  • Practicals |
|  | 05 **CASH BOOK**  A. Meaning  B. Advantages  C. Simple, Double and Three Column  D. Petty Cash Book with Imprest System (simple and tabular forms)  E. Practicals |
|  | 06 **BANK RECONCILIATION STATEMENT**  A. Meaning  B. Reasons for difference in Pass Book and Cash Book Balances  C. Preparation of Bank Reconciliation Statement  D. No Practicals |
|  | 07 **TRIAL BALANCE**  A. Meaning  B. Methods  C. Advantages  D. Limitations  E. Practicals |
|  | 08 **FINAL ACCOUNTS**  A. Meaning  B. Procedure for preparation of Final Accounts  C. Difference between Trading Accounts, Profit & Loss Accounts and  Balance Sheet  D. Adjustments (Only four)  • Closing Stock  • Pre-paid Expenses  • Outstanding Expenses  • Depreciation |
|  | 09 **CAPITAL AND REVENUE EXPENDITURE**  A. Meaning  B. Definition of Capital and Revenue Expenditure  **NOTE: USE OF CALCULATORS IS PERMITTED** |

**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 |  |  |  |
|  |  |  | H |  |  |  |  |

H = Highly Related; M = Medium L = Low

**Practical**

|  |  |  |
| --- | --- | --- |
| **BHH152** | **FOUNDATION COURSE IN FOOD PRODUCTION – II**  **PART A – COOKERY** | **CR-4(PR)** |

**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.**

|  |  |
| --- | --- |
| **S.No** | **Topic** |
|  | 1 • Meat – Identification of various cuts, Carcass  • Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope  • Fish-Identification & Classification  • Cuts and Folds of fish |
|  | 2 • Identification, Selection and processing of Meat, Fish and poultry.  • Slaughtering and dressing |
|  | 3 Preparation of menu  **Salads & soups**- waldrof salad, Fruit salad, Russian salad, saladenicoise,  Cream (Spinach, Vegetable, Tomato),  Puree (Lentil, Peas Carrot)  International soups  **Chicken, Mutton and Fish Preparations**-  Fish orly**,** a la anglaise, colbert, meuniere, poached, baked  Entrée-Lamb stew, hot pot, shepherd’s pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef  **Simple potato preparations-**  Basic potato dishes  **Vegetable preparations**-  Basic vegetable dishes  **Indian cookery**-  Rice dishes, Breads, Main course, Basic Vegetables,  Paneer Preparations |
|  |  |
| **PART B - BAKERY & PATISSERIE** | |
|  | 1 **PASTRY:**  Demonstration and Preparation of dishes using varieties of Pastry  • Short Crust – Jam tarts, Turnovers  • Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns  • Choux Paste – Eclairs, Profiteroles |
|  | 2 **COLD SWEET**  • Honeycomb mould  • Butterscotch sponge  • Coffee mousse  • Lemon sponge  • Trifle  • Blancmange  • Chocolate mousse |
|  | 3 **HOT SWEET**  • Bread & butter pudding  • Caramel custard  • Albert pudding  • Christmas pudding  Lemon soufflé |
|  | 4 **INDIAN SWEETS**  Simple ones such as chicoti, gajjarhalwa, kheer |

**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:**

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

H = Highly Related; M = Medium L = Low

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| **BHH-154** | **FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II** | **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.**

**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**

|  |  |
| --- | --- |
| **S.No** | **Topic** |
|  | 01 **REVIEW OF SEMESTER -1** |
|  | 02 **TABLE LAY-UP & SERVICE**  Task-01: A La Carte Cover  Task-02: Table d’ Hote Cover  Task-03: English Breakfast Cover  Task-04: American Breakfast Cover  Task-05: Continental Breakfast Cover  Task-06: Indian Breakfast Cover  Task-07: Afternoon Tea Cover  Task-08: High Tea Cover  **TRAY/TROLLEY SET-UP & SERVICE**  Task-01: Room Service Tray Setup  Task-02: Room Service Trolley Setup |
|  | 03 **PREPARATION FOR SERVICE (RESTAURANT)**  A. Organizing Mise-en-scene  B. Organizing Mise-en-Place  C. Opening, Operating & Closing duties |
|  | 04 **PROCEDURE FOR SERVICE OF A MEAL**  Task-01: Taking Guest Reservations  Task-02: Receiving & Seating of Guests  Task-03: Order taking & Recording  Task-04: Order processing (passing orders to the kitchen)  Task-05: Sequence of service  Task-06: Presentation &Encashing the Bill  Task-07: Presenting & collecting Guest comment cards  Task-08: Seeing off the Guests |
|  | 05 **Social Skills**  Task-01: Handling Guest Complaints  Task-02: Telephone manners  Task-03: Dining & Service etiquettes |
|  | 06 **Special Food Service - (Cover, Accompaniments & Service)**  Task-01: Classical Hors d’ oeuvre  • Oysters  • Caviar  • Smoked Salmon  • Pate de Foie Gras  • Snails  • Melon  • Grapefruit  • Asparagus  Task-02: Cheese  Task-03: Dessert (Fresh Fruit & Nuts)  **Service of Tobacco**  • Cigarettes & Cigars |
|  | 07 **Restaurant French:** To be taught by a professional French language teacher.  • Restaurant Vocabulary (English & French)  • French Classical Menu Planning  • French for Receiving, Greeting & Seating Guests  • French related to taking order & description of dishes |

**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**

**CO4Take TABBACCO 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 = Low

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| --- | --- | --- |
| **BHH-156** | **FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II** | **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**

|  |  |
| --- | --- |
| **S.No.** | **Topic** |
|  | 01 Review of semester 1 |
|  | 02 Servicing guest room (checkout/ occupied and vacant)  *ROOM*  Task 1- open curtain and adjust lighting  Task 2-clean ash and remove trays if any  Task 3- strip and make bed  Task 4- dust and clean drawers and replenish supplies  Task 5-dust and clean furniture, clockwise or anticlockwise  Task 6- clean mirror  Task 7- replenish all supplies  Task 8-clean and replenish minibar  Task 9-vaccum clean carpet  Task 10- check for stains and spot cleaning  *BATHROOM*  Task 1-disposed soiled linen  Task 2-clean ashtray  Task 3-clean WC  Task 4-clean bath and bath area  Task 5-wipe and clean shower curtain  Task 6- clean mirror  Task 7-clean tooth glass  Task 8-clean vanitory unit  Task 9- replenish bath supplies  Task 10- mop the floor |
|  |  |
|  | 03 Bed making supplies (day bed/ night bed)  Step 1-spread the first sheet(from one side)  Step 2-make miter corner (on both corner of your side)  Step 3- spread second sheet (upside down)  Step 4-spread blanket  Step 5- Spread crinkle sheet  Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)  Step 7- tuck the folds on your side  Step 8- make miter corner with all three on your side  Step 9- change side and finish the bed in the same way  Step 10- spread the bed spread and place pillow |
|  | 04 Records  • Room occupancy report  • Checklist  • Floor register  • Work/ maintenance order]  • Lost and found  • Maid’s report  • Housekeeper’s report  • Log book  • Guest special request register  • Record of special cleaning  • Call register  • VIP list  • Floor linen book/ register |
|  | 05 Guest room inspection 2 |
|  | 06 Minibar management  • Issue  • stock taking  • checking expiry date |
|  | 07 Handling room linen/ guest supplies  • maintaining register/ record  • replenishing floor pantry  • stock taking |
|  | 08 Guest handling  • Guest request  • Guest complaints |

**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.

To maintain the log book and other registers

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***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-158** | **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.

**Hands on practice of computer applications on PMS**

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

**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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| **BHH-160** | **APPLICATION OF COMPUTERS** | 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.

|  |  |
| --- | --- |
| S.No. | Topic |
| 1 | WINDOWS OPERATIONS  A.Creating Folders  B.Creating Shortcuts  C.Copying Files/Folders  D.Renaming Files/Folders  E.Deleting Files  F.Exploring Windows  G Quick Menus |
|  |  |
|  | **MS-OFFICE 2007**  **MS WORD**  CREATING A DOCUMENT  A.Entering Text  B.Saving the Document  C. Editing a Document already saved to Disk  D Getting around the Document  E.Find and Replace Operations  F.Printing the Document  FORMATTING A DOCUMENT  A.Justifying Paragraphs  B.Changing Paragraph Indents  C.Setting Tabs and Margins  D.Formatting Pages and Documents  E.Using Bullets and Numbering  F.Headers/Footers  G..Pagination  SPECIAL EFFECTS  A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript  B.Changing Fonts  C..Changing Case  CUT, COPY AND PASTE OPERATION  A.Marking Blocks  B. Copying and Pasting a Block  C. Cutting and Pasting a Block  D.Deleting a Block  E.Formatting a Block  F Using Find and Replace in a Block  USING MS-WORD TOOLS  A.Spelling and Grammar  B.Mail Merge  C.Printing Envelops and Labels  TABLES   1. Create 2. Delete Format GRAPHICS 3. Inserting Clip arts 4. Symbols (Border/Shading) 5. Word Art 6. PRINT OPTIONS   A.Previewing the Document  B.Printing a whole Document  C.Printing a Specific Page  D.Printing a selected set  E.Printing Several Documents  F. Printing More than one Copies  Re ordering Orientation F Using Borders |
|  | **MS OFFICE 2007**  **MS-EXCEL**  A.How to use Excel  B.Starting Excel  C.Parts of the Excel Screen  D.Parts of the Worksheet  E.Navigating in a Worksheet  F.Getting to know mouse pointer shapes  CREATING A SPREADSHEET   1. Starting a new worksheet 2. Entering the three different types of data in a worksheet 3. Creating simple formulas 4. Formatting data for decimal points 5. Editing data in a worksheet 6. Using AutoFill 7. Blocking data 8. Saving a worksheet 9. Exiting excel   MAKING THE WORKSHEET LOOK PRETTY   1. Selecting cells to format 2. Trimming tables with Auto Format 3. Formatting cells for:    * Currency    * Comma    * Percent    * Decimal    * Date 4. Changing columns width and row height 5. Aligning text    * Top to bottom    * Text wrap   GOING THROUGH CHANGES   1. Opening workbook files for editing 2. Undoing the mistakes 3. Moving and copying with drag and drop 4. Copying formulas 5. Moving and Copying with Cut, Copy and Paste 6. Deleting cell entries 7. Deleting columns and rows from worksheet 8. Inserting columns and rows in a worksheet 9. Spell checking the worksheet   PRINTING THE WORKSHEET   1. Previewing pages before printing 2. Printing from the Standard toolbar 3. Printing a part of a worksheet 4. Changing the orientation of the printing 5. Printing the whole worksheet in a single pages 6. Adding a header and footer to a report 7. Inserting page breaks in a report 8. Printing the formulas in the worksheet   ADDITIONAL FEATURES OF A WORKSHEET   1. Splitting worksheet window into two four panes 2. Freezing columns and rows on-screen for worksheet title 3. Attaching comments to cells 4. Finding and replacing data in the worksheet 5. Protecting a worksheet 6. Function commands   MAINTAINING MULTIPLE WORKSHEET   1. Moving from sheet in a worksheet 2. Adding more sheets to a workbook 3. Deleting sheets from a workbook 4. Naming sheet tabs other than sheet 1, sheet 2 and so on 5. Copying or moving sheets from one worksheet to another   CREATING GRAPHICS/CHARTS   1. Using Chart wizard 2. Changing the Chart with the Chart Toolbar 3. Formatting the chart’s axes 4. Adding a text box to a chart 5. Changing the orientation of a 3-D chart 6. Using drawing tools to add graphics to chart and worksheet 7. Printing a chart with printing the rest of the worksheet data   EXCEL’s DATABASE FACILITIES  A. Setting up a database  B. Sorting records in the database |
|  | **MS OFFICE 2007**  **MS-POWER POINT**  A.Making a simple presentation  B. Using Auto content Wizards and Templates  C.Power Points five views  D.Slides  Creating Slides, re-arranging, modifying  Inserting pictures, objects  - Setting up a Slide Show  Creating an Organizational Chart  **Internet & E-mail – PRACTICAL** |
|  |  |
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**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:**

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

H = Highly Related; M = Medium L = Low

**SEMESTER 3**

**II-YEAR III-SEMESTER**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | | **Weight age (in %)** | |  |
| **L** | **T/S** | **P** | **CE** | **ESE** |  |
|  |  | **A. Theory** |  |  |  |  |  |  |  |
| 1 | BHH 201 | Food Production Operations | 2 | 2 | - | - | 50 | 50 |  |
| 2 | BHH 203 | Food & Beverage Service Operations | 2 | 2 | - | - | 50 | 50 |  |
| 3 | BHH 205 | Accommodation Operations | 2 | 2 | - | - | 50 | 50 |  |
| 4 | BHH 207 | Front Office Operations | 2 | 2 | - | - | 50 | 50 |  |
| 5 | BHH 209 | Food Safety and Hygiene | 2 | 2 | - | - | 50 | 50 |  |
| 6 | BMC109A | Value Education, Human Rights and Legislative Procedures | 3 | 3 |  |  | 50 | 50 |  |
|  |  | **B. Practical** |  |  |  |  |  |  |  |
| 7 | BHH 251 | Food Production Quantity | 4 | - | - | 8 | 50 | 50 |  |
| 8 | BHH 253 | Food & Beverage Service Operations | 2 | - | - | 4 | 50 | 50 |  |
| 9 | BHH 255 | Accommodation Operations | 1 | - | - | 2 | 50 | 50 |  |
| 10 | BHH 257 | Front Office Operations | 1 | - | - | 2 | 50 | 50 |  |
|  |  | **Total** | **21** | **13** | **-** | **16** |  |  |  |
|  |  | **Total Teaching Load** |  | **29** |  |  |  |  |  |

\*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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| **BHH201** | **FOOD PRODUCTION OPERATIONS** | CR-2(TH) |

**COURSE OBJECTIVE-**

The objectives are to improve students' ability of creation and invention towards quantity kitchen operations, to develop students to possess professional integrity and international version, to develop the knowledge of volume catering and culinary concepts which are aapproach to teach various advance componentsof kitchen management and food production techniques.

To provide students with cooperative education which will help students gain real-world experience to become professionals in the industry.

|  |  |
| --- | --- |
| **S.No.** | **Topic** |
| 01 | **QUANTITY FOOD PRODUCTION**  **EQUIPMENT**  A. Equipmentrequiredfor mass/volumefeeding  B. Heatandcoldgeneratingequipment  C. Care andmaintenanceofthis equipment  D. Moderndevelopmentsinequipmentmanufacture  **MENUPLANNING**  A. Basic principlesofmenuplanning–recapitulation  B. Pointstoconsiderinmenuplanningforvariousvolumefeeding outletssuchas Industrial, Institutional, MobileCateringUnits  C. Planningmenus for   School/collegestudents   Industrial workers   Hospitals   Outdoor parties   Theme dinners   Transport facilities,cruiselines,airlines,railway  D. Nutritional factors for the above  **INDENTING**   Principles ofIndentingfor volumefeeding   Portionsizesofvariousitemsfordifferenttypesofvolume feeding   Modifyingrecipes for indentingfor largescalecatering   Practical difficulties whileindentingfor volumefeeding  **PLANNING**  Principles ofplanningfor quantityfood productionwithregardto   Spaceallocation   Equipmentselection   Staffing |
| 02 | **VOLUME FEEDING**  A. InstitutionalandIndustrial Catering   Types ofInstitutional &Industrial Catering   Problems associatedwiththis typeofcatering   Scopefordevelopmentandgrowth  B. Hospital Catering   HighlightsofHospital Cateringfor patients,staff,visitors |
|  |  Dietmenusandnutritional requirements  C. Off Premises Catering   Reasonsfor growthanddevelopment   Menu PlanningandThemeParties   Concept ofaCentral ProductionUnit   Problems associatedwithoff-premises catering  D. MobileCatering   Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)   Branches ofMobileCatering  E. Quantity Purchase&Storage   Introductiontopurchasing   Purchasingsystem   Purchasespecifications   Purchasing techniques   Storage |
| 03 | **REGIONAL INDIAN CUISINE**  A. IntroductiontoRegional IndianCuisine  B. HeritageofIndianCuisine  C. Factors thataffecteatinghabits in differentparts ofthecountry  D. Cuisineanditshighlightsofdifferentstates/regions/communitiesto be discussedunder:   Geographic location   Historical background   Seasonalavailability   Specialequipment   Staplediets   Specialtycuisinefor festivals andspecialoccasions  **STATES**  Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh,Maharashtra,NorthEasternStates,Punjab,Rajasthan, TamilNaduandUttar Pradesh/Uttaranchal  **COMMUNITIES**  Parsee,Chettinad,Hyderabadi,Lucknowi,Avadhi,Malbari/SyrianChristian andBohri  **DISCUSSIONS**  Indian Breads,Indian Sweets, IndianSnacks |
|  | |

**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:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***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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| **BHH203** | **FOOD & BEVERAGE SERVICEOPERATIONS** | 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

|  |  |
| --- | --- |
| **S.No.** | **Topic** |
| 01 | **ALCOHOLIC BEVERAGE**  A. Introductionanddefinition  B. Productionof Alcohol   Fermentation process   Distillation process  C. Classificationwithexamples |
| 02 | **DISPENSEBAR**  A. Introductionanddefinition  B. Bar layout–physical layoutofbar  C. Bar stock– alcohol&non alcoholicbeverages  D. Bar equipment |
| 03 | **WINES**  A. Definition & History  B. Classificationwithexamples   Table/Still/Natural   Sparkling   Fortified   Aromatized  C. Productionofeachclassification  D. OldWorld wines (Principalwineregions,winelaws, grapevarieties, production and brandnames)   France   Germany   Italy   Spain   Portugal  E. New WorldWines (Principalwineregions,winelaws,grape varieties, productionandbrandnames)   USA   Australia   India   Chile   South Africa   Algeria   New Zealand  F. Food& WineHarmony  G. Storageofwines  H. Wine terminology(English& French) |  |
| 04 | **BEER**  A. Introduction&Definition  B. Types ofBeer  C. ProductionofBeer  D. Storage |  |
| 05 | **SPIRITS** |  |
|  | A. Introduction & Definition  B. ProductionofSpirit   Pot-stillmethod   Patentstillmethod  C. Productionof   Whisky   Rum   Gin   Brandy   Vodka   Tequilla  D. DifferentProofSpirits   American Proof   British Proof(Sikes scale)   GayLussac(OIMLScale) |  |
| 06 | **APERITIFS**  A. IntroductionandDefinition  B. Types ofAperitifs   Vermouth(Definition,Types& Brandnames)   Bitters (Definition,Types &Brandnames) |  |
| 07 | **LIQUEURS**  A. Definition& History  B. Productionof Liqueurs  C. BroadCategories ofLiqueurs(Herb, Citrus,Fruit/Egg, Bean&Kernel)  D. Popular Liqueurs (Name,colour, predominantflavour&countryof origin) |  |

**Course Outcome---**

CO1.Know old world wines and important countries

CO2 Types of Wines and service

CO3Professional 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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| --- | --- | --- |
| **BHH205** | **ACCOMMODATIONOPERATIONS** | **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**

|  |  |
| --- | --- |
| **S.No.** | **Topic** |
| 01. | **LINENROOM**  A. Activities oftheLinenRoom  B. Layoutandequipmentin the LinenRoom  C. Selectioncriteriafor variousLinen Items & fabrics suitablefor this purpose  D. Purchase ofLinen  E. CalculationofLinenrequirements  F. Linencontrol-procedures andrecords G. Stocktaking-proceduresandrecords H. Recycling ofdiscardedlinen  I. LinenHire |
| 02. | **UNIFORMS**  A. Advantages of providinguniforms tostaff  B. Issuingandexchangeofuniforms;typeofuniforms  C. Selectionanddesigningofuniforms  D.LayoutoftheUniformroom |
| 03. | **SEWINGROOM**  A. Activities and areas tobe provided  B. Equipmentprovided |
| 04. | **LAUNDRY**  A. Commercial andOn-siteLaundry  B. Flow process ofIndustrialLaundering-OPL C. Stages intheWashCycle  D. Laundry EquipmentandMachines  E. LayoutoftheLaundry  F. Laundry Agents  G. Dry Cleaning  H. GuestLaundry/Valetservice  I. Stainremoval |
| 05. | **FLOWER ARRANGEMENT**  A. Flower arrangementinHotels  B. Equipmentandmaterial required forflower arrangement  C. Conditioningof plantmaterial  D. Styles offlower arrangements  E. Principles ofdesign asappliedto flowerarrangement |
| 06. | **INDOORPLANTS**  Selectionandcare |

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| **BHH207** | **FRONT OFFICEOPERATIONS** |  |

**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.

|  |  |
| --- | --- |
| **S.No.** | **Topic** |
| 01 | **COMPUTER APPLICATION IN FRONT OFFICE OPERATION**  A. Role ofinformation technology inthehospitalityindustry  B. Factors forneedofaPMS in thehotel  C. Factors forpurchaseof PMS by thehotel  D. IntroductiontoFidelio&Amadeus |
| 02 | **FRONT OFFICE(ACCOUNTING)**  A. AccountingFundamentals  B. Guestandnonguestaccounts  C. Accountingsystem   Nonautomated–Guestweekly bill, Visitors tabular ledger   Semi automated   Fully automated |
| 03 | **CHECKOUTPROCEDURES**   Guestaccountssettlement  - Cashandcredit  - Indiancurrency and foreigncurrency  - Transfer ofguestaccounts  - Express check out |
| 04 | **CONTROL OF CASH AND CREDIT** |
| 05 | **NIGHTAUDITING**  A. Functions  B. Auditprocedures (Nonautomated,semi automatedandfully automated) |
| 06 | **FRONT OFFICE&GUESTSAFETYAND SECURITY**  A. Importance ofsecuritysystems  B. Safedeposit  C. Key control  D. Emergency situations (Accident,illness,theft, fire,bomb) |
| 07 | **FRENCH**  A. Expressions de politesse et les commander et Expressions  d’encouragement  B. Basic conversationrelatedtoFrontOfficeactivities such as   Reservations(personal andtelephonic)   Reception(Doorman, BellBoys,Receptionistetc.)   CleaningofRoom&change ofRoometc. |

**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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| --- | --- | --- |
| **BHH209** | **FOOD SAFETY & CONTROL** | CR-2(TH) |

**Course Objective---**

* Aims to provide food handlers with the skills and knowledge they need to handle food safely and ensure that it remains safe to eat.
* Providing an awareness of safe working practices in the handling of food and understanding the consequences of poor standards regarding the principles of food hygiene & safety.

|  |  |
| --- | --- |
| S.NO. | Topics |
| 1, | **Basic Introduction to food safety, food hazards and risk contaminants and food hygiene** |
| 2. | **Micro-organism in food**  general characteristics of micro-organism based on the occurrence and structure  factors affecting their growth in food-(intrinsic and extrinsic)  Common food born micro-organism  a. Bacteria (Spores/capsules)  b fungi  c Viruses  d .parasites |
| 3. | **Food spoilage & Food preservation**  A. Types & causes of spoilage  Sources of Contamination  Spoilage of different products ( milk & milk products, meat eggs, fruits and vegetables, canned products)  Basic principles of food preservation  Methods of preservation (High temperature, Low temperature,drying,preservations and irradiation) |
| 4. | **Beneficial role of micro organism**  fermentation and role and lactic and bacteria  fermentation in food(dairy foods,vegetable,indianfoods,Bakery Products and alcoholic  beverages)  Miscellaneous (vinegar & anti-biotic) |
| 5. | **Food Borne diseases**  Types (Infections and intoxications)  Common diseases caused by food borne pathogens  Preventive measures |

Course Outcome---

* Understand the legislation relating to food handlers.
* Understand the different types of bacteria to cause food poisoning.
* Identify how to keep bacteria at a safe level.
* Identify safety requirements when preparing serving and storing food and drink.
* Recognize the importance of maintaining hygiene when preparing, serving and storing food and drink.

**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 |  |  |  |  |  | L |  |
| CO4 |  |  |  |  |  | L |  |
| CO5 |  |  |  |  |  | M |  |

H = Highly Related; M = Medium L = Low

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| --- | --- | --- |
| **BMC109A** | **Value Education, Human Rights and Legislative Procedures** | **CR- 2(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:**

1. Chakraborty, S.K., Values and Ethics for Organizations Theory and Practice, Oxford University Press, New Delhi, 2001.
2. Kapoor, S.K., Human rights under International Law and Indian Law, Prentice Hall of India, New Delhi, 2002.
3. Basu, D.D., Indian Constitution, Oxford University Press, New Delhi, 2002.

**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:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***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

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| --- | --- | --- |
| **BHH251** | **FOOD PRODUCTION QUANTITY** | 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.

Each has to formulate 36 set of menus from the following cuisines.

 Awadh

 Bengal

 Goa

 Gujarat

 Hyderabad

 Kashmiri

 Maharastra

 Punjabi

 Rajasthan

 South India (Tamilnadu, Karnataka, Kerala)

**SUGGESTED MENUS**

|  |  |
| --- | --- |
| **MAHARASTRIAN** | MENU 01 Masala BhatKolhapuri Mutton BatataBhajee Masala PooriKoshimbir Coconut Poli  MENU 02 Moong Dal KhichdeePatraniMacchi Tomato Saar  Tilgul Chapatti AmtiBasundi |
| **AWADH** | MENU01 YakhniPulaoMughlaiParathaGoshtDoPiazaBadinJaan  Kulfi withFalooda  MENU02 GaloutiKebab BakarkhaniGoshtKorma PaneerPasandaMuzzafar |
| **BENGALI** | MENU 01 Ghee BhatMacherJholAlooPostoMistiDoi  MENU 02 Doi Mach TikoniPrathaBaigunBhajaPayesh  MENU 03 Mach BhapeLuchiSukto Kala Jamun  MENU 04 PrawanPulao Mutton Vidalloo Beans FoogathDodol |
|  |  |
| **GOAN** | MENU 01 Arroz Galina XacuttiToor Dal SorakAlle Belle  MENU 02 Coconut Pulao Fish Caldeen Cabbage FoogathBibinca |
| **PUNJABI** | MENU 01 Rada Meat MatarPulaoKadhi Punjabi GobhiKheer  MENU 02 AmritsariMacchiRajmah Masala PindiChanaBhaturas  Row Di Kheer  MENU 03 Sarson Da SaagMakki Di Roti PeshawariCholeMotiaPulaoSooji Da Halwa  MENU 04 Tandoori Roti Tandoori Murg Dal MakhaniPudiniaChutnyBainganBharthaSavian |
| **SOUTHINDIAN** | MENU 01 MeenPoriyal Curd Rice ThoranRasamPal Payasam  MENU 02 Line Rice MeenMoilee Olan MalabariPrathaParappuPayasam  MENU 03 Tamarind Rice KoriGashiKalanSambharSavianPayasam  MENU 04 Coconut Rice Chicken ChettinadAvialHuli Mysore Pak |
| **RAJASTHANI** | MENU 01 GatteKaPulaoLal Maas MakkiKaSowetaChutny (Garlic) Dal Halwa  MENU 02 Dal BattiChurmaBesanKeGatteRatalu Ki SubziSafed Mass |
| **GUJRATI** | MENU 01 Sarki Brown Rice SalliMurgGujrati Dal MethiTheplaShrikhand  MENU 02 GujratiKhichadiOondhiyuBatata Nu Tomato  OsamanJeeraPooriMohanthal |
| **HYDERABADI** | MENU 01 Sofyani Biryani MethiMurg Tomato Kut Hare PiazkaRaita  Double KaMeetha  MENU 02 Kachi Biryani DalchaMirchiKaSalan Mix Veg. RaitaKhumaniKaMeetha |
| **KASHMIRI** | Twomenus maybeformedoutoftheDishesgiven asunder:  **Rice and Bread Preparations:** Mutaegen,Pulao(Kashmiri), PlainRice,Girdeh,Lawas  **Meat Preparations:** Gushtaba,Rista ,Marchevangankorma,MacchKofta,YakheanKaliya,Tabak  Maaz,RogonJosh  **Vegetablesand Potato:** Ruwanganchaman,Choekwangan,ChamanQaliyanAllehYakhean,Dum  AlooKashmiri ,NaderPalak,RazmaGogji  **Sweet Dishes**: KongehPhirin(Soojiphirni withSaffron),Aae'tphirin(WheatFlourPhirni),Halwa  **Chutneys**: Mujehcheten,GandaCheten,Dueencheten,Alehcheten(pumpkinchutney) |

**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

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| **BHH253** | **FOOD& BEVERAGESERVICE OPERATIONS** | **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.

|  |  |  |
| --- | --- | --- |
| **S.No** | **Topic** |  |
| 01 | **DispenseBar–Organizing Mise-en-place**  Task-01Wineservice equipment Task-02Beer serviceequipment Task-03Cocktailbarequipment Task-04 Liqueur / WineTrolley  Task-05Bar stock-alcoholic & non-alcoholic beverages  Task-06Bar accompaniments&garnishes  Task-07Bar accessories&disposables |  |
| 02 | **Serviceof Wines**  Task-01Service ofRedWine  Task-02Service ofWhite/RoseWine Task-03Service ofSparklingWines Task-04Service ofFortifiedWines Task-05Service ofAromatizedWines  Task-06Service ofCider, Perry & Sake |  |
| 03 | **Serviceof Aperitifs**  Task-01Service ofBitters  Task-02Service ofVermouths |  |
| 04 | **Serviceof Beer**  Task-01Service ofBottled& cannedBeers  Task-02Service ofDraughtBeers |  |
| 05 | **Serviceof Spirits**  Task-01Servicestyles –neat/on-the-rocks/withappropriatemixers  Task-02Service ofWhisky Task-03Service ofVodka Task-04Service ofRum Task-05Service ofGin  Task-06Service ofBrandy  Task-07Service ofTequila |  |
| 06 | **Serviceof Liqueurs**  Task-01Servicestyles –neat/on-the-rocks/withcream/en frappe  Task-02Service from theBar  Task-03Service from Liqueur Trolley |  |
| 07 | **Wine& DrinksList**  Task-01WineBar Task-02Beer Bar Task-03CocktailBar |  |
| 08 | **Matching Wines with Food**  Task-01Menu Planningwith accompanyingWines   Continental Cuisine   IndianRegional Cuisine  Task-02Tablelaying&Service ofmenuwithaccompanyingWines   Continental Cuisine   IndianRegional Cuisine |  |

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 establishment.

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

4. Demonstrate skills to handle various issues and situations associated with running an establishment 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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| **BHH255** | **ACCOMMODATION OPERATIONS** | CR-1(PR) |

Course Objective----This course aims to establish the importance of Accommodation operations withinthe 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.

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

**Reference Books:**

1. Fibres& Fabrics – Brenda Piper

2. Housekeeping Operations – Robert Martin

3. Housekeeping Management – Matt A. Casado (Wiley)

**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:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| ***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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| --- | --- | --- |
| **BHH257** | **FRONT OFFICE OPERATIONS** | **CR-1(PR)** |

Course Objective----Discuss lodging industry, markets, service levels, and ownership; describe hotel organization, mission, and operation; and list and explain front office responsibilities. Explain and discuss front office accounting procedures, checkout and settlement procedures, night audit functions and verification.

|  |  |
| --- | --- |
| S.No. | A. Hands on practice of computer applications related to Front Office procedures such asReservation,  • Registration,  • Guest History,  • Telephones,  • Housekeeping,  • Daily transactions  B. Front office accounting procedures  Manual accounting  Machine accounting  Payable, Accounts Receivable, Guest History, Yield Management  C. Role Play  D. Situation Handling |
| **SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM** | |
| 1 | Hotfunctionkeys |
| 2 | Createandupdateguestprofiles |
| 3 | Sendconfirmationletters |
| 4 | Printregistrationcards |
| 5 | MakeFIT reservation&groupreservation |
| 6 | Make anAdd-onreservation |
| 7 | Amendareservation |
| 8 | Cancel areservation-withdepositandwithoutdeposit |
| 9 | Logontocahier code |
| 10 | Process areservationdeposit |
| 11 | Pre-register a guest |
| 12 | Putmessageandlocator for a guest |
| 13 | Puttracefor guest |
| 14 | Check inareservedguest |
| 15 | Check inday use |
| 16 | Check –inawalk-inguest |
| 17 | Maintainguest history |
| 18 | Makesharer reservation |
| 19 | Addasharer toareservation |
| 20 | Make A/Raccount |
| 21 | TakereservationthroughTravel Agent/Company/Individualor Source |
| 22 | Makeroomchange |
| 23 | Makecheckandupdateguestfolios |
| 24 | Process chargesfor in-house guestsandnon-residentguests. |
| 25 | Handleallowances anddiscountsandpackages |
| 26 | Process advancefor in-houseguest |
| 27 | Putroutinginstructions |
| 28 | Print guestfolios duringstay |
| 29 | Processingforeigncurrency exchange/cheque exchange |
| 30 | Process guestcheckoutbycashandcredit card |
| 31 | Check outwithoutclosingfolio-Skipper accounts |
| 32 | Handlepaymaster folios |
| 33 | Checkout usingcityledger |
| 34 | Print guestfolioduringcheck out |
| 35 | Close bank atendofeachshift |
| 36 | Check roomrateandvariancereport |
| 37 | TallyAllowancesfor thedayat night |
| 38 | Tallypaidoutsfor theday at night |
| 39 | Tallyforex forthedayatnight |
| 40 | Credit check report |

**Course Outcome---**

**Upon successful completion of the course, the student will be able to:**

**1. Follow basic hotel accounting procedures ranging from posting accounts to conducting cash and check transactions at the front desk**

**2. Have a understanding of the PMS systems used in the hotel industry**

**3 Explain and perform the steps involved in the night audit process**

**4. Have in understanding of the new technologies utilized in the hotel industry**

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

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

H = Highly Related; M = Medium L = Low

**II-YEAR IV-SEMESTER**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | | **Weight age (in %)** | |  |
| **L** | **T/S** | **P** | **CE** | **ESE** |  |
|  |  | **A. Practical I.T.** |  |  |  |  |  |  |  |
| 1 | BHH 202 | I.T. on Food Production | 6 | - | - | - |  | 100 |  |
| 2 | BHH 204 | I.T. on Food & Beverage Services | 6 | - | - | - |  | 100 |  |
| 4 | BHH 206 | I.T. on Accommodation Operations | 6 | - | - | - |  | 100 |  |
| 3 | BHH 208 | I.T. on Front Office Operations | 6 | - | - | - |  | 100 |  |
| 5 | BHH 210 | I.T. on Log Book | 6 | - | - | - |  | 100 |  |
|  |  | **Total** | **30** | **0** | **0** | **0** |  |  |  |
|  |  | **Total weeks** |  | **22** |  |  |  |  |  |

**\*NOTE: If Required-**

**The students of second year will be divided into two groups Group I and Group II.**

1. **In 3rd  Semester, Group I will go I.T. while Group II will attend regular Classes of II Year**
2. **In 4thSemester, Group II will go I.T. while Group I will attend regular Classes of II Year**

**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 code | Course/ Department | Credit |
| BHH 202 | I.T. on Food Production | 6 |
| BHH 204 | I.T. on Food & Beverage Services | 6 |
| BHH 206 | I.T. on Accommodation Operations | 6 |
| BHH 208 | I.T. on Front Office Operations | 6 |
| BHH 210 | I.T. on Log Book | 6 |
|  |  |  |

**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:**

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

H = Highly Related; M = Medium L = Low

**III-YEAR V-SEMESTER**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S. No.** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | | **Weight age (in %)** | |  |
| **L** | **T/S** | **P** | **CE** | **ESE** |  |
|  |  | **A. Theory** |  |  |  |  |  |  |  |
| 1 | BHH 301 | Advance Food Production operations-I | 2 | 2 | - | - | 50 | 50 |  |
| 2 | BHH 303 | Advance Food & Beverage Operations-I | 2 | 2 | - | - | 50 | 50 |  |
| 3 | BHH 305 | Accommodation Management-I | 2 | 2 | - | - | 50 | 50 |  |
| 4 | BHH 307 | Front Office Management-I | 2 | 2 | - | - | 50 | 50 |  |
| 5 | BHH 309 | Facility Planning | 4 | 4 | - | - | 50 | 50 |  |
| 6 | BHH 311 | Strategic Management | 2 | 2 | - | - | 50 | 50 |  |
| 7 | BHH 313 | Research Methodology | - | - | - | 2 | - | - |  |
|  |  | Special Topics/Guest Speakers | - | 2 | - | - | - | -- |  |
|  |  | **B. Practical /Project** |  |  |  |  |  |  |  |
| 8 | BHH 351 | Adv. Food Production operations-I | 4 | - | - | 8 | 50 | 50 |  |
| 9 | BHH 353 | Advance Food & Beverage Operations-I | 2 | - | - | 4 | 50 | 50 |  |
| 10 | BHH 355 | Accommodation Management– I | 1 | - | - | 2 | 50 | 50 |  |
| 11 | BHH 357 | Front Office Management – I | 1 | - | - | 2 | 50 | 50 |  |
|  |  | **Total** | **24** | **16** |  | **18** |  |  |  |
|  |  | **Total Teaching Load** |  | **34** |  |  |  |  |  |

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

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| --- | --- | --- |
| BHH301 | ADVANCE FOOD PRODUCTION OPERATIONS –*I* | 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

|  |  |
| --- | --- |
| S.NO. | TOPICS |
| 1. | **LARDER**  **I. LAYOUT & EQUIPMENT**  A. Introduction of Larder Work  B. Definition  C. Equipment found in the larder  D. Layout of a typical larder with equipment and various sections  **II. TERMS & LARDER CONTROL**  A. Common terms used in the Larder and Larder control  B. Essentials of Larder Control  C. Importance of Larder Control  D. Devising Larder Control Systems E. Leasing with other Departments F. Yield Testing  **III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF**  A. Functions of the Larder B. Hierarchy of Larder Staff C. Sections of the Larder  D. Duties & Responsibilities of larder Chef |
| 2 | **CHARCUTIERIE**  **I. SAUSAGE**  A. Introduction to charcutierie  B. Sausage – Types & Varieties  C. Casings – Types & Varieties D. Fillings – Types & Varieties E. Additives & Preservatives  **II. FORCEMEATS**  A. Types of forcemeats  B. Preparation of forcemeats  C. Uses of forcemeats  **III. BRINES, CURES & MARINADES**  A. Types of Brines  B. Preparation of Brines  C. Methods of Curing D. Types of Marinades E. Uses of Marinades  F. Difference between Brines, Cures & Marinades  **IV. HAM, BACON & GAMMON**  A. Cuts of Ham, Bacon & Gammon.  B. Differences between Ham, Bacon & Gammon  C. Processing of Ham & Bacon  D. Green Bacon  E. Uses of different cuts  **V. GALANTINES**  A. Making of galantines B. Types of Galantine C. Ballotines  **VI. PATES**  A. Types of Pate  B. Pate de foiegras  C. Making of Pate  D. Commerical pate and Pate Maison  E. Truffle – sources, Cultivation and uses and Types of truffle.  **VII. MOUSE & MOUSSELINE**  A. Types of mousse  B. Preparation of mousse  C. Preparation of mousseline  D. Difference between mousse and mousseline  **VIII. CHAUD FROID**  A. Meaning of Chaudfroid  B. Making of chaudfrod& Precautions  C. Types of chaudfroid  D. Uses of chaudfroid  **IX. ASPIC & GELEE**  A. Definition of Aspic and Gelee B. Difference between the two C. Making of Aspic and Gelee  D. Uses of Aspic and Gelee  **X. QUENELLES, PARFAITS, ROULADES**  Preparation of Quenelles, Parfaits and Roulades  **XI. NON EDIBLE DISPLAYS**  A. Ice carvings  B. Tallow sculpture  C. Fruit & vegetable Displays  D. Salt dough E. Pastillage F. Jelly Logo  G. Thermacol work |
| 3 | **APPETIZERS & GARNISHES**  A. Classification of Appetizers  B. Examples of Appetizers  C. Historic importance of culinary Garnishes  D. Explanation of different Garnishes |
| 4 | **SANDWICHES**  A. Parts ofSandwiches  B. Types ofBread  C. Types offilling–classification  D. Spreads andGarnishes  E. Types ofSandwiches F. Making ofSandwiches G. StoringofSandwiches |
| 5 | **USE OF WINE ANDHERBS IN COOKING**  A. Idealusesofwineincooking  B. Classificationofherbs  C. Ideal uses ofherbs incooking |
|  |  |
|  |  |

**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

COe5To train the students in terms of menu planning

**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 | L |  |  |  |  |  |  |
| CO5 |  | M |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| --- | --- | --- |
| **BHH303** | **ADVANCE FOOD & BEVERAGE OPERATIONS – I** | **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

|  |  |
| --- | --- |
| 01 | **PLANNING & OPERATING VARIOUS F&B OUTLET**  A. Physical layout of functional and ancillary areas  B. Objective of a good layout  C. Steps in planning  D. Factors to be considered while planning  E. Calculating space requirement  F. Various set ups for seating G. Planning staff requirement H. Menu planning  I. Constraints of menu planning  J. Selecting and planning of heavy duty and light equipment  K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.  L. Suppliers & manufacturers  M. Approximate cost  N. Planning Décor, furnishing fixture etc. |
| 02 | **FUNCTION CATERING**  **BANQUETS**  A. History  B. Types  C. Organisation of Banquet department  D. Duties & responsibilities  E. Sales  F. Booking procedure  G. Banquet menus  BANQUET PROTOCOL  • Space Area requirement  • Table plans/arrangement  • Misc-en-place  • Service  • Toast & Toast procedures  INFORMAL BANQUET  • Reception  • Cocktail parties  • Convention  • Seminar  • Exhibition  • Fashion shows  • Trade Fair  • Wedding  • Outdoor catering |
| 3 | **FUNCTION CATERING**  **BUFFETS**  A. Introduction  B. Factors to plan buffets  C. Area requirement  D. Planning and organisation  E. Sequence of food  F. Menu planning G. Types of Buffet H. Display  I. Sit down  J. Fork, Finger, Cold Buffet  K. Breakfast Buffets  L. Equipment  M. Supplies  N. Check list |
| 4 | **GUERIDON SERVICE**  A. History of gueridon  B. Definition  C. General consideration of operations  D. Advantages & Dis-advantages  E. Types of trolleys  F. Factor to create impulse, Buying – Trolley, open kitchen  G. Gueridon equipment  H. Gueridon ingredients |
| 5 | **KITCHEN STEWARDING**  A. Importance  B. Opportunities in kitchen stewarding  C. Record maintaining  D. Machine used for cleaning and polishing  E. Inventory |

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

**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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| --- | --- | --- |
| **BHH305** | **ACCOMMODATION MANAGEMENT–I** | 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.

|  |  |
| --- | --- |
| S.NO. | TOPIC |
| 1 | **PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT**  A. Area inventory list  B. Frequency schedules  C. Performance and Productivity standards  D. Time and Motion study in House Keeping operations  E. Standard Operating manuals – Job procedures  F. Job allocation and work schedules  G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping  H. Training in HKD, devising training programmes for HK staff  I. Inventory level for non-recycled items  J. Budget and budgetary controls  K. The budget process  L. Planning capital budget  M. Planning operation budget  N. Operating budget – controlling expenses – income statement  O. Purchasing systems – methods of buying  P. Stock records – issuing and control |
| 2 | **HOUSEKEEPINGIN INSTITUTIONS& FACILITIES OTHER THAN**  **HOTELS** |
| 3 | **CONTRACT SERVICES**  A. Types ofcontractservices  B. Guidelines forhiringcontractservices  C. Advantages &disadvantages ofcontractservices |
| 4 | **ENERGYANDWATER CONSERVATION IN HOUSEKEEPING**  **OPERATIONS** |
| 5 | **FIRSTAID** |

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:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***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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| **BHH307** | **FRONT OFFICEMANAGEMENT** | **CR.-2(PR)** |

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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| --- | --- |
| 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 = Low

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| --- | --- | --- |
| **BHH309** | **FACILITY PLANNING** | **CR- 4 (TH)** |

Couse Objective---Course will enable students to understand the role of the facility manager in working with the organization and the users of space to identify facility related needs and present them to design professionals. Students will so learn the facility managers’ role in strategic planning, facilitating the organization’s business plan. The course examines the scope of facility manager’s position in various practice situations. The Facility manager role to an organizations strategic plan is also stressed upon. This course is designed for professionals to acquire the requisite skills for effective facilities management which provides coordinated, comprehensive, preventive maintenance and repair services for qualitative service delivery for all departmental facilities within an organization.

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| --- | --- |
| S.No. | TOPIC |
| 01 | **HOTEL DESIGN**  A. Design Consideration  - Attractive Appearance  - Efficient Plan  - Good location  - Suitable material  - Good workmanship  - Sound financing  - Competent Management |
| 02 | **FACILITIES PLANNING**  The systematic layout planning pattern (SLP)  Planning consideration  A. Flow process & Flow diagram  B. Procedure for determining space considering the guiding Factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel  Architectural consideration  A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)  B. Approximate cost of construction estimation  C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room  D. Approximate requirement and Estimation of water/electrical load gas, ventilation |
| **3** | **STAR CLASSIFICATION OF HOTEL**  Criteria for star classification of hotel (Five, four, three, two, one & heritage) |
| **04** | **KITCHEN**  A Equipment requirement for commercial kitchen  • Heating - gas/electrical  • Cooling (for various catering establishment)  B. Developing Specification for various kitchen equipment  C. Planning of various support services(pot wash, wet grinding, chef room, larder, store & other staff facilities) |
| **05** | **KITCHEN LAY OUT & DESIGN**    A. Principles of kitchen layout and design  B. Areas of the various kitchens with recommended dimension  C. Factors that affect kitchen design  D. Placement of equipment  E. Flow of work  F. Space allocation  G Kitchen equipment, manufacturers and selection  H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen  I. Budgeting for kitchen equipment |
| **06** | **KITCHEN STEWARDING LAYOUT AND DESIGN**  A. Importance of kitchen stewarding  B. Kitchen stewarding department layout and design  C. Equipment found in kitchen stewarding department |
| **07** | **STORES – LAYOUT AND DESIGN**  A. Stores layout and planning (dry, cold and bar)  B. Various equipment of the stores  C. Work flow in stores |
| **08** | **ENERGY CONSERVATION**    A. Necessity for energy conservation  B. Methods of conserving energy in different area of operation of a Hotel  C. Developing and implementing energy conservation program for a Hotel |
| **09** | **CAR PARKING**    Calculation of car park area for different types of hotels |
| 10 | **PLANNING FOR PHYSICALLY CHALLENGED** |
|  |  |

**Course Outcome---**

· To analyse the totality of facility management as a consolidation of exercises of different function in faulty maintenance and how these affect the quality of life in a building.

· To identify key factors that contribute to effective and efficient property maintenance practices.

· To learn about the impact on the natural resources of a community by a hotel/resort property and how ‘green’ management practices can contribute to the overall sustainability of the area.

· Able to identify the necessary steps required to measure the carbon footprint of hotel/resort facility and discuss how the lodging industry impacts the sustainability.

· To understand the importance of successful people management in helping to achieve the aims of built environment organizations.

· To demonstrate understanding in the historical setting of Facilities Management, and how it has grown since its creation.

· To discusses the definition, origins, nature and requirements of sustainability

**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 | L |  |  |  |  |  | M |
| CO5 |  |  |  |  |  | L |  |
| CO6 |  |  |  |  |  | M |  |

H = Highly Related; M = Medium L = Low

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| **BHH311** | **Strategic Management** | **CR-2(TH)** |

**Course Objective**—This course introduces the key concepts, tools, and principles of strategy formulation and Competitive analysis. It is concerned with managerial decisions and actions that affect the performance and survival of business enterprises. The course is focused on the information, analyses, organizational processes, and skills and business judgment managers must use to devise strategies, position their businesses, define firm boundaries and maximize long-term profits in the face of uncertainty and competition.

|  |  |
| --- | --- |
| S.NO. | Topics |
| 01 | ORGANISATIONAL STRATEGY  A. MISSION  • Mission Statement Elements and its importance  B. OBJECTIVES  • Necessity of formal objectives  • Objective Vs Goal  C. STRATEGY  • DEVELOPING STRATEGIES  - Adaptive Search  - Intuition search  - Strategic factors  - Picking Niches  - Entrepreneurial Approach |
| 02 | **ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS**  A. NEED FOR ENVIRONMENTAL ANALYSIS  B. KEY ENVIRONMENTAL VARIABLE FACTORS C. OPPORTUNITIES AND THREATS  • Internal resource analysis  D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX E. STRENGTHS AND WEAKNESSES  • Marketing  • Finance  • Production  • Personnel  • Organisation |
| 03 | **STRATEGY FORMULATION**  A. STRATEGY (GENERAL) ALTERNATIVES  • Stability Strategies  • Expansion Strategies  • Retrench Strategies  • Combination Strategies  B. COMBINATION STRATEGIES  • Forward integration  • Backward integration  • Horizontal integration  • Market penetration  • Market development  • Product development  • Concentric diversification  • Conglomerate diversification  • Horizontal diversification  • Joint Venture  • Retrenchment  • Divestiture  • Liquidation  • Combination |
| 04 | **STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)**  A. FACTORS INFLUENCING CHOICE  • Strategy formulation  B. INPUT STAGE  • Internal factor evaluation matrix  • External factor evaluation matrix  • Competitive profile matrix  C. MATCHING STAGE  • Threats opportunities – weaknesses – strengths matrix (TOWS)  • Strategic position and action evaluation matrix (SPACE)  • Boston consulting group matrix (BCGM)  • Internal – External matrix  • Grand Strategy matrix  D. DECISION STAGE  • Quantitative Strategic Planning matrix (QSPM) |
| 05 | **POLICIESIN FUNCTIONAL AREAS**  A. POLICY  B. PRODUCTPOLICIES  C. PERSONNELPOLICIES D. FINANCIAL POLICIES  E. MARKETING POLICIES  F. PUBLIC RELATION POLICIES |
| 06 | **STRATEGIC IMPLEMENTATION REVIEWANDEVALUATION**  A. MCKINSEY 7-SFRAMEWORK  B. LEADERSHIP ANDMANAGEMENTSTYLE  **C.** STRATEGY REVIEWANDEVALUATION  Review underlyingbasesofStrategy  Measure OrganisationalPerformance  Takecorrectiveactions |
|  |  |

Course Outcome---The student will able to

1. Analyse the main structural features of an industry and develop strategies that position the firm most favourably in relation to competition and influence industry structure to enhance industry attractiveness.
2. Recognize the different stages of industry evolution and recommend strategies appropriate to each stage
3. Appraise the resources and capabilities of the firm in terms of their ability to confer sustainable competitive advantage and formulate strategies that leverage a firm’s core competencies.
4. To have an overall idea of organisation strategy
5. Assess and comment on environment and analyse the same.
6. To understand business valuation and competition.

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

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

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

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| **(BHH--313)** | **RESEARCHPROJECT (Intro)** | CR.-- |

**Course Objectives-**

To provide students with the tools and skills required to understand research terminology and assess published research;

To identify the types of methods best suited for investigating different types of problems and questions;

To develop research questions that are based on and build upon a critical appraisal of existing research;

To design a research proposal

To begin initial preparations for embarking on a new research project

|  |  |
| --- | --- |
| S.NO. | Topic |
|  | IntheSEM V,studentswillworkcloselywiththeir supervisor anddevelopmutuallyworking relationshiptoinitiatetheresearchwhichwouldinvolvepreparinganoutlineandpreliminarycollection of data. Thesupervisor will guidethestudentinframingand planningtheresearch projectandthe methodology tobeadoptedincollection ofdata, throughinterviews,telephones, mailers etc.whilethe student ontheirpartwillexpose themselvestoresearchof thetopicthrough meetings, interviews, internetsearch,library etc. Thestudentshould generally produce all material inword processed or typedformatsothatthepresentationis neatandlegible. Studentmustinformtheirsupervisoror other peoplewithwhomtheir workisbeingdiscussed. Theresearchshould beplanned tominimise time wastageandacleartimescaleshouldbeputinplace. Theresearchshouldreallyspelloutthe objective,itsfindings,themethodology adopted, itsconclusions andrecommendations. Thestudent andsupervisor willwork together to preparesynopsis oftheresearch.  One hour per week has been allocatedfor the purpose andstudentsalongwiththesupervisor mustregularlyinteract duringthis period. Thefinalpreparationandpresentationwould bedoneduring SEMVIbefore apanel ofinternal andexternal examiners throughareportandvivavoce. |

**Course Outcome**

·CO1 To make them well versed with the various methodologies of research and statistical applications in business decisions prepare a project proposal (to undertake a project)

·CO2 To organize and conduct research (advanced project) in a more appropriate manner.

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

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

**PRACTICALS**

|  |  |  |
| --- | --- | --- |
| **BHH351** | **Advance Food Production Operations-1** | **CR-4(PR)** |

Course Objective—The purpose of this course is to provide the managerial knowledge and skill of food production department with good hands on various dishes from European cuisine, Breads Display and advanced bakery dishes.

|  |  |  |
| --- | --- | --- |
| 1 | MENU 01  • Consommé Carmen  • Poulet Sauté Chasseur  • Pommes Loretta  • Haricots Verts  • Bread Displays | |
| 2 | MENU 02  • Bisque D’écrevisse  • Escalope De Veauviennoise  • Pommes Batailles  • Epinards au Gratin | |
| 3 | MENU 03  • Crème Du Barry  • Darne De Saumon Grille  • Sauce paloise  • Pommes Fondant  • PetitsPois A La Flamande | |
| 4 | MENU 04  • Veloute Dame Blanche  • Cote De Porc Charcuterie  • Pommes De Terre A La Crème  • Carottes Glace Au Gingembre | |
| 5 | MENU 05  • Cabbage Chowder  • Poulet A La Rex  • Pommes Marguises  • Ratatouille | |
| 6 | MENU 06  • BarquettesAssortis  • Stroganoff De Boeuf  • Pommes Persilles  • Riz Pilaf | |
| 7 | MENU 07  • Duchesse Nantua  • Poulet Maryland  • Croquette Potatoes  • Banana fritters  • Corn gallets | |
| 8 | MENU 08  • Kromeskies  • Filet De Sols Walweska  • Pommes Lyonnaise  • FunghiMarirati 4 | |
| 9 | MENU 09  • Vol-Au-Vent De Volaille Et Jambon  • Poulet a la kiev  • Creamy Mashed Potatoes  • Butter tossed green peas | |
| 10 | MENU 10  • Quiche Lorraine  • Roast Lamb  • Mint sauce  • Pommes Parisienne | |
| 11 | Plus 5 Buffets  • Cold Buffet  • Hot Continental  • Hot Indian  • Buffet Desserts | |
|  |  | |
| **Part B----- Bakery and Patisserie** | | |
| S.No. | | Topics |
| 1 | | Brioche  BabaauRhum |
| 2 | | SoftRolls  ChocolateParfait |
| 3 | | French Bread  TarteTartin |
| 4 | | Garlic Rolls  CrêpeSuzette |
| 5 | | HarlequinBread  ChocolateCream Puffs |
| 6 | | Foccacia  Crème Brûlée |
| 7 | | ViennaRolls  MousseAuChocolat |
| 8 | | BreadSticks  SouffleMilanaise |
| 9 | | Brown Bread  PâteDes Pommes |
| 10 | | Clover LeafRolls  Savarindes fruits |
| 11 | | WholeWheat Bread  CharlotteRoyal |
| 12 | | Herb &PotatoLoaf  Doughnuts |
| 13 | | Milk Bread  Gateauxdes Peache |
| 14 | | Ciabatta  Chocolate Brownie |
| 15 | | Buffetdesserts  Modern PlatingStyles |

Course Outcome—After completion of this course the student will able to..

1. Make dishes from various cuisines.
2. Prepare bread display.
3. Decorate various types of cakes and pastries.

**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 |  | H |  |  |  |  |  |
| CO4 |  |  |  |  |  |  |  |

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

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| --- | --- | --- |
| **BHH353** | **Advance food and Beverage Operation-1** | **CR-2 (PR)** |

Course Objective--Course Objectives/Course Description

To Practical orient students about the restaurant operations

To be able to design and formulate a goo menu card

To understand the management aspect of the restaurant business

|  |  |
| --- | --- |
| S.no. | Topics |
| 01 | **Planning & OperatingFood & BeverageOutlets**  Class roomExercise  DevelopingHypothetical Business Model ofFood&BeverageOutlets  Casestudy ofFood&Beverageoutlets -Hotels & Restaurants |
| 02 | **FunctionCatering–Banquets**  Planning&organizingFormal &Informal Banquets  Planning&organizingOutdoor caterings |
| 03 | **FunctionCatering–Buffets**  Planning&organizingvarious types ofBuffet |
| 04 | **GueridonService**  OrganizingMise-en-placefor GueridonService  Dishes involvingwork ontheGueridon  Task-01Crepesuzetter  Task-02BananaauRhum Task-03PeachFlambe Task-04RumOmelette Task-05 Steak Diane  Task-06Pepper Steak |
| 05 | **Kitchen Stewarding**  Using&operatingMachines  Exercise–physical inventory |
|  |  |
|  |  |

Course Outcome--- The student will able to-

1. Manage and operate a restaurant in its totality.
2. Supervise the activities of kitchen stewarding operations.
3. Organise the services gueridon trolley.

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

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

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

|  |  |  |
| --- | --- | --- |
| **BHH353** | **Accommodation Management-1** | **CR-1 (PR)** |

Course Objective----The main aim of this course is to make the students learnthe managerial aspects of housekeeping department .

|  |  |
| --- | --- |
| **S.No.** | **Topic** |
| 1 | **Team cleaning**  Planning  Organizing  Executing  Evaluating |
| 2 | **Inspectionchecklist** |
| 3 | **Time and motion study**  Stepsofbedmaking  Steps inservicingaguestroometc |
| 4 | **Devising/designingtraining module**  Refresher training(5days)  Inductiontraining(2days)  Remedial training(5days) |

Course Outcome---The student will able to—

1. Supervise and manage the housekeeping team.
2. Perform the operation in effective and efficient manner.
3. Conduct trainings for the 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 |  |  |  |  |  |  |  |

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| **BHH357** | **Front Office Management-1** | **CR-1(PR)** |

Course objective—The purpose of this course is to give students expose about the hotel audit and working with cash operations.

Handsonpracticeofcomputer applicationsonPMSfront office procedures suchas:

Nightaudit,

Incomeaudit,

Accounts

 Situationhandling–handling guests&internal situations requiringmanagement tactics/strategies

**SUGGESTIVE LISTOF TASKSFOR FRONT OFFICEOPERATION SYSTEM**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | S.No. | Topic | | 01 | HMS Training–HotFunctionkeys | | 02 | How toputmessage | | 03 | How toputalocator | | 04 | How tocheck ina firsttimeguest | | 05 | How tocheck inanexistingreservation | | 06 | How tocheck inaday use | | 07 | How toissueanew key | | 08 | How toverifykey | | 09 | How tocancelakey | | 10 | How toissueaduplicatekey | | 11 | How to extendakey | | 12 | How toprintand prepareregistrationcards for arrivals | | 13 | How to programmekeys continuously | | 14 | How to programmeonekeyfor two rooms | | 15 | How tore-programmeakey | | 16 | How tomakeareservation | | 17 | How tocreateandupdateguestprofiles | | 18 | How toupdateguestfolio | | 19 | How to printguestfolio | | 20 | How tomakesharer reservation | | 21 | How tofeedremarks inguest history | | 22 | How toaddasharer | | 23 | How tomakeaddonreservation | | 24 | How to amendareservation | | 25 | How tocancelareservation | | 26 | How tomakegroupreservation | | 27 | How tomakearoomchange onthesystem | | 28 | How tologoncashier code | | 29 | How tocloseabankattheendofeachshift | | 30 | How toputaroutinginstruction | | 31 | How to process charges | | 32 | How to process aguestcheck out | | 33 | How tocheckoutafolio | | 34 | How to process deposit forarriving guest | | 35 | How to process deposit for in houseguest | | 36 | How tocheck roomratevariancereport | |  |
| |  |  | | --- | --- | | 37 | How to process part settlements | | 38 | How totally allowance forthe dayatnight | | 39 | How totally paidoutsfor the dayatnight | | 40 | How totally forexfor theday at night | | 41 | How to pre-register aguest | | 42 | How tohandle extensionofgueststay | | 43 | Handledeposit andcheck ins withvoucher | | 44 | How topostpayment | | 45 | How to printcheckedoutguestfolio | | 46 | Check out usingforeigncurrency | | 47 | Handlesettlementofcity ledger balance | | 48 | Handlepaymentfor room only toTravelAgents | | 49 | Handleofbanquet eventdeposits | | 50 | How to preparefor suddensystemshutdown | | 51 | How tocheckoutstandingbatchtotals | | 52 | How todoacredit check report | | 53 | How to process latecharges onthirdparty | | 54 | How to process latecharges tocreditcard | | 55 | How tocheck outduringsystemshutdown | | 56 | Handlingpart settlementsfor longstayingguest | | 57 | How tohandlepaymaster folios | | 58 | How tohandle bills onhold | |  |

Course Outcome---After completion of the course the students will able to

1. Perform auditing
2. Handle cash
3. Resolve difficult situations occur during daily operations.

**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 |  |  | H |  |  |  |  |
| CO4 |  |  |  |  |  |  |  |

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

**II-YEAR VI-SEMESTER**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S. No** | **Course Code** | **Course Name** | **Credits** | **Contact Hrs/Wk.** | | | **Weight age (in %)** | |
| **L** | **T/S** | **P** | **CE** | **ESE** |
|  |  | **A. Theory** |  |  |  |  |  |  |
| 1 | BHH 302 | Adv. Food Production Operations-II | 2 | 2 | - | - | 50 | 50 |
| 2 | BHH 304 | Adv. Food & Beverage Operations-II | 2 | 2 | - | - | 50 | 50 |
| 3 | BHH 306 | Accommodation Management-II | 2 | 2 | - | - | 50 | 50 |
| 4 | BHH 308 | Front Office Management-II | 2 | 2 | - | - | 50 | 50 |
| 5 | BHH 310 | Food And Beverage Management | 2 | 2 | - | - | 50 | 50 |
| 6 | BHH 312 | Sales and Marketing Management | 2 | 2 | - | - | 50 | 50 |
|  |  | Personality Skills and Development |  |  | 2 |  |  |  |
|  |  | **B. Practical Project** |  |  |  |  |  |  |
| 8 | BHH 352 | Adv. Food Production Operations-II | 4 | - | - | 8 | 50 | 50 |
| 9 | BHH 354 | Adv. Food & Beverage Operations-II | 2 | - | - | 4 | 50 | 50 |
| 10 | BHH 356 | Accommodation Management-II | 1 | - | - | 2 | 50 | 50 |
| 11 | BHH 358 | Front Office Management-II | 1 | - | - | 2 | 50 | 50 |
| 12 | BHH350 | Research Project | 1 |  |  | 2 |  | 100 |
|  |  | **Total** | **21** | **12** | **2** | **18** |  |  |
|  |  | **Total Teaching Load** |  | **32** |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **BHH 302** | **ADVANCE FOOD PRODUCTION OPERATIONS – II** | **Cr-2(TH)** |

Course Objective--

The purpose of this course is to provide students with managerial knowledge and skill of food production department applicable to the catering industry. Students will develop their skill indesigning and engineering menu, costing recipes and also have thorough knowledge in bakery productions.

|  |  |
| --- | --- |
| S.No. | Topic |
| 01 | INTERNATIONAL CUISINE  A. Geographic location  B. Historical background  C. Staple food with regional Influences  D. Specialities  E. Recipes  F. Equipment in relation to:  • Great Britain  • France  • Italy  • Spain & Portugal  • Scandinavia  • Germany  • Middle East  • Oriental  • Mexican  • Arabic  CHINESE  A. Introduction to Chinese foods  B. Historical background  C. Regional cooking styles  D. Methods of cooking  E. Equipment & utensils |
| 2 | **BAKERY & CONFECTIONERY**  I. ICINGS & TOPPINGS  A. Varieties of icings  B. Using of Icings  C. Difference between icings & Toppings  D. Recipes  II. FROZEN DESSERTS  A. Types and classification of Frozen desserts  B. Ice-creams – Definitions  C. Methods of preparation  D. Additives and preservatives used in Ice-cream manufacture  III. MERINGUES   * 1. Making of Meringues   2. B. Factors affecting the stability   3. C. Cooking Meringues   4. D. Types of Meringues   5. E. Uses of Meringues   6. IV. BREAD MAKING   7. A. Role of ingredients in bread Making   8. B. Bread Faults   9. C. Bread Improvers   10. V. CHOCOLATE   11. A. History   12. B. Sources   13. C. Manufacture & Processing of Chocolate   14. D. Types of chocolate   15. E. Tempering of chocolate   16. F. Cocoa butter, white chocolate and its applications |
| 3 | **PRODUCTION MANAGEMENT**  A. Kitchen Organisation  B. Allocation of Work - Job Description, Duty Rosters  C. Production Planning  D. Production Scheduling  E. Production Quality & Quantity Control  F. Forecasting & Budgeting  G. Yield Management  PRODUCT & RESEARCH DEVELOPMENT  A. Testing new equipment,  B. Developing new recipes  C. Food Trails  D. Organoleptic & Sensory Evaluation |
| 4 | **FRENCH**  • Culinary French  • Classical recipes (recettesclassique)  • Historical Background of Classical Garnishes  • Offals/Game  • Larder terminology and vocabulary  Note: Should be taught along with the relevant topics |

Course Outcome---

By the end of this course, students should be able to;

•Understand and explain the bakery design and layout and bakery products;

•Understand and explain the kitchen and bakery equipment and their operational procedures;

•Understand and explain the kitchen supervisory functions;

•Understand and explain the menu developing and engineering.

**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 |  |  |  |  |  |

H = Highly Related; M = Medium L = Low

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| --- | --- | --- |
| **BHH304** | **Advance Food and Beverage Operation-II** | **CR-2(TH)** |

Course Objective---To practical orient student about the restaurant operations and Bar operations.

|  |  |
| --- | --- |
| S.No. | Topic |
| 01 | **FOOD & BEVERAGE STAFF ORGANISATION**  A. Categories of staff  B. Hierarchy  C. Job description and specification  D. Duty roaster |
| 02 | MANAGING FOOD & BEVERAGE OUTLET  A. Supervisory skills  B. Developing efficiency  C. Standard Operating Procedure |
| 03 | **BAR OPERATIONS**  A. Types of Bar  • Cocktail  • Dispense  B. Area of Bar  C. Front Bar  D. Back Bar  E. Under Bar (Speed Rack, Garnish Container, Ice well etc.)  F. Bar Stock  G. Bar Control  H. Bar Staffing  I. Opening and closing duties |
| 03 | **COCKTAILS & MIXED DRINKS**  A. Definition and History  B. Classification  C. Recipe, Preparation and Service of Popular Cocktails  - Martini – Dry & Sweet  - Manhattan – Dry & Sweet  - Dubonnet  - Roy-Roy  - Bronx  - White Lady  - Pink Lady  - Side Car  - Bacardi  - Alexandra  - John Collins  - Tom Collins  - Gin FIZZ  - Pimm’s Cup – no. 1,2,3,4,5  - Flips  - Noggs  - Champagne Cocktail- Between the Sheets  - Daiquiri  - Bloody Mary  - Screw Driver  - Tequilla Sunrise  - Gin-Sling  - Planters Punch  - Singapore Sling  - Pinnacolada  - Rusty Nail  - B&B  - Black Russian  - Margarita  - Gimlet – Dry & Sweet  - Cuba Libre  - Whisky Sour  - Blue Lagoon  - Harvey Wall Banger  - Bombay Cocktail |

Course Outcome----STUDENT WILL ABLE TO-

CO1 .Manage restaurant effectively .

CO2 knowledge about Bar Operations

CO3 knowledge about Mock tails and Cocktails.

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**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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| --- | --- | --- |
| **BHH306** | **ACCOMMODATIONMANAGMENT-II** | **CR-2(TH)** |

Course Objective--- The main purpose is to learn the handling of difficult situations and brief knowledge of hotel rooms and their interior decoration.

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| --- | --- | --- |
| **S.No.** |  | **Topic** |
|  |  |  |
| 01 | **SAFETY AND SECURITY** | |
|  | A. | Safety awareness and accident prevention |
|  | B. | Fire safety and fire fighting |
|  | C. | Crime prevention and dealing with emergency situation |
| 02 | **INTERIOR DECORATION** | |
|  | A. | Elements of design |
|  | B. | Colour and its role in décor –types of colour schemes |
|  | C. | Windows and window treatment |
|  | D. | Lighting and lighting fixtures |
|  | E. | Floor finishes |
|  | F. | Carpets |
|  | G. | Furniture and fittings |
|  | H. | Accessories |
| 03 | **LAYOUT OF GUEST ROOMS** | |
|  | A. | Sizes of rooms, sizes of furniture, furniture arrangement |
|  | B. | Principles of design |
|  | C. | Refurbishing and redecoration |

Course Outcome----STUDENT WILL ABLE TO

CO1.Handling Emergency Situations.

CO2 Knowledge of Interior Decoration

CO3 Layout of different types of guest rooms

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Course Outcome*** | Program Outcome | | | | | | |
|  | PO1 | PO2 | PO3 | PO4 | PO5 | PO6 | PO7 |
| CO1 |  |  |  |  |  |  |  |
| CO2 | M |  |  |  |  |  |  |
| CO3 |  | L |  |  |  |  |  |
| CO4 |  |  |  |  |  |  |  |
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| **BHH308** | **Front Office Management- II** | **CR-2(TH)** |

Course Objective----The main purpose is to maximise the yield by a careful study and maintaining relationship between occupancy percentage and room tariff for the benefit of the hotel and the guest.

Also to understand the importance of Timeshare and Vacation Oownership.

Basics of French Language

|  |  |
| --- | --- |
| S.No. | Topics |
| 01 | **YIELD MANAGEMENT**  A. Concept and importance  B. Applicability to rooms division  • Capacity management  • Discount allocation  • Duration control  C. Measurement yield  D. Potential high and low demand tactics  E. Yield management software  F. Yield management team |
| 02 | **TIMESHARE & VACATION OWNERSHIP**  • Definition and types of timeshare options  • Difficulties faced in marketing timeshare business  • Advantages & disadvantages of timeshare business  • Exchange companies -Resort Condominium International, Intervals  International  • How to improve the timeshare / referral/condominium concept in  India- Government’s role/industry role |
| 03 | FRENCH  Conversation with guests  •Providing information to guest about the hotel, city, sightseeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc.  • Departure (Cashier, Bills Section and Bell Desk) |

Course outcome--- 1.To use different formulas.

2. To get idea about Timeshare

3. To learn Basics of French Language.

4. To interact with guest

**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

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| --- | --- | --- |
| **BHH310** | **FOOD AND BEVRAGE MANGMENT** | **CR-2(TH)** |

COURSE OBJECTIVE---This course deals with food and beverage management within a hotel, pricing, inventory management, service for hotel and private clubs. Marketing in terms of providing guest pleasing service and the elements and importance of feasibility studies, a marketing research, and the marketing plan.Standard food and beverage costs and the main subjective and objective pricing methods. Finally to summarize the benefits of standard recipes, and explain the procedures involved in using standard recipes

|  |  |
| --- | --- |
| S.No. | Topic |
| 01 | **COST DYNAMICS**  A. Elements of Cost  B. Classification of Cost |
| 02 | **SALES CONCEPTS**  A. Various Sales Concept  B. Uses of Sales Concept |
| 03 | INVENTORY CONTROL  A. Importance  B. Objective  C. Method  D. Levels and Technique  E. Perpetual Inventory  F. Monthly Inventory  G. Pricing of Commodities  H. Comparison of Physical and Perpetual Inventory |
| 04 | BEVERAGE CONTROL  A. Purchasing  B. Receiving  C. Storing  D. Issuing  E. Production Control  F. Standard Recipe  G. Standard Portion Size  H. Bar Frauds  I. Books maintained  J. Beverage Control |
| 05 | SALES CONTROL  A. Procedure of Cash Control  B. Machine System  C. ECR  D. NCR  E. Preset Machines  F. POS  G. Reports  H. Thefts  I. Cash Handling |
| 06 | BUDGETARY CONTROL  A. Define Budget  B. Define Budgetary Control    C. Objectives  D. Frame Work  E. Key Factors  F. Types of Budget  G. Budgetary Control |
| 07 | VARIANCE ANALYSIS  A. Standard Cost  B. Standard Costing  C. Cost Variances  D. Material Variances  E. Labour Variances  F. Overhead Variance  G. Fixed Overhead Variance  H. Sales Variance  I. Profit Variance |
| 08 | BREAKEVEN ANALYSIS  A. Breakeven Chart  B. P V Ratio  C. Contribution  D. Marginal Cost  E. Graphs |
| 09 | MENU MERCHANDISING  A. Menu Control  B. Menu Structure  C. Planning  D. Pricing of Menus  E. Types of Menus  F. Menu as Marketing Tool  G. Layout  H. Constraints of Menu Planning |
| 10 | MENU ENGINEERING  A. Definition and Objectives  B. Methods  C. Advantages  MIS  A. Reports  B. Calculation of actual cost  C. Daily Food Cost  D. Monthly Food Cost  E. Statistical Revenue Reports  F. Cumulative and non-cumulative |
|  |  |

COURSE OUTCOME—To learn the roles purchasing, receiving, storing, and issuing play in food and beverage service and describe the role of technology in these processes.  
   
To learn the types of financial management software that is available to food service managers.  
   
To gain an insight into service quality and quality management issues.  
   
To identify the legal frame work in which the foodservice industry operates.

**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 |  | M |  |  |  |  |  |
| CO4 |  | L |  |  |  |  |  |
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| **BHH312** | **SALES AND MARKETING MANAGEMNT** | **CR-2(TH)** |

COURSE OBJECTIVE—The main Purpose is to explore the building of customer loyalty expectations and how these are utilized as marketing drivers.

Develop an understanding of relationship management and its importance to the sales and marketing strategy of the business

|  |  |
| --- | --- |
| 1 | **Introduction to Hospitality sales and marketing**  **Today’s Hospitality Trends :**  Globalization, Consolidation, Product Segmentation, Expansion of Legalized, Gambling,  Distribution Methods, Computes, Media Planning, Environmental Awareness, Guest Preferences, Relationship Marketing. |
| 2 | **Marketing and Sales**  Marketing vs. Sales, The marketing Mix  Management’s Role in Marketing & sales – The general manager, The director of marketing, The director of sales. The importance of sales – Sales a Career, The Challenges of Hospitality Sales |
| 3 | **The Marketing Plan**  The marketing team, Steps of a Marketing Plan, Conducting a Marketing Performance,  Audit, Selection Target Market, Positioning the Property, Determining Marketing Objectives, Developing and Implementing Action Plans, monitoring and evaluating the Marketing plan. |
| 4 | **Labour Relations**  1. Why employees Unionize?  2. Structure of Unions  3. How employees become unionized  4. Working with unions  5. Maintaining non-union status |
| 5 | **ORIENTATION AND TRAINING**  1. Different between orientation and training  2. Benefits of orientation, developing the orientation programs.  3. Orientation of different levels of employees – new joiners, trained and experienced, New employee, executives and other highly experienced new employees, disabled employees, employees where first language is not English.  4. Elements of typical orientation programme.  5. Follow up and evaluation.  6. Training and its importance.  7. Developing and designing a training programme  8. Creating training sessions.  9. Selecting trainers.  10. Evaluating the training programme.  11. Training a continuous process. |
|  |  |

Course Outcome---Research and explore the various principles, concepts and systems utilized in the marketing and sales within the hospitality industry.

· Identify the elements of brand management and how these impact customer service and guest expectations.

· Define marketing mix theory and strategies

.How these relate to marketing and sales objectives

**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 |  |  | L |  |  |  |  |
| CO3 |  |  | M |  |  |  |  |
| CO4 |  |  | M |  |  |  |  |
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H = Highly Related; M = Medium L = Low

PRACTICALS---

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| **BHH352** | **ADVANCED FOOD PRODUCTION MANGEMENT-II** | **CR-4(PR)** |

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 international culinary skills

4. The bread& cake making process and various pastes

|  |  |
| --- | --- |
| S.NO. | TOPIC/MENU |
| 1. | **CHINESE**  MENU 01  Prawn Ball Soup  Fried Wantons  Sweet & Sour Pork  Hakka Noddles  MENU 02  Hot & Sour soup  Beans Sichwan  • Stir Fried Chicken & Peppers  Chinese Fried Rice  MENU 03  Sweet Corn Soup  Shao Mai  Tung-Po Mutton  Yangchow Fried Rice  MENU 04  Wanton Soup  Spring Rolls  • Stir Fried Beef & Celery  Chow Mein  MENU 05  Prawns in Garlic Sauce  Fish Szechwan  Hot & Sour Cabbage  Steamed Noddles |
| 2 | INTERNATIONAL  SPAIN  MENU 06  Gazpacho  Pollo En Pepitoria  Paella  Fritata De Patata  Pastel De Mazaana |
|  | **ITALY**  MENU 07  Minestrone  Ravioli Arabeata  Fettocine Carbonara  Pollo Alla Cacciatore  MedanzaneParmigiane |
|  | GERMANY  MENU 08  Linsensuppe  Sauerbaaten  Spatzale  German Potato Salad |
|  | U.K.  MENU 09  Scotch Broth  Roast Beef  Yorkshire Pudding  Glazed Carrots & Turnips  Roast Potato |
|  | GREECE  MENU 10  SoupeAvogolemeno  Moussaka A La Greque  Dolmas  Tzaziki |
| 3 | DEMONSTRATION OF  Charcuterie Galantines  Pate  Terrines  Mousselines  New Plating Techniques |
| **ADVANCE FOOD PRODUCTION OPERATIONS – II (BAKERY PRACTICAL)** | |

|  |  |  |
| --- | --- | --- |
| **S.No.** |  | **Topic** |
| 1 | Grissini |  |
|  | Tiramisu | |
| 2 | Pumpernickle | |
|  | Apfel Strudel | |
| 3 | Yorkshire Curd Tart | |
|  | Crusty Bread | |
| 4 | Baklava |  |
|  | Harlequin Bread | |
| 5 | Baugette | |
|  | Crepe Normandy | |
| 6 | Crossiants | |
|  | Black Forest Cake | |
| 7 | Pizza base | |
|  | Honey Praline Parfait | |
| 8 | Danish Pastry | |
|  | Cold Cheese Cake | |
| 9 | Soup Rolls | |
|  | Chocolate Truffle cake | |
| 10 | Ginger Bread | |
|  | Blancmange | |
| 11 | Lavash |  |
|  | Chocolate Parfait | |
| 12 | Cinnamon & Raisin Rolls | |
|  | SouffleChaudVanille | |
| 13 | Fruit Bread | |
|  | Plum Pudding | |
| 14 | Demonstration of | |
|  |  | Meringues |
|  |  | Icings &Topings |
| 15 | Demonstration of | |
|  |  Wedding Cake & Ornamental cakes | |

COURSE OBJECTIVE---

**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 |  | L |  |  |  |  |
| CO2 |  |  | L |  |  |  |  |
| CO3 |  | M |  |  |  |  |  |
| CO4 |  | H |  |  |  |  |  |
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H = Highly Related; M = Medium L = Low

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| BHH354 | ADVANCE FOOD AND BEVERAGE OPERATIONS-II | CR-2(PR0 |

Course objective--- The main purpose of this course is to learn the supervisory and managerial skills and also to get brief idea about the bar operations.

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| **S.No.** |  | | **Topic** |
|  |  | | |
| 01 | **F&B Staff Organization** | | |
|  | Class room Exercise (Case Study method) | | |
|  |  Developing Organization Structure of various Food & Beverage Outlets | | |
|  |  Determination of Staff requirements in all categories | | |
|  |  | Making Duty Roster | |
|  |  Preparing Job Description & Specification | | |
| 02 | **Supervisory Skills** | | |
|  |  | Conducting Briefing & Debriefing | |
|  |  | - Restaurant, Bar, Banquets & Special events | |
|  |  Drafting Standard Operating Systems (SOPs) for various F & B Outlets | | |
|  |  Supervising Food & Beverage operations | | |
|  |  | Preparing Restaurant Log | |
| 03 | **Bar Operations** | | |
|  |  Designing & Setting the bar | | |
|  |  Preparation & Service of Cocktail & Mixed Drinks | | |

Course outcome--- Students will get to know

1. How to handle the team Members.
2. How to conducts Briefings, Meetings.
3. How to setup Bar.
4. How to prepare cocktails.

**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 |  |  |  |  |  |  |
| CO4 | M |  |  |  |  |  |  |
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| **BHH356** | **ACCOMMODATION MANEGEMENT -II** | **CR-1(PR)** |

COURSE OBJECTIVE— Course Objective--- The main purpose is to learn the handling of difficult situations and brief knowledge of hotel rooms and their interior decoration.

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| --- | --- | --- |
| **S.No.** |  | **Topics** |
| 1 | **Standard operating procedure** | |
|  |  | skill oriented task (e.g. cleaning and polishing glass, brass etc) |
| 2 | **First aid** |  |
|  |  | first aid kit |
|  |  | dealing with emergency situation |
|  |  | maintaining records |
| 3 | **Fire safety fire fighting** | |
|  |  | safety measures |
|  |  | fire drill (demo) |
| 4 | **Special decoration (theme related to hospitality industry)** | |
|  |  | Indenting |
|  |  | Costing |
|  |  | planning with time split |
|  |  | Executing |
| 5 | **Layout of guest room** | |
|  |  | to the scale |
|  |  | earmark pillars |
|  |  | specification of colours, furniture, fixture, fitting, soft furnishing and |
|  |  | accessories etc used |

COURSE OUTCOME--- Course Outcome----STUDENT WILL ABLE TO

1. Handling Emergency Situations.
2. Knowledge of Interior Decoration
3. . Layout of different types of guest rooms
4. Furniture used in guest rooms

**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 |  |  |  |  |  |
| CO4 |  | M |  |  |  |  |  |
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| **BHH358** | **FRONT OFFICE MANAGEMENT-II** | **CR-2(PR)** |

COURSE OBJECTIVE--- The main objective of this is to give practical training to students regarding auditing and situation handling-

Hands on practice of computer application (Hotel Management System) related to front office procedures such as

* Night audit,
* Income audit,
* Accounts
* Yield Management
* Situation handling – handling guests & internal situations requiring management tactics/strategies

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

|  |  |
| --- | --- |
| S.NO. | TOPICS |
|  | 01 HMS Training – Hot Function keys  02 How to put message  03 How to put a locator  04 How to check in a first time guest  05 How to check in an existing reservation  06 How to check in a day use  07 How to issue a new key  08 How to verify key  09 How to cancel a key  10 How to issue a duplicate key  11 How to extend a key  12 How to print and prepare registration cards for arrivals  13 How to programme keys continuously  14 How to programme one key for two rooms  15 How to re-programme a key  16 How to make a reservation  17 How to create and update guest profiles  18 How to update guest folio  19 How to print guest folio  20 How to make sharer reservation  21 How to feed remarks in guest history  22 How to add a sharer  23 How to make add on reservation  24 How to amend a reservation  25 How to cancel a reservation  26 How to make group reservation  27 How to make a room change on the system  28 How to log on cashier code  29 How to close a bank at the end of each shift  30 How to put a routing instruction  31 How to process charges  32 How to process a guest check out  33 How to check out a folio  34 How to process deposit for arriving guest  35 How to process deposit for in house guest  36 How to check room rate variance report  37 How to process part settlements  38 How to tally allowance for the day at night  39 How to tally paid outs for the day at night  40 How to tally forex for the day at night  41 How to pre-register a guest  42 How to handle extension of guest stay  43 Handle deposit and check ins with voucher  44 How to post payment  45 How to print checked out guest folio  46 Check out using foreign currency  47 Handle settlement of city ledger balance  48 Handle payment for room only to Travel Agents  49 Handle of banquet event deposits  50 How to prepare for sudden system shutdown  51 How to checkout standing batch totals  52 How to do a credit check report  53 How to process late charges on third party  54 How to process late charges to credit card  55 How to check out during system shut down  56 Handling part settlements for long staying guest  57 How to handle paymaster folios  58 How to handle bills on hold |

**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 |  | L |  |  |  |  |
| CO2 |  |  | L |  |  |  |  |
| CO3 |  | M |  |  |  |  |  |
| CO4 |  | H |  |  |  |  |  |
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| BHH360 | REASEARCH PROJECT | CR-2(PR) |

COURSE OBJECTIVE---At the end of this course, the students should be able to:

• understand some basic concepts of research and its methodologies

• identify appropriate research topics

• select and define appropriate research problem and parameters

• prepare a project proposal (to undertake a project)

• organize and conduct research (advanced project) in a more appropriate manner

• write a research report and thesis

• write a research proposal (grants)

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

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

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

Course outcome---- 1.Enhanced Knowledge in research area

1. Learn to do research.
2. Able to express their views.

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

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

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