

SCHEME OF EXAMINATION

&

SYLLABI

OF

**BACHELOR OF HOTEL MANAGEMENT AND
CATERING TECHNOLOGY**

(2008-12)

**GURU GOBIND SINGH
INDRAPRASTHA UNIVERSITY
KASHMERE GATE, DELHI-110006**

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER EXAMINATION

Code No.	Paper	L	T/P	Credits
bhct 101	Food Production & Patisserie-I	3	-	3
bhct 103	Front Office Operations -I	3	-	3
bhct 105	Food & Beverage Service -I	3	-	3
bhct 107	Housekeeping Operations-I	3	-	3
bhct 109	Introduction to Book Keeping & Accounts	3	-	3
bhct 111	Introduction to the Hospitality Mgmt & Tourism	3	-	3
bhct 113	Business Communication	3	-	3
<u>Practicals/Lab.</u>				
bhct 151	Food Production-I	-	4	2
bhct 153	Patisserie-I	-	2	1
bhct 155	Front Office Operations-I	-	2	1
bhct 157	Food & Beverage Service -I	-	2	1
bhct 159	Housekeeping -I	-	2	1
		21	12	27

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER EXAMINATION

Code No.	Paper	L	T/P	Credits
bhct 102	Food Production & Patisserie-II	3	-	3
bhct 104	Front Office Operations -II	3	-	3
bhct 106	Food & Beverage Service-II	3	-	3
bhct 108	Housekeeping Operations-II	3	-	3
bhct 110	Hygiene ,Sanitation & First Aid	3	-	3
bhct 112	Accountancy for Hospitality Industry	3	-	3
bhct 114	PC Tools for Hospitality Industry-I	3	-	3
<u>Practicals/Lab.</u>				
bhct 152	Food Production-II	-	4	2
bhct 154	Patisserie-II	-	2	1
bhct 156	Front Office Operations-II	-	2	1
bhct 158	Food & Beverage Service-II	-	2	1
bhct 160	Housekeeping -II	-	2	1
bhct 162	PC Tools Lab-I	-	2	1
		21	14	28

Immediately after the End Term Examinations of Second Semester the students shall proceed for Summer Training of Ten weeks duration.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER EXAMINATION

Code No.	Paper	L	T/P	Credits
bhct 201	Food Production & Patisserie-III	3	-	3
bhct 203	Front Office Operations -III	3	-	3
bhct 205	Food & Beverage Service-III	3	-	3
bhct 207	Housekeeping Operations -III	3	-	3
bhct 209	Food Science & Nutrition	3	-	3
bhct 211	PC Tools for Hospitality Industry-II	3	-	3
bhct 213	Tourism Product ,Services & Management	3	-	3
bhct 215	Summer Training Report	-	-	4
bhct 217	Environmental Studies	4	-	4
Practical/lab				
bhct 251	PC Tools Lab-II	-	2	1
		25	2	30

Training Report of Summer Training to be presented during Semester End Exams before the duly constituted panel comprising of:

1. Institute Representative (Director/Principal or his nominee)
2. Industry Representative (External Examiner appointed by the Vice – Chancellor)

**BACHELOR OF HOTEL MANAGEMENT AND CATERING
TECHNOLOGY
FOURTH SEMESTER EXAMINATION**

Code No.	Paper	L	T/P	Credits
bhct 202	Food Production & Patisserie IV	3	-	3
bhct 204	Front Office Operations -IV	3	-	3
bhct 206	Food & Beverage Service- IV	3	-	3
bhct 208	Housekeeping Operations-IV	3	-	3
bhct 210	Hotel Engineering	3	-	3
bhct 212	Material Management & Development	3	-	3
bhct 216	Principles of Management	3	-	3
<u>Practicals/Lab.</u>				
bhct 252	Food Production -III	-	4	2
bhct 254	Patisserie-III	-	4	2
bhct 256	Front Office Operations-III	-	2	1
bhct 258	Food & Beverage Service -III	-	2	1
bhct 260	Housekeeping-III	-	2	1
		21	14	28

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER EXAMINATION

Code No.	Paper	L	T/P	Credits
bhct 301	Food Production & Patisserie-V	3	-	3
bhct 303	Front Office Operations-V	3	-	3
bhct 305	Food & Beverage Service -V	3	-	3
bhct 307	Housekeeping Operations -V	3	-	3
bhct 309	Research Project Design & Methodology	3	-	3
bhct 311	Hotel Law & Licensing	3	-	3
bhct 313	Facility Planning	3	-	3
<u>Practicals/Lab.</u>				
bhct 351	Food Production -IV	-	4	2
bhct 353	Patisserie-IV	-	4	2
bhct 355	Front Office Operations-IV	-	2	1
bhct 357	Food & Beverage Service-IV	-	2	1
bhct 359	Housekeeping -IV	-	2	1
		21	14	28

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER EXAMINATION

Code No.	Paper	L	T/P	Credits
bhct 302	Functional Exposure Training		-	24
		-	-	24

As per training Programme Designed followed by Project Report and Project Presentation during Semester End Examination.

Training Report of Sixth Semester Functional Exposure Training to be prepared and presented before duly constituted panel comprising of:

1. Institute Representative (Director/Principal or his nominee)
2. Industry Representative (External Examiner appointed by the Vice – Chancellor/Controller of Examinations)

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER EXAMINATION

Code No.	Paper	L	T/P	Credits
bhct 401	Advance Food Production Management-I	3	-	3
bhct 403	Rooms Division Management -I	3	-	3
bhct 405	Advance Food & Beverage Service Management -I	3	-	3
bhct 407	Advance Housekeeping Operation Mgmt-I	3	-	3
bhct 409	Financial Management - I	3	-	3
bhct 411	Managing Hospitality Human Resources-I	3	-	3
bhct 413	Hospitality Service Marketing & Sales	3	-	3
<u>Practicals/Lab.</u>				
bhct 451	Food Production-V	-	4	2
bhct 453	Patisserie-V	-	4	2
bhct 455	Front Office Operations-V	-	2	1
bhct 457	Food & Beverage Service-V	-	2	1
bhct 459	Housekeeping -V	-	2	1
		21	14	28

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER EXAMINATION

Code No.	Paper	L	T/P	Credits
bhct 402	Advance Food Production Mgmt-II	3	-	3
bhct 404	Advance Rooms Division Mgmt-II	3	-	3
bhct 406	Advance Food & Beverage Services Management -II	3	-	3
bhct 408	Entrepreneurship Development & Business Strategies	3	-	3
bhct 410	Financial Management-II	3	-	3
bhct 412	Managing Hospitality Human Resources-II	3	-	3
bhct 414	Integrated Marketing Communication	3	-	3
 <u>Practicals/Lab.</u>				
bhct 452	Advance Food Production	-	4	2
bhct 454	Advance Front Office Operations Management	-	2	1
bhct 456	Advance Food & Beverage Operations Management	-	2	1
bhct 458	Advance Housekeeping Operations Management	-	2	1
bhct 460	*Project Report	-	2	4
		21	12	30

*The Project Report should be Market Research and Field Work oriented and related to the Core Area/other departments, strategies, policies, planning, performance, trend of Hotel & Hospitality Industry & Operations. The Documentation and Presentation should be conducted during Term End Examination before duly constituted panel comprising of:

1. Institute Representative (Director/Principal or his nominee)
2. Industry Representative (External Examiner appointed by the Vice – Chancellor/ Controller of Examinations)

Note: The Total Credits of the BHMCT Programme is **223 credits**. Each student should compulsorily be required to register himself / herself for all the courses of the programme and should therefore also appear in the Examination of all courses of the programme. The students would be eligible for the award of the degree if he/she is able to earn a minimum of 212 credits and he or she has successfully completed the courses on Summer Training Report (bhct – 215), Functional Exposure Training Report (bhct – 302) and Project Report (bhct- 460).

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

FOOD PRODUCTION & PATISSERIE -I

Course code : bhct 101

L-3 T/P – 0 Credits-3

UNIT-I

INTRODUCTION TO PROFESSIONAL COOKERY

Culinary History and Origin of modern cookery practices.

Aims and objectives of cooking

Mis-en-Place and methods of mixing (Beating, Blending, Rubbing, Creaming, Folding, Stirring, Rolling)

Texture-faults and remedies.

Essentials of Continental food preparation

Essentials of Indian food preparations

Hygiene & safe practices in handling food

UNIT –II

METHODS OF COOKING

Various Methods of cooking (Moist, Dry, Frying, microwave cooking)

Microwave cooking advantage & Disadvantage

Time and temperature,

Effect of cooking on food items & nutrients,

Care & Precautions to be taken,

UNIT-III

KITCHEN ORGANIZATION & MANAGEMENT

Kitchen Management: Kitchen Management Skills,

Personal Hygiene,

Safety procedures to be followed in Kitchen.

Kitchen organization- brigade-

Liaison of kitchen with other departments.

Duties of kitchen staff/functions of various sections of kitchen,

Introduction to larder. Functions and importance,

Kitchen equipment and tools/cleaning and maintenance.

Handling Modern Kitchen Equipments. Safety precautions.

UNIT-IV

KITCHEN COMMODITIES

Raw materials-introduction,

Classification and uses according to their functions.

Purchasing Specification for Food & Beverage,

Principle of Food storage.

Extensive study of Kitchen ingredients and various characters of Vegetables, Fruits, Egg, Rice, Pulses, Cereal, ,salt, sweetening agent, fats & oils, raising & leavening agents, Milk, composition of milk and storage, types of milk, cream,

UNIT-V

STOCKS, SOUP & SAUCES

Stocks, soup & sauces, glazes, roux -classification and types.

Soup garnishes and accompaniments.

Thickening agents, binding agents and clarifying agents.

Sauces-classification of mother sauces with derivatives.

Proprietary sauces and compound butters.

Accompaniment and garnishes.

UNIT-VI

HORS D'OEUVRE & SALADS

Hors d'oeuvre, salads & dressings,

Cooked/ cured/ prepared foods

Recipe contents Hors d'oeuvre & Salads etc

UNIT-VII

BAKERY

Bakery Ingredients and their role, Yeast, Shortenings (Fats & Oils) sugar & salt, Raising Agents and role of Sugar and Egg.

Bakery flour-types, uses and storage,

Different Methods of Bread Making.

Methods of cake making-different methods, faults and their remedies.

Note: Culinary terms (common).

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCE BOOKS FOR ALL SEMESTER

1. Theory of Cookery By K Arora, Publisher: Frank Brothers
2. Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
3. The Professional Chef (4th Edition) By Le Rol A.Polsom
4. Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
5. Practical Cookery By Kinton & Cessarani
6. Theory of Catering By Kinton & Cessarani
7. Practical Professional Cookery By Kauffman & Cracknell
8. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
9. Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
10. Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
11. Cooking Essentials for the New Professional Chef
12. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

FRONT OFFICE OPERATIONS-I

Course code: bhct 103

L-3 T/P - 0 Credits-3

UNIT-I

INTRODUCTION TO FRONT OFFICE

Importance of Front office in hotel,

Layout of the front office

Different section of the Front Office and their importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier,

UNIT-II

CLASSIFICATION OF HOTELS

Star classification;

Classification based on size, clientele, Location, Ownership, Independent, Management Contract, Chains & Franchise/ Affiliated, Time Share.

UNIT-III

ORGANISATIONAL SET UP OF FRONT OFFICE DEPARTMENT

Hierarchy chart: Small, Medium and Large Hotels

Job Description, Job Specification & Duties and Responsibilities of different front office personnel including uniformed staff;

Attributes of front office employee

UNIT- IV

BASIC INFORMATION FOR FRONT DESK AGENTS

Different types of rooms;

Numbering of rooms and floor plan;

Basis of charging a guest:

Tariff, Rates, Discounts and Policy

Facilities available in Hotels: Brochure & Tariff Card

UNIT-V

IMPORTANCE OF COMMUNICATION

Communicating with various sections: verbal, written & verbal, Interdepartmental

Coordination with other departments: Housekeeping, Engineering and Maintenance, Revenue Centers, Marketing and Public Relations

Communications: Log Book, Information Directory, Mail and Package Handling, Telephone Services

UNIT- VI

FRONT OFFICE OPERATION

The Front Desk: Functional Organization, Design Alternatives

The Guest cycle - Pre-Arrival, Arrival, Occupancy, Departure

Front Office Systems: Non-Automated, Semi-Automated, and Fully Automated

UNIT-VII

FRONT OFFICE EQUIPMENTS

Room Rack, Mail, Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCE BOOKS FOR ALL SEMESTER

- 1) Front Office Training manual – Sudhir Andrews. Publisher: TatA Mac Graw Hill
- 2) Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- 3) Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office Operations – Colin Dix & Chris Baird.
- 6) Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- 7) Managing Front Office Operations By Kasavana & Brooks
- 8) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- 9) Check in Check out- Jerome Vallen

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

FOOD & BEVERAGE SERVICE -I

Course code : bhct 105

L-3 T/P - 0 Credits-3

UNIT - I

Introduction & Growth of Hotel Industry in India. –

Role of catering establishment in the travel and tourism industry,
Types of F & B Operations. (Classification),
Types of Catering Establishments - Commercial (Non Residential/Residential), Welfare (Industrial/Institutional), Transport (Air, Road, Rail, Sea)

UNIT - II

Departmental Organisation & Staffing –

Organisation of F & B Department of a Hotel,
Duties and Responsibilities of F & B Staff,
Attributes of F & B staff with the steps involved in order of service,
Intra & Inter departmental relation with F & B Service

UNIT - III

Layout of Food Service Area –

Important points to be considered while planning a layout,
Layout of coffee shop, fast food restaurant, specialty restaurant. Banquets operations, Room Service,

UNIT - IV

Introduction of Restaurant Equipment. –

Classification of equipment (familiarisation),
Criteria for selection and requirement.
Quantity and Types of - Crockery, Tableware, Glassware, Linen, Furniture.
Care & Maintenance of these equipments,
Sideboard - its uses,
Vending Machines- Importance, Advantage and Disadvantage

UNIT - V

Menu & Menu Planning –

Origin of menu & menu planning objectives,
Types of menu, menu planning - consideration & constraints,
Menu designing,
Courses of menu - French: classical and modified, Indian courses;
Planning menus, Accompaniments, Garnishing & Cover for each course

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCES

- 1) Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- 2) Front Office Training manual – Sudhir Andrews. Publisher: TatA Mac Graw Hill
- 3) Food & Beverage Service Management- Brian Varghese
- 4) Modern Restaurant Service – John Fuller, Hutchinson
- 5) The Restaurant (From Concept to Operation)
- 6) Introduction F& B Service- Brown, Heppner & Deegan
- 7) Menu Planning- Jaksu Kivela, Hospitality Press
- 8) The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

HOUSEKEEPING OPERATIONS-I

Course code : bhct 107

L-3 T/P - 0 Credits-3

UNIT – I

INTRODUCTION & SCOPE

Housekeeping - The Scope in Lodging Industry - Overview.

Housekeeping as a business.

Housekeeping for different institutions - Airlines, Hospitals, Hostels, Corporate, and Industrial etc.

UNIT – II

ORGANIZATION STRUCTURE

Hierarchy, Organization Structure,

Duties and responsibilities of the housekeeping personnel.

UNIT – III

COORDINATION & CONTROL

Housekeeping control desk,

Coordination within department and with other departments,

Files and registers maintained at control desk.

Coordination & control (inter & intra).

Guest priorities and handling guest requests.

UNIT – IV

ORGANISING CLEANING

Awareness of Room Types, Amenities & Facilities for Standard & VIP Guest Rooms

Cleaning routines of guest rooms –

Prepare to clean, clean the guestroom including bed making, replenishment of supplies & Linen, Inspection, Deep Cleaning, Second Service, Turn down service.

Public area – Lobby, Lounge, Corridors, Pool Area, Elevators, Health club, F&B outlet, Office area.

VIP handling

UNIT – V

SPECIAL CLEANING PROGRAMME

Daily, weekly, Fortnightly and Monthly cleaning, Routine Cleaning, spring cleaning and deep cleaning procedure.

UNIT VI

CLEANING AGENTS

Basic cleaning agent,

Classification, their uses, care, storage,

Distribution and control measures

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCES

- 1) Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- 2) Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- 3) Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- 4) The Professional Housekeeper – Tucker Schneider, Publisher: VNR.
- 5) Professional Management of Housekeeping Operations- Martin Jones, Publisher: Wiley & sons

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

INTRODUCTION TO BOOK KEEPING & ACCOUNTS

Course code : bhct 109

L-3 T/P - 0 Credits-3

UNIT - I

ACCOUNTING CYCLE & FINANCIAL STATEMENTS

Concepts and conversation,

Summary of accounting cycle, Journal (recording), Ledger (Posting), Trial Balance, Preparing Final. Accounts, (Trading a/c., P&L a/c., Balance sheet)

UNIT - II

DETAILED STUDY OF STATEMENT OF INCOME AND BALANCE SHEET

Income Statement,

Purpose of Statement of Income,

Balance Sheet, Need for a Balance sheet,

Linkage of P&L a/c, and Balance sheet.

UNIT -III

PREPARATION OF FINAL ACCOUNT

Preparation of Final Statement,

Working out a problem

UNIT - IV

BALANCE SHEET AND THEIR COMPONENTS

Contents of balance sheet,

Form and classification of item,

Asset side, Fixed Assets, Investments, Current Assets, Miscellaneous Expenditure, (Deferred Review, amortization),

Liabilities, Capital, Reserves & Surplus (Retained earnings), Long Term Liabilities, (Secured & Unsecured loan), Current Liabilities ,

Provision, Format of a Balance Sheet & Presentation,

In order of Liquidity, Proprietorship, Partnership.

In order of permanence, Joint Stock Companies, Sides of Assets & Liabilities,

American Mode, (Left side Assets, right side liabilities),

British Model (Left side Liabilities, right side Assets)

UNIT - V

REVENUE MIX

Sales Mix meaning,

Effect on change of individual items in volume

UNIT - VI

DEPARTMENTAL ACCOUNTING

Definition & Objectives,

Changes required in Book-keeping records,

Main methods of preparing Dept. accounting,

Gross Profit method, Departmental profit method, Net profit method,

Working out an example

UNIT - VII

UNIFORM SYSTEM OF ACCOUNTING

Concept, Conditions for Uniform system, Necessities,

Advantages & Disadvantages,

Various kinds of schedules, Room Schedule, F & B Schedule, Telephone Schedule,

Income Statement Presentation,

REFERENCES

- 1) Hotel Accounting & Financial By Ozi A.D'Cunha & Gleson O. D'Cunha Publisher: Dicky,s Enterprize, Mumbai
- 2) Introduction to Accounts - T.S. Grewal
- 3) Hospitality Accounting- Publisher: Prentia Hall Upper Sadde, River New Jersey
- 4) Accounting for Management, S K Bhattacharya, Publisher: Vikas Publishing House
- 5) Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

INTRODUCTION TO THE HOSPITALITY MANAGEMENT & TOURISM

Course code : bhct 111

L-3 T/P - 0 Credits-3

UNIT – I

INTRODUCTION TO TOURISM, HOTEL & CATERING INDUSTRY.

What is Tourism, Definition and meaning or concept of tourism and tourist
Nature of Travel & Tourism Industry,
Importance or significance of tourism
Multiplier Effect
Evolution of Hotel Industry in India & Abroad,
Growth and development of Hotels in India.
Inter relationship between Travel, Tourism and Hospitality,
Basic knowledge of city and knowledge of historical places of Delhi.,
Hotel chains, Managers role in Hotel industry,
Knowledge of various departments.

UNIT-II

THE HOSPITALITY INDUSTRY:

Hotel Definition,
Classifying Hotels by Size and Target Markets: Commercial Hotels, Airport Hotels ,Suite Hotels, Extended Stay Hotels, Residential Hotels ,Resort Hotels ,Bed and Breakfast Hotels ,Time-Share and Condominium Hotels ,Casino Hotels ,Conference Centers ,Convention Hotels, Time Share Alternative Lodging Properties
Levels of Service :The Intangibility of Service ,Quality Assurance ,Rating Services ,World-Class Service ,Mid-range Service ,and Economy/Limited Service
Ownership and Affiliation :Independent Hotels ,Chain Hotels
Reasons for Traveling :Business Travel ,Pleasure Travel ,and Group Travel
Buying Influences: Multicultural Awareness

UNIT-III

HOTEL ORGANIZATION

Hotel Organization :Organizational Missions ,Goals ,Strategies and Tactics
Hotel Organization :Organization Charts ,Classifying Functional Areas , Rooms Division ,Food and Beverage Division ,Sales and Marketing Division ,Accounting Division ,Engineering and Maintenance Division ,Security Division ,Human Resources Division, Other Divisions

UNIT - IV

RESTAURANT BUSINESS:

Organisation, Chain – Independent / Franchise

UNIT – V

FOOD SERVICE DEMAND:

The changing Age Composition of our population,
Other Demographic Factors, Supply Labour, Work force Diversity,
Competitions with other Industries

UNIT – VI

THE HOTEL BUSINESS:

The Economics of the Hotel Business,
Dimensions of the Hotel investment Decision,
Brand Competition,
Changes in Franchise Relationship

UNIT –VII

THE PRINCIPLES OF HOSPITALITY MANAGEMENT:

Planning in Organizations, Departmentalization,
Selection and Employment,
Characteristic of Control System,
Element of leading and Directing,
The Environment

UNIT-VIII

VACATION OWNERSHIP (TIME SHARE)

Vacation ownership Industry, Classification of vacation ownership (Time Share) resorts

UNIT IX

THE TOURISM ORGANIZATIONS

Objective, role & function of Government organizations: DOT,ITDC,ASI,
Domestic Organizations: TAAI, FHRAI,IATO
International Organizations: WTO,IATA,PATA

REFERENCES:

- 1) Hotel Front Office Management- James Bardi, Publisher: Van Nostrand Reinholdn New York
- 2) Managing Hospitality – Robert H. Woods
- 3) Introduction to Management in the Hospitality industry – Tom Power

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

BUSINESS COMMUNICATION

Course code : bhct 113

L-3 T/P - 0 Credits-3

UNIT-I

COMMUNICATION –TYPES & PROCESS

Introduction, definitions,

Process of communication,

Types of communication, upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written.

Interpersonal communication - one way/ two way,

Mediums of communication.

UNIT-II

WRITTEN COMMUNICATION

Business report, business representation, formal letter.

Drafting effective letter, formats, style of writing,

Use of jargons.

UNIT-III

INTERVIEWS

Interviews - Types and uses.

Techniques of handling interviews of different types.

Group discussion, stress interview.

Aptitude tests.

Traits of a good interviewee,

Resume and Job applications.

UNIT-IV

PRONUNCIATION & BODY LANGUAGE

Pronunciation,

stress, invocation, rhythm.

Greetings, First name, handshakes, some polite expressions, apologies, remarks, etiquette and manners.

UNIT-V

SPEECHES

Drafting, a speech, presentation,

Personal grooming,

Paragraphs and creative writing,

Extempore speaking.

UNIT – VI

GROUP PRESENTATION

Realizing the difference between a team and a group.

Audience orientation, group projects.

Planning a presentation - Mind Mapping, Theme, Subject,

Handling question and feed back.

UNIT - VII

COMMUNICATIONS

Importance-Message Component,

Communication and Information,

Conflict and its Resolution,

Communication and Empathy,

Aids and Barriers to Communication,

Listening.

References :

- 1) Bhaskar, W.W.S., AND Prabhu, NS., “ English Through Reading”, Publisher: MacMillan, 1978
- 2) Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- 3) Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
- 4) Business Communication- K.K.Sinha
- 5) Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
- 6) How to win Friends and Influence People By Dale Carnegie, Publisher: Pocket Books
- 7) Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills
- 8) Body Language By Allan Pease, Publisher Sheldon Press

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

FOOD PRODUCTION-I

Course code : bhct 151

L-0 T/P - 4 Credits-2

It is recommended that demonstrations be conducted in the initial stages to make the students familiar with the following:

1. Use of Tools
2. Introduction to various commodities (Physical characteristics, weight 7 volume, conversion, yield testing, etc)
3. Mis-en place & Methods of cooking
4. Basic Stocks
5. Demonstration & Preparation of Basic Mother Sauces and derivatives of each
6. Preparation of basic Soups
7. Cuts of vegetables , cuts of poultry,
8. Identification & classification of fish, cuts of fish
9. Selection & uses of Vegetables, eggs, chicken, fish & meat
10. Menu planning :Continental menu & accompanying dishes and sauces

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

PATISSERIE-I

Course code : bhct 153

L-0 T/P - 2 Credits-1

1. Bakery & Confectionery section, Ingredients and equipment identification
2. Different Methods of Bread Making
3. Yeast raised bread: white, brown, French bread & Loaf, Bread Rolls, Bread sticks
4. Basic Cake Demonstration & Preparation: Sponge, Genoise, Fatless, Swissroll
5. Biscuit/cookies ; melting moment, almonds, chocolate chips etc
6. Short crust: jam tart, lemon tart

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

FRONT OFFICE OPERATIONS-I

Course code : bhct 155

L-0 T/P - 2 Credits-1

1. Use of F.O. Equipments & Stationary.
2. Basic Manners and Attributes for Front Office Operations.
3. Communication Skills – verbal and non verbal.
4. Practice on cases related to Front office & other departmental communications
5. Communication Systems - Different types of calls, Screening Practice.
6. Telephone Equipments - Telex, Fax, E-mail Operations, Central Reservation Network System
7. Study of Countries – Capitals & Currency, Airlines & Flag charts,

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

FOOD & BEVERAGE SERVICE-I

Course code : bhct 157

L-0 T/P - 2 Credits-1

1. Practice on Restaurant Etiquettes
2. Basic technical skills, interpersonal skills, taking booking, preparation of service, the order of service.
3. Identification of Restaurant Equipments.
4. Mis-en-place, Mise-en-Scene.
5. Table laying - simple covers Ala' Carte & Table d' hote'.
6. Napkin Folding, spreading & changing tablecloth.
7. Laying table for Lunch/Dinner.
8. Arranging of Side Board/ Dummy Waiter.
9. Carrying a Salver or Tray, Carrying plates, Glasses and other Equipments
10. Rules for laying table - Laying covers as per menus
11. Order taking – writing a food KOT, writing a BOT
12. Handling service gear, Clearing an ashtray, Crumbing, Clearance and presentation of bill
13. Silver service
14. American service
15. Practical situation handling e.g. spillage etc
16. Situation handling
17. Restaurant reservation system
18. Hostess desk functions

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIRST SEMESTER

HOUSEKEEPING-I

Course code : bhct 159

L-0 T/P - 2 Credits-1

1. Introduction to House Keeping Department
2. Layout of room and standard supplies
3. Identification of cleaning equipment
4. Bed making, second service and turn down service
5. Cleaning of rooms, bathroom.
6. Room attendant trolley/Maid's cart
7. Room inspection- Check List
8. Public Area cleaning,

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

FOOD PRODUCTION & PATISSERIE-II

Course Code - bhct - 102

L -3 T/P-0 Credits -3

UNIT – I

Kitchen Layout:

Types of Kitchen, General Planning & Layout of Food Production outlets in a five star Hotel, Layout of Receiving area, Storage area, Service & Wash up area.

UNIT-II

Menu Planning

Essential considerations prior to planning the menu, Recipe formation, standard recipe- weighing & costing, portion control, storing and special storage points for Dry, Frozen & perishable food items

UNIT –III

Meat, Poultry, Game & Fish

Extensive study of Kitchen ingredients and various characters Meat, Poultry, Game, Fish, Different cuts. Lamb & Poultry - selection, cuts and their uses. Meat- structure, composition, classification, buying points, food value, storage, cutting, deboning, trussing & stuffing
Fish-Classification, selection, storage, cuts & uses, seafood and shellfish

UNIT - IV

Commodities

Purchasing-selection-storage and uses. Cereals and pulses- kinds and their uses. Egg cookery- structure and uses of egg. Fats and oils-saturated and unsaturated fats, hydrogenation of fats, clarification of fats, smoking point, effect of heat on oil and fats. Butter, oil, lard, suet, tallow, bread spread
Condiments and spices, Sugar-types

UNIT - V

Fuel

Heat Transfer Principles, Types-Electricity, gas, oil, fire high-pressure steam and coal.

UNIT - VI

Bread making

Role of Flour, Yeast in bread making, Leavening action of yeast
Types of yeast, ideal condition for yeast, Effect of salt and sugar on yeast.
Methods of Bread Making. Types of dough, Faults in making. Factors affecting quality of flour. Different temperatures used in bakery for different products.
Extensive study of Role of egg, fat, milk, salt, leavening agents in bakery products.

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

- 1) Theory of Cookery- K Arora, Publisher: Frank Brothers
- 2) Bakery & Confectionery- S. C Dubey, Society of Indian Bakers
- 3) The Professional Chef (4th Edition), Le Rol A.Polsom
- 4) Modern Cookery (Vol-I) Philip E. Thangam, Orient Longman
- 5) Practical Cookery – Kinton & Cessarani
- 6) Theory of Catering - Kinton & Cessarani
- 7) Practical Professional Cookery – Kauffman & Cracknell
- 8) The Professional Chef (4th Edition), Le Rol A.Polsom
- 9) Larder Chef – M.J.Leto & W.H.K. Bode, Publisher: Butterworth Heinemann
- 10) Professional Charcuterrie By John Kinsella & David T Harvey
- 11) The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons
INC

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

FRONT OFFICE OPERATIONS-II

Course Code - bhct - 104

L -3 T/P-0 Credits -3

UNIT-I

PROPERTY MANAGEMENT SYSTEM

Reservations Management Software,
Rooms Management Software ,

UNIT-II

FRONT OFFICE FORMS

Pre-Arrival ,Arrival ,Occupancy , and Departure

UNIT-III

IMPORTANCE OF RESERVATION

Sources and modes of Reservation.
Reservations and Sales ,
Types of Reservations: Guaranteed Reservations ,Non-Guaranteed Reservations
Computerized reservation system.

UNIT IV

RESERVATION ENQUIRY

Central Reservation Systems ,
Global Distribution Systems , Intersell Agencies ,Property Direct, Reservations Through the
Internet

UNIT V

RESERVATION SYSTEM

Group Reservations, FIT, Reservation Availability : Control Book, Booking diary system,
Reservation charts, A.L.C, Density chart, Whitney system Computerized Systems ,The
Reservation Record, Reservation Confirmation, Cancellation and amendment.,
Confirmation/Cancellation Numbers, Over booking policy.
Reservation Maintenance :Modifying Non-Guaranteed Reservations ,Reservation Cancellation
Reservation Reports :Expected Arrival and Departure Lists :Processing Deposits :Reservations
Histories
Reservation Considerations :Legal Implications ,Waiting Lists , Packages , And Potential
Reservation Problems

UNIT VI

PRE-REGISTRATION ACTIVITIES & REGISTRATION

Preparing for guest arrival.
The Registration Record
Pre-registration activity for groups & FIT's.
Guaranteed reservation and walk-in.
Registration procedure and Legal implication. Room and Rate Assignment
Room Status ,Room Rates ,Room Locations ,Future Blocks
Registration for Groups and F I T's

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

- 1) Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- 2) Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- 3) Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office Operations – Colin Dix & Chris Baird.
- 6) Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- 7) Managing Front Office Operations By Kasavana & Brooks
- 8) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

FOOD & BEVERAGE SERVICE-II

Course Code - bhct - 106

L -3 T/P-0 Credits -3

UNIT - I

Types of Meals –

Breakfast (English, American, Continental, Indian) Lunch, Brunch, Dinner, Supper, Afternoon Tea, High Tea.

UNIT - II

Types of Service –

Service-its importance in Catering Establishment,
Suitability of Service to Catering Establishment,
Different types of Services (American, Russian, French, Gueridon) Buffet, Banquet, Cafeteria.
Room Service, Hospital Tray, Airline Tray, Coffee Shop, Rail Service, Home Delivery, Lounge Service

UNIT - III

Control System –

Necessity and function of Control System,
F & B Control Cycle, Role of Cashier in F & B Controls,
Cash handling equipment,
Theft control procedures - Single K.O.T, Double K. O. T, Triplicate K.O.T & four copies K.O.T,
Introduction of Micros in F & B - its role and importance.

UNIT -IV

Non-Alcoholic Beverages –

Classification (Nourishing/ Stimulating / Refreshing)

I. Stimulating

- a. Tea - Origin & Manufacture, Types of Brands, Preparation & Service
- b. Coffee - Origin & Manufacture, Types of Brands, Preparation.

II. Nourishing - Cocoa & malted beverage - Origin & Manufacture, Types of Brands

III Refreshing – Juices, Aerated Drinks, Mixers (Tonic/ Lemonade/ Bitter Lemon), Squashes, Syrups, Mineral Water, Sparkling water/Soda.

UNIT-V

Interpersonal Skills

Dealing with incidents, spillage, returned food, lost property, illness, alcohol over consumption, recording incidents, customer with special needs

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCES

- 1) Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- 2) Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- 3) Food & Beverage Service Management- Brian Varghese
- 4) Modern Restaurant Service – John Fuller, Publisher: Hutchinson
- 5) The Restaurant (From Concept to Operation)- Publisher: Lipinski
- 6) Introduction F& B Service- Brown, Heppner & Deegan
- 7) Professional Food Service- Sergio Andrioli & Peter Douglas, Publisher: Heinemann Professional
- 8) The Waiters Hand book-Grahm Brawn Karon Hebner, Publisher: Global Books & Subscription services, New Delhi
- 9) Design & Equipment for Restaurants & Food Service By Costas Katsigris & Chris Thomas Published by Wiley & Sons
- 10) Catering Management By Nancy Loman Scanlon Published by Wiley

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HOUSEKEEPING OPERATIONS-II

Course Code - bhct - 108

L - 3 T/P-0 Credits -3

UNIT – 1

CARE & CLEANING OF METALS

Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless steel,
Types of tarnish, cleaning agents and methods used.

UNIT – II

ORGANIZING OPERATIONS

Staff allocation & Duty Roaster in Housekeeping Departments of different kinds of Hotel.
Turn Down service.
Night shift duties and responsibilities.

UNIT-III

CARE & CLEANING OF DIFFERENT SURFACES

Cleaning of Different kinds of Surfaces: metal, Glass, Raxine, Plastic, Ceramic, Wood, Wall
finish and Floor surfaces.

UNIT - IV

FLOOR OPERATIONS

Rules on the guest floor

Key Handling Procedure – types of keys (grand master, floor master, sub master or section or
pass key, emergency key, room keys, offices and store keys), computerised key cards, key control
register – issuing, return, changing of lock, key belts, unusual occurrences.

Lost and found reporting and their handling procedures

Special services – baby sitting, valet service and freshen up service

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HYGIENE, SANITATION & FIRST AID

Course code : bhct 110

L-3 T/P - 0 Credits-3

UNIT-1

HYGIENE

Hygiene ; why it is important?, Personal Hygiene, Kitchen Hygiene, Food Hygiene, Food Safety (General Food Hygiene),

Food Hygiene Regulations, Food Safety Act, HACCP & Its terminologies.

UNIT-II

FOOD SAFETY

Basic Introduction To Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene

UNIT-III

MICROORGANISMS IN FOOD –

General characteristics of Micro-organism based on their occurrence and structure,

Factors affecting their growth in food (intrinsic and extrinsic),

Common food borne micro-organisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites

UNIT- IV

FOOD BORNE DISEASES –

Types (Infections and intoxications),

Common diseases caused by food borne pathogens, Preventive measures

UNIT-V

QUALITY ASSURANCE –

Introduction to Concept of TQM, GMP and Risk Assessment,

Relevance of Microbiological standards for food safety,

HACCP (Basic Principle and implementation)

UNIT-VI

HYGIENE AND SANITATION IN FOOD SECTOR –

General Principles of Food Hygiene,

GHP for commodities, equipment, work area and personnel,

Cleaning and disinfect ion (Methods and agents commonly used in the hospitality industry),

Safety aspects of processing water (uses & standards), Waste Water & Waste disposal

UNIT-VII

RECENT CONCERNS –

Emerging pathogens, Genetically modified foods, Food labelling,

Newer trends in food packaging and technology,

BSE (Bovine Serum Encephalopathy)

UNIT - VIII

FIRST AID:

Definition, Importance & Rules,

Duties of a First – Aider, Skeleton System: Anatomy & Functions of Eye, Ear & lungs,
Pressure Points, Respiration, Artificial Respiration, Heart- Blood Circulation.

UNIT – IX

HANDLING ACCIDENTS

Burns & Scalds; Poisons, Shock: Types, Sign & Symptoms & Treatments,

Fractures: Types, Signs & Symptoms & Treatments,

Wounds & Hemorrhage, Dressings & Bandages,

Heat Stoke; Epileptic Fits; Sprains; Drowning; Snake Bite etc.

REFERENCES:

1. Modern Food Microbiology by Jay. J.
2. Food Microbiology by Frazier and Westhoff
3. Food Safety by Bhat & Rao
4. Safe Food Handling by Jacob M.
5. Food Processing by Hobbs Betty
6. Microbiology- Anna K Joshna
7. Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Publisher: Tata Mc Graw Hill)
8. First Aid Mannual By St Andrew’s Ambulance Association & British Red Cross St John Ambulance Published By Dorling Kinderslay Publisher Ltd
9. The Essential Guide to Emergency Medical Procedures and First Aid By Auerback Paul S, Publisher: Lyons Press

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

ACCOUNTANCY FOR HOSPITALITY INDUSTRY

Course Code - bhct - 112

L -3 T/P-0 Credits -3

UNIT - I

Inter-firm comparison –

Meaning, Working Scheme, Advantages & Limitations,
Uniform accounting & Inter-firm comparison

UNIT - II

Internal control –

Purpose, Types, Organisation, Segregation of duties, Physical Arithmetic & accounting

UNIT - III

Basic requirements –

Personnel, Supervision, Management, Responsibilities,
Types of fraud & error, Failure of record a sale, Recording sale at less value,
Payment of invoice twice, Payment of merchandise not received,
Overpayment of payroll, Stealing food, liquor and equipments,
Control for cash receipts and payments,
Effective control for small business, Limitation of effectiveness

UNIT - IV

Internal audit –

Concept, Internal audit, External audit (statutory audit),
Role of internal auditor, Requirements of internal audit department, Limitations

UNIT - V

Mechanized accounting-

Defining mechanical devices, Listing of various machines, Adding machines, Add listing machines, Cash registers, Coin counting & issuing machine, Computers, Calculators, Advantages over manual system, Purchase consideration,
Special machines used in hotels, Hotel billing machine, Restaurant billing machine, Pre check control machine

UNIT - VI

Knowledge of tally & it's utility in accounting system

REFERENCES

- 1) Hospitality Management Accounting, Michael M Coltman
- 2) Hotel Accountancy & Finance- S.P.Jain & K.L Narang, First 1999 Kalyani Publishers, B
1/1292, Rajinder Nagar, Ludhiana
- 3) Hotel Accounting Earnest B. Horwath & Luis Toth
- 4) Uniform System of Accounts, Publisher: EIAH & LA,USA
- 5) Hotel Accounting & Financial Control By Ozi A.D'Cunha & Gleson O. D'Cunha
Publisher: Dicky,s Enterprize, Kandivali, Mumbai
- 6) Hospitality Accounting- Publisher: Prentia Hall Upper Sadde, River New Jersey
- 7) Accounting for Management, S K Bhattacharya, Vikas Publishing House
- 8) Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
- 9) Accounting in the Hotel & Catering Industry- Richard Kotas-Four- 1981- International
Textbook Company

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

PC TOOLS FOR HOSPITALITY INDUSTRY-I

Course Code: bhct - 114

L-3 T/P- 0 Credits - 3

UNIT - I

AN INTRODUCTION TO COMPUTERS IN THE HOSPITALITY INDUSTRY

Why use a computer system
What makes a computer system work successfully
Information system planning
Block diagram,
Components of a computer System,
Generation of computers,
Programming languages, generation of languages,
Storages devices, floppy disks, CD ROM etc.

UNIT – II

OPERATING SYSTEMS

Introduction,
Functions, types, components, case studies – DOS, Windows

UNIT - III

INTRODUCTION TO DBMS

Data, data types,
Advantages of DBMS,
Introduction to FOXPRO,
Creating a data base, searching, sorting, indexing, writing simple programmes,
Overview of MS Access

REFERENCES

Fundamental of Computers- V Rajaraman, Publisher: Prentice Hall India
Mastering Microsoft Office, Lonnie E. Moseley & David M Boodey, BPB Publication
Using computers in Hospitality, Third Edition, Peter O' Conner

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

FOOD PRODUCTION-II

Course Code - bhct – 152

L -0 T/P-4 Credits -2

1. Preparation of simple dishes of Continental Menu along with Soup, main course & desserts.
2. Preparation & jointing of chicken, Filleting of Fish & Identification of meat cuts and preparation of dishes
3. Preparation of basic Salads & Horsd' Oeuvre'
4. Preparation of varieties of sandwiches & canapés

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

PÂTISSERIE -II

Course Code - bhct - 154

L -0 T/P-2 Credits -1

Varieties of Biscuit Dough, Bread Dough (all methods), Bread rolls (all shapes), enriched bread, Doughnuts etc. Cake batters (all methods), Puff Pastry Dough and batters.
Fruit & rich cakes, Madeira, plum, walnut, Danish pastries.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

FRONT OFFICE OPERATIONS-II

Course Code - bhct - 156

L-0 T/P-2

Credits -1

1. Handling Complaints
2. Identification of Vouchers - List prepared by F.O. and sub departments.
3. Use of F.O. Stationary.
4. HMS, Fidelio system of computer packages
5. Practice on Room Management System, Reservation, Check in, Practical Situations & Guest problems.
6. Amendments in Reservations, Cancellation, Room availability charts. Practice on Fidelio
7. Telephonic Conversations - Standard Phrases, Manners, Do's & Don'ts
8. Reception, Reservation and Concierge and Cash Counter Activities.
9. Procedure of taking reservations – in person and on telephones.
10. Converting enquiry into valid reservations.
11. Departure Control Procedure
12. Hotel visits
13. Role-play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc..
14. Suggestive selling.
15. Mock Situations – Role – Plays
16. Preparation of Guest History Cards.
17. Filling up of 'C' Forms.
18. Preparation & filling up of Guest registration card.
19. Role-play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

FOOD & BEVERAGE SERVICE-II

Course Code - bhct - 158

L -0 T/P-2

Credits -1

1. Table laying practice
2. Presenting the menu, care of menu.
3. Order Taking; writing a KOT/BOT
4. Bill working, presenting the bill
5. Role of Restaurant Cashier
6. **Practice on** Laying of Breakfast Cover for Room Service, Break fast cover lay out on table, Continental and English breakfast Tray/Table Layout
7. Non-Alcoholic Beverages, Service of Tea, Coffee, Soft Drinks, Squashes, Mineral Water and Specialty Coffee
8. Service of Special Food items

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

HOUSEKEEPING-II

Course Code - bhct - 160

L -0 T/P-2 Credits -1

1. Polishing of different floors, wood, marble, granite, etc.
2. Polishing of metals- brass, silver and copper.
3. Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping
4. Brushing - Buffing
5. Handling Different Types of Fabrics
6. Use of Abrasives, Polishes / Chemical Agents

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SECOND SEMESTER

PC TOOLS LAB-I

Course code : bhct 162

L-0 T/P - 2 Credits-1

1. **MS-DOS** : Introduction to MS DOS, Booting components, internal & external DOS commands and Directory Commands, File Management Commands, Disc Management Commands.
2. **WINDOWS 98/2000**: The user interface of Windows 2000, Various Windows Features/Operations and Components, Control Panel, E-mail, Web Browsing, Internet Explorer etc.
3. **FOXPRO & ACCESS**

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

FOOD PRODUCTION & PATISSERIE-III

Course code: bhct -201

L-3 T/P - 0 Credits-3

UNIT - I

Commodities

Processing and classification of Cocoa, chocolate, Cheese, types of cheese.

UNIT – II

Flavouring & Colouring agent

Flavouring agents and colouring pigments,

Types of pigments in vegetables, fruits and animal products,

uses and storage,

Effect of Heat, Acid, Alkali, Oxidation & Metal on Pigments,

Precaution for enhancing & retention of colour

Different stages of sugar when melted and its application in Cookery & Bakery.

UNIT-III

Indian Regional Cooking

Introduction & Factors affecting eating Habits, Staple diet, Historical background, availability of raw material, special equipment & fuel, food prepared for festivals and special occasions in India, Basic Masala & Gravies used in Indian Cooking

UNIT-IV

Convenience food

Characteristics, Processing Method, Advantages & Disadvantages

UNIT – V

Science of Cake Making

Functions of ingredients, Recipe balancing

Cake making methods, faults and remedies.

Extensive study of Role of egg, fat, sugar, milk and raising agents in cake making.

UNIT-VI

Bakery Science

Bakery & Confectionery Formulas & Measurement, Physical & Chemical Changes during Baking, Bread Faults, Bread Diseases & Remedies, Bread Improver

UNIT-VII

Desserts

Frozen Desserts, Hot Pudding- Methods of Preparation, Care, Ice cream, Methods, Indian Specialty Desserts

UNIT- VIII

Basic Information

Awareness of Important brands of grocery and equipment companies and study of their product

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

- 12) Theory of Cookery- K Arora, Publisher: Frank Brothers
- 13) Bakery & Confectionery- S. C Dubey, Society of Indian Bakers
- 14) The Professional Chef (4th Edition), Le Rol A.Polsom
- 15) Modern Cookery (Vol-I) Philip E. Thangam, Orient Longman
- 16) Practical Cookery – Kinton & Cessarani
- 17) Theory of Catering - Kinton & Cessarani
- 18) Practical Professional Cookery – Kauffman & Cracknell
- 19) The Professional Chef (4th Edition), Le Rol A.Polsom
- 20) Larder Chef – M.J.Leto & W.H.K. Bode, Publisher: Butterworth Heinemann
- 21) Professional Charcuterie By John Kinsella & David T Harvey
- 22) The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons
INC

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

FRONT OFFICE OPERATIONS-III

Course code: bhct -203

L-3 T/P - 0 Credits-3

UNIT-I

PROPERTY MANAGEMENT SOFTWARE :

Guest Account Management Software
General Management Software ,
Back Office Interfaces ,
System Interfaces
Hotel Computer Application

UNIT II

REGISTRATION

Procedure for a fully automated Front Office.
Registration of foreigners: C-Forms.
Method of Payments :Cash ,Personal Checks ,Credit Cards ,Direct Billing ,Special Programs and
Groups ,Denying a Credit Request
Issuing the Room Key, Fulfilling Special Requests, Creative Options :Self-Registration
Selling the Guestroom,
When Guests Cannot Be Accommodated : Walk-In Guests ,Guests with Non-Guaranteed
Reservations ,Guests with Guaranteed Reservations

UNIT-III

POST REGISTRATION ACTIVITIES

Rooming & Passport details, Travel agents voucher, Group rate, Luggage handling, Amenities
and Special Arrangements. Notification of guest arrival, Room change

UNIT-IV

CONCIERGE & BELL DESK

Basic etiquette's and grooming,
Introduction to guest Mail & key handling, key control,
Policies for blacklisted persons, Wake-up call,
Left Luggage, Scanty Baggage, Daily reports.

UNIT-V

BASIC INFORMATION

Guest History Card, Safe deposit boxes and its operation, Rules regarding custom, Preparation of
itinerary , VVIP Guest arrival

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

- 1) Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- 2) Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- 3) Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office Operations – Colin Dix & Chris Baird.
- 6) Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- 7) Managing Front Office Operations By Kasavana & Brooks
- 8) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- 9) Using Computers in Hospitality, Third Edition, Peter O' Conner

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

FOOD & BEVERAGE SERVICE-III

Course code: bhct -205

L-3 T/P - 0 Credits-3

UNIT-I

Room Service/ In room dining service

Scheduling and staffing, forms and formats, room service menu planning, order taking, suggestive selling, time management- lead time from order taking to clearance

UNIT-II

Internationally acclaimed food preparations

Popular varieties of Hors d' oeuvre, special consomme'

Indian & Continental food preparations from all courses & their service (brief description of the classical dishes for the purpose of Menu Planning)

Table cheeses: types, production, brands & service

UNIT – III

Kitchen Stewarding

Introduction to kitchen stewarding & organization structure,

Layout of kitchen stewarding,

Wash up-methods used,

Different kind of chemical, different types of dish washing machines,

Cleaning method of silver/ EPNS, Stainless Steel, Copper, Brass.

Culinary French

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

HOUSEKEEPING OPERATIONS-III

Course code: bhct -207

L-3 T/P - 0 Credits-3

UNIT - I

LINEN/UNIFORM/TAILOR ROOM

Layout, types of linen, linen sizes and linen exchange procedure,

Storage

Par stock: factors affecting par stock, calculation

Discard procedure, Linen inventory system

Uniform planning, designing, selection & calculating par stock, uniform control, stocking and storage procedures

Function of tailor room

UNIT - II

MANAGING INVENTORY

Guest loan items, Indenting from stores,

Par level of guest loan items, machines and equipment, cleaning supplies, and guest supplies.

UNIT – III

Environment friendly cleanliness, Hygienic-cleaning skills,

Importance of different cleaning agents in maintenance of standards

UNIT-IV

CONTRACT CLEANING

Definition, concept

Job given on contract by House keeping,

Advantages & disadvantages,

Pricing a contract

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

Reference:

- 1) Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox Publisher: ELST.
- 2) Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- 3) Hotel House Keeping – Sudhir Andrews (Publisher: Tata McGraw Hill).
- 4) The Professional Housekeeper – Tucker Schneider, Publisher: VNR.
- 5) Professional Management of Housekeeping Operations, Martin Jones, Publisher: Wiley & sons

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

FOOD SCIENCE & NUTRITION

Course code: bhct -209

L-3 T/P - 0 Credits-3

UNIT - I

Food Poisoning –

Food Poisoning and Food infection.

UNIT - II

Disinfectants & Sterilization –

Definition of disinfectant, sanitation, antiseptic and germicide, common disinfectants.

Use in case of working surfaces, kitchen equipments dishwashing, hand washing etc.

Sterilization of kitchen and service equipment, sanitizing of catering equipments.

UNIT - III

Food Additives –

Types of additives: preservatives, antioxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers.

Food Adulteration - Food standards in India. Common Food contaminants & adulterants and their prevention,

Introduction to Food Standards, Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material),

Simple test to detect food adulterants, metallic contaminants.

UNIT -IV

Functional Food Group –

Nutritive value of foods - cereals, pulses, vegetables and fruits, milk and its products, meats, poultry, fish, eggs, condiment and spices, sugar and jaggery, alcoholic beverages.

Function & sources,

Deficiency effects - Over nutrition - overweight and obesity - ill effects on health,

Under nutrition- Underweight, common nutritional, deficiency, diseases - P.C.M., anemia, goiter, dental caries, bleeding, night blindness, rickets.

Meal planning - Factors affecting meal planning, physiological, psychological, economic. Food choices as affected by region (ethnic), culture, availability, custom, religion, food, food budget etc.

UNIT-V

Food Preservation –

Principles of preservation, preservation by low temperature, refrigeration and freezing, cool and dry storage.

Canning of food - a preservation smoking.

High temperature - dehydration and smoking.

Irradiation - Principle; chemical preservation- acids, fundamental such as sodium benzoate, propionates, acetate, ascorbic acid etc.

UNIT - VI

Energy - Calorie –

Definition. Energy requirements - factors affecting it - B.M.R., S.D.A physical activity and climate.

Energy requirements for various age groups. High and low-density foods. Proportionate distribution of calories from nutrients using Food Value Tables - Recipes. Effect of energy imbalance.

Digestion, Absorption & Metabolism - Mechanical and chemical breakdown of food and its description.

UNIT-VII

FOOD LAWS AND REGULATIONS

- A. National – PFA Essential Commodities Act (FPO, MPO etc.)
- B. International – Codex Alimentarius, ISO
- C. Regulatory Agencies – WTO
- D. Consumer Protection Act

REFERENCESS

- 1) Nutrition for Food Service & Culinary Professionals, Fifth Edition By Karen Eich Drummond & Lisa M Brefere, Publisher Culinary Institute of America, Global Books & Subscription Services
- 2) NUTRITION FOR FOOD SERVICE MANAGERS - MAHMOOD A. KHAN, Publisher Amezon.com
- 3) HAND BOOK OF QUALITY & AUTHENTICICIY - SINGHAL, KULKARNI, REGE.
- 4) Food and Nutrition – Dr. M. Swaminathan.
- 5) Food Microbiology – P.N.Mishra
- 6) Food Science – Potter & Hotchkiss.
- 7) Fundamentals of Food and Nutrition – Mudambi & Rajgopal 4th edition 2001
- 8) Modern Food Microbiology by Jay. J.
- 9) Food Microbiology by Frazier and Westhoff
- 10) Food Safety by Bhat & Rao
- 11) Safe Food Handling by Jacob M.
- 12) Food Processing by Hobbs Betty
- 13) PFA Rules

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

PC TOOLS FOR HOSPITALITY INDUSTRY-II

Course Code: bhct -211

L-3 T/P-0 Credits - 3

UNIT I

WORD PROCESSING

What is word processing?

Features of MS Word,

Editing commands and mail merge

UNIT II

SPREAD SHEETS

What is spreadsheet, features, formulae and functions.

If statement, preparing sample worksheets, different graphs.

UNIT III

PRESENTATIONS

Features of Power Point,

Preparing a presentation,

Preparing an organisation chart

UNIT - IV

INTERNET AND ITS USES

What is Internet? Network, network of networks, www

Role of Internet service providers; Searching and downloading from Internet. HTML, Domain

Name System, E-mail, File Transfer Protocol (FTP), Hyper Text Transfer Protocol (HTTP),

Simple Mail Transfer Protocol (SMTP), POP, TCP/IP, URL etc.

Introduction to e-commerce

REFERENCES

Fundamental of Computers- V Rajaraman, Publisher: Prentice Hall India

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

Using computers in Hospitality, Third Edition, Peter O' Conner

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

TOURISM PRODUCT, SERVICES & MANAGEMENT

Course code : bhct 213

L-3 T/P - 0 Credits-3

UNIT-I

Growth of tourism

Role of various agencies in growth of tourism like central and state, government and private players.

UNIT-II

Positive and negative impact of tourism

With reference to economical, social and environmental, and geographic etc.

UNIT-III

Domestic and international tourism-

Types and forms of tourism- heritage and historical, adventure, sports, conference, Convention, etc.

UNIT- IV

Tourist product

Meaning or concept, how they are different from other consumer products.

Components of tourist product-

Attractions-tourist destinations or places & tourist spots having tourist value from heritage or historical point of view or sports and recreational point of view, dance, fair festivals, trade fair, conferences and exhibitions etc.

Religion based- Hindu, Muslim , Sikh, Buddhist, Jain and Christian

Wild life sanctuaries- national parks, adventure, eco tourism destinations

Facilities- hotels, transport- air, rail, road, water.

UNIT-V

Concept of management in tourism & importance of tourism planning:

Role of managers in tourism Industry ,

Nature, Scope, Process, Steps, Types and limitations of planning

UNIT – VI

Economic Dimension:

Types & components of Tourism, Socio-economic importance of Tourism, Tools of tourism economics. Indian Economy & Hotel Industry. Impact of Tourism on Hotel Industry, Tourism Planning & Hotel Industry, Types of Tourism Economics, National income concept & importance

UNIT – VII

Management Challenges

Leadership & team management, Decision making, Manpower management, Organization structure, Motivating factors, Financial management

UNIT-VIII

Travel Agency

Role of Travel Agency

Travel Agency Operations

Ticketing & Reservations

Technical terminology of tourism

Reference Books :

1. Tourism Principles and Policies By A K Bhatia, Publisher: Sterling
2. Travel Agents and Tourism By Merrisen James
3. Tourism- The State of Art, Edited by Seaton, Wood etc Publisher: John Wiley
4. Tourism Principles and Practices – A.K.Bhatia
5. Tourism and Cultural Heritage of India – Ram Acharya
6. Tourism & Hospitality Industry - Fridgen
7. Hotels for Tourism Development - Dr.Jagmohan Negi
8. Tourism Management by Akshay Kumar
9. Tourism Planning - Gunclare,A.,
10. Tourism Management - P.N.Seth
11. Cross Cultural Communication For Tourism & Hospitality Industry by Helen Fitz Gerald, Publisher; Hospitality Press Melbourne
12. Tourism Development By A K Bhatia, Publisher: Sterling Publication, Delhi
13. Tourism – The State of Art, By A.V. Seation & C.L. Jenkins & Smith, John Wiley, NY
16. Tourism Management Second Edition By David Weaver

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

SUMMER TRAINING REPORT

Course code: bhct -215

L-0 T/P - 0 Credits-4

Immediately after the End-Term Examination of the Second semester, the students shall undergo for Summer Training of Ten weeks duration. The students would submit training report at least eight weeks before commencement of the End-Term Examination for the Third Semester.

Training Report of Summer Training to be presented during the End Term Examination of Third Semester before the duly constituted panel of Examiners, who shall be appointed by the Vice-Chancellor/ Controller of Examinations from a panel of examiners recommended by the Coordinator.

Summer Training Report shall carry 100 marks. Out of these evaluation for the equivalent marks of 50 shall be done by the Training Manager / Personnel Manager of the concerned Hotel and evaluation for the rest of 50 marks shall be done by the external examiner

Training Report to be submitted as per specifications and format (to be collected from the college). Daily Log Book and Performance Appraisal will be essential documents while evaluating student.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

ENVIRONMENTAL STUDIES

Course Code : bhct -217

L-4 T/P-0 Credits - 4

UNIT – 1: Multidisciplinary nature of Environmental Studies.

Definition, scope and importance

Role of Environmental Management in the Hospitality Industry.

India's efforts for Environmental Protection and Public Policy

Introduction, Constitutional provision, environment protection enactments, specific direction towards Sustainable Development and environment, project tiger.

Need for Public Awareness.

A-UN conference on human environment -1972

B-Environmental education conference

C-Earth Summit- 1992

D-UNDP support of environment protection for India.

(2 Lectures)

UNIT 2:-Natural Resources:

Renewable and non- Renewable resources:

Natural resources and associated problems.

- 1) Forest resources: Use and over exploitation, deforestation, case studies.
Timber extraction, mining, dams and their effects on forest and tribal people.
 - 2) Water resources: Use and over utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems.
 - 3) Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies.
 - 4) Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.
 - 5) Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources, case studies.
 - 6) Land resources: Land as 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.
 - Global warming, effects of global warming, ozone depletion, how to combat global warming.

(8 Lectures)

UNIT 3 :- Ecosystems and Ecology:

- 1) Concept of an ecosystem.
- 2) Structure and function of an ecosystem.
- 3) Producers, consumers and decomposers.
- 4) Energy flow in the ecosystem.

- 5) Ecological succession.
- 6) Food chains, food webs and ecological pyramids.
- 7) 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) (6 Lectures)

UNIT 4:- Biodiversity and its Conservation:

- 1) Introduction- Definition: genetic, species and ecosystem diversity.
- 2) Biogeographical classification of India.
- 3) Value of Biodiversity.: consumptive use, productive use, social ,ethical, Aesthetic and option values.
- 4) Biodiversity at global, national and local levels.
- 5) India as a mega-diversity nation.
- 6) Hot- spots of biodiversity.
- 7) Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts.
- 8) Endangered and endemic species of India.
- 9) Conservation of Biodiversity: In-situ Ex-situ conservation of Biodiversity.
- 10) Global warming, Effects of Global warming, Ozone depletion, how to come back global warming, India's faces through negotiations on CFC (8 Lectures)

UNIT 5:- Environmental Pollution, Management and Problems vis-à-vis Environment Management Standards through ISO-14000: and ISO -14001.

- 1) Definition
- 2) Cause, effects and control measures of:-
 - a) **Air Pollution:** Sources, its effects, control, evaluations and inspections and Penalties in case of Defaults against Mandatory and Statutory Provisions.
 - b) **Water Pollution:** Sources, its effects, control, evaluations and inspections and Penalties in case of Defaults against Mandatory and Statutory Provisions.
 - c) **Soil Pollution:** Sources, its effects, control, evaluations and inspections and Penalties in case of Defaults against Mandatory and Statutory Provisions.
 - d) **Marine Pollution:** Sources, its effects, control, evaluations and inspections and Penalties in case of Defaults against Mandatory and Statutory Provisions.
 - e) **Noise Pollution:** Sources, its effects, control, evaluations and inspections and Penalties in case of Defaults against Mandatory and Statutory Provisions.
 - f) **Thermal Pollution:** Sources, its effects, control, evaluations and inspections and Penalties in case of Defaults against Mandatory and Statutory Provisions.
 - g) **Nuclear Hazards:** Sources, its effects, control, evaluations and inspections and Penalties in case of Defaults against Mandatory and Statutory Provisions
- 3) Solid Waste Management : Causes, effects and control measures of urban and industrial wastes, types of wastes, integrated system for waste management, waste reuse and recycling, management of hazardous waste, waste frequent and disposal and creation of CETP.
- 4) Role of an individual in prevention of pollution
- 5) Disaster management: floods, earthquake, cyclone and landslides
- 6) Pollution Case Studies (8 Lectures)

Unit 6 : Social Issues and the Environment & Environmental Legislation

- 1) From Unsustainable to Sustainable development
- 2) Urban problems related to energy
- 3) Water conservation, rain water harvesting, watershed management;
- 4) Resettlement and rehabilitation of people; its problems and concerns. Case Studies;
- 5) Environmental ethics: Issues and possible solutions.
- 6) Climate change, global warming, acid rain, ozone layer depletion, nuclear; accidents and holocaust. Case Studies.
- 7) Wasteland reclamation.
- 8) Consumerism and waste products.
- 9) Environment Protection Act.
- 10) Air (Prevention and Control of Pollution) Act.
- 11) Water (Prevention and control of Pollution) Act
- 12) Wildlife Protection Act;
- 13) Forest Conservation Act;
- 14) Issues involved *in* enforcement of environmental legislation;
- 15) Public awareness. (8 Lectures)

Unit 7: Human Population and the Environment

- 1) Population growth, variation among nation
- 2) Population explosion - Family Welfare Programme.
- 3) Environment and human health.
- 4) Human Rights.
- 5) Value Education.
- 6) HIV/AIDS.
- 7) Women and Child Welfare.
- 8) Role of Information Technology in Environment and human health.
- 9) Hospitality industry- Operations and guidelines, checklists and Self Audit of EMS
- 10) Case studies (6 Lectures)

Unit 8: Fieldwork

- 1) Visit to a local area to document environmental assets
river/forest/grassland/hill/mountain.
- 2) Visit to a local polluted site-Urban/Rural/ Industrial /Agricultural/ Hospitality Sector
- 3) Study of common plants, insects, birds.
- 4) Study of simple ecosystems-pond, river, hill slopes, etc.
- 5) Visit to Hotels and Restaurants for Inspection and evaluation of EMS established.
Counseling in case of violations leading to penalties (Fieldwork Equal to 5 Lecture hours)

REFERENCES

1. Environmental Management for Hotels: A student's Handbook By David Kirk
Publisher: Butterworth- Heinemann; Student Edition
2. UGC Study Material on Environmental Studies
Ecotourism By David Weaver Publisher : Wiley

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

THIRD SEMESTER

PC TOOLS LAB-II

Course Code - bhct - 251

L -0 T/P-2 Credits -1

1. **MS Word** - Basics of Word Processing, Viewing, Editing, Finding & Replacing Text, Proofing Documents, Correcting Spell Check, Grammar Command, and Auto Commands, Mail Merge, Working with Tables & Charts, Creating Basic HTML Documents.
2. **MS-Excel** – Making Tables and Reports, insert formula, pictures, charts, merge and split cells, rows, columns, and preparation of questionnaires.
3. **MS-PowerPoint** – Different Menu of Power Point, Making Presentations, Viewing, Editing, Finding & Replacing Text, inserting data from other file, inserting animations, charts, tables, movies, sound etc.
4. **INTERNET USAGE**

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

FOOD PRODUCTION & PATISSERIE-IV

Course Code: bhct - 202

L-3 T/P- 0 Credits - 3

UNIT-I

Quantity Food Production

Introduction to large scale/ quantity food production- Industrial, Commercial, Sports & Institutional (Hospital/ Schools)

Principles of quantity cooking & indenting for volume feeding, portion sizes,

Modifying recipes for indenting for large scale catering,

Equipment, modern developments in equipments,

Problems and adjustment in terms of cooking time and temperatures.

UNIT-II

Eastern and Western cuisine:

Gujarati, Rajasthani, Goan, Maharastra, Bengal, History, methodology,

Equipment, and culinary terms.

UNIT-III

Northern cuisine-

Moghlay, Avadh (including Dumpukht), Punjabi, Kashmiri - history, methodology, equipment, culinary terms

Tandoor, Types of Tandoor-Make, size of Tandoor fixing, preparing-Indian Breads

Indian Breakfast Items

UNIT-IV

South Indian

Cuisine-Hyderabadi, Andhra, Tamilanadu, Chettinad. History, methodology,

Equipment and culinary terms.

UNIT-V

Pickles /Preserves & sweets

Pickles, Chutneys, Murabbas,

Indian sweets, Milk Base, Flour Base, Cereal & Vegetable Base, Paneer, Chenna, Chakka,

Khoya-Cooking of Indian sweets-culinary terms.

UNIT-VI

larder-

Layout of a Larder, Larder Control,

Responsibilities of Larder Chef,

Different equipment and planning.

UNIT-VII

Basic pastes

Various types of basic paste: choux, short crust, puff paste, flaky pastry, laminated etc

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics .

REFERENCES

1. Quantity Food P[roduction, Planning & Management, Third Edition By John B Knight
Publisher Woley & Sons
2. A Historical Companion Indian Food By KT Achaya Published by Oxford Press
3. Taste of India By Madhur Jafery
4. Prasad Cooking with Indian Masters By Prasad, Allied Publisers Pvt Limited
5. Professional Chef, The Culinary Institute of America Published By John Wiley & Sons
Inc
6. Professional Baking 4th Edition By Wayne Gisslen: John Wiley & Sons Inc
7. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons
INC

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

FRONT OFFICE OPERATIONS-IV

Course Code: bhct - 204

L-3 T/P- 0 Credits - 3

UNIT-I

GUEST CHECK OUT PROCEDURE

Check-Out and Settlement,
Enquiring about quality of product & services,
Retrieving the Room key,
Retrieving & Reviewing the folio,
Methods of Settlement, In room guest checkout, Check-Out Options :Express Check-Out ,Self
Check-Out , Late checkout

UNIT-II

COMPLETION OF GUEST FOLIO (FOR CHECK OUT)

Manually prepared folios & electronic folios.
Completing folio & handling late charges.

UNIT-III

PAYMENT OF BILLS

Cash payments, Credit cards, Bill to company, Travel agents vouchers, others. Foreign currency.

UNIT-IV

FRONT OFFICE ACCOUNTING

Accounting Fundamentals ,Accounts ,Folios, Vouchers, Points of Sale ,Ledgers, Advances,
discounts & allowances
Creation and Maintenance of Accounts :Record keeping Systems ,Charge Privileges ,Credit
Monitoring ,and Account Maintenance
Tracking Transactions :Cash Payment ,Charge Purchase ,Account Correction ,Account
Allowance ,Account Transfer ,and Cash Advance
Internal Control : Front office Cash Sheet ,Cash Banks ,Audit Controls ,and Settlement of
Accounts
Unpaid Account Balances, Credit monitoring

UNIT-V

FRONT OFFICE RESPONSIBILITIES

GUEST RELATIONS : Complaints, Identifying Complaints ,Handling Complaints Follow-Up
Procedures

FRONT OFFICE SECURITY FUNCTIONS: The Role of the Front Office, Key Control
Surveillance and Access Control ,Protection of Funds , Lost and Found ,Emergency Procedures
Front Office Records

Guest Histories ,Marketing Follow-Through

UNIT-VI

FOREIGN EXCHANGE

Foreign Currency.

Passport, Visa, Landing Permits.

Form FXA, FXB, FXC.

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCE:

1. Front Office procedure – By Seaton
2. Basic Hotel Front Office Procedures – Peter Renner.
3. Front Office Procedures – Peter Abbott
4. Principles of Hotel Front Office operations – Sue Becker, Pam Bradley and Feremy Hyton
5. Managing Front Office operations – Michael and Kasavana
6. Hotel and motel Front desk personnel – Grace Paige
7. Front Office procedures – social skills and management – Petrabbol & Sue Lewry

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

FOOD & BEVERAGE SERVICE-IV

Course Code: bhct - 206

L-3 T/P- 0 Credits - 3

UNIT - I

Alcoholic beverages –

Introduction & Definition,

Classification of Alcoholic Beverages (Fermented & Distilled),

Definition of fermentation & Distillation.

UNIT - II

Wines.-

Introduction, Wine Producing Countries and Regions, New world wines,

Types of Grapes used,

Classification and Production Process of Table Wines, Sparkling Wines and Fortified Wines,

Aromatized Wines, Fruit Wines,

Storage of Wine,

Service of Wines,

Food and Wine Harmony.

UNIT - III

Beer –

Introduction & definition,

Manufacturing Process,

Type of Beer,

Storage,

Service of bottle beer, canned beer and draught beer,

care of the beer,

The beer dispensing system.

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCES

1. Exploring Wine By Steven Kolpan, Brian H Smith, Michael A Weiss, Publisher; The Culinary Institution Of America
2. The World of Wine By Walton Stuart, Publisher: Lorenz Boo
3. Harveys Guide to Wine Octopus Books Limited, London W1
4. Professional Beverage Management By Bob & Kathie Lipinski Publisher Wiley
5. Exploring Wine Second Edition By Steven Kaplan, Brian H Smith, The Culinary Institute of America

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HOUSEKEEPING OPERATIONS-IV

Course Code: bhct - 208

L-3 T/P- 0 Credits - 3

UNIT - I

PLANNING TRENDS IN HOUSEKEEPING

Planning guestrooms/bathrooms/suites/lounges
Landscaping, leisure facility planning for guests
Boutique hotels concept

UNIT – II

STAFFING & SCHEDULING

- a. Creating rotational and standing schedule.
- b. Creating daily schedules.
- c. Part timers and swing staff.

UNIT – III

LAUNDRY

Laundry layout,
Different kinds of equipments used on premise and contract laundry,
Staffing, coordination with housekeeping.
Laundry process and stages in Wash cycle
Dry cleaning procedure and handling of guest laundry
Different types of stains, stain removal agents
Safety precaution while handling chemicals.

UNIT-IV

TEXTILES;

Terminology,
Classification,
Identification and characteristics of textile fibre.

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics

REFERENCES

- 1) Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- 2) Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- 3) Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- 4) The Professional Housekeeper – Tucker Schneider, Publisher: VNR.
- 5) Professional Management of Housekeeping Operations- Martin Jones, Publisher: Wiley & sons

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HOTEL ENGINEERING

Course Code: bhct - 210

L-3 T/P- 0 Credits - 3

UNIT I

Hotel maintenance Department

Introduction. Flowchart to indicate functioning of maintenance department in a hotel.
Organisation and set up of maintenance department, organizations chart.
The staff – duties and responsibilities.
Types of maintenance –preventive and break down maintenance-their comparison .
Contract maintenance. Types of contract-service contract.
Requirement of engineering workshop.

UNIT II

Equipment replacement policy-

Terms and condition.
Inadequacy obsolescence-excessive maintenance-declining efficiency.
Replacement policy of equipment which gradually deteriorate-Economic replacement cycle for abruptly falling equipment.
Replace when current annual cost is equal to average annual cost to date.

UNIT III

Types of fuels –

Calorific value-Conventional forms of fuel.
Calculation of heat requirements and fuel requirements.

UNIT IV

Electricity –

Meaning and usage, ohm's law, AC & DC – their differences, advantages and disadvantages.
General layout of circuits including service entrance, distribution panel boards,
Calculation of power requirements, meter reading and bill calculation.

UNIT V

Water Management & Sanitary System

Sources of water, method of removal of hardness,
Calculation of water requirement
Sinks, basin, water closet, bidets and their fittings, use of water traps and water seals

UNIT VI

Refrigeration and air conditioning –

Basic scientific principles,
Types of refrigeration systems and refrigerants – walk in coolers and freezers, care and maintenance

Types of air conditioning systems, condition for comfort air movement, humidity control and ventilation –

Selection of air conditioning system.

UNIT VII

Energy conservation-

Methods and developing energy conservation programs in a hotel.

Use of short circuit fuses.

Importance of earth connection.

Vegetables and other wastes of a hotel as fuel,

Solar heating systems. Bio-gassifiers and applications.

UNIT - VIII

Fire Prevention & Protection –

Different types of fires, Fire fighting systems- (fire alarms, extinguishers and their maintenance),
Fire Hazards

REFERENCES

1. The Management of Maintenance and Engineering Systems in Hospitality Industry By Frank D. Borsenik & Alan T. Stutts, Published: John Willey & Sons Inc NY
2. Textbook of Hotel Maintenance – N.C.Goyal & K.C.Goyal
3. Air Conditioning Engineering By W.P. Jones, Published: English Language Book
4. Society/ Edward Arnold

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

MATERIAL MANAGEMENT & DEVELOPMENT

Course Code : bhct -212

L-3 T/P-0 Credits - 3

UNIT - I

PURCHASE SYSTEM AND PROCEDURE

Introduction: its role, restraints and factors,
Purchasing decisions, purchasing organisation, procedures; forms, records, reports, tenders
evaluation and rating, computerised purchasing system,
Purchasing in Hotels.
Selection of suppliers,
Purchasing food and beverages,

UNIT - II

RECEIVING SYSTEM AND PROCEDURE

Introduction, Aims of receiving,
Delivery methods,
Staffing, layout,
Requirement delivery procedures,
Receiving procedures,
Equipment and forms used.

UNIT -III

STORES MANAGEMENT

Introduction, Aims,
Staffing of storerooms,
Store functions, Store organisation, store systems and procedure,
Stores accounting and verification of systems,
Stores address systems, stores location and layout,
Store equipment, automated storage/retrieval.

UNIT - IV

CODIFICATION AND VARIETY REDUCTION

Introduction,
Classification of material, codification, standardisation and variety reduction.

UNIT - V

INVENTORY MANAGEMENT

Introduction,
Function of inventory,
Classification of inventory system, selective inventory management,
Inventory controls of slow moving items,
Developments in inventory management.
Annual disposal of surplus/ unserviceable items like furniture, fixtures, linen, kitchen equipment
and miscellaneous items.

UNIT – VI

MANAGING INVENTORY IN KITCHEN STEWARDING

Kitchen Stewarding : Purchase - its procedures, specifications, method, recording, listing and evaluating suppliers.

Inventory Control in stewarding department - Procedure of issues, Par Stock, Breakage report, Daily issue of consumables records,

Replacement of Discard or unserviceable items.

REFERENCE

1. Principle of Inventory & Material Management By Richard J Jersine, Publisher: Prentice Hall
2. Introduction to Material Management By J R Tony Arnold, Steve Chapman, Llyod M Clive, Publisher Prentice Hall
3. Purchasing Selection & Procurement for the Hospitality Industry, Fifth Edition By Andrew Edition Publisher : Wiley & Sons

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

PRINCIPLES OF MANAGEMENT

Course code : bhct 216

L-3 T/P - 0 Credits-3

UNIT-I

INTRODUCTION

Illustrative Case Study: A typical day in life of a Manager at Hotel.

Orientation to management thought process.

Evolution- Development- School of Management,
Management defined.

UNIT-II

ROLE OF MANAGER

Professional Manager and his tasks.

Managerial skills- Roles - Levels,

Managerial Ethics and Organisation Culture,
Management Processes.

UNIT - III

PLANNING

Illustrative Case Study; Planning and Management Process,

Mission- Objective- Goals, Urgent and Important Paradigms,

Planning process in Detail, Types and Levels of Plans, Problems solving and decision making,
Time Management.

UNIT -IV

ORGANISING

Organizing and Organizing Structure, Organisation Chart,

Principles of Organisation; Scalar Principle, Departmentation; Unity and Command, Span of
Control, Centralisation and Decentralisation, Authority and Responsibility, Delegation

UNIT - V

CONTROLLING

Basic concepts of control- Definition,

Process and Techniques

UNIT- VI

INTERNATIONAL AND FUTURE VIEWS OF MANAGEMENT

The management process in foreign countries,

Generalization about foreign managements: customs, social values, and education

REFERENCES

1. Supervision in the Hospitality Industry, Fourth Edition Jack E Miller, John R Walker
2. Introduction to the Management in the Hospitality Industry, Seventh Edition By Tom Powers and Clayton W Barrows, Publishers: Wiley, USA

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

FOOD PRODUCTION-III

Course Code: bhct - 252

L-0 T/P-4 Credits - 2

1. Preparation of basic gravies and commonly used Indian Masala.
2. Regional Cuisines of India – Covering various States of India.
3. Planning Elaborate Indian Menus up to 40 portions.
4. Preparation of simple Indian Desserts.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

PÂTISSERIE-III

Course Code: bhct - 254

L-0 T/P- 4 Credits - 2

Flavoured breads: Garlic, Onion, Milk, and Sweet
Savarin, Baba au Rhum, Brioche
Choux paste, Eclairs,, Pie, Tarts, and Fruit desserts
Custards, Creams, Mousses and Soufflés

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

FRONT OFFICE OPERATIONS-III

Course Code: bhct - 256

L-0 T/P- 2 Credits - 1

1. Opening Guests Folio - Accounting - View folio, post charges, Posting Guest Charges, Telephone, Laundry, Room Charge, Food & Beverage and other charges.
2. Visitors Paid Outs
3. Allowances and Discounts
4. Foreign Exchange Regulations Awareness
5. Field Visits (Self) Assignments to observe Cashiers' Desk in classified Hotels and Small Hotels.
6. VTL, City Ledger Formats
Handling Credit Cards, TC, Travel Agent Vouchers etc.
7. Night Auditing Reports
8. Auditing of Bill Statements

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

FOOD & BEVERAGE SERVICE-III

Course Code: bhct - 258

L-0 T/P- 2 Credits - 1

1. Practical will be in accordance with the topics of theory with Mock Service of alcoholic beverages. Wine, Beer and other alcoholic and non-alcoholic beverages.
2. Introduction to Bar equipments and glassware
3. Service of spirits and liqueurs
4. Bar setup and operations
5. Glassware used for different alcoholic & , non-alcoholic beverages
6. Regional cuisine –Practical
7. Practice on menu- matching wines with food

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FOURTH SEMESTER

HOUSEKEEPING-III

Course Code: bhct - 260

L-0 T/P- 2 Credits - 1

1. Pantry set up.
2. Lay out of Linen room & Laundry
3. Linen & Laundry practical including stain removal,
4. use of laundry equipment (washing machine),
5. visit to laundry
6. Inventory Procedures.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

FOOD PRODUCTION & PATISSERIE-V

Course Code : bhct -301

L-3 T/P-0 Credits - 3

UNIT-I

RECHAUFE & INVALID COOKERY

Rechaufe cookery,
Principles of reheating,
Precautions to be taken. Rechauffing of left over foods,
Identification of foods for recycling.
Important points in storage of meat for recycling.
Invalid cookery: Planning of diet for the obese, malnutrition, pregnant women, heart patients, diabetes hypertension.

UNIT-II

FAST FOOD

American/Mexican food, fast food, evolution, franchising, growth of multinationals,
Brand names, Chains, Fast food menus, products, processing and storage.
Indian fast food-Snacks and breakfasts.
Convenience foods-Uses, handling, types shelf life and brand names.

UNIT-III

MEAT, GAME COOKERY & PORK & PORK PRODUCT

Beef- Classification, selection, storage, cuts & uses
Veal- Classification, selection, storage, cuts & uses
Feathered Game-classification, selection, storage, cuts & uses
Introduction to pork and pork product-smoking, curing, casing, packing, brining,

UNIT-IV

CONFECTIONERY WORK

Icing- types and uses in various stages, role of Glycerine in making royal icing.
Gum paste-role of gelatin and precautions. Methods of making gum paste.
Sugar confectionery manufacturing and uses.
Marzipan methods and uses. Methods of food preservation.

REFERENCES

1. Professional Chef, The Culinary Institute of America Published By John Wiley & Sons Inc
2. Professional Baking 4th Edition By Wayne Gisslen: John Wiley & Sons Inc
3. The Professional Chef (4th Edition) By Le Rol A.Polsom
4. Practical Cookery By Kinton & Cessarani
5. Theory of Catering By Kinton & Cessarani
6. Pactical Professional Cookery By Kauffman & Cracknell

7. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
8. The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

FRONT OFFICE OPERATIONS-V

Course Code : bhct -303

L-3 T/P-0 Credits – 3

UNIT-I

SELLING TECHNIQUES

Selling the question. Creative options.
Room & Rate assignment. Method of payment.

UNIT-II

INTERNAL CONTROL

Front Office cash sheet.
Cash banks.

UNIT-III

THE NIGHT AUDIT

Functions of the Night Audit :The Role of the Night Auditor,
Establishing an End of Day ,Cross-Referencing ,Account Integrity ,Guest Credit Monitoring,
Audit Posting Formula ,Daily and Supplemental Transcripts
Operating Modes: Non-Automated ,Semi-Automated, fully automated
The Night Audit Process :Complete Outstanding Postings ,Reconcile Room Status Discrepancies
Balance All Departments ,Verify Room Rates ,Verify No-Show Reservations ,Post Room Rates
and Taxes ,Prepare Reports ,Deposit Cash ,Clear or Back Up the System ,Distribute Reports
Verifying the Night Audit :Pickup Errors ,Transposition Errors ,and Missing Folios
Automated system update.

REFERENCE:

1. Front Office procedure – By Seaton
2. Basic Hotel Front Office Procedures – Peter Renner.
3. Front Office Procedures – Peter Abbott
4. Principles of Hotel Front Office operations – Sue Becker, Pam Bradley and Feremy Hyton
5. Managing Front Office operations – Michael and Kasavana
6. Hotel and motel Front desk personnel – Grace Paige
7. Front Office procedures – social skills and management – Petrabbol & Sue Lewry

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

FOOD & BEVERAGE SERVICE -V

Course Code : bhct -305

L-3 T/P-0 Credits - 3

UNIT - I

Spirits –

Introduction & definition,

Distillation -pot Still and patent still,

Types of Spirits – Whisky, Gin, Rum, Vodka, Brandy, Mezcal, Tequila, other spirits.

Spirit producing countries and brand names of SPIRITS

Proof scales,

Service of spirits. Brands- Indian & International

UNIT - II

Liqueurs & Bitters –

Definition & classification,

Production,

Service of Liqueurs.

Bitters

UNIT - III

Cocktails –

Definition & classification,

Cocktail bar equipment,

Method of mixing , Classic Cocktail, Preparation & service of cocktails,

Mock tails, specialty coffees.

UNIT - IV

Tobacco –

History,

Composition of cigarettes, pipe tobacco & cigars,

Cigar shape/size/strength,

Judging the good quality cigar,

Storage & Service,

Cigar producing countries and brand names of cigars.

Food & beverage Terminology related to the course

REFERENCES

1. The Complete Guide to Spirits & Liqueurs By Stuart Walton
2. Professional Guide to Alcoholic Beverages By Lipinski

3. The World of Wine, Spirits & Beer- H Berberoglu
4. The Ultimate Cigar book By Richard Carleton Hacke

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

HOUSEKEEPING OPERATIONS -V

Course Code : bhct -307

L-3 T/P-0 Credits - 3

INTERIOR DECORATION

UNIT - I

DESIGN AND TYPES OF DESIGN –

Elements of design (line, shape, Form, colour, Size, Texture, Direction, Value),
Principles of design (Scale, composition, Harmony, Rhythm Proportion, Balance, focal point)
Colour and colour scheme – Uses, factor affecting the colour scheme of a guest room

UNIT - II

LIGHT AND LIGHT FITTING –

Types of Lighting and sources
Windows and window treatments, Blinds, Curtains; Pelmet, Valence, swag and tail
Beds and bedding types of bed and sizes, types of mattress and pillow with sizes.

UNIT III

FURNITURE AND FITTINGS –

Types of furniture (built-in, free standing, fitted), Uses, care and maintenance
Wall Coverings – wall papers, wood paneling, glass wall covering, metal wall covering, leather
(hide) wall covering, Selection, care and uses.

UNIT IV

FLOOR AND FLOOR COVERING –

Composition, types, uses, care and maintenance
CARPET – types of carpet (Woven – Wilton, Axminster, Brussels and cords, Oriental; Non
Woven – tufted, pile, needle punched and electro-statically locked), Uses, care and maintenance.

UNIT V

SOFT FURNISHING –

curtains, upholstery, loose covers, cushions, and bedspreads – Care and use.

REFERENCES

- 1) Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- 2) Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- 3) Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- 4) The Professional Housekeeper – Tucker Schneider, Publisher: VNR.

5) Professional Management of Housekeeping Operations- Martin Jones, Publisher: Wiley & sons

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

RESEARCH PROJECT DESIGN & METHODOLOGY

Course Code: bhct - 309

L-3 T/P-0 Credits - 3

UNIT – I

INTRODUCTION TO RESEARCH METHODOLOGY

- A. Meaning and objectives of Research
- B. Types of Research
- C. Research Approaches
- D. Significance of Research
- E. Managerial decision making
- F. Research & Managerial Effectiveness
- G. Research methods vs Methodology
- H. Research Process
- I. Criteria of Good Research
- J. Problem faced by Researches
- K. Techniques Involved in defining a problem
- L. Research in Tourism

UNIT - II

RESEARCH DESIGN

- A. Meaning and Need for Research Design
- B. Features and important concepts relating to research design
- C. Different Research design
- D. Important Experimental Designs

UNIT - III

SAMPLE DESIGN

- A. Censure and sample Survey
- B. Implication of Sample design
- C. Steps in sampling design
- D. Criteria for selecting a sampling procedure
- E. Characteristics of a good sample design
- F. Different types of Sample design
- G. Measurement Scales
- H. Important scaling Techniques

UNIT –IV

METHODS OF DATA COLLECTION

- A. Collection of Primary Data
- B. Collection through Questionnaire and schedule collection of secondary data
- C. Difference in Questionnaire and schedule
- D. Different methods to collect secondary data

UNIT – V

DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES

- A. Hypothesis Testing
- B. Basic concepts concerning Hypothesis Testing
- C. Procedure and flow diagram for Hypothesis Testing
- D. Test of Significance
- E. Chi-Square Analysis
- F. Some Software Packages used for Data Analysis
- G. Research Proposal: Report Presentation Techniques
- H. Assessment of the Quality of Research done
- I. Analysis of Qualitative Data
- J. Managerial Relevance

REFERENCE:

- 1) Travel Tourism & Hospitality Research, By Ritchie Goeldner Publisher: John Wiley
- 2) How to Complete your Research project successfully, Judith Bell, USB Publisher Distributors Delhi
- 3) Research Methodology – C.R.Kothari

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

HOTEL LAW & LICENSING

Course Code : bhct -311

L-3 T/P-0 Credits - 3

UNIT - 1

GENERAL LAWS REGARDING FOOD

State and Local Laws Regarding Food
General Liability for Unwholesome Food Warranties
Truth in Menu Laws and Labeling Laws
Patent Laws and Trade Marks
Prevention of Food Adulteration Act.

UNIT - II

STATE LAWS RELATING TO ALCOHOLIC BEVERAGES

General Nature of Control by State
Application for an Issuance of Licenses
General Restrictions on Licenses
Common Law Liability for Serving Alcoholic Beverages to Intoxicated persons
Hours and Premises of Sales
Books and Records
Important Warning
Important Points for Management

UNIT - III

WAGE AND HOUR LAWS APPLICABLE TO HOTEL EMPLOYEES

Coverage of State Laws
Minimum Wage Act.
Industrial dispute Act.
Unfair Labour Practice.

UNIT - IV

EMPLOYEES FAMILY WELFARE AND MEDICALS

Covered Employers and Eligible Employees
Leaves of Absence for Eligible Employees
Leave Schedule
The Relationship of FMLA Leaves to other Forms of Paid or Unpaid Leave
Health Benefits During the Leaves
Additional Protection for Employees
Prohibition for Employers
“Serious Health condition” Defined
Spouses Employed by the Same Employer
Employee Transfers to Alternative Positions
Change or Termination of Alternative Positions
Employer Penalties for Non-Compliance
The FMLA’s Effect on State laws

Special Considerations for Unionized Employees
Regulations
Important Points for Management
Sexual Harassment of Employees

UNIT - V

INCOME TAX: WITHHOLDING AND REPORTING REQUIREMENTS

General Nature of Law-Income Tax
Determination of Wages
Withholding Priorities
Deposit of Tax
Returns & Payment of Tax
Taxes applicable on Meals and Lodging
Annual Report of Withholding
Tip Reporting Requirements

UNIT - VI

CONSUMER PROTECTION LAWS AFFECTING HOTELS

Credit Card Laws
Catering Contracts
No Smoking Laws
Restriction in playing recorded music in guestrooms/ public areas.

UNIT - VII

PUBLIC HEALTH AND SAFETY REQUIREMENTS

Building Codes
Water Supplies, Sewage System and Drainage
Contagious Diseases
Swimming Pool, Guest elevators.

UNIT - VIII

FIRE SAFETY LAWS

State and Local Fire Legislation

UNIT - IX

TAXES

State and Local Taxes: General
Sales Taxes, Luxury Tax
Hotel Room Occupancy Taxes
State Liquor Taxes

UNIT - X

UNDERSTANDING FRANCHISING

What is franchising? The Franchise Contract, Trade Regulations
Hotel Management Contract.

REFERENCES

- 1) Legal Aspect of Hospitality Management Second Edition, By John E.H. Sherry, Publisher Wiley & sons
- 2) Principles of Business Law- Aswathappa. K.

- 3) Shops and Establishment Act
- 4) **Bare Acts of Respective Legislation**

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

FACILITY PLANNING

Course Code: bhct - 313

L-3 T/P-0 Credits - 3

UNIT - I

Hotel Design

Design Considerations - Attractive appearance, Efficient plan, Good location, Suitable materials, Good workmanship, Sound financing, Competent management, Evaluation of accommodation need, thumb rules, Ensuring that the hotel must combine the integrated functions of housing, feeding, entertainment, rentals, services, maintenance and light manufacture.

UNIT - II

Planning considerations-

Flow process and flow diagrams, Space relationships, Architectural consideration, Difference between carpet area and plinth area, Approximate cost estimation, Class room exercises.

UNIT - III

Star Classification of Hotels. –

Criteria for star classification of hotels.
Various licenses & statutory approvals required as per municipal bylaws for starting and running hotel and catering services.

UNIT – IV

Planning of offices /meeting room

Planning of management areas like - General Manager's Office, Offices of all H.O.D's and other services related to it like meeting room, toilets etc.

UNIT - V

Planning of F & B Service outlet areas

1. Planning of physical layouts of function and supporting area.
2. Production area - Pre-preparation, preparation, kitchen stewarding, stores, hot-plate, Chef's Office.
3. Service Area - Reception and waiting lounge, dinning area, pantry, dish washing, pick -up, Bar, Room Service Area, Service Bar.
4. Factors to be considered while planning décor.

UNIT - VI

planning of staff facilities areas

Time office, cloak room, staff cafeteria, uniform exchange, laundry area, EDR, Co-operative canteen.

UNIT - VII

Planning of service support areas

Planning of material management, area-receiving, stores, bar stores, cellar, beverage store, cold room, banquets utility area, furniture storage area, garbage disposal, gas bank, and maintenance area, fire exits.

UNIT-VIII

Renovation:

Reasons to renovate, the life cycle of a Hotel

Types of Renovation,

The Renovation Process,

Other Renewal Issues

REFERENCE :

- 1) Production Management – S.K. Hajra Choudhry
- 2) Hospitality Facility Management & Design – David M Stipanuk & Harold Roffmann, Published: Educational Institute, AHMA
- 3) Building Construction By Sushil Kumar, Published: Standard Publishers Distributors, Delhi
- 4) Systematic layout planning – Richard Muther Cahners
- 5) Food Service Planning: Layout & Equipment – Lendal H Kotschevar, Margaut E Terrell
- 6) Management operations and Research – N.Sathyanarayana
- 7) The Management of Maintenance and Engineering System in the Hospitality Industry By Frank D Borsenik & Alan T. Stuts, Publisher John Willey & Sons Inc NY
- 8) Design & Layout of Food Service Facilities, Second Edition By John C. Birchfield and Raymond T Sparrowe, Publisher John Willey & Sons Inc NY

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

FOOD PRODUCTION-IV

Course Code : bhct -351

L-0 T/P-4 Credits - 2

Practical will be in accordance to the theory.
Focusing on staple food with regional influence ,
Regional cooking style, methods of cooking,
Equipments.
Convenience food and Fast food items.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

PATISSERIE-IV

Course Code : bhct -353

L-0 T/P-4 Credits – 2

International Bread, and bread items,
Icings, glazes and sauces, frozen Desserts,
Filled , assembled & decorated cake and tortes
Individual pastries

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

FRONT OFFICE OPERATIONS-IV

Course Code : bhct -355

L-0 T/P-2 Credits - 1

Computer Application

Role play- selling techniques

Practice on bills compilation, presentation ,settlement & night auditing procedures.

Maintenance of reports and registers

Viva-voice

Group discussions on topics of relevance/ current hotel operative practices

Tour itinerary – package tours, group tours

Inbound and outbound tour

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

FOOD & BEVERAGE SERVICE-IV

Course Code : bhct -357

L-0 T/P-2 Credits - 1

Practical will be in accordance with the topics with Mock Service of alcoholic beverage.

Serving of liqueur, spirits, wines, cocktails, cigars and cigarettes.

Opening & Decanting of wine.

Practice on Preparing Food Menu with matching wines & spirit and Service of food & beverages

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

FIFTH SEMESTER

HOUSEKEEPING-IV

Course Code : bhct -359

L-0 T/P-2 Credits – 1

1. Furniture arrangement in different rooms.
2. Flower arrangements in different areas and occasions- Banquets, buffets parties, lounges, bedrooms etc
3. Visit to different hotels to study different types of fabrics, furniture designing and accessories, wall & floor covering
4. Carpet Shampooing
5. Model guestroom designing

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SIXTH SEMESTER

FUNCTIONAL EXPOSURE TRAINING

Course Code: bhct -302

L-0 T/P-0 Credits - 24

Immediately after the End -Term Examination of Fifth Semester or in any case prior to the commencement of Sixth Semester each student shall undergo a Functional Exposure Training of 20 weeks duration - two weeks each in the following departments of any Hotel of National or Global repute.

1. Front Office
2. Housekeeping
3. F & B Production
4. F & B Service
5. Sales & Marketing
6. F & B Controls
7. Finance
8. Human Resources
9. Vigilance and Security
10. Stores and Purchase Department

After the completion of training the students shall immediately be submitting a functional exposure training report within two weeks time. Training Report Presentation will be during Semester End Examination. This Report shall carry hundred marks. Of these marks 50 should be awarded by the concerned Training /Personnel Manager and evaluation for 50 marks shall be done on the basis of the presentation given by the student to the Board of Examiner, which shall be comprised of Director/Principal of the Institute or his nominee and an external examiner appointed by the Vice- Chancellor of the University.

Training Report to be submitted as per specifications and format (to be collected from the college). Daily Log Book and Performance Appraisal will be essential documents while evaluating student.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

ADVANCE FOOD PRODUCTION MANAGEMENT-I

Course Code : bhct -401

L-3 T/P-0 Credits - 3

UNIT-I

Asian cuisine-

Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries

Chinese, Japan, Thai, Indo, Philippine,

Special ingredients, equipment, tools, preparation and technology involved.

Mexican, Lebanese, Middle Eastern, Spanish.

UNIT-II

European cuisine-

Introduction to influences of cultures on regions, special features with respect to ingredients, methods, presentation styles in the following countries

French, Italy and Germany. Special ingredients, equipment, tools, preparation and technology involved,

Pasta & rice, types and sauces

UNIT -III

Charcuterie

Preparation & processing of sausages, ham, bacon, gammon green bacon, larding, barding. Uses of different cuts, Forcemeats, Galantines, Pate, Mouse & Mousseline, Quenelles, Edible display

UNIT-IV

Use of Wine & Herbs in Cooking

Ideal use of Wine in Cooking, Classification of Herbs, Idea; Use of Herbs in Cooking

UNIT-V

Product Research & Development

Testing of New Recipes & Equipment, Developing new recipe, Food Trials, Organoleptic & sensory evaluation

UNIT-VI

Chocolate Making

Manufacturing & Processing of Chocolate, Types, Preparation & Care, Filling & Toppings, Presentation and storage

UNIT-VII

Production management

Buying Knowledge, Production planning & scheduling, Production quality & quantity control, basic stages in preparation of budget , pricing consideration

REFERENCES

1. Professional Chef, The Culinary Institute of America Published By John Wiley & Sons Inc
2. Professional Baking 4th Edition By Wayne Gisslen: John Wiley & Sons Inc
3. The Professional Chef (4th Edition) By Le Rol A.Polsom
4. Practical Cookery By Kinton & Cessarani
5. Theory of Catering By Kinton & Cessarani
6. Pactical Professional Cookery By Kauffman & Cracknell
7. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
8. Larouse Gstronomie By Hamlyn, Publisher Octopus Publishing Group London

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

ROOMS DIVISION MANAGEMENT-I

Course Code : bhct -403

L-3 T/P-0 Credits - 3

MANAGERIAL SKILLS FOR ROOM DIVISION MANAGEMENT

UNIT -I

Room division management functions –

Planning, Organising, Coordinating, Staffing, Controlling and Evaluating, Importance of leadership.

UNIT – II

Establishing room rates –

Market condition approach,
Rule of thumb approach,
Hubbart formula approach.

UNIT – III

Understanding nature of demand –

Daily variation in demand,
Weekly variation in demand,
Seasonal variation in demand,
Other time cycles.

UNIT-IV

Budgeting -

Cost control,
Forecasting Rooms Revenue,
Estimating Expenses,
Refining Budget Plans,
Daily Operation Report, Occupancy Ratios,
Room Revenue Analysis, Hotel Income Statement & Room Div. Income Statement,
Room Div Budget Report, Operating Ratios, Ratio Standards.

UNIT-V

Yield Management -

Concept of Yield Management,
Elements of Yield, Group Room Sales, Transient Room Sales, F&B activity, Local & Area wide Activities, Special Events,

UNIT- VI

Using revenue management-

Potential high and low demand tactics,
Implementing revenue strategies, availability strategies.

REFERENCES

- 1) Managing Front Office Operations – Kasavana & Brooks, Educational Institution AHMA
- 2) Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
- 3) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 4) Front Office Operations – Colin Dix & Chris Baird.,
- 5) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum,

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

ADVANCE FOOD & BEVERAGE SERVICE MANAGEMENT-I

Course Code : bhct -405

L-3 T/P-0 Credits - 3

UNIT - I

MANAGING F & B OUTLETS –

Indenting and maintaining par-stocks of supplies,
Advertisement/selling techniques.
Garbage disposal,
Situations handling,
Fire and emergency procedure,
Employee requirement,
Setting up operational procedures,
Training programmes,
Employee evaluating / performance appraisal.

UNIT-II

RESTAURANT PLANNING AND OPERATION

Types of Restaurant, Location or site,
Sources of finance,
Design consideration,
furniture, lighting and décor, equipment required, records maintained,
Licenses required

UNIT - II

GUERIDON SERVICE –

History & definition of Gueridon,
Types of Trolley,
Various items to be prepared,
Advantages and disadvantages of Gueridon,
Flambé work.

UNIT - III

BAR OPERATIONS –

Types of Bar- Cocktails, Dispense, Floating/ Cash bar,
Area of bar - Front, Under, Back. Bar equipment,
Bar stocks of-alcoholic, mixers, Non-alcoholic, Perishable & dry stores.
Staffing and their job description, inventory & controls systems.
Liquor Licenses

UNIT - IV

EVENT MANAGEMENT & FUNCTION CATERING-MICE

Theory of Event Management, Event Administration, Event Coordination, Event Marketing,
Concept & Planning for MICE segments, Role of sales and marketing,
Organisation of banquet department with their duties of responsibilities,

Pricing banquet,
Banquet protocol.

Types of function - formal/informal, buffets, theme parties, food festivals, Out door caterings, meeting/conference/seminars/convention/ work shops, cocktails and tea. Planning & Organizing Themes of Indian and International cusine.

Booking procedure - Booking diary, Function Prospectus and its notifications.

Function planning- space requirement.

Table configuration, seating plan, name cards, service sequence, sequence of events & toasting, Closing and evaluating the function.

REFERENCES

1. Food & Beverage Management By John Cousines, David Foskett, Publisher: Pearson Education
2. Profitable Food & Beverage Management-By Richard Kotas & Chandra Jaywardana, Publisher: Hodder & Stoughton
3. Food & Beverage Management- Bernard Davis, Andrew Lockwood, Sally Stone, Publisher: Elsevier
4. Food & Beverage Service - Dennis R. Lillcrap. & John .A. Cousins. Publisher: ELBS
5. Food Service Operations , Peter Jones, Cassel
6. Food & Beverage Service By Ronald F Cichy, Paul E Wise, Publisher: Educational Institution AHMA
7. The Bar and Beverage Book By Costas Katsigris, Mary Porter Chris Thomas (Publisher: LIB)
8. Meetings, Conventions, and Expositions By Rhonda J Montgomery and Sandra K Strick
9. Special Events, Global Event Management in 21st Century, Third Edition: Joe Goldblatt, the Globlatt Company International

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

ADVANCE HOUSEKEEPING OPERATION MANAGEMENT-I

Course Code : bhct -407

L-3 T/P-0 Credits - 3

UNIT – I

PLANNING AND ORGANISING:

Staffing, Work Study, Measurement of work, Job analysis,
Motivating staff,
Recruitment & orientation, Selecting & Training,
Work Scheduling – Rotational & tight, Contract Service, Criteria for Work – load
(Equal distribution of Work)

UNIT – II

FLOWER ARRANGEMENT –

Principles, Purpose, Types – Japanese, western, free style, Traditional
Equipment, accessories, rules and step.
Functions, theme decoration – Christmas, New year, Onam, Wedding, Reception, Birthday,
Pongal, meeting etc.

UNIT – III

RENOVATION PROCESS:

Redecoration, Renovation process,
Refurnishing,
Types & selection of furniture

UNIT – IV

BUDGET AND BUDGETARY CONTROLS –

Definition of budget,
Types of budget - Capital and Operational Expenditure Budget and Pre-opening Budget,
Purchase & selection criteria, Guest Supplies,
Selection of Cleaning Equipment & Cleaning Agents,
Importance of Budgetary Control, Controlling systems

UNIT – V

Inventory Control-

Storage, Inventory & stock taking,
Registers & records maintained,
Concept of safeguarding assets,
Inventory Control

UNIT – VI

House Keeping & Environmental Control:

Pest Control,
Waste water treatment & disposal,
Environmental Service, Environmental Pollution.

UNIT – VII

Security and Vigilance -

Its Importance, Role & procedures adopted by the security department, Organisation Structure - Details of Security in Public Area,

Monitoring of Activities in Public Areas, Guest Floor, Lobby & Rooms, Staff Utility and Back of the House Areas.

Safety of guest property, hotel property

Different kinds of security equipments used in Hotel Operation.

REFERENCES:

1. House Craft – Valerie Paul
2. Commercial Housekeeping & Maintenance – Stanley Thornes
3. Hotel, Hostel and Hospital Housekeeping – John C. Bronson and Margaret Lennox
4. Hotel and Catering Studies – Ursula Jones
5. Housekeeping and Front Office – Jones
6. Managing housekeeping Custodial Operation – Edwin B. Feldman
7. Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A. Jones
8. Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
9. Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
10. Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
11. Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

FINANCIAL MANAGEMENT- I

Course Code : bhct -409

L-3 T/P-0 Credits - 3

UNIT - 1

NATURE AND SCOPE OF FINANCIAL MANAGEMENT

Corporate Objectives, Profit Maximization Objective, Wealth Maximization Objective, Goals of Financial Management, Social Objective, Nature of Financial Management, Concept of Financial Management, Function of Financial Management, Scope of Financial Management, Concept of Financial Management in Public Sectors, Role of Finance Manager in a changing Economics Scenario in India.

UNIT - II

MANAGEMENT CAPITAL INVESTMENT

Goals of Project Planning, Require Rate of returns standards & costs of Capital, Tradition Techniques for testing Viability, Cash Flow discipline in Project Analysis, Computational Resources, Data Sensitivity Analysis, Probability Analysis, Risk, Reappraisal: Ex-post Evaluation & Capital Expenditure.

UNIT - III

MANAGING WORKING CAPITAL

Working capital ratios, Decisions making, examples of working Capital Flows, timing of Flows, Flow of Funds, Product Cash cycle, Managing debtors, Managing Stocks, Managing Creditors.

UNIT - IV

RELATIVE PRICE CHANGES & FINANCIAL DECISION

Real Interest rates & Real Price Changes, Nominal Price Changes, Constant Prices & Constant Price Levels, Relative Price Changes, Forecasting Relative Price Changes.

UNIT - V

COMPUTERS & FINANCIAL DECISION MAKING

Intelligent Task, Spreadsheets & Logic Modellers, Expert System, Fuzzy sets.

UNIT - VI

REPORTING & RESPONSIBILITIES

Systems Design in Managerial Accounting, Keys to control.
Organisation & Behavior Implications,
Criteria for Information Usefulness,
Internal Financial Reporting & Management Control,
Staffing & Operating the Management Control System.

REFERENCES

1. Hotel Operations and Auditing Manual By Gail Sammons, Patrick J. Moreo, Publisher: Amajon.com
2. HOTEL ACCOUNTING & FINANCIAL CONTROL- Ozi A.D'Cunha & Gleson O. D'Cunha Publisher: Dicky,s Enterprize, Mumbai
3. Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley
4. Hospitality Management Accounting By Martin G Jagles & Michael M Coltman, Publisher Wiley

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

MANAGING HOSPITALITY HUMAN RESOURCES -I

Course Code : bhct -411

L-3 T/P-0 Credits - 3

UNIT-I

BASIC HUMAN RESOURCE PLANNING

1. Macro level scenario of Human Resource Planning
2. Concept and process of Human Resource Planning
3. Planning
4. Methods and techniques of demand forecasting
5. Methods and techniques of supply of forecasting
6. Attitude towards time, work and leisure

UNIT-II

JOB EVALUATION

1. Job analysis and job description.
2. Job specification-definition and formats.
3. Job evaluation-concept, scope and limitation.
4. Job evaluation methods, meaning and types.
5. Job enlargement/rotation, job enrichment.

UNIT-III

SELECTION AND RECRUITMENT

1. Selection-Application, Interviews-types, group selection procedure, reference.
2. Recruitment's-sources and methods.

UNIT - IV

MOTIVATION

1. Theories of motivation, creating a positive motivational environment.
2. Use of reward to motivate employees.
3. Communication as motivation.
4. Motivation through effective leadership.

UNIT - V

LABOUR RELATIONS

1. Why employees Unionize?
2. Structure of Unions.
3. How employees become Unionized.
4. Working with unions.
5. Maintaining non- union status.

UNIT - VI

ORIENTATION AND TRAINING

1. Difference 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.

UNIT- VII

SOICIAL & ORGANIZATIONAL CULTURE –

Indian environment-perspective on cultural process and social structure.

Society in transition.

Organization and managerial values and work ethics.

UNIT-V III

PERSONALITY

Its role - Development Phases.

Behaviour - Social/Emotional, Personal Change & Motivation, Career / Workroles.

UNIT - IX

INTRA PERSONAL PROCESS

Understanding human behavior.

Learning process, perception .

Stress and coping with stress.

Reference:

1. Human Resources Management for Hospitality by Linda A. Jerris
2. Organization Behaviour in Hotels & Restaurants Yvonne Guerrier
3. Essentials of Organization Behaviour, By Stephen P Robbins Publisher Prentice Hall .

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

HOSPITALITY SERVICE MARKETING & SALES

Course Code : bhct -413

L-3 T/P-0 Credits - 3

UNIT - I

INTRODUCTION TO HOSPITALITY SALES AND MARKETING

Today's Hospitality Trends - Globalization, Consolidation, Product Segmentation, Expansion of Legalized, Gambling, Distribution Methods, Computers, Media Planning, Environmental Awareness, Guest Preferences, Relationship Marketing.

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.

UNIT - II

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.

UNIT - III

THE SALES OFFICER

The Marketing and Sales Division - Organizing a Sales Officer,

The Sales Area, Hiring Effective Sales People, Training, Managing, Evaluating Sales Team, Compensating Sales Team, Supplementary Sales Staff.

Developing The Sales Office Communication System - Sales meeting, Sales Records, Filling System, Performance audit of head of the sales department.

The Automated Sales Office - Computerized Client Information, List Reports and Analysis, Yield Management.

UNIT - IV

PERSONNEL SALES

Prospects Qualifying & Personality traits.

Preparing for the Presentation Sales Call - Pre-presentation Planning, The Sales Kit,

Projecting a Professional Image.

Improving Sales Productivity - Time Management, Key Account Management.

UNIT - V

TELEPHONE SALES

Basic of Telephone Communication -Telephone Etiquettes, Telephone Communication Skill, Listening Skill.

Out Going Calls - Prospects and Qualifying Calls, Appointment Calls, Sales, Promotional Call, Service Calls, Public Relation Calls.

In Coming Calls - Reservations, Response to Advertising, Inquiries.

Telephone Sales Operation - Telephone Sales Blitzes, Tele Marketing Operations.

UNIT - VI

INTERNAL MARKETING AND SALES

What is Internal Marketing? - Employee Empowerment

What are Internal Sales?- The role of the General Manager in Internal Sales, The role of the Employees in Internal Sales.

Internal Merchandising - Guest Contact Areas, Back of the House Areas.

Special Services and In House Promotion: - Special Services, In House Promotion.

UNIT - VII

RESTAURANT AND LOUNGE SALES

Position Restaurants and Lounges -Positioning Research

Merchandising Food & Beverages -Creating Menus that sell, Other F&B Merchandising Methods.

Promoting Restaurants and Lounge -Types of Promotions, Planning Effective Promotions.

Building Repeat Business - The Importance of Employees, Guest Follow Up.

Other Food Service, Limited Service Operation - Room Service, Limited Service Operation.

UNIT - VIII

BANQUET AND MEETING ROOM SALES

The catering Department - Catering department Personnel, The Marketing Plan.

Catering Sales - Developing Leads, Selling to Clients, Planning the Function, Management Function, Following up the Accounts.

Other Food & Beverages Sales - Creative Refreshment Breaks, Hospitality Suites, Receptions, Special Function, Off Premises Catering.

Meeting Room Sales - Type of Meeting Rooms, Meeting Room Setup, Meeting Room, Booking Meeting Rooms, Managing Meetings.

REFERENCES

1. Hotel & Food Service Marketing- Francis Buttle
2. Marketing Hospitality, By Cathy H.C. Hsu and Tom Powers Published By Wiley
3. Hospitality Sales A Marketing Approach By Margaret Shaw Published By Wiley

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

FOOD PRODUCTION-V

Course Code : bhct -451

L-0 T/P-4 Credits - 2

Students should be familiar with the various soft ware applications in Food Production (eg. Purchase, stores, standardization recipes, food cost reports etc)

Salads, cold preparations, pates, galantines, Ballontines, mousse, Aspic, chauxfroid, forcemeats – platters and buffets.

Practice on Ice Carving, Tallow sculpture, Fruit & Vegetable display, Pastilage, Salt dough & Jelly logo

International cooking – various countries. International cuisine (French, Oriental (Chinese, Thai), Italy, Germany, Spain, Greece, Mexican, Mediterranean and Lebanese)

Western starters, snacks and hors'doeuvre's

Specialized Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following type:

- a. Comprehensive case study
- b. Interdepartmental study
- c. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)

Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

PÂTISSERIE-V

Course Code : bhct -453

L-0 T/P-4 Credits - 2

Quick breads & cakes, frozen desserts, Chocolate and confectionery, decorated cake, Gateaux. Chocolate cake, Christmas cake, Wedding & Specialty Cakes, meringue, struddles, turnovers, mille-feuilles

Product research work

Specialized Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following type:

- d. Comprehensive case study
- e. Interdepartmental study
- f. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)

Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

FRONT OFFICE OPERATIONS-V

Course Code : bhct -455

L-0 T/P-2 Credits - 1

1. Practicing Fixing of room rate :Rules of Thumb Approach, Hubbart Formula Approach.
2. Forecasting formulae and operation ratios
3. Practice on Forecasting Demand, Schedules & Budgeting & Yield Management
4. Practice on-time study - Work Study, Motion Study.
5. Case Study - Practical Situations.
6. Practice on Total Quality Management.
7. preparing operating budget for Front office department
8. Assignment:
compare two hotels from the stand point of their attitude to yield management
collect tariff from various city hotels and evaluate their strategies of tariff structure

Specialized Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following type:

- g. Comprehensive case study
- h. Interdepartmental study
- i. Field study
(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)

Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

FOOD & BEVERAGE SERVICE -V

Course Code : bhct -457

L-0 T/P-2 Credits - 1

1. To develop and perfect skill and techniques for formal Banquet Services, Function, calculation of space for Banquets, Banquet Menu. Setting of various types of Buffet. Gueridon and Flame Work and induce supervisory responsibility in students.
2. Cooking and Carving at Table.
3. Designing and setting the Bar
4. Kitchen Stewarding: Record maintaining and inventory
5. Arranging a theme dinner/ food festivals
6. Practice on Standard Operating Procedures in Restaurant
7. list of restaurant equipment manufacturer (assignment)
8. preparation of duty roasters in restaurants & function catering Planning & Operating various outlet (Spatiality, Fast Food and coffee shop, bar)
9. Supervisory skills, SOP,
10. Calculation of space for Banquet Menu & Service, Various types of Buffet, Formal Banquets
11. Using and Operating Machines & Micro and other software
12. Art of Cocktail Mixing

Specialized Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following type:

- j. Comprehensive case study
- k. Interdepartmental study
- l. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)

Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

SEVENTH SEMESTER

HOUSEKEEPING-V

Course Code : bhct -459

L-0 T/P-2 Credits - 1

1. Planning layouts – guestrooms/bathrooms/suites/lounges
2. Flower arrangement – Japanese, Western, Traditional, Free style
3. Flower Theme Decorations for different area of a hotel
4. Inventory control procedures
5. calculating staff requirement and duty rota
6. Prepare operating budget for House keeping Department

Specialized Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to department. The project may be one of the following type:

- m. Comprehensive case study
- n. Interdepartmental study
- o. Field study
(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)

Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

ADVANCE FOOD PRODUCTION MANAGEMENT-II

Course Code : bhct -402

L-3 T/P-0 Credits - 3

UNIT – 1

KITCHEN ORGANIZATION

Hierarchy in Kitchen – Functions in Kitchen, Technical, Administrative and Social – Flow of work in kitchen,

Kitchen Supervision: Motivating, Organizing, Planning, Co-coordinating, Understanding, Communication, Welfare and Control – Quality in Food Production – Case Study.

Allocation of work, duty roster, time & motion study in kitchen, maintaining records ,register, logbook, communication with other departments, Developing a good Food Production Team

UNIT – 2

LARDER

Cold cuts: Galantines, Making of Galantines, Types of Galantines, and Ballontines.

Pates and Terrines – Types of pate, Pate de foie gras, preparation of pate & Terrines.

Force Meat Types – preparation and uses.

Mousses and Mousselines – Types of mousse, preparation difference between mousse and mousseline.

UNIT – 3

STANDARDISATION PROCESS

Standardisation: The method of Standardization – Standard Yield, Yield testing,

Standard Purchase Specification and its objectives,

Standard Recipe – Compilation of Standard Recipe.

UNIT – 4

INTERNATIONAL CUISINES

Historical Background, Staple food with regional influences, Specialties,

Common types of Cooking, Recipes, Characteristics, preparation, Cooking techniques, Special cooking equipments in relation to:

(a) French Cuisine

(b) Italian

(c) German

(d) Mexican

(e) Japanese

UNIT – 5

BAKERY:

Breads, International Breads,

Cakes, International recipes,

Types of Pastries, Icings and Toppings – Varieties, Uses,

Frozen Desserts – Types & Classification of Frozen Desserts.

Ice cream types - Components and their contribution, Methodology of preparation, Different

Stages

Reference:

1. Larousse Gastronomique By Hamlyn, Publisher: Octopus Publishing Group, London
2. The Theory of Catering – Kinton & Ceserani – Hodder & Stoughton Educational, London.
3. Practical Professional Catering – Kauffman and Cracknell
4. A Professional Text to Bakery & Confectionary – John Kingslee, New Age International (P) Ltd
5. Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
6. Professional Chef, The Culinary Institute of America Published By John Wiley & Sons Inc
7. Practical Cookery By Kinton & Cessarani Publisher: Hodder and Stoughton Education
8. Theory of Catering By Kinton & Cessarani Publisher: Hodder and Stoughton Education
9. Professional Baking 4th Edition By Wayne Gisslen: John Wiley & Sons Inc
10. The Advance Professional Pastry Chef By Bo Friberg Published by: Wiley & Sons Inc

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

ADVANCE ROOMS DIVISION MANAGEMENT-II

Course Code: bhct 404

L-3 T/P-0 Credits - 3

UNIT- I

Managing quality –

Customer perceptions of quality in hotels,
Measuring guest satisfaction.
TQM & Six Sigma

UNIT- II

HR Management –

Recruitment, Selecting, Hiring-Preparing,
Job Descriptions of staff, Orientation,
Staff Scheduling

UNIT-III

Train the trainer programme on room division –

Training for executives,
Training for supervisors.
Training & Training to Standards

UNIT- IV

Staff motivation –

Cross training, recognition, communication, incentive programs, performance appraisals.
Skills training- prepare to train, present the training, practice skills.
Performance appraisals.

UNIT- V

Time management-

Peak performance, cost effectiveness, overtime, shifts, duty roasters, staff allocation, and crisis management,
Effects of inter and intra departmental communication and co-ordination on performance.

UNIT VI

Total Quality Management –

Management dimension in TQM, Results & Trends in TQM,
Reengineering, Bench marketing, Empowerment.

UNIT-VII

Environment Management-

Dimensions, Origin, ISO 14001.

REFERENCES

- 6) Managing Front Office Operations – Kasavana & Brooks, Educational Institution AHMA
- 7) Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
- 8) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 9) Front Office Operations – Colin Dix & Chris Baird.,
- 10) Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum,

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

ADVANCE FOOD & BEVERAGE SERVICES MANAGEMENT-II

Course Code: bhct - 406

L-3 T/P-0 Credits - 3

UNIT- I

Introducing Food & Beverage Management

The Food & Beverage Management,
Strategic Food & Beverage Management,
Menu Engineering
Responsibilities of Food & Beverage Management,
Constraints on food & Beverage Management,
Managing Quality in Food & Beverage Operations,
Approaches to quality Management,

UNIT – II

Food and Beverage Control

Introduction to control - Cost Control, definition,
Objectives advantages of control,
cycle of control, food cost control procedure, requirement of control systems,
F&B control department.

Financial aspects

Introduction, types of budget, basic stages in preparation of the budgets, costs, profits & sales,
Breakeven analysis,
Pricing considerations, menu pricing, profit improvement

Receiving Controls :

Receiving Food & Beverages: hygiene and sanitation of receiving area ,
Document given by suppliers bills/ invoice/ cash items/ credit notes/ record maintained, meat tags,
Receiving procedure, receiving of beverages, blind receiving, frauds in receiving, hygiene and cleanliness, checking of quality of receiving area

Storing & Issuing:

Food & Beverages: storing & issuing of food, stock taking of food & beverages

UNIT – III

Food & Beverage Production Control

Introduction, Food Production Control: Production controls- Aims, Forecasting- initial/final, fixing standards, standard yield definition, objectives, yield cooking loss, butcher yield test, how to make a standardized recipe, uses, standardization cost, calculation of food cost, Calculating G.O.P, method of food control.

Beverage Production Control : Beverage Control - Aims, Beverage Cost Control Procedure, Preparing daily/ monthly calculation of beverage Costs, methods of beverage control

UNIT –I V

Storage and inventory control - Food Storage methods, security, stock control, types of store received, records maintained, issuing requisitions, transfer note, stock taking, par-stock, re-order level.

UNIT – V

Revenue Control-

control systems- Operating Ratios

Introduction, manual system: sales check, machine system: pre checking system, ECRs, POS Control system, micro computers, Operating yardsticks used in controlling: Total F& B Sales, departmental profit, average spending power, sales mix, pay roll cost, productivity index, stock turnover

UNIT – VI

Food & Beverage management in hotels and quality restaurants

Basic policies- financial, marketing and catering

Control and performance measurement

Food & Beverage management in function catering, industrial catering and hospital catering

Reference:

1. Food & Beverage Management- Bernard Davis, Andrew Lockwood, Sally Stone, Publisher:Elsevier
2. Food & Beverage Management By Richard Kotas & Chandana Jayawardena, Publisher Hodder& Stoughton
3. Food & Beverage Management & Cost Control – D. Antony Ashok Kumar
4. The Menu Food & Profit By Fuller J & Walker K
5. Food and Beverage Operation, Cost Control & System Management By Charles Levinson, Publisher: Prentice Hall
6. The Management of Food Service Operations By Petre Jones, Publisher: Cassell
7. Food and Beverage ManagerBy Paul Cullen, Publisher Global Books & Subscription Services
8. Food and Beverage Service By Ronald F Cichy, Paul E Wise, Publisher: Educational Institute AHMA Fifth Edition
9. Food & Beverage Cost Control Third Edition By Jack E Miller, Lea R Dopson and David K. Hayes Publishe Wiley & Sons
10. Principles of Food, Beverage & Labour Cost Control Seventh Edition By Paul R Dittmer Publisher Wiley & Sons

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

ENTREPRENEURSHIP DEVELOPMENT & BUSINESS STRATEGIES

Course Code: bhct - 408

L-3 T/P-0 Credits - 3

UNIT I

INTRODUCTION TO STRATEGIC MANAGEMENT

Introduction & importance, The strategic management process, The strategic Planning Process, its definition, vision, mission, goals & objective, Critical success factor, Environmental Appraisal & SWOT, Diversification, Merger, Strategic Alliances, Turn around, Divestment.

UNIT II

MANAGEMENT INFORMATION SYSTEM, PERT/CPM- OM,

Introduction to MIS- historical background, status of MIS in organization, frame work for understanding MIS (Anthony's frame work of planning, Zani's frame work, Simon's frame work) factors facilitating implementation of MIS.

Network analyses, guidelines for construction of network diagram, developing a project network, project duration in critical path, forward pass and backward pass, float, probabilistic time estimates, probability of project completion by a target date.

UNIT III

COMPUTERS IN MANAGEMENT

Role of computers in management-Role of computers in management of Hotels Operations and Administration: Independent operation and their integration

UNIT IV

MANAGERIAL APPLICATION OF COMPUTERS

Computer and management functions-financial decision making, personnel decision making, marketing decision making, production decision making, materials decision making and maintenance decision making. Computer based financial system-financial systems, financial management software, computer aided financial planning. Computer based inventory systems-characteristics of inventory, purpose of computerized inventory control system, inventory system design, different types of inventory management software. Computers in Human resource management- the system needs, designing the system, application in HRM, types of software available.

UNIT V

DECISIONAL TECHNIQUES

Operational Research Management decision making- history, nature, and definition of OR, models and methodology of OR, various OR techniques, OR in managerial decision making, OR in management, use of computers. Linear programming-Terminology of LP, advantages and applications of LP, limitation of LP.

UNIT-VI

PROJECT PLANNING

Project Financing, Financial Institutions, Projections & Analysis

UNIT-VII

ENTREPRENEURSHIP DEVELOPMENT & MANAGEMENT

Entrepreneurial process,

Project concept,

Market feasibility study,

Business constitution and business plan

Business financial plan applicable to entrepreneur: Capital cost, Revenue Cost, Balance Sheet & Projections, income & expenditure statements & calculation of working capital & debt equity ratio,

Financial institution and their functioning and their assistance to small scale industry & others, Project Report and its importance from concept to operation, cost control, standards, review, controls and audit, Taxation

REFERENCES

1. An Introduction to Management Science: A Quantitative Approach to Decision Making, Anderson, Sweeny, Williams, Martin, Thomson- South Western
2. Management Information Systems, Eighth Edition- Kenneth C.Laudon and Jane P. Laudon, Prentice Hall
3. Projection & Operations Management- Kaniska Bedi, Oxford University Press, India
4. MIS Cases: Decision Making with Application Software-M Lisa Miller, Prentice Hall
5. Methods of Operations Research By Morse Philip Dover Publisher
6. Hospitality Strategic Management By Jaffrey S Harrison and Cathey A Enz, Publisher Wiley
7. Entrepreneurship Development: Published by AIMA, SSI and Dept of Industries , GOI

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

FINANCIAL MANAGEMENT - II

Course Code: bhct - 410

L-3 T/P-0 Credits - 3

UNIT - 1

BUDGET & BUDGETING CONTROL

What is Budget? Budget Centers.

Compiling a Budget,

Controlling a Plan, Flexible Budget,

Use of Computers, Zero Based Budgeting, Installing the System.

UNIT - II

COSTING AND INTERNAL PRICING

Standard Costing, Fixing a Standard,

Cost Control through Variance Analysis, Marginal Costing,

Break Even Graphs, Make or Buy,

Treatment of Fixed Production Expenses for Financial Statement Preparations, Internal Pricing.

UNIT - III

CASH FORECASTING AND CONTROL

Timing for Cash Plans, Monthly Cash Forecast and Control, Short term Cash Forecast, Source and Applications of Funds,

Short Term Cash Control, Long Term Cash Forecast, Dynamic Aspects, International Aspects

UNIT-IV

INTERNAL AUDITING

Organisation, Staffing, Planning, Audit Programs, Audit Review, Reporting, Auditing of Computer Systems, Benefits V/s Costs.

UNIT - V

EQUITY RIGHTS ISSUE

Issue Methods for quoted Companies raising money on the Stock Exchange,

Rights Issue Method, Timing of External Funding & Rights Issued, Right Issued Costs,

Setting the Terms and the Under Writing Decisions,

Marketing Reaction to right Issue,

Raising Equity at Existing Market Prices

UNIT - VI

PRESENTATION OF EXTERNAL FINANCIAL REPORTS

Profit & Loss Account,

Balance Sheet,

Funds Statements,

Director's Report,

Current Cost Accounts

UNIT - VII

INTERNATIONAL MONEY MANAGEMENT

Domestic Cash Management,
International Cash Management,
International Liquidity Management

REFERENCES

Hotel Operations and Auditing Manual By Gail Sammons, Patrick J. Moreo, Publisher:
Amajon.com

HOTEL ACCOUNTING & FINANCIAL CONTROL- Ozi A.D'Cunha & Gleson O. D'Cunha
Publisher: Dicky,s Enterprize, Mumbai

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

MANAGING HOSPITALITY HUMAN RESOURCES-II

Course Code: bhct - 412

L-3 T/P-0 Credits - 3

UNIT-I

COACHING, COUNSELLING AND DISCIPLINE.

1. Most common disciplinary problems- Absenteeism failure to follow directions, theft.
2. Counselling process - Employee counselling, progressing discipline.
3. Communicating organisational policies.
4. Grievance handling procedure.
5. Disciplinary procedures - suspension, dismissed, retrenchment, VRS , lay off, framing charges against indiscipline, domestic inquiries.

UNIT - II

PERFORMANCE APPRAISAL & MANAGEMENT

1. Performance appraisal - Definition and importance, types of formats.
2. Reasons for appraising employee performance.
3. Establishing goals, objectives and standards.
4. Role of manager.
5. Role of HRD department in performance appraisal.
6. Performance appraisal methods.
7. Performance appraisal errors and problems.
8. Appraisal interview.
9. Providing, feedback and ongoing performance management.
10. Transfer, promotion and reward policies, merit vs. seniority.

UNIT - III

SAFETY AND HEALTH

1. Safety and Health act.
2. Workers compensation.
3. Creating a safe working environment.

UNIT - IV

HUMAN RESOURCE AUDIT

1. Benefit of H.R. audit.
2. Conducting the H.R. Audit.

UNIT - V

HUMAN RESOURCE DEPARTMENT'S CONTRIBUTION TO COST CONTROL

1. Recruiting Costs.
2. Turnover costs.
3. Other area of measuring costs.

UNIT - VI

COMPUTER & THE HRM FUNCTION.

1. Computer potential.
2. HRM application areas.
3. Selecting Hardware & Software.
4. Implementing an HRIS in the operation.
5. HR'S Security and privacy.

UNIT -VII

INTER-PERSONAL PROCESS

Helping process.

Communication and feed back.

Inter personnel styles.

UNIT - VIII

GROUP AND INTERGROUP PROCESS:

Group formation and group process.

Organizational communication.

Team development and team functioning.

Conflict, collaboration and competition.

UNIT-IX

ORGANIZATIONAL PROCESS

An overview of major concept and emerging trends.

Power, politics and authority.

Integration and control.

Organizational climate, organizational effectiveness.

Reference:

1. Human Resources Management for Hospitality by Linda A. Jerris
2. Organization Behaviour in Hotels & Restaurants Yvonne Guerrier
3. Essentials of Organization Behaviour, By Stephen P Robbins Publisher Prentice Hall .

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

INTIGRATED MARKETING COMMUNICATIONS

Course Code: bhct - 414

L-3 T/P-0 Credits - 3

UNIT – I

A GUIDE TO EFFECTIVE ADVERTISEMENT

Why Advertise? - To whom does a Property Advertise?

Advertising Goals, Advertising at small properties.

Types of Advertise - Outdoor Advertising, Displays, Collateral Materials, Print Advertising, Direct Mail Advertising, Broadcast Advertising, Alternative Media Advertising.

Developing an Advertising Plan - Deciding where to advertise?, Advertising Strategies, Advertising Characteristics, Budgeting for Effective Advertising.

Advertising Agencies - Types of Ad Agencies, Selecting an Ad Agency.

UNIT - II

OUT DOOR ADVERTISING, DISPLAYS AND COLLATERAL METERRIALS

Outdoor Advertising - Property signs, Bill boards.

Display -Transit, Trade Show, General.

Collateral Materials -Printed Items, Specially Items.

UNIT - III

PRINT ADVERTISING

News Paper Advertising - Selection News Papers, Placing Ads, Positioning Ads, Determining at Sizes, News Paper Production, Designing Ads, Writing Ads, Evaluating Ads.

Magazine Advertising - Types of Magazines, Designing an effective Magazine Ad, Creating a statement with photography, Creating Effective Ad Copy.

Directory Advertising - Telephone Directories, Business Directories.

Measurement of The Effectiveness Of Print Advertising:

UNIT - IV

DIRECT MAIL ADVERTISING

Developing a Direct Mail Campaign -Guest Profiles, Types of Direct Mail Campaign.

Mailing Lists - Commercial, General, House.

Direct Mail Pieces - Type of Direct Mail Pieces, Guideline for Direct Mail Pieces, Posting Direct Mail Pieces, Measuring Direct Mail Campaign, Campaign Cost, Readers Response.

UNIT - V

BROAD CAST ADVERTISING

Radio Advertising -Selecting Radio Station, Developing Radio Ads, Radio Ad Cost, Measuring the Effectiveness of Radio Ads.

Television Advertising - Selecting T.V. Station, developing Ads, T.V. Ad Cost, Measuring the Effectiveness of T.V. Ads.

Video Advertising - Video Brochures, Video Magazines.

UNIT - VI

PUBLIC RELATION AND PUBLICITY

Public Relations -The Public Relation Plans, Selecting a PR Staff, Contracting for Outside PR Services, Measuring PR Performance.

Publicity -Publicity Planning, Developing Promotional Materials, Travel Writers.

Press relation - New Media Interest, Personnel Interviews, News Conferences, Sensitive Subjects, When a Story Contains Error.

UNIT - VII

MARKETING TO BUSINESS TRAVELRS

Business Travelers -Frequent Business travelers, Business Traveler, Types of Stay.

Meeting the Needs of Business Travelers - Executive or Business Floors, Business Services, Health and Fitness Centres, Special Amenities, In Room Refreshment Centres, Frequent Traveler Programmer, And All Suites Properties.

Reaching Business Traveler.

UNIT - VIII

MARKETING TO LEISURE TRAVELERS

Individual Leisure Travelers -Families, Seniors, Baby Boomers, Others.

Group Leisure Travelers - Tour Intermediaries, Types of Tour, Leisure Travelers and Small Properties.

UNIT - IX

MARKETING TO TRAVEL AGENTS

Travel Agencies -Types of Travel Agents, Traveler Served, Meeting the Needs of The Travel Agent -Property Information, Service.

Finding Travel Agents -Reaching Travel Agents:

REFERENCES

1. Services Marketing- Zeital Valerire- A and Mary Jo Baiter Publisher: Mcgraw Hill Company
2. Service Marketing- Wood ruffe Helen Publisher Macmillan
3. Foundation and Practices Marketing of Services- Strategies for Success, Harsh V. Verma, Professional Manager,s Library, Global Business Press
4. Marketing Management, Philip Kotler, Prentice –Hall of India, New Delhi
5. Hospitality & Travel Marketing, Alastair M. Morrison
6. Strategic Hotel and Motel Marketing- Hart & Troy
7. Marketing For Hospitality Industry- Robert

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

ADVANCE FOOD PRODUCTION

Course Code: bhct - 452

L-0 T/P-4 Credits - 2

Practical will be according to À la Carte Menu of any classified Hotel.

Welcome drink

Starter and soups

Vegetarian/Non-vegetarian Main Course

Accompaniments

Desserts

Non edible display

Kitchen Planning: Concept to Commissioning & operations.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

ADVANCE FRONT OFFICE OPERATIONS MANAGEMENT

Course Code: bhct - 454

L-0 T/P-2 Credits - 1

1. Skills Training :Prepare to Train ,Present the training, Practice Skills ,Follow Up
2. Total Quality Management – Case Studies
3. Calculating Occupancy Statistics & Budget preparation
4. Package preparations – off season discounts
5. Role play, Projects & Assignments related to current competitive strategies being followed by hotels to improve revenue.
6. Front office Planning: Concept to Commissioning & operations.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

ADVANCE FOOD & BEVERAGE OPERATIONS MANAGEMENT

Course Code: bhct - 456

L-0 T/P-2 Credits - 1

1. International Specialty food service
2. Yield Management of food and beverages
3. Revenue control procedures
4. Case Study
5. Practical will be according to À la Carte Menu of any classified Hotel.
6. F & B Service outlet Planning: Concept to Commissioning & operations.
7. Formats and records maintained and used for Control purpose in Bar, restaurant & Banquet
8. List of Licenses required (Assignment)
9. Menu Engineering
10. Practice a software applications in F & B & generating daily revenue report, sales analysis, F& B Cost report

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

ADVANCE HOUSEKEEPING OPERATIONS MANAGEMENT

Course Code: bhct - 458

L-0 T/P-2 Credits - 1

1. Event Arrangements
2. Theme Based Functions.
3. Project – Planning of Theme Based Rooms.
4. Cost estimation
5. Training & evaluating supervisors and managers
6. Guest room designing (Model Presentation)
7. VIP drill – Functions group arrival
8. Situation handling – mock situations
9. Housekeeper role play
10. Guest Room Planning: Concept to Commissioning & operations.

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

EIGHTH SEMESTER

PROJECT REPORT

Course Code: bhct - 460

L-0 T/P-2 Credits - 4

Specialized Project work: intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to various department.

The documentation and presentation should be conducted before the panel of examiners (one external and one internal) during Term End Examination. The Evaluation shall be done for Project Report, Presentation & Viva-voce by the panel of examiners, and marks awarded by a committee comprising of an internal examiner, who will ordinarily be the supervisor, and one external examiner. The internal examiner shall award marks out of 40 % and the external examiner out of 60 %.

The project may be one of the following type:

- a. Comprehensive case study
- b. Interdepartmental study
- c. Field study

(Any topic as per Industrial Trends and need, Innovations & diversification from time to time)

Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the objectives and research methodology.

Project topic should be selected based on hospitality industry (The topics may cover Hotels, Restaurant, Front Office, Accommodation Operations, Kitchen, Resort management, Hospitality & Catering establishments like air, rail, industrial, Convenience foods and health foods)

The Head of the Department should approve the topic. The presentation of the project should strictly follow the guidelines.

The project report should be prepared on the following guidelines.

Content for the Project Work

1. Cover Page
2. Title Page
3. Certificate
4. Acknowledgment
5. Index / Content Page No
6. Introduction (Aims & Objectives, History, Primary Data, Explanation of Terms)
7. Research Methodology (Methods adopted for collecting Data)
Questionnaire , Interview, Mails etc.
8. Data Analysis & Data Interpretation (Data is depicted with the help of Bar Chart, pie Chart, Graphs, Statistical formulae and interpreted)
9. Conclusions and Limitations
10. Suggestions / Amendments
11. Annexure
12. Bibliography (List of Reference Books)
13. Questionnaire (Blank Format)

Notes:

- 1.The Project Report should be market research and field work oriented and related Hotel & Hospitality Operations.
- 2.The Senior Lecturer / Asst Prof./ HOD/ of the concerned Course will be the Guide/supervisor for the Project Report.