

SAURASHTRA UNIVERSITY

RAJKOT

(Accredited Grade A by NAAC)



Faculty of Business Management, Saurashtra University

Syllabus
for

**Bachelor in Hotel and Tourism Management
(BHTM)**

Choice Based Credit System

**Effective From
July 2016**

SAURASHTRA UNIVERSITY
FACULTY OF MANAGEMENT

Courses of Study

DEGREE OF BACHELOR IN HOTEL & TOURISM
MANAGEMENT (BHTM)
(Four-year Degree Course)

The broad objective of the BHTM course is to provide a steady stream of competent and professional young men and women to the State of Gujarat and thereby to the country with the necessary knowledge, skills, values and attitudes to promote Hospitality Industry and Tourism by occupying positions in the field of Hotel Management, Hotel Administration and Travel and Tourism Management,

The specific objectives of the course will be,

- a. To Orient students undergoing BHTM course in Life and Managerial skills.
- b. To impart the latest and relevant Management and Technological Knowledge and skills in the field of Management, through theoretical and practical inputs.
- c. Adopting a holistic approach to develop and impart the right kind of values and attitude to function effectively in Managerial and Administrative positions in Hospitality Industry.
- d. To familiarize the students with all the core areas of a Hospitality Organization such as-Food & Beverage Production, Food & Beverage Service, Front Office, Housekeeping, Hygiene & Sanitation and Tourism Management.
- e. To assist every student in achieving the best exposure and placement at National and International level and make them self-reliant.

O.B.H.T.M.1

A Candidate for the degree of Bachelor of Hotel and Tourism Management must have passed the Higher Secondary (12th Standard) School Certificate Examination of Gujarat Secondary & Higher Secondary Education Board or equivalent with subjects and percentage of marks as laid down in Statute 150-A or an examination recognized as equivalent thereto and will be required to pass eight subsequent examination namely First semester BHTM, Second semester BHTM, Third semester BHTM, Fourth Semester BHTM, Fifth Semester, Sixth Semester, Seventh Semester and Eighth Semester BHTM examination for the Four Year Degree in Hotel and Tourism Management. However, the eligibility criteria shall always be regulated by AICTE since the admissions are governed by Admission Committee for Professional Courses (ACPC), Government of Gujarat. This may change from time to time.

O.B.H.T.M.2

Admission to First semester BHTM will be granted to an applicant who is eligible to apply for admission, as per Statute 150-A (iii) (b) under the guidelines of ACPC, Department of Technical Education (DTE), Gandhinagar.

O.B.H.T.M.3

An affiliated College or Institution conducting BHTM Degree course shall not be allowed to admit more than 60 students to First Semester BHTM course. The number of seats can be increased only with the approval of AICTE, New Delhi.

O.B.H.T.M.4

Medium of Instruction & Examination shall remain English. Also, the Question Papers shall be set in English language only.

O.B.H.T.M. 5

No late fee shall be levied on the candidate or the Institute in case of late admission in wake of the results being declared late by other State Education Boards. The last date for admission shall be the third Saturday of September.

DEFINITIONS:

- **University** means the Saurashtra University
- **Under Graduate Programme** means Bachelors Degree Programme in Hotel and Tourism Management in the faculty of Business Management
- **Student** means student admitted to the Under Graduate Programme in Hotel and Tourism Management under these regulations.
- **Degree** means Under Graduate Degree in Hotel and Tourism Management
- **Board of Studies** mean UG Board of Studies of the university in the Hotel and Tourism Management
- **Council** means All India Council for Technical Education, New Delhi
- **Fee** means the fee prescribed by the ACPC, Department of Technical Education (DTE), Gandhinagar.
- **Credit** means the unit by which the course work is measured. In these regulations, One credit means one hour of classroom teaching or two hours of practical work.
- **Semester** means an academic term constituting 26 weeks. Each semester shall have at least fifteen weeks of direct class room teaching excluding tutorials, counseling, and self learning

BHTM 2016 CBCS Syllabus

and evaluation, etc. Odd semesters shall be from mid-June to mid-December and Even Semesters shall be from mid-December to Mid-June. The academic year shall be of bi-semesters.

- **Grade Letter** means the alphabet indicating the performance of student in particular course. It is the transformation of the scaled marks secured by a student in a course. Grade Letters are O, A, B, C, D, E and F
- **Grade Point** means the numerical weightage allotted to each stratum of scaled marks corresponding to each 'Grade Letter'
- **Credit Points** means the product of credits assigned to the course and the Grade point secured for the same course by the student.
- **Semester Grade Point Average (SGPA)** means the performance of the student in the given semester. The SGPA is the ratio of the total credits points earned by the students in all the courses of a programme in concerned semester and the total number of credits assigned to the course of the programme in that semester.
- **Cumulative Grade Point Average (CGPA)** means the cumulative grade point weighted average of SGPA computed on the basis of of the formula laid down by the university.

R.B.HT.M.1

The duration of this course shall be four years comprising of eight semesters. This shall be a fulltime course and candidate admitted to this course shall not be allowed to join any other Regular course simultaneously.

R.B.HT.M.2

The candidate admitted to first semester BHTM course shall be eligible to appear at the University Examination provided he/she fulfills the following conditions.

- I. He/she fulfills the condition of minimum attendance as per university norms.
- II. He/she secures at least 40% marks in each paper separately and 50% marks in aggregate in the Internal test/examination to be conducted by the respective college for certifying a candidate as eligible to appear at the University Examination.

The institute shall conduct two Theoretical Evaluation per subject (Total 50 Marks each) and two Practical Evaluation during each semester. The marks of the Evaluations shall be added to the Internal Assessment (30%) and shall be carried to final examination.

R.B.HT.M.3

The scheme of examination and distribution of marks for the various subject of study at the First, Second, Third, Fourth, Fifth, Sixth, Seventh, and Eighth Semester BHTM Examination under the four years degree course is shown in the Table I, II, III, IV, V, VI, VII and VIII respectively.

BHTM 2016 CBCS Syllabus

R.B.H.T.M.4

Candidates appearing for the First, Second, Third, Fourth, Fifth, Sixth, Seventh and Eighth semester BHTM examination shall forward their application in the prescribed examination form accompanied by a certificate of attendance to the Registrar through the Principal of the college on or before the date prescribed for the purpose under the relevant ordinances.

R.B.H.T.M.5

Standard of passing (For First, Second, Third, Fourth, Fifth, Sixth, Seventh and Eighth Semester BHTM)

- I. A candidate shall obtain a minimum of 35 marks in each paper separately and the aggregate minimum should be 40 marks to be successful in the University Examination.
- II. A successful candidate shall be classified as per the rules given below,
 - a) 70% and above; First Class with distinction.
 - b) 60% and above; First Class.
 - c) 50% and above and less than 60%; Second Class.
 - d) Less than 50% but above 40%; Pass Class.

R.B.H.T.M.6: Admission to higher Semester

The eligibility criteria of passing the semester and going to the successive semesters shall be in accordance with the relevant ordinances in force as stipulated by the university from time to time with reference to the succession of the candidate from First Semester to Fourth Semester.

R.B.H.T.M. 7

A candidate who has passed all the subject of First, Second, Third semester and passed at least 50% of the Fourth semester examination papers will be eligible to go to Fifth semester BHTM but will not be declared to have passed the Fourth semester BHTM examination unless he passes in the remaining subjects of Fourth semester BHTM exam in the same or previous examination. His result for the Fifth semester BHTM examination will not be declared until he passes the Fourth semester BHTM examination.

R.B.H.T.M. 8

A candidate who has passed all the subjects of First, Second, Third, and Fourth semester and passed at least 50% of the Fifth semester examination papers will be eligible to go to Sixth semester BHTM but will not be declared to have passed the Sixth semester BHTM examination unless he passes in the remaining subjects of Fifth semester BHTM exam in the same or previous examination. The

BHTM 2016 CBCS Syllabus

result for the Sixth semester BHTM examination shall not be declared until he passes the Fifth semester BHTM examination.

R.B.H.T.M. 9

A candidate who has passed all the subjects of First, Second, Third, Fourth and Fifth Semester and passed at least 50% of the Sixth semester examination papers will be eligible to go to Seventh semester BHTM but will not be declared to have passed the Seventh semester BHTM examination unless he passes in the remaining subjects of Sixth semester BHTM exam in the same or previous examination. His result for the Seventh semester BHTM examination will not be declared until he passes the Sixth semester BHTM examination.

R.B.H.T.M. 10

A candidate who has passed all the subject of First, Second, Third, Fourth, Fifth and Sixth Semester and passed at least 50% of the Seventh semester examination papers will be eligible to go to Eighth semester BHTM but will not be declared to have passed the Eighth semester BHTM examination unless he passes in the remaining subjects of Seventh semester BHTM exam in the same or previous examination. His result for the Eighth semester BHTM examination will not be declared until he passes the Seventh semester BHTM examination.

R.B.H.T.M. 11

A candidate who has passed all the subjects of First, Second, Third, Fourth, Fifth, Sixth and Seventh Semester and has done industrial training of 22 (Twenty Two) weeks in the Eighth semester examination papers will be eligible to qualify for the degree of BHTM but will not be declared to have passed the Eighth semester BHTM examination unless he passes the evaluative exam of the Industrial Training of Eighth semester BHTM exam in the same or previous examination.

R.B.H.T.M. 12

There shall be one elective in each of the fifth, sixth and seventh semester. The student shall be offered three choices of course curriculum. The offer shall depend upon the availability of the resources and faculty. The choices have been indicated below at the designated semesters.

Since one of the main objectives of the CBCS is to enable the student to learn on their own, the Electives can be converted into self study courses, if the number of the students falls below one-third of the total class strength in each choice of the electives.

R.B.H.T.M. 13

- A) There shall be the University Examination at the end of each semester.
- B) The examination shall consist of Valuation of Theory papers.

R.B.H.T.M.14

BHTM 2016 CBCS Syllabus

There shall be a provision of ATKT examination for the unsuccessful candidates in as per University Guidelines

R.B.H.T.M. 15

Internal Examination (Total weight age 30%); the weight age shall be as follows:

- I. 20% to Two Class Tests
- II. 10% to Practical Examination and / or Internal Assignment for Core Areas in Hotel Management such as Food & Beverage Production, Food & Beverage Service, Front Office and Housekeeping.
- III. For Non-Core areas 30% to Two Class Tests (15% for each Monthly Class Test)
- IV. The internal assessment marks (weight age 30%) for each subject will be communicated to the Registrar (Evaluation) at least seven days before the commencement of the University Final Semester Examination.

R.B.H.T.M.16

- a) Compulsory Practical Training

A candidate admitted to Four year (Eight Semester) BHTM degree program shall undergo a practical training according to the schedule mentioned below:

Third Semester Commencing from (22 Weeks)
Eighth Semester: Commencing from (22 Weeks)

- i) There shall be total two trainings during four year degree course for each student.
 - ii) The total duration of the training must be of 44 weeks in various Hotels/Resorts all over the country or overseas.
- b) The candidate must obtain the Training Certificate along with their appraisal forms from the Training/Personnel Manager of the respective Hotel/Resort and submit to the Principal of the respective college at the end of each training period. The candidate shall also prepare the training report indicating the learning outcome and should duly fill the log book signed by various concerned departmental heads in the industry.

A candidate failing to fulfill this requirement shall not be eligible to appear in the final examination of the eighth semester of BHTM program.

The Institution shall forward the marks of Semester 3 and Semester 8 after the evaluation of the Training Report, Appraisal Sheet and Log Book.

R.B.H.T.M.17

BHTM 2016 CBCS Syllabus

The BHTM Programme shall adopt the Cumulative Grade Point Average (CGPA) system for the grading, evaluation and results for the students of BHTM in each semester in accordance with the existing rules of the university.

R.B.H.T.M.18

The date of commencement for the semester and examination for each semester shall be as per the schedule mentioned in TABLE mentioned below.

R.B.H.T.M. 19

There shall be a break after each semester as per the schedule mentioned in TABLE I to Table VIII



Semester - 1



FOOD AND BEVERAGE PRODUCTION - I

COURSE OBJECTIVES

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course / Paper Code	Course / Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	I		BHTM/FP 1/1.1/ (Theory & Practical)	Food and Beverage Production - I	06	30	70	03 Hours

The objective of the course is to develop a basic understanding of the concepts and develop basic skills of Food Production as a core aspect of the program

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> Introduction to Professional Cookery Culinary History, Definition and Origins of modern cookery, Modern developments in equipment and foodstuff, Haute, Bourgeoisie and Nouvelle Cuisine
Unit - 2	<ul style="list-style-type: none"> Aims and Objectives of Cooking Importance of cooking, Action of heat on carbohydrates, Proteins, Vitamins
Unit – 3	<ul style="list-style-type: none"> Kitchen Organization Kitchen brigade: Classical and Modern, Duties and responsibilities of Various positions in kitchen, Co-ordination of Kitchen with other departments of hotel, Common Hierarchy structures adopted by various leading group of hotel, Qualities of kitchen staff and importance of personal hygiene
Unit – 4	<ul style="list-style-type: none"> Methods of Cooking Methods of heat transfer, Various methods of cooking: Definition, Rules, Associated Terms, And Moist Methods: Boiling, Poaching, Steaming, and Stewing; Dry Methods: Frying, Grilling, Roasting, and Baking; Introduction to Tandoor, Mechanism and Care
Unit – 5	<ul style="list-style-type: none"> Characteristics of Raw Materials Fats and Oils, Raising Agent, Eggs, Seasonings, Flavourings
Unit – 6	<ul style="list-style-type: none"> Pigments in Food Vegetables, Meat
Unit - 7	<ul style="list-style-type: none"> Fruits Classification with examples, Difference between Fruits and Fruit Vegetables
Unit - 8	<ul style="list-style-type: none"> Vegetables Classification with examples, Special Boiling of Green Vegetables
Unit - 9	<ul style="list-style-type: none"> Stock Definition, Parts, Quality, Rules of Making, Use; Use of Aspic, Aspic Jelly and Glaze
Unit - 10	<ul style="list-style-type: none"> Soup Definition, Classification and Examples; Emphasis on Consomme and its Classification
Unit - 11	<ul style="list-style-type: none"> Sauce Definition, Use and Importance of Sauce, Mother Sauces and Derivatives, Garnishes and accompaniments

COURSE CONTENT (PRACTICAL)	
Unit – 1	<ul style="list-style-type: none"> • Introduction to Food and Beverage Production Scullery, Equipment Identification and handling , Kitchen Hygiene orientation, Store Orientation, Safety Orientation, Using a Knife
Unit - 2	<ul style="list-style-type: none"> • Identification of Commodities Identification of Fruits and Vegetables, identification of Legumes and Cereals Identification of Spices, identification of Staples, Quiz and Exercises, Basic Cuts (Dicing, Slicing and Chopping of Onions and Tomatoes)
Unit – 3	<ul style="list-style-type: none"> • Cuts Of Vegetables Using a Knife, Advanced Cuts of Vegetables, Peeling, Coring, Pairing, Jardiniere, Julienne, Macedoine, Brunnoise, Paysanne; Basic Methods of Cooking, Boiling, Poaching, Steaming, Blanching, Frying, Baking
Unit – 4	<ul style="list-style-type: none"> • Indian Gravies Introduction to Basic Indian Gravies, Onion and Tomato, Makhani, Yellow
Unit – 5	<ul style="list-style-type: none"> • Indian Gravies Introduction to Basic Indian Gravies, White, Palak, Kadhai
Unit - 6	<ul style="list-style-type: none"> • Indian Breads and Rice Preparations Steamed Rice: Absorption and Drainage Method; Roti, Paratha
Unit - 7	<ul style="list-style-type: none"> • Legumes Chhole, Moong/Toor/ Arhar (Yellow Dal), Rajma
Unit - 8	<ul style="list-style-type: none"> • Indian Desserts ShahiTukra, Halwa (Gajar/Lauki/Wheat Flour), Malpua
Unit - 9	<ul style="list-style-type: none"> • Mother Sauces Introduction to Continental Cuisine; Bechameland VelouteSauce with 2 derivatives
Unit - 10	<ul style="list-style-type: none"> • Mother Sauces Espagnole and Tomato Sauce with 2 derivatives
Unit - 11	<ul style="list-style-type: none"> • Mother Sauces Mayonnaise and Hollandaise sauce with 2 derivatives
Unit – 12	<ul style="list-style-type: none"> • Continental Desserts Crème Caramel, Pudding, Crepes/Pancakes, Miscellaneous Sauces

REFERENCE BOOKS
<ul style="list-style-type: none"> • Theory of Cookery: Krishna Arora • Modern Cookery: Thangam E Philip • The Theory of Catering: Ronald Kinton, Victor Ceserani

FOOD AND BEVERAGE SERVICE - I

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course / Paper Code	Course / Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	I		BHTM/FB S1/1.2/ (Theory & Practical)	Food and Beverage Service - I	05	30	70	03 Hours

COURSE OBJECTIVES

The objective of the course is to develop a basic understanding of the concepts and develop basic skills of Food and Beverage Service as a core aspect of the program.

COURSE CONTENT (THEORY)

Unit - 1	<ul style="list-style-type: none"> The Food and Beverage Service Industry Types of Catering Establishments; (Introduction to Food and Beverage Operations)
Unit - 2	<ul style="list-style-type: none"> Food and Beverage Service Areas in a Hotel Restaurant, Coffee Shop, Room Service, Bars, Banquets; (Discotheques, Still Room, Grill Room, Snack Bar, Executive Lounges, Business Centres, Night Clubs)
Unit - 3	<ul style="list-style-type: none"> Food and Beverage Service Equipment (Usage of Equipment, Criteria for Selection); Requirements, Quantity and Types (Furniture, Linen, Chinaware, Silverware, Glassware, Disposables, Special Equipments, Other Equipments); Care and Maintenance
Unit - 4	<ul style="list-style-type: none"> Food and Beverage Service Personnel Food and Beverage Service Organization; Job Descriptions; Job Specifications; Attitude and Attributes of a F&B Service Personnel; (Competencies, Inter-Departmental Relationship)
Unit - 5	<ul style="list-style-type: none"> Food and Beverage Service Methods Table Service (Silver, English, Family, American, Butler, French & Russian); Self Service (Buffet and Cafeteria); Specialized Service (Gueridon, Trolley, Tray, Lounge, Room) Single Point Service (Take Aways, Vending, Kiosks, Food Courts & Bars, Automats)
Unit - 6	<ul style="list-style-type: none"> Types of Meals Breakfast, Brunch, Lunch, Hi-Tea, Dinner, Supper, Elevenses; (Introduction, Cover, Menu & Service)

COURSE CONTENT (PRACTICAL)	
Unit – 1	• Restaurant Dining and Service Etiquettes & Hygiene Practices
Unit - 2	• Mise-en-Place and Mise-en-Scene
Unit – 3	• Identification of Equipment
Unit – 4	• Cleaning / polishing of EPNS items
Unit – 5	• Cleaning and Polishing of Glassware
Unit - 6	• Stacking of Sideboard
Unit - 7	• Laying and Relaying of Table Cloth
Unit - 8	• Napkin Folds
Unit - 9	• Rules for Laying a Table
Unit - 10	• Service of Water
Unit - 11	• Handling Service Gear
Unit – 12	• Carrying Plates, Glasses and Other Equipments on a salver / tray
Unit – 13	• Crumbing and Clearing of Plates, Glasses and Other Equipments & Presenting the bill
Unit – 14	• Table d'Hote and A La Carte Cover

REFERENCE BOOKS	
<ul style="list-style-type: none"> • Food and Beverage Service – Lillicrap and Cousins – 9th Edition – Hodder Education • Food and Beverage Service – R. Singaravalaven – Oxford Higher Education 	

FRONT OFFICE - I

Name of Course	Semester	Core/Elective/ Allied/Practical/ Project	Course / Paper Code	Course / Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	I		BHTM/FO 1 /1.3/ (Theory & Practical)	Front Office - I	05	30	70	03 Hours

COURSE OBJECTIVES

The objective of the course is to develop a basic understanding of the concepts and develop basic skills of Front Office as a core aspect of the program

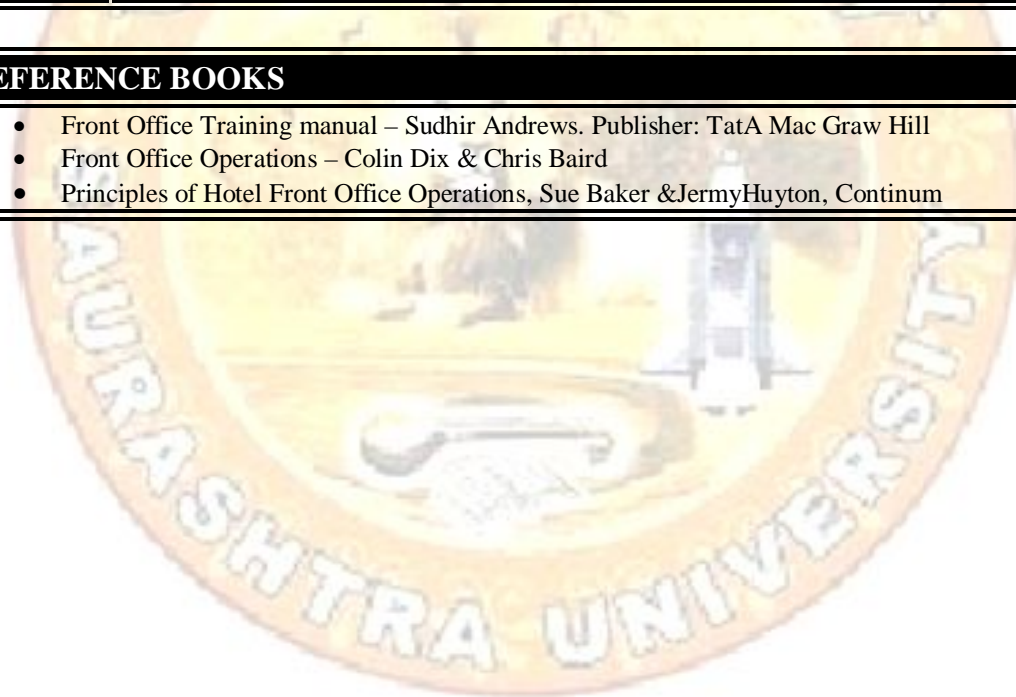
COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> Introduction to Hotel Industry History & Origin of Hotel Industry, Classification of Hotel (Location, Target Market, Size and Number of Properties, Level of Service, Length of Stay, Themes, Ownership and Affiliation) History of Chain & Group hotels, Domestic and International brands.
Unit - 2	<ul style="list-style-type: none"> Classification of hotels Star classification; Classification based on size, clientele, Location, Ownership, Independent, Management Contract, Chains & Franchise/ Affiliated, Time Share
Unit – 3	<ul style="list-style-type: none"> 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 – 4	<ul style="list-style-type: none"> Organizational 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 – 5	<ul style="list-style-type: none"> Basic information of front desk agents Different types of rooms; Numbering of rooms and food plan; Basis of charging a guest. Tariff, Rates, Discounts and Policy; Facilities available in Hotels: Brochure & Tariff Card
Unit - 6	<ul style="list-style-type: none"> Importance of communication Communicating with various sections: verbal, written & verbal, Interdepartmental Coordination with other departments: Housekeeping, Engineering & Maintenance, Revenue Centers, Marketing, Public Relations, VIP lounge, etc; Communications: Log Book, Information Directory, Mail and Package Handling, Telephone Services
Unit - 7	<ul style="list-style-type: none"> Front office Equipment Room Rack, Mail, Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register

	Support Devices, Telecommunications Equipments
Unit - 8	<ul style="list-style-type: none"> • 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

COURSE CONTENT (PRACTICAL)	
Unit - 1	<ul style="list-style-type: none"> • Use of F.O. Equipments.
Unit - 2	<ul style="list-style-type: none"> • Basic Manners and Attributes for Front Office Operations.
Unit - 3	<ul style="list-style-type: none"> • Communication Skills – Verbal and Non-verbal.
Unit - 4	<ul style="list-style-type: none"> • Practice on cases related to Front office & other departmental communications
Unit - 5	<ul style="list-style-type: none"> • Communication Systems - Different types of calls, Screening Practice.
Unit - 6	<ul style="list-style-type: none"> • Telephone Equipment - Telex, Fax, E-mail Operations, Central Reservation Network System
Unit - 7	<ul style="list-style-type: none"> • Study of Country– Capital, Currency, and Airlines & Flag charts.
Unit - 8	<ul style="list-style-type: none"> • Identification of Vouchers - List prepared by F.O. and sub departments.
Unit - 9	<ul style="list-style-type: none"> • Use of Front Office Stationery.

REFERENCE BOOKS	
	<ul style="list-style-type: none"> • Front Office Training manual – Sudhir Andrews. Publisher: TatA Mac Graw Hill • Front Office Operations – Colin Dix & Chris Baird • Principles of Hotel Front Office Operations, Sue Baker & JermyHuyton, Continum



HOUSEKEEPING - I

Name of Course	Semester	Core/Elementive/Allied/Practical/Project	Course / Paper Code	Course / Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	I		BHTM/HK1 /1.4/ (Theory & Practical)	Housekeeping - I	05	30	70	03 Hours

COURSE OBJECTIVES

The objective of the course is to develop a basic understanding of the concepts and develop basic skills of House Keeping as a core aspect of the program

COURSE CONTENT (THEORY)

Unit - 1	<ul style="list-style-type: none"> Introduction to Hotel Industry History & Origin of Hotel Industry; Classification of Hotel (Location, Target Market, Size and Number of Properties, Level of Service, Length of Stay, Themes, Ownership and Affiliation) Hotel departments.
Unit - 2	<ul style="list-style-type: none"> Introduction to Housekeeping Department Scope of Housekeeping Department; Importance & Functions of Housekeeping. Guest satisfaction and repeat business; House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas.
Unit - 3	<ul style="list-style-type: none"> Layout of House Keeping Department Sections of the housekeeping department, their functions, Department layout.
Unit - 4	<ul style="list-style-type: none"> Organization of Housekeeping Department Hierarchy / Organizational Structure in large, medium & small hotels, Attributes of staff. Job Descriptions and Job Specifications of every position.
Unit - 5	<ul style="list-style-type: none"> Guest Rooms Types of guest rooms, Guest room Status, Layout of Standard Guest room, Amenities & facilities for Standard & VIP guest room
Unit - 6	<ul style="list-style-type: none"> Key Control Systems Key Control, Classification of Key (Manual keys, Computerized keys), Types of Key (Room Key, Section Master, Floor Master, Sub Master, Wing Master, Grand Master, Emergency Key, Offices and store keys); Key Control Procedures.
Unit - 7	<ul style="list-style-type: none"> Cleaning Equipments Introduction & Types of Soil, Principles of Cleaning. Cleaning Procedures, Cleaning Process Classification of Equipment & Agents, Use, care & Maintenance of Equipment, Selection & purchase criteria
Unit - 8	<ul style="list-style-type: none"> Cleaning Agents Introduction, Classification, use, care and storage, Distribution & Control, Selection Criteria

COURSE CONTENT (PRACTICAL)	
Unit – 1	• Introduction to the Housekeeping department
Unit - 2	• Introduction to Cleaning Equipments
Unit – 3	• Introduction to Cleaning Agents
Unit – 4	• Introduction to Guest Room and supplies & placement
Unit – 5	• Sweeping and Mopping – dry, wet.
Unit - 6	• Polishing of Laminated surfaces.
Unit - 7	• Polishing of Brass Articles.
Unit - 8	• Polishing of EPNS articles.
Unit - 9	• Polishing of Copper articles.
Unit – 10	• Cleaning of Glass surfaces.
Unit – 11	• Cleaning of oil painted surfaces.
Unit – 12	• Cleaning of plastic painted surfaces.
Unit – 13	• Mansion polishing
Unit – 14	• Vacuum Cleaning

REFERENCE BOOKS	
•	Housekeeping Training Manual - Sudhir Andrews
•	Hotel, Hostel & Hospital Housekeeping – Brenscon&Lanox
•	Hotel Housekeeping Operations and Management - Raghubalan

COMMUNICATIVE ENGLISH

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course / Paper Code	Course / Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	I		BHTM/CE /1.5/T (Theory)	Communicative English	05	30	70	03 Hours

COURSE OBJECTIVES

The objective of the course is to develop a basic understanding and awareness of Communicating and understanding English Language and develop basic skills of communicating in English.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • Basics of Communication Defining communication, Role of Communication, Means of communication, Classifying communication, Importance of communication, Concept of Effective Communication, Seven C's for Effective Communication, Pattern of Communication, Barriers to Communication
Unit - 2	<ul style="list-style-type: none"> • Concepts of Grammar Sentence, Parts of Speech, Article, Voice, Punctuation, Synonym, Antonym, Prefix, Suffix
Unit – 3	<ul style="list-style-type: none"> • Effective Documentation for Meeting Framing Agendas, Effective Note taking, Minutes of Meeting, Business
Unit – 4	<ul style="list-style-type: none"> • Business Correspondence Letter Writing, Circular, Notice, CV Preparation
Unit – 5	<ul style="list-style-type: none"> • Non-Verbal Communication Body Language
Unit - 6	<ul style="list-style-type: none"> • Study Skills Interpretation of Charts, Diagrams and Map Reading

REFERENCE BOOKS

- Business Communication 2nd Ed. by Meenakshi Raman and Prakash Singh
- Communication Skills 1st ed. by Sanjay Kumar

HYGIENE AND SANITATION

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course / Paper Code	Course / Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	I		BHTM/HS/1.6/T (Theory)	Hygiene and Sanitation	04	30	70	03 Hours

COURSE OBJECTIVES

The objective of the course is to develop a basic understanding the importance of the procedures and ways applicable for Hygiene and Sanitation as a major component of Hotel operations and guest satisfaction.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> CLEANING, HYGIENE AND SANITIZING OPERATIONS Difference between cleaning and sanitizing, Principles of cleaning, Factors affecting cleaning, cleaning frequency, sanitizing principles, heat sanitizing, chemical sanitizing, Equipment and supplies used for cleaning, cleaning fixed & mobile equipment, Cleaning environmental areas, Manual & mechanical dishwashing
Unit - 2	<ul style="list-style-type: none"> PERSONAL HYGIENE OF STAFF Personal hygiene, cleanliness, Employee uniforms and grooming, Purpose of protective clothing, Food handling in service areas and in preparation areas, Toilet facilities and related hygiene, Dealing with cuts, boils, skin care.
Unit – 3	<ul style="list-style-type: none"> HYGIENE STORAGE OF RAW AND COOKED FOODS Types of micro-organisms or scant in the food, knowledge of safe vs. danger zones for storing food, Food preservation methods -using drying methods, chemical, Irradiation, low temperature, high temperature, Food borne diseases, Food poisoning of different types, Causes of food spoilage , Food sanitation management program
Unit – 4	<ul style="list-style-type: none"> WASTE MANAGEMENT Ventilation, waste and disposal, Potable water supply, Purification of water – filtration, chlorinating, boiling, decapitation of ion-exchange, Hygiene of ice making, water borne diseases, pathogen free potable water.
Unit – 5	<ul style="list-style-type: none"> HACCP Biological hazards, Chemical hazards, Physical hazards, The seven principles in a HACCP System, Hygiene practices in Eco-hotels

REFERENCE BOOKS

- Principal of food sanitation: Norman G. Marriottand, Robert B. Gravani
- HACCP food training manual: TARA PASTER
- Road to Hospitality: shannessy Vivienne, Pearson education
- Food sanitation: Rufus K. Guthrie
- Food hygiene and sanitation: Sunetra Roday
- Hospitality career: Lynn Vander wagon, Hospitality press
- Clean and maintain premises: regency pub. Australia



Semester – 2



FOOD AND BEVERAGE PRODUCTION - II

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course / Paper Code	Course / Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	II		BHTM/FP II/2.1/ (Theory & Practical)	Food and Beverage Production - II	06	30	70	03 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the concepts and characteristics of different commodities used in Food preparation and develop skills in using the commodities in cooking.

COURSE CONTENT (THEORY)

Unit - 1	<ul style="list-style-type: none"> Meat Cookery (Beef, Lamb/Mutton, Pork) Cuts of Beef, Lamb/Mutton, Pork; Pre-Slaughtering, , Quality Factors involved with each Cut, Table of approximate weight and Methods of cooking, Understanding Muscle and its Nature, Connective Tissue
Unit - 2	<ul style="list-style-type: none"> Veal and Poultry Cuts of Veal and Poultry; Pre-Slaughtering, , Quality Factors involved with each Cut, Table of approximate weight and Methods of cooking, Offal and Giblets
Unit - 3	<ul style="list-style-type: none"> Fish Cookery Classification of Fish, Selection of Fish, Cuts of Fish, Court Bouillon, Types of Court Bouillon
Unit - 4	<ul style="list-style-type: none"> Breakfast Cookery Indian Regional Breakfasts, European Egg Preparations, Breakfast Cereals, Other Breakfast Varieties
Unit - 5	<ul style="list-style-type: none"> Pasta Definition, Classification and Cooking of Pasta, Basic Ingredients in making Pasta, Accompanying sauces
Unit - 6	<ul style="list-style-type: none"> Cheese Definition, Classification and Cooking, Basic Ingredients in manufacture of cheese, Manufacturing Process

COURSE CONTENT (PRACTICAL)	
Unit – 1	<ul style="list-style-type: none"> • Revision Revision of Semester 1 (Mother Sauces)
Unit - 2	<ul style="list-style-type: none"> • Egg Cookery Breakfast Eggs with Accompaniments
Unit – 3	<ul style="list-style-type: none"> • Accompaniments Continental Potato Accompaniments
Unit – 4	<ul style="list-style-type: none"> • Indian Menu Tomato Shorba, Baigan Bharta, Aloo Methi, Phulka
Unit – 5	<ul style="list-style-type: none"> • Continental Menu Waldorf salad, Grilled Fish with lemon butter sauce, Parsley Potato, Coffee Mousse
Unit - 6	<ul style="list-style-type: none"> • Continental Menu Crème de Epinard, Poulet – a – la King, Pilaf, Orange Bavaois
Unit - 7	<ul style="list-style-type: none"> • Indian Menu Aloo Tikki, Bhindi Masala, Paratha, Laung Latika
Unit - 8	<ul style="list-style-type: none"> • Continental menu Crepe Florentine, Potato Dauphinoise, Napolitan Mousse
Unit - 9	<ul style="list-style-type: none"> • Indian Menu Mendu Vada, Sambhar, Coconut chutney, Parappu Payasam
Unit - 10	<ul style="list-style-type: none"> • Continental Menu Minestrone Soup, Penne a la pesto, Churros
Unit - 11	<ul style="list-style-type: none"> • Introduction to Bakery Basic bread Dough, Bread rolls, Different Shapes & Size of bread rolls
Unit – 12	<ul style="list-style-type: none"> • Introduction to Bakery Pizzas Dough and Pizza Making, Stuffed Bread

REFERENCE BOOKS
<ul style="list-style-type: none"> • Theory of Cookery: Krishna Arora • Modern Cookery: Thangam E Philip • The Theory of Catering: Ronald Kinton, Victor Ceserani

FOOD AND BEVERAGE SERVICE - II

Name of Course	Semester	Core/Elctive/Allied/Practical/Project	Course / Paper Code	Course / Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	II		BHTM/FB SII/2.2/ (Theory & Practical)	Food and Beverage Service - II	06	30	70	03 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the concepts and characteristics of different service areas and planning of menu for guest service.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> Menu and Menu Planning Origin of Menu, Objectives of Menu Planning - Considerations and Constraints, Types of Menu - A la carte and Table d'hote; Courses of French / European Classical Menu (Sequence, Examples from each course, Cover of each course, Accompaniments); French Names of dishes Types of Meals (Lunch, Dinner); (Types, Service Methods, A la Carte & Table d'hote set ups); Menu Terms, Menu Design
Unit - 2	<ul style="list-style-type: none"> French Vocabulary in Restaurant Operations Restaurant Vocabulary (English & French), French Classical Menu Planning. French for Receiving, Greeting & Seating Guests, French related to taking order & description of dishes
Unit – 3	<ul style="list-style-type: none"> Control Systems Billing Methods, Duplicate and Triplicate System, KOTs & BOTs, Single Order Sheet Making bill, Cash handling equipment, Record keeping (Restaurant Cashier), Computerised KOTs, Necessity and Functions of a Control System, F & B Control Cycle, Monitoring
Unit – 4	<ul style="list-style-type: none"> Non - Alcoholic Beverages Classification (Nourishing, Stimulating and Refreshing beverages), Tea (Origin , Manufacture, Types & Brands, Coffee (Origin, Manufacture, Types & Brands), Juices and Soft Drinks, Cocoa & Malted Beverages (Origin & Manufacture, Types & Brands)
Unit – 5	<ul style="list-style-type: none"> Room Service General Principles, Pitfalls, Cycles of Service, Scheduling & Staffing, Menu Planning, Forms & Formats, Order Taking, Thumb Rules, Suggestive Selling, Breakfast Cards, Lay Out & Set Up of Common Meals, Use of Technology for better room service, Time Management - Lead Time from Order Taking to Clearance
Unit - 6	<ul style="list-style-type: none"> Beer Ingredients, Production - Fermentation and Brewing, Types and Brands - Indian and International, Service of Bottled, Canned and Draught beers, Storage of Beer

BHTM 2016 CBCS Syllabus

Unit – 7	<ul style="list-style-type: none">• Other Fermented & Brewed Beverages Sake, Cider, Perry, Alcohol Free Beverages
Unit – 8	<ul style="list-style-type: none">• Other Catering Operations Off Premise Catering, Hospital Catering, Industrial Catering, Institutional Catering, Airline Catering, Railway Catering, Home Delivery, Take Aways
Unit – 9	<ul style="list-style-type: none">• Breakfast Morning Tea, Breakfast Service (English, American Continental), (Menu, Cover, Service), Brunch Service
Unit – 10	<ul style="list-style-type: none">• Afternoon & High Teas Introduction, Menu, Cover, Service



COURSE CONTENT (PRACTICAL)	
Unit – 1	• Restaurant Reservation System and Telephone Manners
Unit - 2	• Receiving and Seating of Guests - Bidding Farewell to guests
Unit – 3	• Sequence of Service - Silver Service
Unit – 4	• Taking an Order Food & Making a KOT & Order Processing (Passing orders to the kitchen)
Unit – 5	• Presentation and En-cashing the Bill with Guest Comment Cards
Unit - 6	• Writing a Menu in English and French
Unit - 7	• Service of Cold & Hot Non Alcoholic Beverages
Unit - 8	• Room Service Tray and Trolley Lay-Up and Service
Unit - 9	• Room Service Amenities Set up in Rooms
Unit - 10	• Functional and Floor Layouts for Room Service
Unit - 11	• Conducting Briefing and Debriefing
Unit – 12	• Service of Beer (Bottled, Canned & Draught), Cider, Perry & Sake
Unit – 13	• Cover, Accompaniments & Service Menu & Cover Layout(Classical Hors d' oeuvre: Oysters, Caviar, Smoked Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, AsparagusDessert (Fresh Fruit & Nuts)
Unit – 14	• Service of Breakfast - English, Continental and American
Unit – 15	• Afternoon Tea Cover/High Tea Cover

REFERENCE BOOKS
<ul style="list-style-type: none"> • Food and Beverage Service – Lillicrap and Cousins – 9th Edition – Hodder Education • Food and Beverage Service – R. Singaravalaven – 1st Edition - Oxford Higher Education • European Gastronomy in the 21st Century - Cailein Gillespie – 1st Edition - Butterworth-Heinemann • Advanced Service Techniques – Joyce Nutley – 2nd Edition - Halsted Press • Dining Room and Banquet Management – Anthony J. Strianese & Pamela P. Strianese – 3rd Edition – Thomson

FRONT OFFICE – II

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course / Paper Code	Course / Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	II		BHTM/F02 / 2.3 / (Theory & Practical)	Front Office - II	05	30	70	03 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the concepts and characteristics of various procedures and processes involved in handling Reservation, Registration and Check In of guests in the hotel.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> Front office forms Pre-Arrival, Arrival, Occupancy, and Departure
Unit - 2	<ul style="list-style-type: none"> Importance of reservation Sources and modes of Reservation. Reservations and Sales, Types of Reservations: Guaranteed Reservations, Non-Guaranteed Reservations, Computerized Reservation System (CRS).
Unit – 3	<ul style="list-style-type: none"> 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 Reports :Expected Arrival and Departure Lists :Processing Deposits :Reservations Histories Reservation Considerations :Legal Implications ,Waiting Lists , Packages , And Potential Reservation Problems
Unit – 4	<ul style="list-style-type: none"> Reservation enquiry Central Reservation Systems, Global Distribution Systems, Intersell Agencies, Property Direct, Reservations Through the Internet
Unit – 5	<ul style="list-style-type: none"> Property Management system Reservations Management Software, Rooms Management Software.
Unit - 6	<ul style="list-style-type: none"> 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 FIT's
Unit – 7	<ul style="list-style-type: none"> Basic information Guest History Card, Safe deposit boxes and its operation, Rules regarding custom, Preparation of itinerary , VVIP Guest arrival
Unit – 8	<ul style="list-style-type: none"> Doorman & Valet Service Basic etiquette's and grooming standards, Duties and Responsibilities, Guest car handling / parking procedure.

Unit – 9	<ul style="list-style-type: none">• 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
----------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



COURSE CONTENT (PRACTICAL)	
Unit - 1	<ul style="list-style-type: none"> • Handling Complaints
Unit - 2	<ul style="list-style-type: none"> • HMS, Fidelio system of computer packages
Unit - 3	<ul style="list-style-type: none"> • Practice on Room Management System, Reservation, Check in, Practical Situations & Guest problems
Unit - 4	<ul style="list-style-type: none"> • Amendments in Reservations, Cancellation, Room availability charts. Practice on Fidelio
Unit - 5	<ul style="list-style-type: none"> • Telephonic Conversations - Standard Phrases, Manners, Do's & Don'ts
Unit - 6	<ul style="list-style-type: none"> • Reception, Reservation and Concierge and Cash Counter Activities.
Unit - 7	<ul style="list-style-type: none"> • Procedure of taking reservations – in person and on telephones.
Unit - 8	<ul style="list-style-type: none"> • Converting enquiry into valid reservations.
Unit - 9	<ul style="list-style-type: none"> • Role-play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc.
Unit - 10	<ul style="list-style-type: none"> • Suggestive selling, Mock Situations – Role – Plays
Unit - 11	<ul style="list-style-type: none"> • Preparation of Guest History Cards, Filling up of 'C' Forms.
Unit - 12	<ul style="list-style-type: none"> • Preparation & filling up of Guest registration card.
Unit - 13	<ul style="list-style-type: none"> • Role-play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc.

REFERENCE BOOKS
<ul style="list-style-type: none"> • Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill • Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA • Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar. • Managing Computers in Hospitality Industry – Michael Kasavana& Cahell. • Front Office Operations – Colin Dix & Chris Baird. • Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers • Managing Front Office Operations By Kasavana& Brooks • Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum

HOUSEKEEPING – II

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course / Paper Code	Course / Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	II		BHTM/HK 2/2.4/ (Theory & Practical)	Housekeeping - II	05	30	70	03 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the concepts and characteristics of various procedures and processes involved in cleaning of different areas of the hotel and implementing skills necessary for maintenance and upkeep of the hotel for guests.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • Linen & Uniform room Layout of Linen Room, Classification & Selection of Linen, Classification of Bed, Bath, & Restaurant Linen, Sizes of Linen, Calculation of Linen requirement, Linen Control – Linen Inventory, Storage, Par stock, Linen Exchange, Linen Control, Care labels, Hot and cold towels, Discard management.
Unit - 2	<ul style="list-style-type: none"> • Cleaning Routine of Housekeeping Department General principles of cleaning, Work routine for floor supervisors and chamber maids, Rules of the floor.
Unit – 3	<ul style="list-style-type: none"> • Cleaning Routine of Guest Rooms Daily cleaning of occupied, departure, vacant, Under Repair & VIP rooms, Evening service & second service procedures, Types of Regular and Special Cleaning tasks to be carried out (Daily, Weekly, Fortnight, Monthly, Routine, Spring, Deep cleaning procedures)
Unit – 4	<ul style="list-style-type: none"> • Cleaning Routine of Public Areas Areas to be maintained, Daily, weekly and spring-cleaning procedures for various Public Areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Health Clubs, Spa, Elevators, Office areas, Staircase & Corridors.
Unit – 5	<ul style="list-style-type: none"> • Co-ordination and Control Housekeeping control Desk, Handling telephone calls, Coordination with other Departments and control (Inter & Intra), Files and Registers Maintained at Control Desk, Forms & Formats, Handling Difficult Situations, Handling Room Transfer.
Unit - 6	<ul style="list-style-type: none"> • Lost And Found Procedure Types and classification, Procedure for Guest articles, Procedure for Lost Hotel Property, Records maintained.
Unit – 7	<ul style="list-style-type: none"> • Inspection and Supervision • Importance of supervision, Checklist for inspection, Dirty Dozen, Handling guest complaints.
Unit – 8	<ul style="list-style-type: none"> • Safety Awareness & Accident Prevention Introduction - Safety & Security, Three E's Of Safety, Potential Hazards In

	Housekeeping, Types Of Accidents & Their Causes, Occupational Safety And Hazards Standards, Basic Guidelines For Prevention Of Accidents, Accident Report Form, Job Safety Analysis.
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

COURSE CONTENT (PRACTICAL)	
Unit – 1	• Bed making
Unit - 2	• Cleaning of different floor finishes, & use of floor scrubbing machine
Unit – 3	• Equipping Maids Carte / Trolley
Unit – 4	• Bed Making – Day / Evening
Unit – 5	• Daily Cleaning of Guest rooms – Departure, occupied and vacant
Unit - 6	• Weekly / Spring Cleaning
Unit - 7	• Daily cleaning of Public Areas (Corridors)
Unit - 8	• Weekly Cleaning of Public Areas
Unit - 9	• Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.
Unit - 10	• Inspection records – Checklist
Unit - 11	• Monogramming
Unit – 12	• Mending, Sewing Machine
Unit – 13	• Linen Inventory – Stock Taking
Unit – 14	• Identification and construction of – plain, basket, figured, weaves, pile, satin,
Unit – 15	• Twill and Satin

REFERENCE BOOKS	
<ul style="list-style-type: none"> • Housekeeping Training Manual - Sudhir Andrews • Hotel, Hostel & Hospital Housekeeping – Brenson & Lanox • Hotel Housekeeping Operations and Management - Raghubalan • Fibres& Fabrics – Brenda Piper 	

COMPUTER APPLICATIONS

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course / Paper Code	Course / Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	II		BHTM/CA /2.5 (Theory)	Computer Applications	03	30	70	03 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the basic concepts and characteristics of softwares used in the hotel industry and implementing skills for learning the same.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> Introduction Computer, Block Diagram, Components of a computer system, generation of computers, storage devices
Unit - 2	<ul style="list-style-type: none"> Operating Systems Introduction, Functions, types, Components, Case Studies - DOS, Windows
Unit – 3	<ul style="list-style-type: none"> Common Functions MS Office
Unit – 4	<ul style="list-style-type: none"> Word Processing Spread Sheets – Presentations – MS-WORD, MS-EXCEL, MS-POWERPOINT
Unit – 5	<ul style="list-style-type: none"> Introduction to Internet Concept & Definition, world Wide Web, e-Mails, Websites and Search Engines, Introduction to e-commerce, CRS [Central Reservation System] & GDS [Global Distribution System]

REFERENCE BOOKS

- Local Area Network – SK Basandra, S Jaiswal – 5th Edition
- Windows XP Simplified – Wiley Publications
- Windows 7 Professional – Sean Odam
- Windows 8 – Adrian Puren

TOURISM MANAGEMENT - I

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course / Paper Code	Course / Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	II		BHTM/TM1 /2.6 (Theory)	Tourism Management - I	05	30	70	03 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the concepts and characteristics of tourism as a major industry and a field of study contributing towards the development of the country. The aspects covered as under helps the learner to acquire knowledge about the growth and development of tourism as an industry.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> TRAVEL THROUGH AGES An ancient phenomenon, Travel for trading, Silk route, Accounts of famous travellers, Pleasure travel, Emergence of spas and seaside resorts, Religion as a motivator, The grand tour, The origin of the concept of the annual holiday, Industrial revolution & the development of travel, Effects of the great war on the transport system, Advent of the jet, Advent of high speed trains
Unit - 2	<ul style="list-style-type: none"> MODERN TOURISM AND TOURISM PHENOMENON Post - second world war phenomenon, Causes of rapid growth, Meaning & nature of tourism, Definitions of tourism, excursion, day trip, travel, traveller, excursionist, picnic, leisure, Categorization of tourism, Domestic tourism and international tourism, Inbound & outbound Tourism, Inter-regional & Intra-regional - Internal tourism - -National tourism, Types of tourist: Allo-centric, Mid-centric, Psychocentric, Excursionist, Day tripper, Drifter
Unit – 3	<ul style="list-style-type: none"> CONSTITUENTS OF THE TOURISM Accessibility, Surface transportation, Road transportation, Railways, Sea and waterways: india and international : air transport, Accommodation: star category hotels, non- star category hotels, alternative accommodations, Attractions: hill stations, sea-side, deserts, ayurveda, monuments, museums, temples, national parks, wild life sanctuaries, botanical gardens, ghats, Amenities, activities, other infrastructure banking, medical, FOREX, insurance etc.
Unit – 4	<ul style="list-style-type: none"> THE ORGANISATION OF TOURISM Recommendation of the un conference, The National Tourist Organization, Tourist Organization in India NTO, STO, KTDC, JATO, TAAI, International Union of Official Travel Organization (IUOTO), World Tourism Organization (WTO), Pacific Area Travel Association (PATA), International Air Transport Association (IATA), International Civil Aviation Organization (ICAO)

<p>Unit – 5</p>	<ul style="list-style-type: none"> • ROLE OF TRAVEL AGENCY IN TOURISM Thomas Cook & the Organization of travel, The Grand Circular Travel, Introduction of Railway & Hotel Coupons, The American Express company, Introduction of air travel, Profile of modern travel agency, Organisation of travel agency, Functions of travel agency, Job description of travel agent, The tour operator, Group inclusive tours, Travel organisations (asta & uftaa), Travel agencies in India
<p>Unit - 6</p>	<ul style="list-style-type: none"> • TRAVEL GEOGRAPHY Definition, scope and contents of geography of tourism. --Approaches, methodology and techniques analyses in geography of tourism, Importance of geography of tourism. Natural and climatic regions of the world in brief, How to read a map- latitude, longitude, international date line, time zones and calculation of time; Time differences, GMT variations, concepts of elapsed time, flying time, ground time; Standard time and summer time (day light saving time). Conceptual framework of models in geography of tourism and spatial perspectives in analysis and developmental strategy; Types, forms, patterns and linkages in tourism. Impact of weather and climate on tourist destinations. Geographical determinants: diversities and disparities. Typology of area and linkages flows and orientation. Indian geography, physical and political features of Indian subcontinents. Climatic conditions prevailing in India. Tourism attractions in different states and territories of India. Country, capital and currency.

REFERENCE BOOKS

- Marketing for Hospitality and Tourism: Pearson New International Edition - 6th Edition by Philip Kotler, John Bowen, James Makens
- Tourism Principles and Practice - 5th Edition by John Fletcher, Alan Fyall, David Gilbert, Stephen Wanhill
- Thinking through Tourism By Julie Scott; Tom Selwyn
- An Introduction to Tourism and Anthropology By Peter M. Burns
- Tourism: Between Place and Performance By Simon Coleman; Mike Crang
- Tourism Geography By Stephen Williams
- Tourism and Sustainable Community Development By Greg Richards; Derek Hall
- Keys to the Marketplace: Problems and Issues in Cultural and Heritage Tourism By Patricia Atkinson WellsHisarlik, 1996
- Cultural Tourism: A Strategic Focus By Alf H. Walle Westview Press, 1998
- Visual Culture and Tourism By David Crouch; Nina Lubben Berg, 2003
- Rethinking Tourism and Ecotravel By Deborah McLaren Kumarian Press, 2003
- Restoring Tourism Destinations in Crisis: A Strategic Marketing Approach By David Beirman Allen & Unwin, 2003
- Tourism and Gastronomy By Anne-MetteHjalager; Greg Richards
- Architecture and Tourism: Perceptions, Performance and Place By D. Medina Lasansky; Brian McLaren Berg, 2004

Semester – 3



Industrial Training I

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parser Code	Course/Parser Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	III		BHTM/IT1/3.1/P	Industrial Training I	33	200	0	3Hrs

COURSE OBJECTIVES

The objective of the training is to understand and develop the required tasks, skills and attitude in all the core departments of the hospitality sector, learn and prepare various documents as an aid and support for performance, through on the shop floor training for an assigned duration as specified.

COURSE CONTENT

Unit – 1	<ul style="list-style-type: none"> • Industrial Training 22 Weeks of Industrial Training in Hotels, Resorts, Travel Agencies, Restaurants, Call Centres, MNCs, Bar Academies, Other Academic Institutions and other relevant places
Unit - 2	<ul style="list-style-type: none"> • Training Report Presentation
Unit – 3	<ul style="list-style-type: none"> • Log Book Presentation
Unit – 4	<ul style="list-style-type: none"> • Document Verification
Unit – 5	<ul style="list-style-type: none"> • Viva Voce session

REFERENCE BOOKS

- Not Applicable

Semester – 4



ADVANCE FOOD AND BEVERAGE PRODUCTION- I

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	IV		BHTM/AFBP1/4.1/ (Theory & Practical)	Advance Food And Beverage Production – I	6	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the concepts and characteristics of Volume Cooking and its importance in Food preparation and develop skills in using volume cooking related to Indian Regional cuisine.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> Quantity Food Production Introduction to Quantity Food Production, Quantity Food: Industrial, Institutional and Commercial Food Production Units, Equipment and Machinery for Quantity Food Production, Problems, Challenges, Scope and Development of Quantity Food Production Units
Unit - 2	<ul style="list-style-type: none"> Purchasing and Indenting for Quantity Food Production Introduction, Principles of Indenting for volume Cookery, Purchase Systems and Specifications, Storage for Bulk, Inventory Control in Stores, Control Procedures to Check pilferage and spoilage, Portion Sizes for Volume feeding, Portion Control of Food, Modification of Recipes for volume cooking, Challenges in Volume Cooking
Unit – 3	<ul style="list-style-type: none"> Planning for Volume Catering Introduction, Basic stages of design for a catering establishment, Optimum Utilization of space for volume catering, Selection of Equipment, Staffing and Resourcing
Unit – 4	<ul style="list-style-type: none"> Regional Cuisines Introduction Factors Affecting the Food Habits of People, Historical Background of the Cuisine from different States of India Kashmir, Punjab, Rajasthan, Gujarat, Maharashtra, Kerala, Tamil Nadu, Goa, West Bengal, Uttar Pradesh Specialty Cuisine: Chettinad, Avadhi, Hyderabadi, Parsi, Indian Breads, Indian Sweet Dishes, Indian Side Dishes

COURSE CONTENT (PRACTICAL)

Unit – 1	<ul style="list-style-type: none"> Bulk Cookery Introduction to Quantity Training Kitchen, Equipment Handling and identification, Hygiene and Safety norms in the kitchen, Firefighting-Equipments and ways, Maintenance of Equipments for bulk Cookery, Storage facilities and ways, Indent Preparation techniques
Unit - 2	<ul style="list-style-type: none"> Indian Cookery Volume 1. Introduction to Regional Cuisine- Hyderabadi- Menu to Constitute of Starter, Main Course, Accompaniment, Salad (if any), Dal and Dessert for minimum of

BHTM 2016 CBCS Syllabus

	<p>70 pax.</p> <ol style="list-style-type: none"> Introduction to Regional Cuisine- Awadh- Menu to Constitute of Starter, Main Course, Accompaniment, Salad (if any), Dal and Dessert for minimum of 70 pax. Introduction to Regional Cuisine- Kashmir- Menu to Constitute of Starter, Main Course, Accompaniment, Salad (if any), Dal and Dessert for minimum of 70 pax. Introduction to Regional Cuisine- Punjab- Menu to Constitute of Starter, Main Course, Accompaniment, Salad (if any), Dal and Dessert for minimum of 70 pax. Introduction to Regional Cuisine- Gujarat- Menu to Constitute of Starter, Main Course, Accompaniment, Salad (if any), Dal and Dessert for minimum of 70 pax.
Unit – 3	<ul style="list-style-type: none"> Practical Test 1 <ol style="list-style-type: none"> Introduction to Regional Cuisine- Rajasthan- Menu to Constitute of Starter, Main Course, Accompaniment, Salad (if any), Dal and Dessert for minimum of 70 pax. Introduction to Regional Cuisine- Goa- Menu to Constitute of Starter, Main Course, Accompaniment, Salad (if any), Dal and Dessert for minimum of 70 pax. Introduction to Regional Cuisine-Maharashtra- Menu to Constitute of Starter, Main Course, Accompaniment, Salad (if any), Dal and Dessert for minimum of 70 pax. Introduction to Regional Cuisine- South India- Menu to Constitute of Starter, Main Course, Accompaniment, Salad (if any), Dal and Dessert for minimum of 70 pax. Introduction to Regional Cuisine- Dum and Tandoor- Menu to Constitute of Starter, Main Course, Accompaniment, Salad (if any), Dal and Dessert for minimum of 70 pax.
Unit – 4	<ul style="list-style-type: none"> Bread <p>Method of Bread Making: Straight Dough Method, Sponge Dough Method</p>
Unit – 5	<ul style="list-style-type: none"> Cakes <p>Cake Making Method: Sugar Batter Method, Flour - batter method, Blending method, Genoise method, All-in process</p>
Unit – 6	<ul style="list-style-type: none"> Icing <p>Butter Icing, Gum Paste, Rolled Fondant, and Marzipan</p>

REFERENCE BOOKS

- Indian Cooking: Chef Parminder Singh Bali
- Prasad- Cooking with Indian Masters
- The Taste of India- MadhurJaffri
- Flavours of India- MadhurJaffri

ADVANCE FOOD AND BEVERAGE SERVICE - I

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	IV		BHTM/AFBS1/4.2/(Theory & Practical)	Advance Food and Beverage Service - I	5	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop knowledge and understanding of the concepts and characteristics of different Alcoholic Beverages, Wines and bar operations.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> Alcoholic Beverage Introduction and definition, Production of Alcohol - Fermentation process, Classification with examples
Unit - 2	<ul style="list-style-type: none"> Wines Introduction and definition, Viticulture, Viticulture Methods , Vine Diseases Classification with examples-Table/Still/Natural, Sparkling, Fortified, Aromatized. Vinification and classification of each Type of Wine
Unit – 3	<ul style="list-style-type: none"> Old World Wines Principal Wine Regions, Wine Laws, Grape Varieties, Production And Brand Name France, Germany, Italy, Spain, Portugal
Unit – 4	<ul style="list-style-type: none"> New World Wines Principal Wine Regions, Wine Laws, Grape Varieties, Production And Brand Name Australia, India, Chile, South Africa, USA & California
Unit – 5	<ul style="list-style-type: none"> Aperitifs Introduction and Definition, Types of Aperitifs, Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names)
Unit – 6	<ul style="list-style-type: none"> Food & Wine Harmony Food & Wine Harmony, Menu with Wines, Wine Glasses and Equipment, Storage and Service of Wine
Unit – 7	<ul style="list-style-type: none"> Bar Operations Bar Stock Maintenance, Types, Layout, Equipments Used, Control Methods, Licenses, Staffing, Job Description, Job Specification, Planning & Design, Bar Menus, Costing, Corkage
Unit – 8	<ul style="list-style-type: none"> Tobacco Processing for cigarettes, pipe tobacco & cigars, Cigarettes – Types and Brand names, Pipe Tobacco – Types and Brand names, Cigars – shapes, sizes, colours and Brand names, Care and Storage of cigarettes & cigars

COURSE CONTENT (PRACTICAL)

BHTM 2016 CBCS Syllabus

Unit – 1	Making of BOT - Taking a wine order - Knowledge of BIN
Unit - 2	Service of Red Wine
Unit – 3	Service of White/Rose Wine
Unit – 4	Service of Sparkling Wines
Unit – 5	Service of Fortified Wines
Unit – 6	Service of Aromatized Wines
Unit – 7	Service of Aperitifs - Bitters and Vermouths
Unit – 8	Set - up of Table with prepared menu with wines
Unit – 9	Bar Set up and operations
Unit – 10	Storage, Presentation, Cutting and Lighting of Cigar
Unit – 11	Service of Cigarettes and Clearing of a Dirty Ashtray.

REFERENCE BOOKS

- Food and Beverage Service – Lillicrap and Cousins – 9 th Edition – Hodder Education
- Food and Beverage Service – R. Singaravalaven – 1 st Edition - Oxford Higher Education
- Oxford Companion to Wine – Jancis Robinson – 3 rd Edition – Oxford Press
- Food and Wine Pairing – Robert J. Harrington – 1 st Edition - John Wiley & Sons
- Managing Bar and Beverage Operations – Lendal H. Kotschevar& Mary L. Tanke – 1 st Edition – EIAH&MA

ADVANCE FRONT OFFICE - I

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	IV		BHTM/AF O1/4.3/ (Theory & Practical)	Advance Front Office - I	5	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the concepts and characteristics of various procedures and processes involved in handling Reservation, Registration and Check out procedures, payment of bills of guests in the hotel.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • 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
Unit - 2	<ul style="list-style-type: none"> • Property Management Software Guest Account Management Software. General Management Software, Back Office Interfaces. System Interfaces. Hotel Computer Application
Unit – 3	<ul style="list-style-type: none"> • Post Registration Activities Rooming & Passport details and Special Arrangements. Notification of guest arrival.Rooming & Passport details
Unit – 4	<ul style="list-style-type: none"> • 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
Unit – 5	<ul style="list-style-type: none"> • Completion Of Guest Folio (For Check Out) Manually prepared folios & electronic folios, Completing folio & handling late charges
Unit – 6	<ul style="list-style-type: none"> • Payment Of Bills Cash payments, Credit cards, Bill to company, Travel agents vouchers, others, Foreign currency
Unit – 7	<ul style="list-style-type: none"> • Front Office Responsibilities Guest Relations: Complaints, Identifying Complaints,Handling Complaints Follow-Up&Procedures
Unit – 8	<ul style="list-style-type: none"> • Foreign Exchange Foreign Currency, Passport, Visa, Landing Permits.
Unit – 9	<ul style="list-style-type: none"> • Peer learning / Self Learning Property visit / Mini Projects / Assignments / Comparative Study

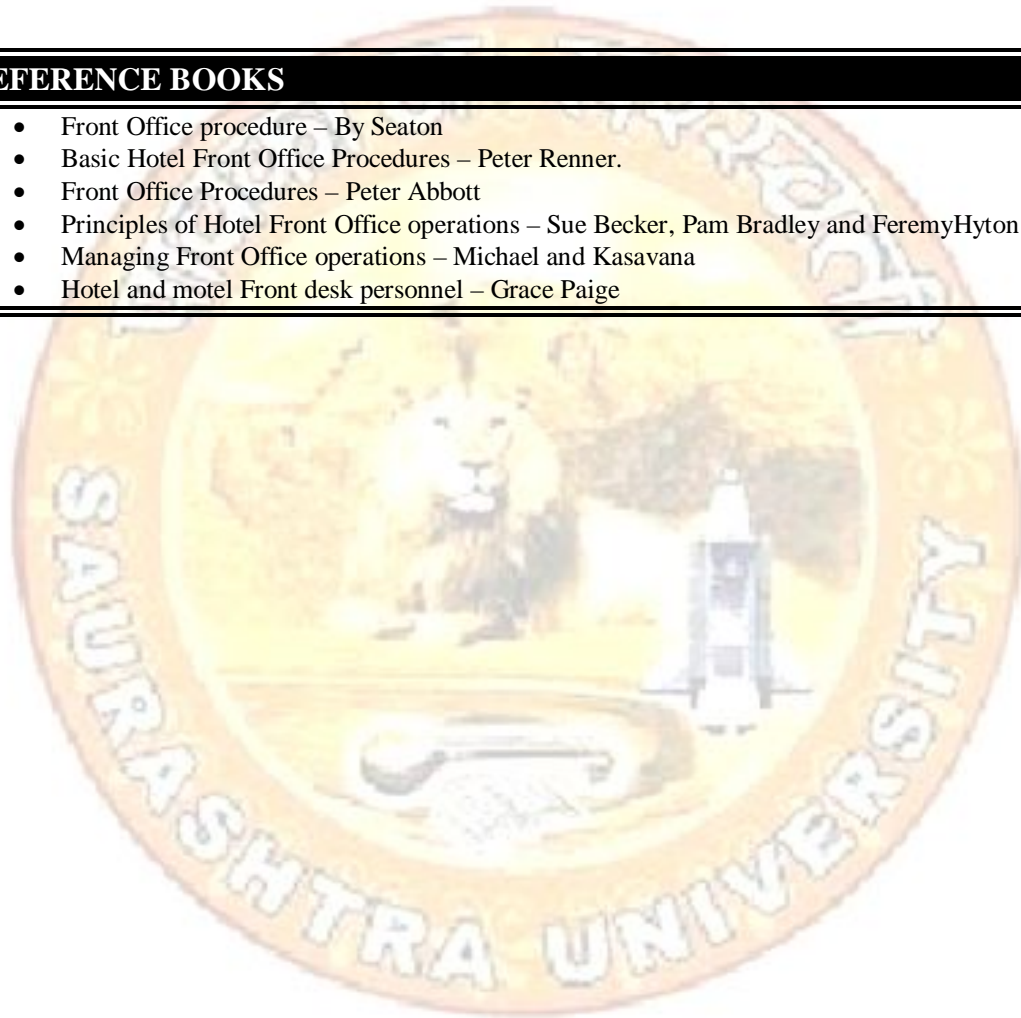
COURSE CONTENT (PRACTICAL)

BHTM 2016 CBCS Syllabus

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

REFERENCE BOOKS

- Front Office procedure – By Seaton
- Basic Hotel Front Office Procedures – Peter Renner.
- Front Office Procedures – Peter Abbott
- Principles of Hotel Front Office operations – Sue Becker, Pam Bradley and FeremyHyton
- Managing Front Office operations – Michael and Kasavana
- Hotel and motel Front desk personnel – Grace Paige



ADVANCE HOUSEKEEPING - I

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	IV		BHTM/AH K1 /4.4/ (Theory & Practical)	Advance Housekeeping - I	5	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the concepts and characteristics of various procedures and processes involved in cleaning of different areas of the hotel, controlling pests, understanding various fabrics and textiles, arrangement of flowers and implementing necessary skills for the below mentioned aspects.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> Contracts and Outsourcing Introduction, Definition, Concept, Jobs given on contract by Housekeeping, Hiring contract service Providers, Advantages & Disadvantages, Pricing a contract
Unit - 2	<ul style="list-style-type: none"> Interior Designing Objective of Interior Designing, Basic Types, Principles, Elements of Designing, Designing for the Physically Challenged, Planning trends in hotel Room division, Planning trends in hotel public area
Unit – 3	<ul style="list-style-type: none"> Pest Control Types of Pests, Preventive and Control Measures
Unit – 4	<ul style="list-style-type: none"> Textile Introduction, Textile terminology, Classification of textile fibres with examples, Characteristics and uses of fabrics used in Hotel Industry, Yarn & Types of Yarn, Yarn Characteristics, Fabric Construction
Unit – 5	<ul style="list-style-type: none"> Laundry Management Introduction and Types of Laundries, Layout of an on-premises Laundry, Laundry Equipments and Agents, Laundry Equipments and Agents, Handling guest Laundry, Stains and Stain removal, Stains and Stain removal, In-house laundry v/s Contract Laundry: Merits & Demerits
Unit – 6	<ul style="list-style-type: none"> Flower Arrangements Introduction, History, Concept, Importance & Principles, Flower Arrangement Basic Ingredients, Common Flowers & Foliages, Types and shapes of arrangement, Tools, Equipments and Accessories, Care & Conditioning of Flower and Plant Materials
Unit – 7	<ul style="list-style-type: none"> Horticulture Department Introduction, Essential components of horticulture, Landscaping, Indore Plants, Bonsai in Hotels
Unit – 8	<ul style="list-style-type: none"> Changing trends in Housekeeping Department Hygiene, not just cleanliness, Outsourcing, Training & Motivation, Eco-friendly Amenities, Products, and Processes, New Scientific Techniques, IT - Savvy Housekeeping
Unit – 9	<ul style="list-style-type: none"> Ergonomics in Housekeeping

	Definition – Ergonomics, Principles of Ergonomics, Role in Housekeeping
--	-------------------------------------------------------------------------

COURSE CONTENT (PRACTICAL)	
Unit – 1	Stain Removal
Unit - 2	Laundering Procedure – Starching / Bluing / Ironing
Unit – 3	Use of Laundry Equipment (Washing Machine)
Unit – 4	Visit to a Laundry
Unit – 5	Flower Arrangements – Different shapes and styles – 4Practicals
Unit – 6	Introduction to Horticultural aspects
Unit – 7	Pest Control

REFERENCE BOOKS	
<ul style="list-style-type: none"> • Hotel, Hostel & Hospital Housekeeping – Brenson&Lanox • Hotel Housekeeping Operations and Management - Raghubalan • Housekeeping Operations – Robert Martin • Housekeeping Management – Matt A. Casado (Wiley) • Fibres& Fabrics – Brenda Piper 	

HOTEL ECONOMICS

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	IV		BHTM/HE /4.5/ (Theory)	Hotel Economics	4	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the concepts and characteristics of various aspects of hotel economics and their usage and contribution for development of the self in the hospitality industry.

COURSE CONTENT (THEORY)

Unit - 1	<ul style="list-style-type: none"> Industry Services, The Service Economy, Influences on the Service Economy, Economic Development, Industry, Market, The Hotel and Catering Industry, Hotel and Catering Sectors, Market Structures
Unit - 2	<ul style="list-style-type: none"> Price Mechanism Market Structures, Conduct and Performance, Perfect Competition, Demand, Shifts in Demand, Market Demand, Supply, Market Price, Elasticity, Income and Cross Elasticity, Demand for Hotel and Catering Services, Accommodation, Eating Out, Demand Fluctuations, The firm under Perfect Competition, Perfect Competition and Price Mechanism, Mechanism, Performance, Intervention in the Price Mechanism, Externalities, Public Goods, Merit Wants, Income Distribution
Unit - 3	<ul style="list-style-type: none"> Market Structure Size Structure of Firms, Market Concentration, The Small Establishment, The Small Firm, Barriers to Entry, Prospects for the Small Firm, Product Differentiation, Advertising, Objectives
Unit - 4	<ul style="list-style-type: none"> Conduct and Performance Monopoly and Monopolistic Competition, Oligopoly, Conduct, Pricing, Innovation, Product Differentiation and Advertising, Growth, Imperfections, Perfect Competition versus the imperfect world, Resource Misallocation, Performance, Concentration and Profitability, Market Structure and Innovation, Concentration, Advertising and Profitability, Growth and Profitability
Unit - 5	<ul style="list-style-type: none"> Cost Costs Structure, Output and Costs, Short Run Variable Costs, Fixed Costs, Long Run Costs, Specialization of Function, Indivisibility, Physical Relationships, Economies of Massed Resources, Economies of Scale in Practice, Opportunity Cost
Unit - 6	<ul style="list-style-type: none"> Labour Working Population, Service Sector Employment, Hotel and Catering Employment, Supply of Labour, Participation, Female Employment, Hours, Part - time Employment, Quality, Supply of Labour to particular uses, Demand for Labour, Long Run, Short Run, Price of Labour, Wage Differentials, Non-Monetary Influences, Labour Differences, Human Capital, Immobility, Trade Unions, Discrimination, Market Segmentation

Unit – 7	<ul style="list-style-type: none">• Capital Significance, Demand for Capital, Interest, Investment in hotel and catering, Returns to hotel and catering investment, Sources of Finance, Problem of Investment, Investment appraisal, Conventional Methods, Discounting Methods, Cost – benefit Analysis
----------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

REFERENCE BOOKS

- Economics of Hotel Management – AM Sheela – 1 st Edition – New Age Publishers
- Economics for Hotel & Catering – Howard L. Hughes – 2 nd Edition – Hutchinson



BUSINESS COMMUNICATION

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Paper Code	Course/Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	IV		BHTM/BC /4.6/ (Theory)	Business Communication	5	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop a basic understanding and awareness of Communicating and understanding English Language and develop basic skills of communicating in English for purpose of business interaction.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • Better Writing The need, Spelling, Apostrophes, Comma, Colon, SemiColon, Question Mark and Exclamation, Memos and Letters
Unit - 2	<ul style="list-style-type: none"> • Professional Speech Writing How to Write a Speech, Key Points, Special Speech, Practice
Unit – 3	<ul style="list-style-type: none"> • Promotional Pieces News Letter Design, Promo Writing, AIDA
Unit – 4	<ul style="list-style-type: none"> • Grammar Comparison of Adjectives, Position of Adjectives, Adjectives used as Noun, Correct Use of Adjectives, Infinitive, Participle, Gerund, Irregular Verbs
Unit – 5	<ul style="list-style-type: none"> • Grammar Auxillaries and Modals, Adverbs, Sentence Conversions, Sentence Synthesis

REFERENCE BOOKS

- Business Communication 2nd Ed. by Meenakshi Raman and Prakash Singh
- Communication Skills 1st ed. by Sanjay Kumar

Semester – 5



ADVANCED FOOD AND BEVERAGE PRODUCTION -II

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	V		BHTM/AF P 2/5.1/(Theory & Practical)	Advanced Food and Beverage production -II	6	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the concepts and characteristics of International Cuisine and impart knowledge and skills for the mentioned topics.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • Salads Definition, Parts of Salad, Types of Salad, Examples of Salads with Explanation, Classical Salads, Salad Dressings
Unit - 2	<ul style="list-style-type: none"> • Sandwiches Definition, Parts of a Sandwich, Types of Bread Used in Making Sandwiches, Types of Sandwich, Spreads and its Use, Types of Spread, Fillings, Open Sandwiches, Canapes
Unit – 3	<ul style="list-style-type: none"> • International Cuisine Introduction, History of Cuisine, Special Features of Different Cuisines, Culture and Tradition, Influences, Special Ingredients and Equipments used in preparation of Food, Famous Dishes and Explanation, France, Italy, Spain, Mediterranean, South East Asia, East Asia, China, Japan, Middle East, North America
Unit – 4	<ul style="list-style-type: none"> • Basic Menu Planning Definition, Objectives of Menu Planning, Types of Menu, Aspects of Menu Planning, Advantages, Examples of Model Menu

COURSE CONTENT (PRACTICAL)	
Unit – 1	<ul style="list-style-type: none"> • French Consomme, PouletFricasse, Pommes de Terre Duchess , TarteMangue
Unit - 2	<ul style="list-style-type: none"> • Italian Crostini/ Minestrone Soup, ZuppaPavese, Penne a la Pesto, Panacotta
Unit – 3	<ul style="list-style-type: none"> • Mediterranean Caesar Salad/ Dolma, Tzatziki, Moussaka, Mugasgas/ Greek Halva
Unit – 4	<ul style="list-style-type: none"> • (English)United Kingdom Welsh Rarebit, Shepherd’s Pie/ Fish and Chips, Tartar Sauce, Apple Pie/ Pudding
Unit – 5	<ul style="list-style-type: none"> • Spanish Nachos/ Tapas, Gazpacho, Tortilla (Enchillada), Salsa sauce, Churros
Unit – 6	<ul style="list-style-type: none"> • Middle East Tabouleh, Kibbeh/ Falafel, Hummus, Pita, Halva
Unit – 7	<ul style="list-style-type: none"> • Chinese Wonton, Soup, Kung Pao Chicken, Fried Rice, Darsaan
Unit – 8	<ul style="list-style-type: none"> • South East Asia Paw Paw salad, Chicken Satay, Peanut Sauce, NasiGoreng

REFERENCE BOOKS
<ul style="list-style-type: none"> • Culinaria- Italy, France, Mexico • New Professional Cookery • Theory of Cookery- Kinton and Ceserani

ADVANCE FOOD AND BEVERAGE SERVICE – II

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Paper Code	Course/Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	V		BHTM/AFB S2/5.2(Theory & Practical)	Advanced Food and Beverage Service -II	5	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop knowledge and understanding of the concepts and characteristics of different spirits, liqueurs, cocktails and cheese.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • Alcoholic Beverage Introduction and definition, Production of Alcohol – Fermentation and Distillation process, Production of Spirit, Pot-still Method, - Patent Still Method, Properties of Ethanol
Unit - 2	<ul style="list-style-type: none"> • Major Spirits(Types, Production, Service and Brands) Whisky, Brandy, Rum, Vodka, Gin, Tequila, Calvados
Unit – 3	<ul style="list-style-type: none"> • Minor Spirits (Types, Production, Service and Brands) Absinthe, Ouzo, Aquavit, Slivovitz, Arrack, Feni, Grappa
Unit – 4	<ul style="list-style-type: none"> • Proof Different Proof Spirits, American Proof, British Proof (Sikes scale), Gay Lussac (OIML Scale) Calculation of Calorific Value
Unit – 5	<ul style="list-style-type: none"> • Liqueurs Definition & History, Production of Liqueurs, Broad Categories of Liqueurs , (Herb, Citrus, Fruit/Egg, Bean & Kernel), Popular Liqueurs , (Name, colour, predominant flavour & country of origin)
Unit – 6	<ul style="list-style-type: none"> • Cocktails History, Types , Preparation, Classic Cocktails &Mocktails (Recipe & Costing), Cocktail Bar Equipment, Garnishes & Decorative Accessories, Interaction with Guests & Suggestive Selling
Unit – 7	<ul style="list-style-type: none"> • Cheese Types, Production, Service, Storage, Brands

COURSE CONTENT (PRACTICAL)	
Unit – 1	<ul style="list-style-type: none"> • Service of Spirits - Service Styles, - Neat / On-the-rocks / With appropriate mixers
Unit - 2	<ul style="list-style-type: none"> • Service of Whisky
Unit – 3	<ul style="list-style-type: none"> • Service of Vodka
Unit – 4	<ul style="list-style-type: none"> • Service of Rum
Unit – 5	<ul style="list-style-type: none"> • Service of Gin
Unit – 6	<ul style="list-style-type: none"> • Service of Brandy
Unit – 7	<ul style="list-style-type: none"> • Service of Tequila
Unit – 8	<ul style="list-style-type: none"> • Service of Liqueurs - Service Styles, – neat/on-the-rocks/with cream/en frappe
Unit – 9	<ul style="list-style-type: none"> • Service from the Bar and Liqueur Trolley
Unit – 10	<ul style="list-style-type: none"> • Preparation and Service of Mixed Drinks
Unit – 11	<ul style="list-style-type: none"> • Service of Cheese

REFERENCE BOOKS
<ul style="list-style-type: none"> • Food & Beverage Service – Lillicrap and Cousins – 9th Edition • Hodder Education Food and Beverage Service – R. Singaravalaven- 1st Edition • Oxford Companion to Wine – Jancis Robinson – 3rd Edition • Oxford Press Managing Bar and Beverage Operations – Lendal H. Kotschevar & Mary L. Tanke – 1st Edition • EIAH&MA Larousse Cocktails – Fernando Castellon- 1st Edition • Hamlyn The Australian Bar Attendant's Handbook – Georage Ellis – 5th Edition

ADVANCE FRONT OFFICE - II

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	V		BHTM/AF O2 /5.3/ (Theory & Practical)	Advanced Front Office-II	5	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the concepts and characteristics of various procedures and processes involved in Front Office Accounting, security functions, internal control, night audit and budgeting.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • 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 - 2	<ul style="list-style-type: none"> • 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 – 3	<ul style="list-style-type: none"> • Selling Techniques Selling the question. Creative options.Room & Rate assignment. Method of payment
Unit – 4	<ul style="list-style-type: none"> • Internal Control Front Office cash sheet, Cash banks
Unit – 5	<ul style="list-style-type: none"> • 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
Unit – 6	<ul style="list-style-type: none"> • Rooms Division Management Functions Planning, Organizing, Coordinating, Staffing, Controlling and Evaluating, Importance of leadership
Unit – 7	<ul style="list-style-type: none"> • Establishing Room Rates Market condition approach. Rule of thumb approach. Hubbart formula

	approach
Unit – 8	<ul style="list-style-type: none"> • 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 – 9	<ul style="list-style-type: none"> • Peer learning / Self Learning Property visit / Mini Projects / Assignments / Comparative Study

COURSE CONTENT (PRACTICAL)	
Unit – 1	<ul style="list-style-type: none"> • Night Auditing Reports
Unit - 2	<ul style="list-style-type: none"> • Auditing of Bill Statements
Unit – 3	<ul style="list-style-type: none"> • Computer Application
Unit – 4	<ul style="list-style-type: none"> • Role play- selling techniques
Unit – 5	<ul style="list-style-type: none"> • Practice on bills compilation, presentation ,settlement & night auditing procedures, Maintenance of reports and registers
Unit – 6	<ul style="list-style-type: none"> • Group discussions on topics of relevance/ current hotel operative practices
Unit – 7	<ul style="list-style-type: none"> • Practicing Fixing of room rate :Rules of Thumb Approach, Hubbart Formula Approach
Unit – 8	<ul style="list-style-type: none"> • Forecasting formulae and operation ratios
Unit – 9	<ul style="list-style-type: none"> • Practice on Forecasting Demand, Schedules & Budgeting & Yield Management
Unit – 10	<ul style="list-style-type: none"> • Preparing operating budget for Front office department

REFERENCE BOOKS
<ul style="list-style-type: none"> • Managing Front Office Operations – Kasavana& Brooks, Educational Institution AHMA • Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar. • Managing Computers in Hospitality Industry – Michael Kasavana&Cahell • Front Office Operations – Colin Dix & Chris Baird • Principles of Hotel Front Office Operations, Sue Baker &JermyHuyton, Continuum

ADVANCE HOUSEKEEPING - II

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	V		BHTM/AH KII /5.4/ (Theory & Practical)	Advance Housekeeping - II	5	30	70	3Hrs

COURSE OBJECTIVES

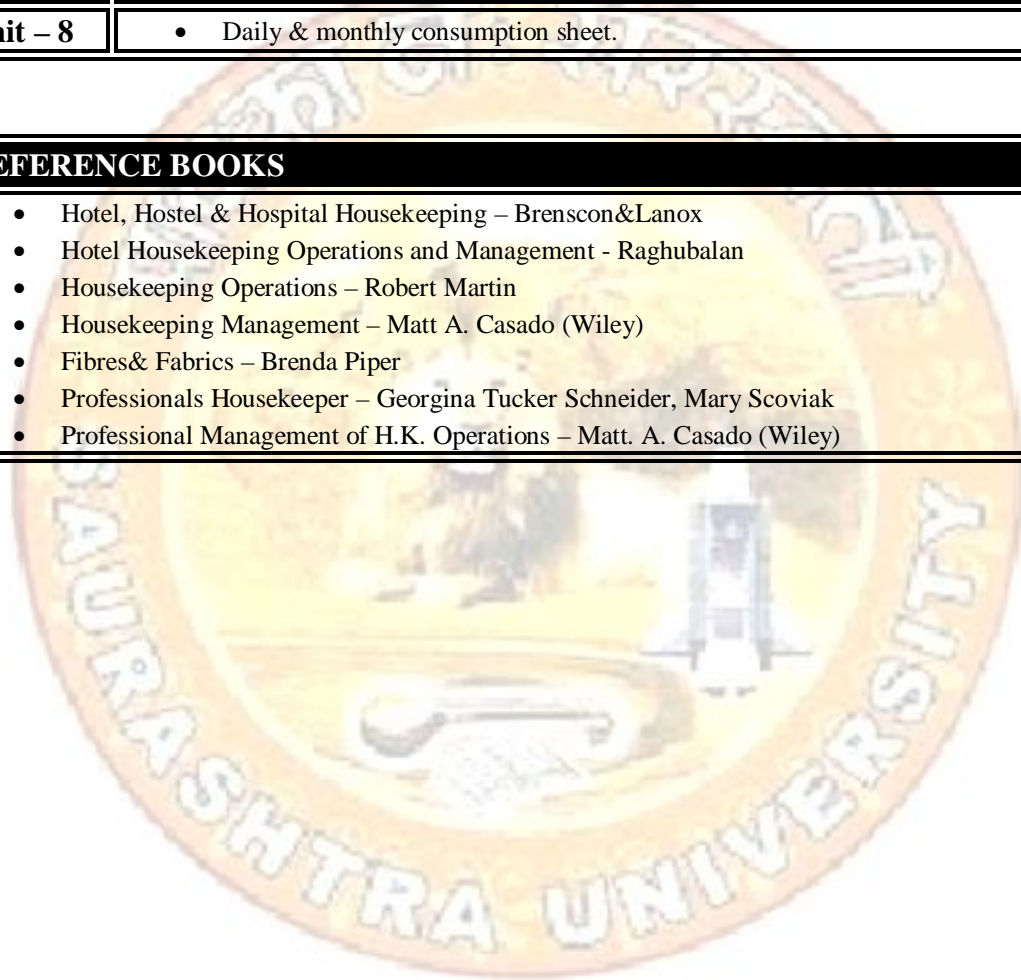
The objective of the course is to develop an understanding of the concepts and characteristics of various procedures and processes involved in refurbishing, redecoration, purchasing systems, hotel engineering, refrigeration, air conditioning and pollution.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • Refurbishing & Redecoration Definition, Factors / Reason for renovating, Types of renovation, Snagging list, Definition, Concept & importance, Types of Budgets – operating & capital
Unit - 2	<ul style="list-style-type: none"> • Budget & Budgetary Control Housekeeping Room Cost, Identification & selection of supplier, Purchase procedure – Purchase order, receiving, storage & issuing
Unit – 3	<ul style="list-style-type: none"> • Purchasing System Concept of ROL, bin card & other records maintain for purchasing, Introduction, Importance and Scope, Organization structure of department on star hotels
Unit – 4	<ul style="list-style-type: none"> • Hotel Engineering / Maintenance Department Duties and Responsibilities of different position, Types of maintenance with examples, The Advantages & Disadvantages, Maintenance Chart (Swimming pool, Kitchen equipments, etc), Replacement & It's factors, Contract Maintenance - Types, Advantages & Disadvantages, Definition, Pressure, Energy, Heat, Temperature, Cycle, Unit, Functional Process
Unit – 5	<ul style="list-style-type: none"> • Refrigeration Maintenance of Refrigerator, Refrigerant - Types, Properties of Good Refrigerant, Walk in freezer, Cold storage, Definition, Types, Coolant, Functional Process, AC equipment : Air filter, Humidifier, Dehumidifier
Unit – 6	<ul style="list-style-type: none"> • Air conditioning Window AC, Air Pollution - Sources, Control (Collectors, filters), Water Pollution - Sources, Control Methods
Unit – 7	<ul style="list-style-type: none"> • Pollution Control Noise Pollution - Sources, Control Methods, Bench marks for all pollution control by Governments (Air, Water & Noise Pollution), Waste Disposal, Waste Handling equipments, Controlling methods, Environmental Degradation, Global warming and methods of conservation, Concept of Recycling, Water purification methods, Methods of water softening (Ion exchange, Zeolite process)
Unit – 8	<ul style="list-style-type: none"> • Fuel and Electricity Types of electric supply (single, three phase), Calculation of electricity bill

COURSE CONTENT (PRACTICAL)	
Unit – 1	<ul style="list-style-type: none"> • Basic layout of a Guest Room.
Unit - 2	<ul style="list-style-type: none"> • Formats of purchase records such as purchase order, bin card, requisition slip etc.
Unit – 3	<ul style="list-style-type: none"> • Colour Wheel
Unit – 4	<ul style="list-style-type: none"> • Calculation of staff requirement for housekeeping department for 5 star hotels.
Unit – 5	<ul style="list-style-type: none"> • Calculation of staff requirement for housekeeping department for 3 star hotels.
Unit – 6	<ul style="list-style-type: none"> • Preparing duty rota for supervisory staff.
Unit – 7	<ul style="list-style-type: none"> • Preparing duty rota for GRA & Public Area attendance.
Unit – 8	<ul style="list-style-type: none"> • Daily & monthly consumption sheet.

REFERENCE BOOKS
<ul style="list-style-type: none"> • Hotel, Hostel & Hospital Housekeeping – Brenson&Lanox • Hotel Housekeeping Operations and Management - Raghubalan • Housekeeping Operations – Robert Martin • Housekeeping Management – Matt A. Casado (Wiley) • Fibres& Fabrics – Brenda Piper • Professionals Housekeeper – Georgina Tucker Schneider, Mary Scoviak • Professional Management of H.K. Operations – Matt. A. Casado (Wiley)



HOTEL ACCOUNTS

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	V		BHTM/AH KII /5.4/ (Theory)	Hotel Accounts	4	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the importance, aspects and implementation of basic accounts as a strategic tool in all aspects enhancing performance through managing and utilization of various aspects of accounts.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> Introduction to Accounting Accounting, Principles of Accounting, Essential Elements of a Financial Transaction, Accounting Concepts and Conventions, Accounts and Types of Accounts, Aspects of a Transaction, Rules of aspects of a transaction on various types of accounts
Unit - 2	<ul style="list-style-type: none"> Journal Journal and Sources of Journal Entry, Concepts, Process of Journalizing, Types of Journal Entry
Unit – 3	<ul style="list-style-type: none"> Ledger Divisions of Ledger, Ledgerising, Folio Cross Reference, Balancing and Closing of Ledger Accounts, Understanding Ledger Accounts
Unit – 4	<ul style="list-style-type: none"> Subsidiary Books Types of Subsidiary Books, Purchase Book and Sales Book , Journal Proper, Three Columnar Cash Book
Unit – 5	<ul style="list-style-type: none"> Trial Balance Preparing the Trial Balance, Types of Errors found in Trial Balance
Unit – 6	<ul style="list-style-type: none"> Final Accounts Some important concepts, Trading Account, Methods of Depreciation, Stock Valuation Methods, Types of Expenditures, Types of Receipts, Profit and Loss Accounts, Balance Sheet
Unit – 7	<ul style="list-style-type: none"> Food and Beverage Sales Accounting Restaurant Sales, Kitchen Order Ticket, Restaurant Bill, Restaurant Sales Sheet Book, Room Service Sales, Banquet Sales, POS (Manual), Sales Mix, Cost Analysis, Food Cost Percentage, Beverage Cost Percentage, Gross Profit Percentage, Cover Turnover Ratio, Average Revenue per bill, Sales per Menu, Bar Sales Accounting
Unit – 8	<ul style="list-style-type: none"> Laundry Sales Accounting Laundry Sales Accounting
Unit – 9	<ul style="list-style-type: none"> Income Statement Components of Income Statement
Unit – 10	<ul style="list-style-type: none"> Uniform System of Accounting Schedules

REFERENCE BOOKS

- Hotel Accounting & Financial Control – Ozi D’Cunha – 2 nd Edition
- Technical Guide on Accounting and Audit in Hotel Industry – The Managerial Accounting for the Hospitality Industry – Raymond S.
- Uniform System of Accounts for the Lodging Industry - American Hotel –Dicky Enterprise
- Institute of Chartered Accountants of India
- Schmidgall – 3 rd Edition – EIAHMA
- amp; Lodging Educational Institute



FOOD SCIENCE AND NUTRITION

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	V		BHTM/FS N/5.6.E1/ (Theory)	Food Science And Nutrition	5	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop knowledge and understanding of the importance, aspects and implementation of the science of food and food commodities for nutrition, energy, balanced diet and adulteration

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> Food Groups Definition, Nutrition, Health & Human Digestive System, Classification of Food group
Unit - 2	<ul style="list-style-type: none"> Nutrients Chemical Composition, Classifications and differences, Sources, Functions, Disorder of nutrients
Unit – 3	<ul style="list-style-type: none"> Nutrition & Energy Energy Metabolism, RDA, Calories Conversion, BMR, Calorific Value of Food, ICMR standard Chart of Calorific Value of some Common Foods, Determining your own Energy needs, My plate, Food Guide Pyramid, The Exchange List System - Menu planning for an adolescence and adult
Unit – 4	<ul style="list-style-type: none"> Balanced Diet Balance Diet – Formulation, Quality maintenance by proper cooking methods, for various age groups concerned with Hotel Industry (adolescents, adults)
Unit – 5	<ul style="list-style-type: none"> Food Adulteration Definition, Adulteration as health hazard, Effects of Food Adulteration, Prevention of adulteration, simple tests to detect an adulterant.
Unit – 6	<ul style="list-style-type: none"> Food Additives and Leavening Agents Functions of Food Additives, Preservation, Antioxidants- Surface active agents, stabilizers and thickness bleaching and maturing agents, buffers, acids and alkalis, food colors, non-nutritive and special dieting sweeteners, nutrient supplements & Fortifying agents, flavoring agents, Anti Caking Agents.
Unit – 7	<ul style="list-style-type: none"> Nutraceuticals Definition, Classification, Mechanism of action, Photochemical, Dietary fibers, Microbe, Animal products
Unit – 8	<ul style="list-style-type: none"> Organic Foods Definition, Need, Organic Farming, Conventional Farming, Bio-pesticides, Organic Manures, Advantage and Limitation of Organic Farming

REFERENCE BOOKS

- Food Science (6th edition): B. Srilakshami

BHTM 2016 CBCS Syllabus

- Fundamentals of Foods, Nutrition and Diet: Madaambi & Raajgopal
- Food & Nutrition (VOL I & II) - Dr. M Swaminathan
- Fundamentals of Food & Nutrition: Madaambi & Raajgopal
- Food and Nutrition: Don Ross
- Principles of Food Microbiology: Dr. M.S. Bhatia
- Food Science: Potter and Hotchkiss



QSR MANAGEMENT

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	V		BHTM/QSRM/5.6.E2 / (Theory)	QSR Management	5	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop knowledge and understanding of Planning, Designing, policies and procedures involved in managing Quick Service Restaurants.

COURSE CONTENT (THEORY)

Unit – 1	What is QSR, Concepts of a QSR, History of QSR outlets, Global Impact and Evolution of QSR outlets, Evolution of QSR outlets in India
Unit - 2	The QSR Menu, Menu Planning and Menu Design of a QSR outlet, Value Meals
Unit – 3	Design and Layout, Legal Requirements, Franchising, HACCP Requirements for QSR's, Sanitation, Health Concerns, Marketing and Sales for a QSR brand, Major International Brands, Influence and Concept of QSR's in Various Countries, Financial Planning for a QSR
Unit – 4	Planning a QSR Operation Flow, Traits of QSR Operations, Modern Trends, Innovation and Consumer appeal for a QSR, Technology and QSR Operations
Unit – 5	QSR as a Career in International Brands, Entrepreneurship and QSR

REFERENCE BOOKS

- Restaurant Franchising - 3 rd Edition – Mahmood A Khan – John Wiley
- Franchising Hospitality Services – Conrad Lashley& Alison Morrison – 1 st Edition – Butterworth Heinemann
- QSR Journals

TIME SHARE MANAGEMENT

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	V		BHTM/TS M/5.6.E3/ (Theory)	Time Share Management	5	30	70	3Hrs

COURSE OBJECTIVES

The objective of the course is to develop knowledge, concept and understanding of the operations of different aspects of Time Share and its contribution to hospitality industry.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> Basics of Time Share Timeshare, Working of Timeshare, Properties of Timeshares, Vacation Plans, and Fractional Ownership
Unit - 2	<ul style="list-style-type: none"> Buying Time Share Buying Time share, Buying Decisions and Caution, Information about promotions and renting.
Unit – 3	<ul style="list-style-type: none"> Ownership Rights and responsibilities under the law, Fractional ownership, Benefits and drawbacks of Fractional Ownership.
Unit – 4	<ul style="list-style-type: none"> Financing Financing and tax information
Unit – 5	<ul style="list-style-type: none"> Developing Time Share The role of the developer, Resort management companies, Timeshare sales agents, ARDA, Exchange companies, Timeshare media and Regulatory bodies.
Unit – 6	<ul style="list-style-type: none"> Scheduling Scheduling Time Share, Types and Process, Details of scheduling such as fixed week vs. floating week, Red weeks, Shoulder weeks, White seasons, etc.
Unit – 7	<ul style="list-style-type: none"> Renting and Exchange Renting or exchange Timeshare, Information about Exchange Companies Selling Timeshare, Other Options

REFERENCE BOOKS

- Time Share Management - Kopman

Semester – 6



FOOD AND BEVERAGE SERVICE MANAGEMENT I

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Paper Code	Course/Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VI		BHTM/FB SMI/6.1/ (Theory and Practical)	Food and Beverage Service Management I	5	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the management concepts and characteristics of various procedures and processes involved in handling Buffet operations, various catering services and other aspects of strategic operations.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • Buffet Factors to plan buffets, Area requirement, Planning and organisation, Sequence of food, Menu planning, Types of Buffet - Display, Sit Down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list
Unit - 2	<ul style="list-style-type: none"> • Function Catering Introduction – History, Types - Formal and Informal, Administration, Organisation - Duties and Responsibilities, Booking Procedure and Sales, Menus, Function Contracts, Space Area requirement, Table plans/arrangement, Toast & Toast procedures
Unit – 3	<ul style="list-style-type: none"> • Gueridon Service Introduction, History, Types, Staffing, Equipment, Ingredients, Common Preparations, Flambe Dishes, Carving, Salad Making, Types of Trolleys and Trolley Service, (Beverages, Starters, High Tea, Desserts)
Unit – 4	<ul style="list-style-type: none"> • Kitchen Stewarding Introduction, Staffing, Equipment, Layout, Operations, Inventory and Records Maintenance
Unit – 5	<ul style="list-style-type: none"> • Traditional Indian Service Western Indian (Wedding and Functions), Thali (Lay-out and Sequence), Other Regional Cuisines for Special Occasions
Unit-6	<ul style="list-style-type: none"> • International Cuisine Mediterranean, Kosher, Oriental, Scandinavian

Unit-7	<ul style="list-style-type: none"> • Restaurant Planning Physical layout of functional and ancillary areas, Objective of a good layout, Steps in planning, Factors to be considered while planning, Calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment , required like crockery, Glassware, etc, Suppliers & manufacturers, Approximate cost ,Planning Décor, furnishing fixture etc.,
---------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

COURSE CONTENT (PRACTICAL)	
Unit – 1	Buffet Lay up; Theme, Buffet Set up
Unit - 2	Planning and Organizing various types of buffet
Unit – 3	Taking a banquet booking format
Unit – 4	Filling a banquet function prospectus
Unit – 5	Formal Banquet Service
Unit – 6	Gueridon Service - Basic Preparations, Classical Dishes
Unit – 7	Indian Themes
Unit – 8	Food Festivals
Unit – 9	Kitchen Stewarding - Operations

REFERENCE BOOKS
<ul style="list-style-type: none"> • Food and Beverage Service- Lillicrap and Cousins • Food and Beverage Service – R. Singaravalaven – 1 st Edition - Oxford Higher • Food and Beverage Management – John Cousins, David Foskett & Cailein Gillespie – 3 rd Edition – Pearson • Food and Beverage Management – Jack D. Ninemeir – 3 rd Edition – EIAHMA • Food and Beverage Controls – Jack D. Ninemeir – 4 th Edition – EIAHMA • Hospitality Purchasing Management – William P. Virts – 1 st Edition –EIAHMA • Design and Layout of Food Service Facilities – John Birchfield & Raymond Sparrowe – 2 nd Edition – John Wiley and Sons • Practical Professional Catering Management – HL Cracknell, RJ Kaufmann & G Nobis – 2 nd Edition – Macmillan

FOOD AND BEVERAGE PRODUCTION MANAGEMENT I

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VI		BHTM/FB PMI/6.2/ (Theory and Practical)	Food and Beverage Production Management I	6	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding and implementation of managerial concepts and characteristics of various procedures and processes involved in managing the aspects of kitchen related to Planning, organizing, control and directing.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • Kitchen Management Basic Layout of a Model Kitchen in a Hotel, Hierarchy ,Staffing and Preparation of Duty Rosters, Production Work Flow and Task Analysis
Unit - 2	<ul style="list-style-type: none"> • Kitchen Administration Control Cycle, Aims of Control, Maintenance of Records and Registers, Communication and Coordination with Other Departments, Guest Liasoning, Purchase in a Kitchen, Yield Management
Unit – 3	<ul style="list-style-type: none"> • Budget and Budgetary Control Definition, Objective, Types of Budget, Basic Stages of Preparation of Budget, Importance of Budget
Unit – 4	<ul style="list-style-type: none"> • Garbage Disposal Garbage Definition, Types, Recycling, Methods of Disposal

COURSE CONTENT (PRACTICAL)	
Unit – 1	<ul style="list-style-type: none"> • Advanced Indian cuisine Elaborate menus featuring various specialty regional cuisines, Food festivals/theme dinners, Special menus: religious, festival food, Buffet presentations
Unit - 2	<ul style="list-style-type: none"> • Bread Varieties International Bread Varieties, Breakfast Rolls, Dinner Roll varieties (15 Varieties)
Unit – 3	<ul style="list-style-type: none"> • Dessert Ice creams and sorbets, Mousse, Soufflé, Bavaois
Unit – 4	<ul style="list-style-type: none"> • Confectionery Dessert Sauces & usage, Types of Glazes used in pastry, Flour and Sugar Confections, Cookies & Biscuits, Tea Cakes, Chocolates
Unit – 5	<ul style="list-style-type: none"> • Cook off Menu as per Seasonal Availability

REFERENCE BOOKS
<ul style="list-style-type: none"> • Catering Management- Mohini Sethi, Surjeet Malhan • The Theory of Catering- Kinton and Ceserani • New Professional Chef • La Rousse Gastronomique • The Larder Chef • The Art and Science of Culinary Preparation- Jerald W Chessar

TOURISM MANAGEMENT II

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Paper Code	Course/Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VI		BHTM/TM 2/ 6.3/ (Theory)	Tourism Management II	5	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding and implementation of various aspects of Tour operations, destinations, types of tours and managing of such tour operations.

COURSE CONTENT

Unit – 1	<ul style="list-style-type: none"> • Ancient India <p>Indus Valley Civilization, Harappan Civilization, History of India, Ancient History, Scope & Objective, Evolution of Culture, Medieval India, Modern India</p>
Unit - 2	<ul style="list-style-type: none"> • Popular Tourist destinations in India <p>Kerala, Rajasthan, Madhya Pradesh, Himachal Pradesh, Sikkim, Chhattisgarh, Uttar Pradesh, Diu, Goa, Karnataka, Delhi</p>
Unit – 3	<ul style="list-style-type: none"> • Tour Operations <p>Definition of Tour Package, Types & Forms of Package Tours, Domestic & International. Requirements of itinerary preparation. Do's & Don'ts of itinerary preparation. Special Requirements for outbound packages, Liaisoning for making & selling package Tours. Costing, Quotation. Tariff. Confidential Tariffs, Commission, Markup Service charges & other remuneration for Tour operation. Understanding Tour Motivations: Travel decisions, Mode selection, destination selection, Merits & demerits of Package Tour to the Supplier & Buyer</p>
Unit – 4	<ul style="list-style-type: none"> • National Tourism Products <p>Climate- temperature, rains, snowfall, days of sunshine. Natural Beauty-landforms, hills, rocks, gorges, terrain. Water- lakes, ponds, rivers, waterfalls, springs. Flora and Fauna: Wildlife Sanctuaries, National Parks and Natural Reserves. Beaches & Islands, Spas, Scenic Attractions.</p>
Unit – 5	<ul style="list-style-type: none"> • Indian Performing Arts <p>Hindustani and Carnatic, Dance, Vocal, Musical Instruments, Folk Theatres and performances and its role in tourism promotion</p>
Unit – 6	<ul style="list-style-type: none"> • Heritage Buildings of India <p>Temples, Cave Temples, Temple Architecture, Museums, Monuments, Fort and Palaces, Churches, Archaeological Survey of India and its role</p>
Unit – 7	<ul style="list-style-type: none"> • Handicrafts of India

	Indian Handicrafts-textiles, clay works, stone work, woodwork.-
Unit – 8	<ul style="list-style-type: none"> • MICE <p>Concept of MICE. Scope - Nature and Importance – Types of Events in MICE – Unique. Key Steps to A Successful & Operation of MICE. A typology of planned events. Role of events for promotion of tourism, Types of Events Cultural, festivals, religious, business etc. Need of event management, Checklists for different types of Event. Planning schedule & Action Agenda. Implementation documents and Administrative Instructions. Important Events Organization Agencies. History & Functions of ICCA, Role of ICCA, Role and Function of ICPB. Trade Fairs: Nature, Scope and Function, Benefits of Fairs – Unique Selling Propositions of International Trade Fair Berlin (ITB), World Tourism Mart (WTM), Berlin Trade Fair (BTF), TTW, FITUR, Pacific Asia Travel Association (PATA) Travel Mart .Important Convention & Conference Centers in India: Differences, Similarities & Uniqueness.</p>
Unit – 9	<ul style="list-style-type: none"> • Special Study of Gujarat

REFERENCE BOOKS

- Marketing for Hospitality and Tourism: Pearson New International Edition, 6th Edition by Philip Kotler, John Bowen, James Makens
- Tourism Principles and Practice 5th Edition by John Fletcher, Alan Fyall, David Gilbert, Stephen Wanhill
- Thinking through Tourism By Julie Scott; Tom Selwyn
- An Introduction to Tourism and Anthropology By Peter M. Burns
- Tourism: Between Place and Performance By Simon Coleman; Mike Crang
- Tourism Geography By Stephen Williams
- Tourism and Sustainable Community Development By Greg Richards; Derek Hall
- Keys to the Marketplace: Problems and Issues in Cultural and Heritage Tourism By Patricia Atkinson WellsHisarlik, 1996
- Cultural Tourism: A Strategic Focus By Alf H. Walle Westview Press, 1998
- Visual Culture and Tourism By David Crouch; Nina Lubben Berg, 2003
- Rethinking Tourism and Ecotravel By Deborah McLaren Kumarian Press, 2003
- Restoring Tourism Destinations in Crisis: A Strategic Marketing Approach By David Beirman Allen & Unwin, 2003
- Tourism and Gastronomy By Anne-Mette Hjalager; Greg Richards
- Architecture and Tourism: Perceptions, Performance and Place By D. Medina Lasansky; Brian McLaren Berg, 2004

ACCOMODATION OPERATION MANAGEMENT I

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parser Code	Course/Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VI		BHTM/AOM1/ 6.4/ (Theory and Practical)	Accommodation Operation Management II	5	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding and implementation of managerial concepts and characteristics of various procedures and processes involved in managing the aspects of Accommodation operations related to Planning, organizing, control and directing.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • Bridge Course Revision of Semester I –V
Unit - 2	<ul style="list-style-type: none"> • Colour Colour Wheel, Colour Schemes., Colour Harmonies, Psychological effects of colour.
Unit – 3	<ul style="list-style-type: none"> • Lighting Classification / type, Lighting for the guest rooms & public areas.
Unit – 4	<ul style="list-style-type: none"> • Windows & Window treatment Different types of windows, Curtains & draperies , valances, swag, Window cleaning – Equipment and Agents
Unit – 5	<ul style="list-style-type: none"> • Floor, Floor Finishes & Wall coverings Classification / types, Characteristics, Selection criteria, Cleaning Procedures – care & maintenance, Agents used, polishing / buffing, Floor seals, Carpets, Types – selection care & maintenance, Types of wall coverings, Functions of wall coverings
Unit – 6	<ul style="list-style-type: none"> • Textiles Yarn manufacturing, Textural process, Characteristics & uses of various fabrics, Planning of a Guest Room Selection of fabric.

Unit – 7	<ul style="list-style-type: none"> • Planning of a Guest Room Application of Chapter 1-4 in Planning, Size of Guest Room as per the classification norms, Layout of the guest room to the scale, Furniture - size and arrangement, Bathroom fixtures & amenities, Planning of Services Areas – Linen Room / Laundry
Unit – 8	<ul style="list-style-type: none"> • Planning of a Lobby & Front Desk Layout of sections of front office department, Front Desk, Back Office, Equipment's & Furniture's.
Unit – 9	<ul style="list-style-type: none"> • Designing of brochures & Tariff cards Pertaining to size, colour, content, cost, etc., Packages with other facilities
Unit – 10	<ul style="list-style-type: none"> • Training Methods, Importance of Training, Train the Trainer
Unit – 11	<ul style="list-style-type: none"> • MICE – Meeting Incentive Convention Exposition Concept, Importance, Planning for MICE.
Unit – 12	<ul style="list-style-type: none"> • Sales & Marketing Department Organizational Chart, Role of Sales & Marketing Department, Co-ordination with Front Office, Making of Sales and Marketing and Advertising Plan
Unit – 13	<ul style="list-style-type: none"> • Peer learning / Self Learning Property visit / Mini Projects / Assignments / Comparative Study
	Note : Glossary of Terms
	Students should be familiar with the glossary of terms pertaining to above-mentioned topics



COURSE CONTENT (PRACTICAL)	
Unit – 1	Identification of colour schemes. Collect sample shades, etc furnish it with presentation.
Unit - 2	Study the layout and model preparation for – (a) Single (b) Double (c) Handicap Room (d) Other Rooms
Unit – 3	Planning and designing of a Lobby (Assignment)
Unit – 4	Designing a Brochure for (a) A heritage Hotel (b) Business Hotel (c) Resort
Unit – 5	Collect five different examples of Hotel Advertisement – Comparative study (Assignment)
Unit – 6	Study of any two MICE destinations - Comparative study (Assignment)
Unit – 7	Workout a model - Marketing plan for a Five Star Hotel. (Assignments)

REFERENCE BOOKS
<ul style="list-style-type: none"> • Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak • Professional Management of H.K. operations- Matt. A. Casado (Wiley) • Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer • Check in – Check out – Gary Vallen, Jereme, Vallen • Managing Front Office Operations – Micheal Kasavana, Richard M Brooks

ENTREPRENEURSHIP DEVELOPMENT

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VI		BHTM/ED / 6.5/ (Theory)	Entrepreneurship Development	5	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding and implementation of the concepts and characteristics of various procedures and processes involved in entrepreneurship and how entrepreneurship can be pursued in the field of hospitality.

COURSE CONTENT

Unit – 1	<ul style="list-style-type: none"> Entrepreneur Functions and classifications of entrepreneurs , Characteristics of Entrepreneur , Nature and importance of Entrepreneur, Entrepreneur vs. professional manager, Women entrepreneurs.
Unit - 2	<ul style="list-style-type: none"> Entrepreneurship Entrepreneurship and environment, Policies governing entrepreneurs, Entrepreneurial development programmes, Institutions for - entrepreneurship development, entrepreneurship development in other countries.
Unit – 3	<ul style="list-style-type: none"> Institutions for Entrepreneurial Development Role of consultancy organizations, Role of financial institutions, Bank finance to entrepreneurs, Entrepreneurship development: Role of development financial institutions.
Unit – 4	<ul style="list-style-type: none"> Project Study Concept of project and classification of project identification project formulation - project report - project design - project appraisal - profitability appraisal - project planning - social cost benefit analysis - financial analysis and project financing
Unit – 5	<ul style="list-style-type: none"> Setting Up Tourism Enterprise Setting up a Tourism Enterprise- Steps, Procedure, licenses ,Registration .

REFERENCE BOOKS

- Entrepreneurship Development: S Anil Kumar, S.C. Poornima, M.K. Abraham
- Skill Development and Entrepreneurship in India- Rameshwari Pandya

EVENT MANAGEMENT

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VI	Elective	BHTM/EM / 6.6.E1/ (Theory)	Event Management	6	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding and implementation of managerial concepts and characteristics of various procedures and processes involved in managing the aspects of events and its importance related to planning, organizing, control and directing.

COURSE CONTENT

Unit – 1	<ul style="list-style-type: none"> • Introduction Size and Types, Teams, Code of Ethics
Unit - 2	<ul style="list-style-type: none"> • Concept & Design Developing, Designing, Analysing and Logistics
Unit – 3	<ul style="list-style-type: none"> • Legal Compliance Legislation, Stakeholders and Official Bodies
Unit – 4	<ul style="list-style-type: none"> • Marketing and Promotion Sponsorship, Publicity, Public Relations
Unit – 5	<ul style="list-style-type: none"> • Financial Management Budget, Break Even Point, Cash Flow Analysis, Cash Flow Analysis, Financial Control Systems, Panic Payments
Unit – 6	<ul style="list-style-type: none"> • Risk Management Process, Incident, Emergency Response Plans, Standards of Risk Management
Unit – 7	<ul style="list-style-type: none"> • Protocol Titles, Dress, Religion and Culture, Sporting Ceremonies, Dignitaries, Flag

BHTM 2016 CBCS Syllabus

Unit – 8	<ul style="list-style-type: none">• Staging Event Site, Theme, Rehearsals, Provisions and Catering, Accommodations, Environments
Unit – 9	<ul style="list-style-type: none">• Staffing Developing OC , JD, Recruitment and Selection, Rosters, Training, Briefing, Recognition Strategies, Volunteers
Unit – 10	<ul style="list-style-type: none">• Leadership Temporary and Diverse Teams, Group Development, Communication, Time Management, Meetings
Unit – 11	<ul style="list-style-type: none">• Operations and Logistics Procedures, Performance Standards, Functional Areas,
Unit – 12	<ul style="list-style-type: none">• Safety and Security Occupational Safety and Health, Incident Reporting
Unit – 13	<ul style="list-style-type: none">• Crowd Management and Evacuation Risk, Emergency Planning, Emergency Procedures
Unit – 14	<ul style="list-style-type: none">• Monitoring, Control and Evaluation Operational Features, Impact of Events

REFERENCE BOOKS

- Event Management – Lynn Van Der Wagen & Brenda R. Carlos – 1 st Edition, – Pearson
- Event Management – Logan Gaspar – 1 st Edition - Random Publications

RESEARCH METHODOLOGY

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Paper Code	Course/Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VI	Elective	BHTM/RM / 6.6.E2/ (Theory)	Research Methodology	6	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the ways for undertaking research in various fields of study and implementing the same through projects in various fields of hospitality.

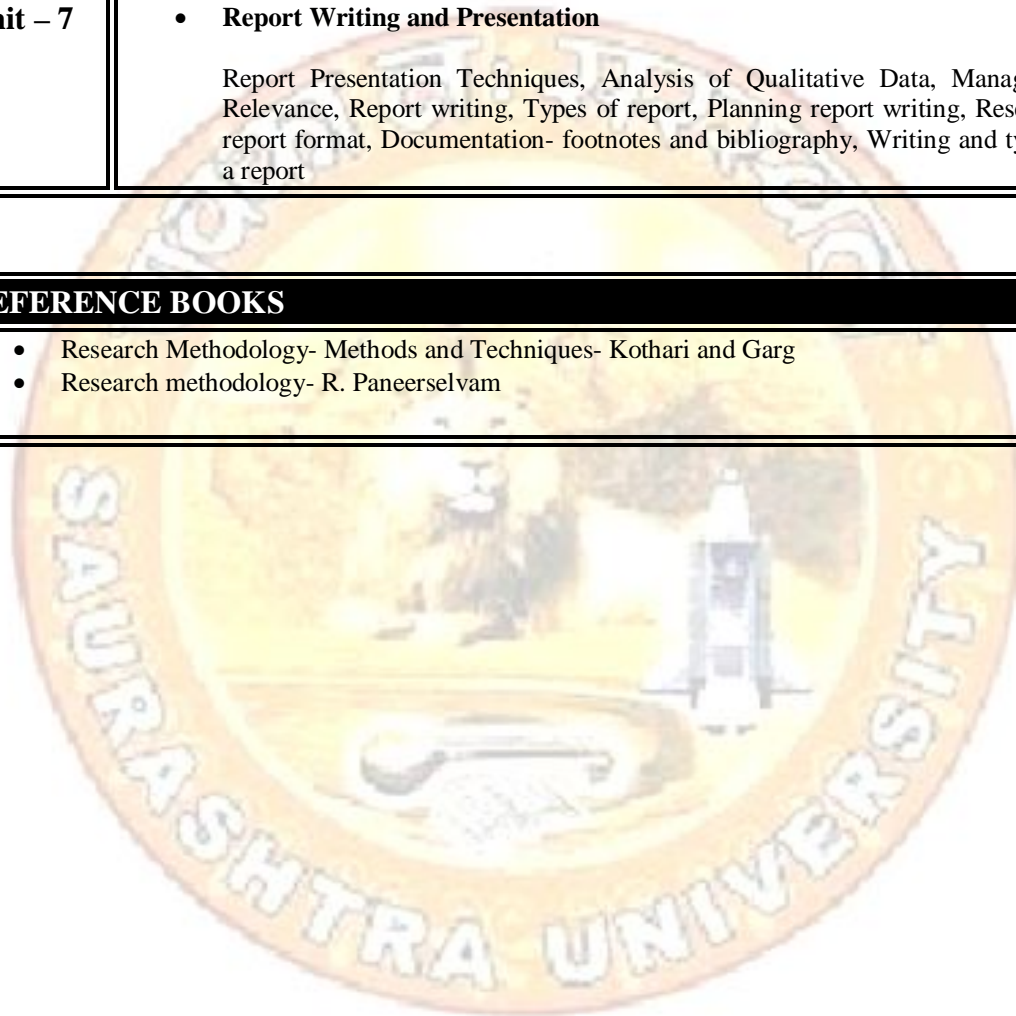
COURSE CONTENT

Unit – 1	<ul style="list-style-type: none"> • Introduction <p>Definition, Objectives, Scope and Purpose, Types and Areas of Research, Research Procedure, Criteria of Good Research, Applications of Research, Problems of Conducting Research, Managerial decision making, Research & Managerial Effectiveness, Research methods and Research Methodology, Techniques Involved in defining a problem, Research in Hospitality</p>
Unit - 2	<ul style="list-style-type: none"> • Project Theme <p>Identification of Theme, Selection of Title, Description of Universe, Executive Summary, Statement of research Problem and Research Objectives, Rationale for conducting study</p>
Unit – 3	<ul style="list-style-type: none"> • Research Design <p>Meaning and Need for Research Design, Features and important concepts relating to research design, Different Research design, Important Experimental Designs</p>
Unit – 4	<ul style="list-style-type: none"> • Sampling Plan <p>Censure and sample Survey, Implication of Sample design, Steps in sampling design, Criteria for selecting a sampling procedure, Characteristics of a good sample design, Different types of Sample design, Measurement Scales, Important scaling Techniques</p>

Unit – 5	<ul style="list-style-type: none">• Field & Laboratory Work <p>Planning, Organizing, Supervising</p>
Unit – 6	<ul style="list-style-type: none">• Methods of Data Collection and Data Analysis <p>Collection of Primary Data, Collection through Questionnaire, schedule collection of secondary data, Difference in Questionnaire and schedule, Different methods to collect secondary data, Analysis of Data- Preparing data for Analysis, Examining Relationship and Trends using Statistics, Selecting appropriate Statistical Technique, Tabulation of Data, Analysis of Data- Techniques for Data Analysis</p>
Unit – 7	<ul style="list-style-type: none">• Report Writing and Presentation <p>Report Presentation Techniques, Analysis of Qualitative Data, Managerial Relevance, Report writing, Types of report, Planning report writing, Research report format, Documentation- footnotes and bibliography, Writing and typing a report</p>

REFERENCE BOOKS

- Research Methodology- Methods and Techniques- Kothari and Garg
- Research methodology- R. Paneerselvam



HOSPITALITY LAW

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Paper Code	Course/Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VI	Elective	BHTM/HL / 6.6.E3/ (Theory)	Hospitality Law	6	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding and implementation of the basic laws prevalent in the hospitality Industry related to food, beverage, property and people.

COURSE CONTENT

Unit – 1	<ul style="list-style-type: none"> • The Indian Contract Act <p>Definition, Classification of Contracts, Valid Contract, Essentials of a Valid Contract, Void Contract, Voidable Contracts ,Implied Contract, Executed Contract, Agreements, Essentials of a Valid Contract</p>
Unit - 2	<ul style="list-style-type: none"> • Licences and Permits <p>Definition, Different Licenses and Permits required for Hotels and Catering Establishments, How to get Various licenses and Permits for Hotels, Laws related to various Licenses and Permits, Renewal, Suspension and Termination of Licenses</p>
Unit – 3	<ul style="list-style-type: none"> • Food Legislation <p>Definition, Food Laws, Principles governing Food Laws, Food Adulteration, Prevention of Food Adulteration, FSSA Act</p>
Unit – 4	<ul style="list-style-type: none"> • Liquor Legislation <p>Definition, Liquor Laws, Principles governing Liquor laws, Drinking licenses and Permits, Role of Excise Department</p>
Unit – 5	<ul style="list-style-type: none"> • Industrial Legislation <p>Factories Act 1948, Payment of Wages Act 1936, Provident Fund Act 2016, Payment of Gratuity Act 1972, ESIC Act 1948, Trade Union Act 1926, Shop and Establishment Act 1953, Rent Control Act, Consumer Protection Act 1986, Environment Protection Act 1986</p>

REFERENCE BOOKS

- Hotel and Tourism Laws, Dr. Jagmohan Negi

Semester – 7



FOOD AND BEVERAGE SERVICE MANAGEMENT II

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VII		BHTM/FB SMI/7.1/ (Theory and Practical)	Food and Beverage Service Management II	5	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the management concepts and characteristics of various procedures and processes involved in handling control cycle for food, receiving, storing and inventory for strategic operations.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • Control Cycle for Food Purchasing Control, Types of Food Purchase, Quality Purchasing, Food Quality Factors for Different Commodities, Definition of Yield, Tests to Arrive at Standard Yield, Definition of Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms
Unit - 2	<ul style="list-style-type: none"> • Receiving Control Aims of Receiving, Equipment Required for Receiving, Documents by the Supplier (including format), Delivery Notes, Bills/Invoices, Credits Notes, Statements, Records Maintained in the Receiving Department, Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving, Potential frauds in Receiving, Hygiene in receiving areas and it's relative importance
Unit – 3	<ul style="list-style-type: none"> • Storing, Issuing and Control Storing Control, Aims of Store Control, Storing Control, Conditions of Facilities and Equipment, Arrangements of Food, Location of Storage Facilities, Security, Stock Control, Two Types of Foods Received – Direct Stores (Perishables/Non-Perishables), Stock Records Maintained Bin Cards , (Stock Record Cards/Books), Issuing Control, Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock Taking and Comparison of Actual Physical Inventory and Book Value, Stock Levels
Unit – 4	<ul style="list-style-type: none"> • Inventory Control Importance, Objective, Method, Levels and Technique, Perpetual Inventory, Monthly Inventory, Pricing of Commodities, Comparison of Physical and Perpetual Inventory

Unit – 5	<ul style="list-style-type: none"> • Beverage Control Purchasing, Receiving, Storing, Issuing, Production Control, Standard Recipe, Standard Portion Size, Bar Frauds, Books Maintained, Beverage Control
Unit-6	<ul style="list-style-type: none"> • Budgetary Control Objectives, Frame Work, Key Factors, Types of Budget, Budgetary Control
Unit-7	<ul style="list-style-type: none"> • Variance Analysis Standard Cost, Standard Costing, Cost Variances, Material Variances, Labor Variances, Overhead Variance, Fixed Overhead Variance, Sales Variance, Profit Variance
Unit-8	<ul style="list-style-type: none"> • Break Even Analysis Breakeven Chart, P V Ratio, Contribution, Marginal Cost, Graphs
Unit-9	<ul style="list-style-type: none"> • Menu Merchandising Menu Control, Menu Structure, Planning, Pricing of Menus, Types of Menus, Menu as Marketing Tool, Layout, Constrains of Menu Planning
Unit-10	<ul style="list-style-type: none"> • Menu Engineering Definition and Objectives, Methods, Advantages
Unit-11	<ul style="list-style-type: none"> • Food and Beverage Staffing and Organisation Categories of staff, Hierarchy, Job description and specification, Duty roster
Unit-12	<ul style="list-style-type: none"> • Managing Food and Beverage Outlet Supervisory skills, Developing efficiency, Standard Operating Procedures

COURSE CONTENT (PRACTICAL)	
Unit – 1	Cover, Accompaniments & Service - Menu & Cover Layout
Unit - 2	Service of Breakfast - English, Continental & American
Unit – 3	Afternoon Tea Cover/High Tea Cover
Unit – 4	Set - up of Table with prepared menu (Course Wise) with wines
Unit – 5	Planning Menus, Writing a Menu in English and French
Unit – 6	Making of BOT - Taking a wine order - Knowledge of BIN
Unit – 7	Room Service Tray and Trolley Lay-Up and Service
Unit – 8	Service of Cold & Hot Non Alcoholic Beverages

REFERENCE BOOKS
<ul style="list-style-type: none"> • Food and Beverage Service – Lillicrap and Cousins – 9 th Edition – Hodder Education • Food and Beverage Service – R. Singaravelaven – 1 st Edition - Oxford Higher Education • Food and Beverage Management – John Cousins, David Foskett & Caillein Gillespie – 3 rd Edition – Pearson • Food and Beverage Management – Jack D. Ninemeir – 3 rd Edition – EIAHMA • Food and Beverage Controls – Jack D. Ninemeir – 4 th Edition – EIAHMA • Hospitality Purchasing Management – William P. Virts – 1 st Edition – EIAHMA

BHTM 2016 CBCS Syllabus

- Design and Layout of Food Service Facilities – John Birchfield & Raymond Sparrowe – 2 nd Edition – John Wiley and Sons
- Practical Professional Catering Management – HL Cracknell, RJ Kaufmann & G Nobis – 2 nd Edition – Macmillan



FOOD AND BEVERAGE PRODUCTION MANAGEMENT II

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Paper Code	Course/Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VII		BHTM/FB PMII/7.2/ (Theory and Practical)	Food and Beverage Production Management II	6	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the management concepts and characteristics of various procedures and processes involved in Menu planning, Kitchen Management, larder and cold kitchen operations.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> Menu Planning Recapitulation of Menu Planning and its Aspects with emphasis on creating Three , Four and Five Course Menus
Unit - 2	<ul style="list-style-type: none"> Kitchen Management Recapitulation of Kitchen Management with special emphasis on filling Forms and Formats used in Hotels, Assignments related to the topics
Unit – 3	<ul style="list-style-type: none"> Charcuterie Definition and Description, Different Products under Charcuterie, Importance of Brines, Cures, marinades and smoking in Charcuterie, Non- Meat Ingredients in Charcuterie, Additives, Casings, Sausages, Processed Whole Meat, Ham, Bacon, Corned Beef, Pastrami, Speciality Ham- Variety, Storage and Handling, Force Meat and Mousse-Description, Types and Parts, Methods of production, Components and role of each component in production, Steps in preparation technique, Pates, Terrines, Galantine, Roulade, Ballotine, Parfait, Mousseline – Description, Equipment’s required in production, Steps in Preparation Technique
Unit – 4	<ul style="list-style-type: none"> Gelatin and Aspic Jelly Preparation Technique of Gelatin, The gel process, Types and available forms of gelatin, Factors affecting gelatin, Storage of gelatin, Classical and Quick method of production of Aspic jelly, Characteristics of good aspic jelly, Chaudfroid sauce and its use

Unit – 5	<ul style="list-style-type: none"> • Larder and Garde Manger Definition, Description and Layout of the section, Work allocation in larder, Responsibility of Garde Manger Chef, Control Procedures in Larder, Equipment's used in Larder and Garde Manger, Maintenance and care of equipment's
Unit-6	<ul style="list-style-type: none"> • Appetizers Definition and description, Types, International Hors d'oeuvres , Guidelines for Selection of appetizers, Appetizers and various functions

COURSE CONTENT (PRACTICAL)	
Unit – 1	<ul style="list-style-type: none"> • Salads Principles, Simple Salads, Compound Salads, Fruit Based Salads, Dressings
Unit - 2	<ul style="list-style-type: none"> • Sandwich Making a Sandwich, Selection of Breads, Spreads Club sandwich, Grilled sandwich, Pinwheel sandwich, Open sandwich
Unit – 3	<p><u>Charcuterie Products</u></p> <ul style="list-style-type: none"> • SAUSAGE - Sausage, Casings, Fillings • FORCEMEATS - Preparation of forcemeats, Uses of forcemeats, Techniques • BRINES, CURES & MARINADES - Different Brines, Cures & Marinades • GALANTINES - Types of Galantine, Ballotine • PATES- Types of Pate • MOUSSE & MOUSSELINE - Preparation of mousse, Preparation of mousseline , Emulsion • CHAUD FROID- Making of chaud froid & Precautions, Types of chaud froid • ASPIC & GELEE - Making of Aspic and Gelee • QUENELLES, PARFAITS, ROULADES - Preparation of Quenelles, Parfaits and Roulades

REFERENCE BOOKS
<ul style="list-style-type: none"> • The Larder Chef , Elsevier • The Professional Garde Manger, David Paul Larousse

- Larousse Gastronomique
- The Art and Craft of Cold Kitchen, Culinary Institute of America
- International Cuisine and Food Production – Chef Parminder S Bali



TOURISM MANAGEMENT III

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VII		BHTM/TM3/ 7.3/ (Theory)	Tourism Management III	5	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding and implementation of various aspects of Tour operations, destinations, types of tours and managing of such tour operations for International destinations.

COURSE CONTENT

Unit – 1	<ul style="list-style-type: none"> • Contemporary Issues in Tourism <p>Socio-political issues: political instability, regionalism, and national integration, Terrorism and tourism: safety and security issues in tourism. Emerging patterns in travel and tourism, Environmental issues: climate change and other environmental issues, Cultural issues: Guest host issues, women and child issues, tourism and poverty alleviation, Crime and tourism, Taxation: present scenario and future challenges, foreign exchange, STZ: features, operations and implications. Merger, acquisition of tourism enterprises. Imbalances in inbound and outbound tourism. Privatization of tourism resources and PSU's, Human resource issues: Gap in industry and academia. Quality of tourism research. Legal issues. Economic crises and its impact on tourism, GATS: concept and its implication on Indian Tourism scenario.</p>
Unit - 2	<ul style="list-style-type: none"> • International Tourism <p>Tourism in Asia, Europe , African Continent, American Continent, Australia, Map Reading, Currencies, Relationship between geography and Tourism</p>
Unit – 3	<ul style="list-style-type: none"> • Religion and Philosophy <p>Study on Hinduism, Islam, Christianity, Buddhism, Confucianism, Taoism,, Shintoism</p>
Unit – 4	<ul style="list-style-type: none"> • Social and Cultural Values <p>A Study of Social and Cultural values of Japan, America, China, Australia, Scandinavia, Germany, Russia, Afri ca, Middle East, France, Italy, Portugal, Spain, Orient</p>

<p>Unit – 5</p>	<ul style="list-style-type: none"> • Sustainable Tourism Development <p>Meaning, definition, significance, principles, benefits and issues. Role of WTTC, UN-WTO, PATA, UNEP, IUCN in sustainable tourism development. Eco-tourism Resources in India – Caves, National Parks, Wild life sanctuaries, Tiger Reserves, Biosphere Reserves, Wet lands, Mangroves, Coral reefs and desert Ecosystem. Carrying capacities: General approaches to assessing carrying capacities, control measures and strategic planning. Community based approach to tourism development. Social, Cultural, Political, Economical and Environmental impact of tourism.</p>
<p>Unit – 6</p>	<ul style="list-style-type: none"> • E –Tourism <p>Introduction to e-tourism- Historical development- Electronic technologies for data processing and communication- Hardware and Software- Strategic, tactical, and operational use of IT in tourism. E-commerce- Starting an e-business- E-marketing of tourism products Typologies of e-tourism- Business models in the wired economy, B2B, B2C, OTA. What is CRS, How it functions. CRS for Rail Transport, Hotel Bookings, Airlines: Different packages used: Abacus, Amadeus, Galileo, Sabre etc. Use dummy of one for the CRS packages (if available). Practical of CRS. Social networking : Meaning, importance and its impacts on tourism business. Current debates in e-tourism- Future of e-tourism</p>

REFERENCE BOOKS

- Marketing for Hospitality and Tourism: Pearson New International Edition, 6th Edition by Philip Kotler, John Bowen, James Makens
- Tourism Principles and Practice th Edition by John Fletcher, Alan Fyall, David Gilbert, Stephen Wanhill
- Thinking through Tourism By Julie Scott; Tom Selwyn
- An Introduction to Tourism and Anthropology By Peter M. Burns
- Tourism: Between Place and Performance By Simon Coleman; Mike Crang
- Tourism Geography By Stephen Williams
- Tourism and Sustainable Community Development By Greg Richards; Derek Hall
- Keys to the Marketplace: Problems and Issues in Cultural and Heritage Tourism By Patricia Atkinson Wells Hisarlik, 1996
- Cultural Tourism: A Strategic Focus By Alf H. Walle Westview Press, 1998
- Visual Culture and Tourism By David Crouch; Nina Lubgren Berg, 2003
- Rethinking Tourism and Ecotravel By Deborah McLaren Kumarian Press, 2003
- Restoring Tourism Destinations in Crisis: A Strategic Marketing Approach By David Beirman Allen & Unwin, 2003
- Tourism and Gastronomy By Anne-Mette Hjalager; Greg Richards
- Architecture and Tourism: Perceptions, Performance and Place By D. Medina Lasansky; Brian McLaren Berg, 2004

ACCOMODATION OPERATION MANAGEMENT II

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Paper Code	Course/Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VII		BHTM/AOM2/ 7.4/ (Theory and Practical)	Accommodation Operation Management II	5	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding and implementation of managerial concepts and characteristics of various procedures and processes involved in managing the aspects of kitchen related to Planning, organizing, control and directing.

COURSE CONTENT (THEORY)

Unit – 1	<ul style="list-style-type: none"> • Operations Management Effective use of cleaning practices and Front Office Operations, SOP's at Housekeeping and Front Office department, Effective use and control of supplies & equipment, Establishing standards, monitoring performance, corrective action in Rooms Division.
Unit - 2	<ul style="list-style-type: none"> • Personnel & Training Management in Accommodations Operations Calculating Staff Requirement, Duty Rota, Selection & Requirement of employees, Attributes for staff at various levels of hierarchy, Time & Motion study, work study & work measurements, Levels of training provided for upkeep of levels of services & technology
Unit – 3	<ul style="list-style-type: none"> • Financial Management & cost control Preparation of Budget, Revenue Budget for Front Office, Expense Budget for Housekeeping Department, Budgets : Types – fixed, flexible, zero base, Measures to reduce operating cost & labor cost.
Unit – 4	<ul style="list-style-type: none"> • Environmental Practices Eco friendly cleaning supplies, Waste reductions programme, Recycling of materials
Unit – 5	<ul style="list-style-type: none"> • Use of computer Technology in Accommodation Division MIS – Management Information System, Software used in Hotels, Reports generated at Front Desk and Housekeeping, Rooms Status Report, Sales Mix Report, Revenue Report, Guest History, Managing Labor cost with technology, Encouraging the staff Involvement, Determining the cost.

Unit – 6	<ul style="list-style-type: none"> Yield Management <p>Concept of Yield Management, Definition & Importance ,Concept ARR & Rev PAR, Elements of Yield, Group Room Sales, Transient Room Sales, F&B activity, Local & Area wide. Activities, Special Events, Potential high and low demand tactics, Implementing revenue strategies, availability strategies, Forecasting, Yarn manufacturing, Textural process, Characteristics & uses of various fabrics, Planning of a Guest Room Selection of fabric.</p>
Unit – 7	<ul style="list-style-type: none"> HR Practices in Accommodation Division <p>Motivation, Performance Appraisal, Cross Training, Promotion & renewal, Disciplinary action, Dismissal Procedure</p>
Unit – 8	<ul style="list-style-type: none"> Peer learning / Self Learning <p>Property visit / Mini Projects / Assignments / Comparative Study</p>
Note : Glossary of Terms	
Students should be familiar with the glossary of terms pertaining to above-mentioned topics	

COURSE CONTENT (PRACTICAL)	
Unit – 1	Preparing SOP - Mini Project (a) Guest Arrival (b) Guest Departure (c) Grooming Standards Cleaning procedures (Vacant, Occupied, Departure, etc)
Unit - 2	Preparing operating budget for Front Office and Housekeeping departments
Unit – 3	Calculating staff requirement for Front Office and Housekeeping departments
Unit – 4	Preparing Duty Rota for Both FO & Hk Department (with annual vacations for international)
Unit – 5	Assignment – Compare any two hotels from the stand point of their attitude to yield management.
Unit – 6	Study of Ecotel and eco-friendly measures adopted in Hotels. – (Assignment)
Unit – 7	Students should have knowledge of use of software for Hotel Operations

REFERENCE BOOKS	
<ul style="list-style-type: none"> Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak Professional Management of H.K. operations- Matt. A. Casado (Wiley) Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer Check in – Check out – Gary Vallen, Jereme, Vallen Managing Front Office Operations – Micheal Kasavana, Richard M Brooks 	

HOTEL AND HUMAN RESOURCE MANAGEMENT

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VII		BHTM/HRM/ 7.5/ (Theory)	Hotel and Human Resource Management	5	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding and implementation of various strategic aspects of managing people, understanding behavior and develop leadership skills as a component of becoming an effective manager.

COURSE CONTENT

Human Resource Management	
Unit – 1	<ul style="list-style-type: none"> Managing People Introduction to HRM, Scope and Concept of HRM, Goals and Aims of HRM, Functions of HRM, Impact of HRM in Organizational Performance
Unit - 2	<ul style="list-style-type: none"> Human Resource Department in Hotel Introduction to the HR deptt., Hierarchy, Role and function of Hotel HR, Practices. HR Policies in Hotels, Emerging Trends in Hotel HR.
Unit – 3	<ul style="list-style-type: none"> Human Resource Planning Definition, Process, Need, Forecasting, Importance of forecasting, Techniques in Forecasting
Unit – 4	<ul style="list-style-type: none"> Recruitment and Selection Job Design, Job Analysis, Job Evaluation: Concept Objectives and techniques, Recruitment and Selection Procedure in Hotels

Unit – 5	<ul style="list-style-type: none"> • Performance Appraisal Definition, Concept and Need, Types of Appraisal, Methods and Overview of Performance Appraisal, Benefits
Unit – 6	<ul style="list-style-type: none"> • Compensation Management Wage and Salary Administration, Managing Wages, Rewards and Incentives.
Unit – 7	<ul style="list-style-type: none"> • Employee Relations Basic Laws guiding employees in Hotels, Employee Misconduct and disciplinary procedures, Employee Welfare and Working Conditions, Employee Grievance Handling procedures
Hotel Management	
Unit – 8	<ul style="list-style-type: none"> • Concepts of Management Definition, Need, Scope, Schools of Management, Contribution of Great Management Thinkers.
Unit – 9	<ul style="list-style-type: none"> • Functions of Management Concept, Nature and Scope: Planning, Organizing, Staffing, Controlling, Directing
Unit – 10	<ul style="list-style-type: none"> • Individual and Group Behaviour Introduction, Characteristics and Factors, Types, Theories, Essential Features, Impact of behavior in Organizational functioning, Team Building , Motivation: Nature, Importance and Theories,
Unit – 11	<ul style="list-style-type: none"> • Leadership Concept, Nature, Types, Importance and Attributes
Unit – 12	<ul style="list-style-type: none"> • Decision Making Concept, Importance, Process, Types, Problems in Decision Making

REFERENCE BOOKS

- Fundamentals of HRM, Dessler and Gary
- Human Resource Mangement – O.P. Agarwal
- Human Resource Management- Kishori Lall
- Management Tasks, Responsibilities, Performances- Peter F Drucker
- Philip Kotler- Marketing Management
- The 5 Levels of Leadership- John C Maxwell
- The Leader in You- Dale Carnegie
- The 7 Habits of Highly Effective People- Steven Covey
- The Essential Drucker- Peter F Drucker
- In Search of Excellence- Thomas J Peters

QUALITY MANAGEMENT

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VII		BHTM/QM/ 7.6.E1/ (Theory)	Quality Management	6	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the importance, aspects and implementation of quality as a strategic tool in all aspects operations.

COURSE CONTENT

Unit – 1	<ul style="list-style-type: none"> Introduction to Quality Management Definition, Dimensions of Quality, Quality Planning, Quality Control, Quality Assurance, Total Quality Management (TQM), Role of Management in implementing quality in hotels
Unit - 2	<ul style="list-style-type: none"> Quality Gurus Contributions in Quality Management- Dr. Walter Shewhart, Dr. Edwards Deming, Dr. Philip B Crosby, Dr. Joseph Juran, Dr. Kaoro Ishikawa, Dr. Genichi Taguchi
Unit – 3	<ul style="list-style-type: none"> Quality as a Strategic Decision Meaning of Strategy and Strategic Quality Management, Mission and Vision Statements, Quality Policy, Quality Objectives, Strategic Planning and Implementation, McKinsey 7s Model, Competitive Analysis, Management Commitment to Quality
Unit – 4	<ul style="list-style-type: none"> Guest Focus Meaning of Guest and Guest Focus, Guest Focus, Guest Perception of Quality, Factors affecting Guest perception, Meeting Guest Needs and Expectations, Guest Satisfaction and Guest Delight- Measures and Tracking System in Hotels

Unit – 5	<ul style="list-style-type: none"> • Continuous improvement Process Process Concept, Meaning and Importance of Continuous Improvement Process, Elements of Continuous Improvement, Juran Trilogy, Kaizen, PDSA Cycle and Other Improvement Strategies, Business Process Reengineering
Unit – 6	<ul style="list-style-type: none"> • Quality Control Tools Check Sheet, Histogram, Shapes of histogram, Drawing a histogram, Pareto Chart, Drawing a Pareto chart, Cause & Effect Diagram, Scatter Diagram, Control charts, Statistical Quality Control Wage and Salary Administration, Managing Wages, Rewards and Incentives.
Unit – 7	<ul style="list-style-type: none"> • Benchmarking Definition of Benchmarking, Reasons for Benchmarking, Types of Benchmarking, Benchmarking Process, Advantages of Benchmarking, Limitations of Benchmarking
Unit – 8	<ul style="list-style-type: none"> • Quality Systems and Awards ISO, OSHA, HACCP, Quality Bodies, Award Categories, and Award Bodies

REFERENCE BOOKS

- Total Quality Management- P.N. Mukherjee
- Understanding Quality Management- Virender Gupta
- The Toyota Way- Jefferey K Liker
- The Quality Tool Box- Nancy R Tague
- Juran's Quality Handbook
- The Essential Deming- Joyce Nillson
- Economic Control of Quality- Walter Shewhart

SERVICES MANAGEMENT

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Paper Code	Course/Paper Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VII		BHTM/SM / 7.6.E2/ (Theory)	Services Management	6	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the importance, aspects and implementation of services as a strategic tool in all aspects enhancing performance through managing and utilization of resource, process and people for operations.

COURSE CONTENT

Unit – 1	<ul style="list-style-type: none"> • Introduction to Services Management Types of Service, Types of Service Processes, Concept
Unit - 2	<ul style="list-style-type: none"> • Customers and Relationships Definition, Segmentation and Retention of Customers
Unit – 3	<ul style="list-style-type: none"> • Expectations and Satisfaction Quality, Confidence, Quality Factors, Perceptions
Unit – 4	<ul style="list-style-type: none"> • Supply Relationships Types, Supply Chains, Intermediaries
Unit – 5	<ul style="list-style-type: none"> • Processes Controlling, Repositioning, Engineering
Unit – 6	<ul style="list-style-type: none"> • People Customers, Service Providers
Unit – 7	<ul style="list-style-type: none"> • Resource Utilization Capacity Management, Operations Planning and Control, Bottlenecks and Queues, Coping Zone

Unit – 8	<ul style="list-style-type: none">• Networks, Technology and Information Physical and Virtual Networks, Information Flows, Physical and Virtual Networks, Information Flows
Unit – 9	<ul style="list-style-type: none">• Performance Measurement Measures, Interlinking, Targets and Rewards, Benchmarking
Unit – 10	<ul style="list-style-type: none">• Culture OC, Types, National Culture

REFERENCE BOOKS

- Services Operations Management – Robert Johnston & Graham Clark - 2 nd Edition – Pearson
- Services Management – Vinnie Jauharie & Kirti Dutta – 2 nd Edition – Oxford Higher Education



FINANCIAL MANAGEMENT

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VII		BHTM/FM / 7.6.E3/ (Theory)	Financial Management	6	30	70	3 Hours

COURSE OBJECTIVES

The objective of the course is to develop an understanding of the importance, aspects and implementation of finance as a strategic tool in all aspects enhancing performance through managing and utilization of various aspects of finance.

COURSE CONTENT

Unit – 1	<ul style="list-style-type: none"> Nature of Financial Management Introduction and Scope of Finance, Finance Functions, Role of Finance Manager, Financial Goal: Profit Versus Wealth, Financial Goal and Firm's Objectives, Organization of the Finance Functions
Unit - 2	<ul style="list-style-type: none"> Financial Analysis Meaning, Concept and Tools, Comparative Financial Management, Common Sized Statement, Trend Percentage, Break Even Analysis
Unit – 3	<ul style="list-style-type: none"> Ratio Analysis Meaning and Objective, Classification, Liquidity Ratio, Efficiency Ratio, Ownership Ratio, Hospitality Ratios
Unit – 4	<ul style="list-style-type: none"> Fund Flow Analysis Fund Flow Statement, Types of Fund Flow Statement, Total Resource Basis, Cash Flow Basis, Working Capital Basis, Significance of Fund Flow Statement
Unit – 5	<ul style="list-style-type: none"> Working Capital Management Concept of Working Capital, Need for Working Capital, Determinants of Working Capital, Issues in Working Capital, Estimating Working Capital Needs, Financing Current Assets

Unit – 6	<ul style="list-style-type: none">• Budget Introduction, Advantages and Essentials, Types of Budget, Approaches to Budget, Steps for Preparation of Budget, Zero Based Budgeting and Differences, Capital Budgeting, Cost of Capital, Methods of Assessing Capital Projects
Unit – 7	<ul style="list-style-type: none">• Sources of Long Term Finance Types of Capital, Types of Debentures, Issue of Securities, Government Subsidies, Sales Tax Deferments and Exemptions
Unit – 8	<ul style="list-style-type: none">• Forecasting and Time Series Analysis Types, Timings, Methods, Steps, Time Series Analysis, Cyclical Variations, Irregular , Variations
Unit – 9	<ul style="list-style-type: none">• Statistical Quality Control Quality, Definitions, Costs and Objectives, Techniques, Process Control

REFERENCE BOOKS

- Financial Management – IM Pandey – 11 th Edition – Vikas Publications
- Managerial Accounting for the Hospitality Industry – Raymond S. Schmidgall– 3 rd Edition – EIAHMA
- Hotel Accounting & Financial Control – Ozi D’Cunha – 2 nd Edition –Dicky Enterprise
- Hospitality Financial Management - Agnes L. DeFranco, Thomas W. Lattin – 1 st Edition – John Wiley
- Business Statistics – SP Gupta & MP Gupta – Sultan Chand

Semester – 8



INDUSTRIAL TRAINING II

Name of Course	Semester	Core/Elective/Allied/Practical/Project	Course/Parameter Code	Course/Parameter Title	Credit	Internal Marks	External Marks	External Exam Time Duration
BHTM	VIII		BHTM/IT2 / 8.1.E2/ (Theory)	Industrial Training II				

COURSE OBJECTIVES

The objective of the training is to understand and develop the required tasks, skills and attitude in all the core departments of the hospitality sector, learn and prepare various documents as an aid and support for performance, through on the shop floor training for an assigned duration as specified.

COURSE CONTENT

Unit – 1	<ul style="list-style-type: none"> • Industrial Training 22 Weeks of Industrial Training in Hotels, Resorts, Travel Agencies, Restaurants, Call Centres, MNCs, Bar Academies, Other Academic Institutions and other relevant places
Unit - 2	<ul style="list-style-type: none"> • Training Report Presentation
Unit – 3	<ul style="list-style-type: none"> • Log Book Presentation
Unit – 4	<ul style="list-style-type: none"> • Document Verification
Unit – 5	<ul style="list-style-type: none"> • Viva Voce session

COURSE CONTENT

Unit – 1	<ul style="list-style-type: none"> • Industrial Training 22 Weeks of Industrial Training in Hotels, Resorts, Travel Agencies, Restaurants, Call Centres, MNCs, Bar Academies, Other Academic Institutions and other relevant places
----------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Course Structure and the Credit Context of different Courses of BHTM under CBCS

The course will be of four-academic years duration divided into eight semesters and for specific purpose the span of the course shall be of eight academic years.

TABLE I
SEMESTER - I

No.	Course Code	Course Title	Credit	Internal Marks	External Marks	Total Marks
1	1.1	Food and Beverage Production – I	6	30	70	100
2	1.2	Food and Beverage Service – I	5	30	70	100
3	1.3	Front Office – I	5	30	70	100
4	1.4	Housekeeping – I	5	30	70	100
5	1.5	Communicative English	5	30	70	100
6	1.6	Hygiene and Sanitation	4	30	70	100
		Total	30	180	420	600

Working Notes on Calculation of Academic Load, Credit and Evaluation scheme
FOUR YEARS DEGREE in BACHELORS IN HOTEL AND TOURISM MANAGEMENT (BHTM)

Year: 01

Semester: 01

Term: June – October

S. No.	Subject Code	Subject	Hours per week			Credits			Evaluation Scheme					
			Theory	Practical	Total	Theory	Practical	Total	Sessional Exam		FE	Total		
									CT 1	CT 2	Practical	Total		
1	1.1	Food and Beverage Production - I	4	4	8	4	2	6	10	10	10	30	70	100
2	1.2	Food and Beverage Service – I	4	2	6	4	1	5	10	10	10	30	70	100
3	1.3	Front Office – I	4	2	6	4	1	5	10	10	10	30	70	100
4	1.4	House Keeping – I	4	2	6	4	1	5	10	10	10	30	70	100
5	1.5	Communicative English	4	2	6	4	1	5	10	10	10	30	70	100
6	1.6	Hygiene and Sanitation	4	*	4	4	*	4	15	15	*	30	70	100
		Grand Total	24	12	36	24	06	30	65	65	50	180	420	600

- Total Periods: 36; Total Credits: 30; Total Marks: 600
- Final Examination: CT 1: Class Test I; CT 2: Class Test 2
- One Semester = 100 Working Days with minimum 90 days of teaching
- Total Contact Hours: 36 Hours per Week

TABLE II
SEMESTER - II

No.	Course Code	Course Title	Credit	Internal Marks	External Marks	Total Marks
1	2.1	Food and Beverage Production – II	6	30	70	100
2	2.2	Food and Beverage Service – II	6	30	70	100
3	2.3	Front Office – II	5	30	70	100
4	2.4	Housekeeping – II	5	30	70	100
5	2.5	Computer Applications	3	30	70	100
6	2.6	Tourism Management - I	5	30	70	100
		Total	30	180	420	600

Working Notes on Calculation of Academic Load, Credit and Evaluation scheme
FOUR YEARS DEGREE in BACHELORS IN HOTEL AND TOURISM MANAGEMENT (BHTM)

Year: 01

Semester: 02

Term: November - April

S. No.	Subject Code	Subject	Hours per week			Credits			Evaluation Scheme					
			Theory	Practical	Total	Theory	Practical	Total	Sessional Exam			FE	Total	
									UT 1	UT 2	Practical	Total		
1	2.1	Food and Beverage Production - II	4	4	8	4	2	6	10	10	10	30	70	100
2	2.2	Food and Beverage Service – II	4	4	8	4	2	6	10	10	10	30	70	100
3	2.3	Front Office – II	4	2	6	4	1	5	10	10	10	30	70	100
4	2.4	House Keeping – II	4	2	6	4	1	5	10	10	10	30	70	100
5	2.5	Computer Applications	2	2	3	2	1	3	10	10	10	30	70	100
6	2.6	Tourism Management – I	5	0	5	5	0	5	15	15	*	30	70	100
		Grand Total	22	15	37	23	7	30	60	60	60	180	420	600

- Total Periods: 37; Total Credits: 30; Total Marks: 600;
- F.E.: Final Examination; CT 1: Class Test I; CT 2: Class Test 2
- One Semester = 100 Working Days of which at least 90 days of teaching
- Total Contact Hours: 36 Hours per Week

TABLE III
SEMESTER - III

No.	Course Code	Course Title	Credit	Internal Marks	External Marks	Total Marks
1	3.1	Industrial Training - I	33	200	*	200
		Total	33	200	*	200

Working Notes on Calculation of Academic Load, Credit and Evaluation scheme
FOUR YEAR BACHELORS DEGREE IN HOTEL AND TOURISM MANAGEMENT

Year: 02	Semester: 03
----------	--------------

Term: May – October

S. No.	Subject Code	Subject	Hours per week	Credits	Evaluation Scheme					
			Training Hours		Sessional Exam			FE	Total	
					Log Book Evaluation	Appraisal Sheet Evaluation	Report Presentation and Viva Voce	Total		
1	3.1	Industrial Training	50	33	75	50	75	200	*	200
		Grand Total	50	33	75	50	75	200	*	200

- Total Hours: 50; Total Credits: 33; Total Marks: 200

TABLE IV
SEMESTER - IV

No.	Course Code	Course Title	Credit	Internal Marks	External Marks	Total Marks
1	4.1	Advance Food and Beverage Production – I	6	30	70	100
2	4.2	Advance Food and Beverage Service – I	5	30	70	100
3	4.3	Advance Front Office – I	5	30	70	100
4	4.4	Advance Housekeeping – I	5	30	70	100
5	4.5	Hotel Economics	4	30	70	100
6	4.6	Business Communication	5	30	70	100
		Total	30	180	420	600

Working Notes on Calculation of Academic Load, Credit and Evaluation scheme
FOUR YEAR BACHELORS DEGREE IN HOTEL AND TOURISM MANAGEMENT

Year: 02	Semester: 04
----------	--------------

Term: November - April

S. No.	Subject Code	Subject	Hours per week			Credits			Evaluation Scheme					
			Theory	Practical	Total	Theory	Practical	Total	Sessional Exam		FE	Total		
									UT 1	UT 2	Practical	Total		
1	4.1	Advance Food and Beverage Production - I	4	4	8	4	2	6	10	10	10	30	70	100
2	4.2	Advance Food and Beverage Service – I	4	2	6	4	1	5	10	10	10	30	70	100
3	4.3	Advance Front Office – I	4	2	6	4	1	5	10	10	10	30	70	100
4	4.4	Advance House Keeping – I	4	2	6	4	1	5	10	10	10	30	70	100
5	4.5	Hotel Economics	4	0	4	4	0	4	15	15	*	30	70	100
6	4.6	Business Communication	4	2	6	4	1	5	10	10	10	30	70	100
Grand Total			24	12	36	24	6	30	65	65	50	180	420	600

- Total Periods: 36; Total Credits: 30; Total Marks: 600;
- F.E.: Final Examination; CT 1: Class Test I; CT 2: Class Test 2
- One Semester = 100 Working Days of which at least 90 days of teaching
- Total Contact Hours: 36 Hours per Week

TABLE V
SEMESTER - V

No.	Course Code	Course Title	Credit	Internal Marks	External Marks	Total Marks
1	5.1	Advance Food and Beverage Production – II	6	30	70	100
2	5.2	Advance Food and Beverage Service – II	5	30	70	100
3	5.3	Advance Front Office – II	5	30	70	100
4	5.4	Advance Housekeeping – II	5	30	70	100
5	5.5	Hotel Accounts	4	30	70	100
6	5.6.E.1	Food Science and Nutrition – Elective 1	5	30	70	100
6	5.6.E.2	QSR Management – Elective 2	5	30	70	100
6	5.6.E.3	Timeshare Management – Elective 3	5	30	70	100
		Total	30	180	420	600

Working Notes on Calculation of Academic Load, Credit and Evaluation scheme
FOUR YEAR BACHELORS DEGREE IN HOTEL AND TOURISM MANAGEMENT

Year: 03	Semester: 05
----------	--------------

Term: June - October

S. No.	Subject Code	Subject	Hours per week			Credits			Evaluation Scheme					
			Theory	Practical	Total	Theory	Practical	Total	Sessional Exam			FE	Total	
									UT 1	UT 2	Practical			Total
1	5.1	Advance Food and Beverage Production - II	4	4	8	4	2	6	10	10	10	30	70	100
2	5.2	Advance Food and Beverage Service – II	4	2	6	4	1	5	10	10	10	30	70	100
3	5.3	Advance Front Office – II	4	2	6	4	1	5	10	10	10	30	70	100
4	5.4	Advance House Keeping – II	4	2	6	4	1	5	10	10	10	30	70	100
5	5.5	Hotel Accounts	4	0	4	4	0	4	15	15	*	30	70	100
6	5.6.E1	Elective1 / Food Science and Nutrition	5	0	6	5	0	5	15	15	*	30	70	100
7	5.6.E2	Elective2 - QSR Management	5	0	6	5	0	5	15	15	*	30	70	100
8	5.6.E3	Elective 3- Timeshare Management	5	0	6	5	0	5	15	15	*	30	70	100
		Total	23	12	35	25	05	30	65	65	50	180	420	600

- Total Periods: 35; Total Credits: 30; Total Marks: 600;
- F.E.: Final Examination; CT 1: Class Test I; CT 2: Class Test 2
- One Semester = 100 Working Days of which at least 90 days of teaching
- Total Contact Hours: 36 Hours per Week

TABLE VI
SEMESTER - VI

No.	Course Code	Course Title	Credit	Internal Marks	External Marks	Total Marks
1	6.1	Food & Beverage Service Management - I	5	30	70	100
2	6.2	Food & Beverage Production Management - I	6	30	70	100
3	6.3	Tourism Management – II	5	30	70	100
4	6.4	Accommodation Operation Management - I	5	30	70	100
5	6.5	Entrepreneurship Development	5	30	70	100
6	6.6.E.1	Event Management – Elective 1	6	30	70	100
6	6.6.E.2	Research Methodology – Elective 2	6	30	70	100
6	6.6.E.3	Hospitality Law – Elective 3	6	30	70	100
		Total	32	180	420	600

Working Notes on Calculation of Academic Load, Credit and Evaluation scheme
FOUR YEAR BACHELORS DEGREE IN HOTEL AND TOURISM MANAGEMENT

Year: 03

Semester: 06

Term: November - April

S. No.	Subject Code	Subject	Hours per week			Credits			Evaluation Scheme					
			Theory	Practical	Total	Theory	Practical	Total	Sessional Exam		FE	Total		
									UT 1	UT 2	Practical	Total		
1	6.1	Food & Beverage Service Management – I	4	2	6	4	1	5	10	10	10	30	70	100
2	6.2	Food & Beverage Production Management - I	4	4	8	4	2	6	10	10	10	30	70	100
3	6.3	Tourism Management – II	5	*	5	5	*	5	15	15	*	30	70	100
4	6.4	Accommodation Operation Management – I	4	2	6	4	1	5	10	10	10	30	70	100
5	6.5	Entrepreneurship Development	5	*	5	5	*	5	15	15	*	30	70	100
6	6.6.E1	Event Management	6	*	6	6	*	6	15	15	*	30	70	100
7	6.6.E2	Research Methodology	6	*	6	6	*	6	15	15	*	30	70	100
8	6.6.E3	Hospitality Law	6	*	6	6	*	6	15	15	*	30	70	100
		Grand Total	28	08	36	28	4	32	75	75	30	180	420	600

- Total Periods: 36; Total Credits: 32; Total Marks: 600;
- F.E.: Final Examination; CT 1: Class Test I; CT 2: Class Test 2
- One Semester = 100 Working Days of which at least 90 days of teaching
- Total Contact Hours: 36 Hours per Week

**TABLE VII
SEMESTER - VII**

No.	Course Code	Course Title	Credit	Internal Marks	External Marks	Total Marks
1	7.1	Food & Beverage Service Management – II	5	30	70	100
2	7.2	Food & Beverage Production Management - II	6	30	70	100
3	7.3	Tourism Management – III	5	30	70	100
4	7.4	Accommodation Operation Management - II	5	30	70	100
5	7.5	Hotel & Human Resource Management	5	30	70	100
6	7.6.E.1	Quality Management – Elective 1	6	30	70	100
6	7.6.E.2	Services Management – Elective 2	6	30	70	100
6	7.6.E.3	Financial Management – Elective 3	6	30	70	100
		Total	32	180	420	600

**Working Notes on Calculation of Academic Load, Credit and Evaluation scheme
FOUR YEAR BACHELORS DEGREE IN HOTEL AND TOURISM MANAGEMENT**

Year: 04				Semester: 07			
----------	--	--	--	--------------	--	--	--

Term: June - October

S. No.	Subject Code	Subject	Hours per week			Credits			Evaluation Scheme					
			Theory	Practical	Total	Theory	Practical	Total	Sessional Exam			FE	Total	
									UT 1	UT 2	Practical			Total
1	7.1	Food & Beverage Service Management – II	4	2	6	4	1	5	10	10	10	30	70	100
2	7.2	Food & Beverage Production Management - II	4	4	8	4	2	6	10	10	10	30	70	100
3	7.3	Tourism Management – III	5	*	5	5	*	5	15	15	*	30	70	100
4	7.4	Accommodation Operation Management - II	4	2	6	4	1	5	10	10	10	30	70	100
5	7.5	Hotel & Human Resource Management	5	*	5	5	*	5	15	15	*	30	70	100
6	7.6.E1	Quality Management	6	*	6	6	*	6	15	15	*	30	70	100
7	7.6.E2	Services Management	6	*	6	6	*	6	15	15	*	30	70	100
8	7.6.E3	Financial Management	6	*	6	6	*	6	15	15	*	30	70	100
		Total	28	08	36	28	4	32	75	75	30	180	420	600

- Total Periods: 36; Total Credits: 34; Total Marks: 600;
- F.E.: Final Examination; CT 1: Class Test I; CT 2: Class Test 2
- One Semester = 100 Working Days of which at least 90 days of teaching
- Total Contact Hours: 36 Hours per Week

TABLE VIII
SEMESTER - VIII

No.	Course Code	Course Title	Credit	Internal Marks	External Marks	Total Marks
1	8.1	Industrial Training - II	33	200	*	200
		Total	33	200	*	200

Working Notes on Calculation of Academic Load, Credit and Evaluation scheme
FOUR YEAR BACHELORS DEGREE IN HOTEL AND TOURISM MANAGEMENT

Year: 04

Semester: 08

Term: November - April

S. No.	Subject Code	Subject	Hours per week Training Hours	Credits	Evaluation Scheme					
					Sessional Exam			Total	FE	Total
					Log Book Evaluation	Appraisal Sheet Evaluation	Report Presentation and Viva Voce			
1	8.1	Industrial Training -II	50	33	75	50	75	200	*	200
		Total	50	33	75	50	75	200	*	200

- Total Hours: 50; Total Credits: 33; Total Marks: 200

Year	Semester	Total Marks	Credits
I	1	600	30
I	2	600	30
II	3	600	33
II	4	200	30
III	5	600	30
III	6	600	32
IV	7	600	32
IV	8	200	33
	Grand Total Marks	4000	250

