

Approved in BoS meeting held 18th July 2023

**Approved in BoS meeting held on 18th July
2023 Scheme of Instructions for BHMCT
Program (for the admitted batch of 2023-2024)**

R-23



**Office of Chairman, Board of Studies in
Hotel Management Osmania University,
Hyderabad-500 007 (TS)**

**SCHEME OF INSTRUCTION AND EXAMINATION
(CHOICE BASED CREDIT SYSTEM)
FOR BHMCT
(For the Batch Admitted in 2023-2024)**

FIRST SEMESTER

Course Code	SUBJECT	Category	Periods / Week (60 MIN)		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	CIE	SEE		
BHM 101T	Fundamentals of Food Production-I	DSC	3	-	40	60	3	3
BHM 102T	Introduction to Food & Beverage	DSC	2	-	40	60	3	2
BHM 103T	Room Division Operations -I	DSC	4	-	40	60	3	4
BHM 104T	Communicative English.	AECC	2	-	40	60	3	2
BHM 105T	Hygiene, Sanitation & HACCP	DSE	3	-	40	60	3	3
BHM 151P	Basic Training Kitchen- Lab-I	DSC	-	8	40	60	6	4
BHM 152P	Food & Beverage Service Lab-I	DSC	-	2	40	60	3	1
BHM 153P	Acc. Operations Lab – I	DSC	-	2	40	60	3	1
BHM 154P	Front Office Lab-I	DSC	-	2	40	60	3	1
BHM 155P	Communicative Skills	AECC		2	40	60	3	1
			14	16	400	600		
Total				30	1000			22

- 1) Discipline Specific Core Course (DSC)
- 2) Discipline Specific Elective Course (DSE)
- 3) Ability Enhancement Compulsory Courses (AECC)
- 4) Skill Enhancement Elective Course (SEC)

Note: Ref. Nos 101T to 103T— are Theory Core Courses
 Nos 151P to 154P--- are Practical Core Courses
 Nos. 104T to 105T – are Theory non-Core Courses
 Nos. 155P – is Practical non-Core Course

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**SCHEME OF INSTRUCTION AND EXAMINATION (CHOICE BASED CREDIT SYSTEM) FOR
BHMCT
(For the Batch Admitted in 2023-2024)**

SECOND SEMESTER

Course Code	Course Name	Category	Periods / Week (60 MIN)		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	CIE	SEE		
BHM 201T	Fundamentals of Food Production-II	DSC	3	-	40	60	3	3
BHM 202T	Fundamentals in Food & Beverage Operations	DSC	2	-	40	60	3	2
BHM 203T	Room Division Operations-II	DSC	4	-	40	60	3	4
BHM 204T	Hotel French	SEC	2	-	40	60	3	2
BHM 205T	Environmental Studies	HS	3	-	40	60	3	3
BHM 251P	Basic Training Kitchen-Lab-II	DSC	-	8	40	60	6	4
BHM 252P	Food & Beverage Operations Lab-II	DSC	-	2	40	60	3	1
BHM 253P	Accommodation Operation Lab-II	DSC	-	2	40	60	3	1
BHM 254P	Front Office Lab-II	DSC	-	2	40	60	3	1
BHM 255P	Personality Development & Soft Skills	AECC	-	2	40	60	-	1
			14	16	400	600		
Total			30		1000			22

Note: Discipline Specific Core Course (DSC); Discipline Specific Elective Course (DSE)
Ability Enhancement Compulsory Courses (AECC); Skill Enhancement Course (SEC)

Note: Ref. Nos 201T to 203T— are Theory Core Courses
Nos 251P to 254P--- are Practicals Core Courses
Nos. 204T to 205T – are non-Core Courses
Nos. 255P – is Practical non-Core Course

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**Approved Syllabus of FIRST SEMESTER of BHMCT
Program (for the admitted batch of 2023-2024)**

R-23



**Office of Chairman, Board of Studies in Hotel
Management Osmania University, Hyderabad-500
007 (TS)**

**SCHEME OF INSTRUCTION AND EXAMINATION
(CHOICE BASED CREDIT SYSTEM)
FOR BHMCT
(For the Batch Admitted in 2023-2024)**

FIRST SEMESTER

Course Code	SUBJECT	Category	Periods / Week (60 MIN)		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	CIE	SEE		
BHM 101T	Fundamentals of Food Production-I	DSC	3	-	40	60	3	3
BHM 102T	Introduction to Food & Beverage	DSC	2	-	40	60	3	2
BHM 103T	Room Division Operations -I	DSC	4	-	40	60	3	4
BHM 104T	Communicative English.	AECC	2	-	40	60	3	2
BHM 105T	Hygiene, Sanitation & HACCP	DSE	3	-	40	60	3	3
BHM 151P	Basic Training Kitchen- Lab-I	DSC	-	8	40	60	6	4
BHM 152P	Food & Beverage Service Lab-I	DSC	-	2	40	60	3	1
BHM 153P	Acc. Operations Lab – I	DSC	-	2	40	60	3	1
BHM 154P	Front Office Lab-I	DSC	-	2	40	60	3	1
BHM 155P	Communicative Skills	AECC		2	40	60	3	1
			14	16	400	600		
Total				30	1000			22

- 1) Discipline Specific Core Course (DSC)
- 2) Discipline Specific Elective Course (DSE)
- 3) Ability Enhancement Compulsory Courses (AECC)
- 4) Skill Enhancement Elective Course (SEC)

Note: Ref. Nos 101T to 103T— are Theory Core Courses
 Nos 151P to 154P--- are Practical Core Courses
 Nos. 104T to 105T – are Theory non-Core Courses
 Nos. 155P – is Practical non-Core Course

FUNDAMENTALS OF FOOD PRODUCTION-I

Course Code: BHM 101T
Continuous Internal Evaluation (CIE): 40
Semester End Exam (SEE): 60
Category: DSC

Periods per week: 3
Duration of Exam: 3 Hours.
Nature of Exam: Theory
Credits: 3

COURSE OBJECTIVES:

1. To Gain appreciation for the Culinary history, culture, and to know the aim of cooking also fuels used in the kitchen. Also to know about kitchen brigade.
2. To know the different types cooking techniques and to know the culinary terms used in theory and practicals.
3. To introduce the student to kitchen equipment & Butchery about various cuts of meat
4. To have knowledge on Food Commodities according to their functions and to know about basic cuts of vegetables.
5. To make the student to understand the Basic methods of preparation of Soups, Stocks and Sauces.

UNIT-I: Introduction to art of cookery & Organization structure Brigade.

Introduction to art of cookery -Origin & Evolution of food Production, Culinary History- Origin of Modern Cookery from antiquity to contemporary, cooking as an art and science. Aims and Objectives of Cooking. Various fuels used in the Kitchen, their advantages and disadvantages of each. **Classical Organization Structure** Brigade – Modern Staffing, Liaison of kitchen with other departments. Lay out of a professional five-star hotel kitchen duties- Role of Executive Chef, duties and responsibilities of various chefs of the kitchen, handling different Departments in the kitchen.

UNIT- II: Cooking Techniques & Culinary terms

Cooking Techniques - Effects of heat on food, Preparation of ingredients - Mise-en-place and methods of mixing, Texture faults and remedies. Methods of cooking - Roasting, grilling, frying, Baking, Broiling, Poaching, Boiling, Steaming, stewing, Braising, Principles and classification, time and temperature, Texture, Precautions to be taken while cooking of each. Culinary terms. (Commonly used culinary terms used in theory and practical).

UNIT- III: Kitchen Equipment & Introduction to Butchery

Kitchen Equipment –. Knife Handling- Types Of Knives used in Kitchen. Parts of a chef Knife. Top International Brands of Knife. Types of tools used in Butchery. Types of chopping Boards – uses according to the specified color codes safety practices of Knife and Chopping boards. Kitchen equipment and tools/cleaning and maintenance

Introduction to Butchery Cuts of Lamb – selection and Storage and their Uses, Cuts of Beef – selection and Storage and their Uses Cuts of Pork – selection and Storage and their uses.

UNIT-IV–Soups, Stocks & Sauces.

Soups – Definition, Classification, Basic method of making for Consommés, Broths, Cream, Velouté, Puree, Bisque and Chowders. International soups and their recipes, Stews. Stocks and Sauces – White stock, Brown Stock, Fish stock, vegetable stock, Court Bouillon, Nage, Glaze. Basic Mother Sauces, Thickening Agents, Finishing techniques. Learning five derivatives of each of the basic mother sauces. Butter Sauces, Coulis, Flavored oils, Salsa, Pesto, Relish, Contemporary and Proprietary sauces

UNIT-V: Food Commodities & Cuts of Vegetables

Food Commodities - Classification of Commodities: Introduction, classification and uses according to their functions. Cereals, and pulses – kinds and their uses. Seasonings, Condiments, spices and herbs. Fats and Oils– saturated and unsaturated fats, smoking point effect of heat on oil and fats. milk and milk products with special emphasis on international cheeses, **Vegetables and fruits** – classifications Basic Cuts of Vegetables.

COURSE OUTCOMES:

1. The student should aware of the Culinary history, culture, and to should know the aim of cooking also fuels used in the kitchen and Kitchen Brigade
2. The student should gain knowledge on different types cooking techniques and aware of the culinary terms used in theory and practicals.
3. The student should understand the usage of various kitchen equipment and recognize the various cuts of meat.
4. The student should able to understand the Basic methods of preparation of Soups, Stocks and Sauces.
5. The student should gain knowledge on Food Commodities according to their functions and should know about cuts of vegetables.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **Unit**)

TEXT BOOK:

1. On Cooking-text book of Culinary Fundamentals, Sarah R. Labenskyalan in house- 5th edition—Pearson Education—2010 ISBN-13: 9780137155767 (**ISBN-10: 013715576X**)
2. Modern cookery – Volume 1 – Thangam E. Phillip – 6th Edition, 2010.Orient Longman. (ISBN13: 9788125040446).(ISBN 10:8125040447)
3. Book of Ingredients – Philip Dowell and Sydney. Mermaid books—1988 2nd revised ISBN 071813043X (ISBN13: 9780718130435)

RECOMMENDED BOOKS:

1. Theory of catering – Kinton and Ceserani ELBS with Hodder and Stoughton 11th edition 2007 ISBN- 10: 0340939265 ISBN-13: 978-0340939260
2. Food Production Operations - Parminder S Bali—Oxford Press Publications-2009 ISBN-10: 0198061811 ISBN-13: 978-0198061816
3. Food Preparation Theory-Eva Medwed Prentice Hall—4th edition 2003 ISBN-13: 978-0-916434-24-3, ISBN: 0-916434-24-9
4. Practical Professional Cookery – Crocknell and Kauffmann Macmillan—4th edition 2003. ISBN-10: 1861528736 ISBN-13: 978-1861528735
5. Food Production Principles – AH & LA. ISBN-10: 019945051X , ISBN-13: 978-0199450510 6. Theory of Cookery—Aurora ISBN-10: 8184095031 ISBN-13: 978-8184095036
6. Complete Cookery Manual – Anthony O'Reilly (ELBS)—1994 ISBN 10: 027361336 ISBN 13: 978027361336

INTRODUCTION TO FOOD & BEVERAGE

Course Code: BHM 102T

Periods per week: 2

Continuous Internal Evaluation (CIE):

Duration of Exam: 3 Hours.

40 Semester End Examination (SEE):60

Nature of Exam: Theory

Category: DSC

Credits: 2

COURSE OBJECTIVES:

- 1) To develop student with the basic knowledge & skills necessary to work in Food & Beverage Service outlets.
- 2) To make the student to understand the duties & responsibilities of Staff.
- 3) To gain in-depth knowledge of the service areas, Ancillary departments and coordination with other departments.
- 4) To gain the knowledge of handling different Service equipment used and its maintenance and to know the knowledge on Current trends.
- 5) To have knowledge about Types of Meals, Types of Services and preparation for service

UNIT-I:

Introduction to Food & Beverage Service.

History of Hotel, Scope, Career and opportunities -Role of Catering establishments in Travel & Tourism Industry-Classification &Types of Catering establishments- Industrial /Institutional /Transport such as Air, road, rail and sea etc. Classification of commercial, residential/nonprofit. Structure of the catering industry – a brief description of each

UNIT-II:

Departmental Organization & Staffing

Attributes of F&B Personnel-Hierarchy of F&B Service with French Terms (Small and Large Establishment)-Duties & Responsibilities of F&B service personnel-Coordination with other departments (Kitchen, housekeeping, front office, engineering)-Do's and Don'ts of a waiter. Dining etiquette

UNIT-III:

Food Service Areas-Types of F&B outlets Coffee Shop-Specialty restaurant-Bar-pubs – Discotheques-Grill room-Fast Food (quick service restaurants)-Steak house -Banquets -In Room Dining-Cafeteria

Ancillary departments

Ancillary departments (Still room, Plate room, pantry and Hot Plate.) -Introduction to kitchen stewarding and its functions.

UNIT-IV:

Food Service Equipment & Its Maintenance- & Current trends in F&B service

Food & Beverage service operating equipment- Crockery- Cutlery- Glass ware- Hollow ware-Special equipment. Capacity, uses, upkeep and maintenance. Bar equipment. French terms related to the equipment, Current trends— (Cashless payments, service of Street foods in Restaurants, Single dish restaurants, Raise of International foods in Restaurants)

UNIT- V

Types of meals, Types of Services and Preparation for Service:

Types of meals: Early Morning Tea, Types of breakfast (English, American, Continental, Indian)-Brunch-Lunch-High tea-Dinner and supper

Types of Services: Table-Self-Assisted-Single point - In situ

Preparation for Service: Mise-en-Scene- Mise-en-place

COURSE OUTCOMES:

- 1) The student should acquire with the basic knowledge & skills necessary to work in Food & Beverage Service outlets.
- 2) The student should understand the duties & responsibilities of Staff.
- 3) Should gain in-depth knowledge of the service areas, Ancillary departments and coordination with other departments.
- 4) Should gain the knowledge of handling different Service equipment used and its maintenance and to gain knowledge on current trends
- 5) The student should able to gain the knowledge about Types of Meals, Types of Services and preparation for service

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **Unit**)

TEXT BOOK:

Food and Beverage Service—R. Singaravelavan—Oxford university Press – 2012- ISBN: 9780198065272

REFERENCE BOOKS:

- 1) Food and Beverage Service –Dennis Lilli crap/John Cousins – 9th Edition— Hodder Education Publisher- ISBN 1471807959 (ISBN 13: 9781471807954)
- 2) Managing Food & Beverage Operations—S.K. Bhatnagar—Frank Bros. & Co.
- 3) Food & Beverage Service and Management – Bobby George/Sandeep Chatterjee — Jaico Publishers
- 4) A Text book of Food & Beverage Service – S.N. Bagchi/Anita Sharma—Aman Publications

ROOM DIVISION OPERATIONS-I

Course Code: BHM 103T

Periods per week: 2

Continuous Internal Evaluation (CIE): 40

Duration of Exam: 4 Hours.

Semester End Examination (SEE): 60

Nature of Exam: Theory

Category: DSC

Credits: 4

Course Objectives

- 1) Introducing the students to Hospitality & Hotel Industry.
- 2) To introduce the students Room Division Operations and its staff
- 3) To know in detail about Room Designations.
- 4) To know about the Cleaning methods, equipment and agents
- 5) To know about cleaning of Various surfaces.

**UNIT-I- INTRODUCTION TO HOSPITALITY AND HOTEL INDUSTRY
& CLASSIFICATION –**

Introduction to Hospitality Industry - Industries related to Tourism - Evolution and Growth of Hotel industry in The World, Evolution and Growth of Hotel industry In India Classification of hotels - Need for organization- Vision, Mission, Objective – Hotel Organization - Small, Medium and Large. Major Departments of a Hotel – Major & Minor Revenue Generating Departments in a hotel.

UNIT – II – ROOM DIVISION OPERATIONS

RDM Organization & Hierarchy - Duties and responsibilities of principle staff and their job description. Co-Ordination of RDM with Other Departments - Attributes and Qualities of RD Staff. Lay-outs, Sections & basic functions of Front office and Housekeeping Department, Co-ordination of RDM with other departments, Equipment in front office

UNIT- III -ROOM DESIGNATIONS

Types of Rooms, Room Configurations - Numbering of rooms - Room status reconciliation - Discrepancy report, Room status codes, room tariff card, Factors affecting Room tariff, Room rate designations, Meal Plans, Hotel Brochure and its importance

UNIT-IV - CLEANING METHODS, EQUIPMENTS & AGENTS

Cleaning Methods -Hygiene and safety factors in cleaning, Classification of equipment-Care and Maintenance of equipment-Manual and electrical equipment used in hotels- Cleaning agents-introduction-classification-types, uses, storage and safety precautions. Frequency of cleaning daily, periodic special cleaning.

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UNIT- V - CLEANING OF VARIOUS SURFACES-

Marble, granite, vitrified tiles-laminated surfaces. Polishing of metals-steel-brass-copper-. Types of rooms & Guest Satisfaction repeat Business-Importance of the guestroom to a guest-guestroom status-guest floor rules.

Course Outcomes:

- 1) students able to know about Hospitality & Hotel Industry.
- 2) students should know about Room Division Operations and its staff
- 3) Students should know in detail about Room Designations.
- 4) Students should know about the Cleaning methods, equipment and agents
- 5) Students should know about cleaning of Various surfaces.

EXAMINATION:

- Part-A for 20 Marks (with 10 Questions-**Compulsory**)
- Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **Unit**)

TEXT BOOK:

1. Hotel Housekeeping Operations and Management By G. Raghubalan. Oxford Univ Press 2015 ISBN: 9780199451746—4th Edition.
2. Hotel Front Office –Oxford press- Jatashankar Tewari.-Oxford University Press-2009
3. Hotel Front Office Management & operations – Manoj Kumar Yadav 2010 (ISBN 10: 8182040493) (ISBN 13: 9788182040496)
4. Front Office Procedures –Michael Kasavana—5th Edition 199

REFERENCE BOOKS:

1. Check in Check out by Vallen Jerome, Brown & Company
2. Hotel Front Office Training Manual by Sudhir Andrews. 3e edition 2013(ISBN-10: 1259026930)
3. Hotel Front Office Training Manual by S.G.Ghosh
4. Services Marketing – Valerie Zeithaml – 6th Edition 2012(ISBN-10: 0078112052) (ISBN-13: 978-0078112058)
5. Hotel Front Office Operations and Management 2002– Delmar – Ahmed Ismail

REFERENCE BOOKS:-

1. Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw Hills Companies-2007)
2. Hotel, Hostel and Hospital Housekeeping – Branson, Joan, C& Lennox, Margaret (Holder and Stoughton 2006.
3. The Professional Housekeeper: Schneider, Madeline and Ducker, Georgia (Vanost Reinhold)-2006.

COMMUNICATIVE ENGLISH

Course Code: BHM 104T

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: AECC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Theory

Credits: 2

COURSE OBJECTIVES:

- 1) The Student will have knowledge about different types of Communications and their types
- 2) The student should know about Speaking skills
- 3) The student should learn Etiquettes & Manners
- 4) The student should learn how to communicate through letters and also should learn interview skills.
- 5) The student should learn about personality determinants and build Positive attitude.

UNIT-I

COMMUNICATION & TYPES Introduction – Definitions – Interpersonal Communications – Effective Communication,

Methods of Communication: Verbal (Oral/Written) Non-Verbal Patterns of Communication – Formal Informal, one way/two way. Barriers to Communication, Communication Mediums, **Types of reading** like skimming and scanning, types of reading same with examples Newspaper, Magazine article, TV, feature and documentary, press release in English, **Listening**, types of listening & Barriers of Listening

UNIT-II

SPEAKING SKILLS

Tenses in English, Group Communication– Seminar, Conference, etc. Public Relations. Meetings and greetings – first names, handshakes. Introduction – How to introduce/when not to introduce. Some polite expressions/remarks. Apologies/agreement. / Disagreement, Art of Good Conversation, Greetings and dealing with Guests requested complaints, Compliments, Asking permission,

UNIT-III

ETIQUETTE & MANNERS

Etiquette & Manners: Social Business etiquette: Lobby Manners, Elevator etiquette, Dining etiquette, shopping ethics and travel etiquette

UNIT-IV

COMMUNICATION BY LETTERS & INTERVIEW SKILLS:

Writing -letter Writing, application letter, resume, personnel correspondence, informal, paragraph writing, introduction to feature and script writing. Need for resume writing, formats, types and tips for creating impressive resumes, new trends of resume – internet & video resume. Getting ready for an interview – importance and impact of professional dress code and body language

UNIT-V

PERSONALITY DEVELOPMENT

Introduction to personality development, know your personality determinants of personality, building positive self-esteem, SWOT analysis handling adversities.

COURSE OUTCOMES:

- 1) The student should be able to gain knowledge about different types of Communications and their types
- 2) The student should be able to know about Speaking skills
- 3) The student should be able to learn Etiquettes & Manners
- 4) The student should be able to learn how to communicate through letters and also should learn interview skills.
- 5) The student should be able to learn about personality determinants and build Positive attitude.

EXAMINATION:

Part-A for 20 Marks (with 10 Questions-Compulsory) & Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **UNIT**)

TEXT BOOK:

Effective Communication by Nicolas Harvey, Published by. H.Gill & Company U. C., 11-Apr-2014, ISBN, 0717159760, 9780717159765

RECOMMENDED BOOKS:

1. Seven habits of highly effective people Stephen Covey (Free Press 1989) - ISBN-13: 978-1455892822
2. Modern Business Correspondence, L. Gartside (ELBS)- ISBN-13: 978-0712113922;
3. Effective Business Communications, Herta A. Murphy, (Tata McGraw Hill Publishing Company)-ISBN-10: 007044398X; ISBN-13: 978-0070443983
4. Write for Business, Michael Doherty, Lee Knapp -ISBN: 9780582748934
5. English Grammar, Scott, Bowley, Brookett, (Heinemann Educational) -ISBN 0582 55339
6. Essentials of English Grammar and Conversation, A. Subba Rao and E. Suresh Kumar. - ISBN-10: 8125041656, ISBN-13: 978-8125041658

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HYGIENE, SANITATION & HACCP

Course Code: BHM 105T	Periods per week	: 3
Continuous Internal Evaluation (CIE): 40	Duration of Exam	: 3 Hours
Semester End Examination (SEE): 60	Nature of Examination:	Theory
Category: DSE	Credits	: 3

COURSE OBJECTIVES:

- 1) To have the knowledge on Hygiene & Sanitation and its role in Hospitality industry.
- 2) To have thorough knowledge on Food contamination & spoilage of Food and its safety measures.
- 3) To know the knowledge on latest procedures in safe food handling, good basic Hygiene and Sanitation requirements, prevention of health hazard situation through unhygienic handling of food.
- 4) To know the different types equipment used in food production and food production work areas to upkeep hygiene conditions.
- 5) To make students to understand the importance of HACCP procedures applicable to non-food related areas such as back areas, banquets halls etc.

UNIT-I:

Hygiene & Sanitation-Definition of Hygiene – role of Hygiene in the hotel and catering industry – importance of creating the right attitude towards Hygiene. General Hygiene and the cleaning process which applies to all areas of hotel and catering industry.

Personal Hygiene: Definition of personal hygiene, food handlers' health and habits

UNIT-II:

Food Contamination & Spoilage-Classification of food according to ease with which they spoil, sources and signs of spoilage in fresh, dry processed and preserved foods. Conditions that lead to food spoilage.

Sources of contamination and Cross contamination. Food poisoning Food poisoning organisms. Food Borne diseases, Danger zones, Bacterial growth. Natural toxins in foods. Precautions to be taken by food handlers to prevent food spoilage. Basic inputs about identifying the type of food poisoning-salmonella, staphylococcus, aureus, campylobacter, clostridium perfringens, clostridium botulism, bacillus cereus, listeria monocytogenes. Prevention of food poisoning-strategies and implementation.

UNIT-III:

Food Hygiene and Process Management-Sanitary procedures to be followed during purchasing, receiving, storage, preparation, cooking and holding food. General guidelines food storage and segregation in storing areas, Basic rules to be observed during food service, special rules for restaurant waiters and busboys, bartenders and bar waiters, protective food display and safe food procedures for cafeterias and fast-food counters, understanding the importance of serving hot food and cold food cold. inputs about thawing, cooking, cooling, reheating and microwaving of food.

UNIT-IV:

Hygiene and Management of Equipment-General Sanitary requirements for various hotel equipment, differentiating between cleaning and sanitizing, Contamination levels of equipment, keeping equipment clean , cleaning methods .Wash, rinse and sanitize method application to food contact surfaces. Selection and maintenance of equipment – Equipment used for handling, holding food, location of equipment, monitoring and control. Other equipment used for maintaining hygiene. Manual cleaning equipment, mechanical cleaning equipment waste disposal Equipment, equipment for cleaning vessels, cleaning programme/ schedule. Food contact surfaces and their materials and equipment requiring special attention.

UNIT-V:

Strategies & Policies for Food Hygiene, The 4 Ps approach

HACCP process - principles of HACCP, hazard analysis, identifying and classifying hazards HACCP flow chart, critical control points and critical control tree, documentation. Corrective action, necessity for an efficient HACCP plan. Training and other applications of HACCP for all the departments of the hotel. Audits relating to non-food related areas and effective implementation of the HACCP plan in non-food related areas. Food hygiene policies – general policies statement, key personal involved in maintaining hygiene standards, codes of pra ctice, quality and productivity strategies

COURSE OUTCOMES:

- 1) The student will have the knowledge on Hygiene & Sanitation and its role in Hospitality industry.
- 2) The student will have thorough knowledge on Food contamination & spoilage of Food and its safety measures.
- 3) The student should have acquired the knowledge on latest procedures in safe food handling, good basic Hygiene and Sanitation requirements, prevention of health hazard situation through unhygienic handling of food.
- 4) The student should the know the different types equipment used in food production and food production work areas to upkeep hygiene conditions.
- 5) The student should aware of the importance of HACCP procedures applicable to food and nonfood related areas such as back areas, banquets halls etc.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **Unit**)

TEXT BOOK:

1. Managing Food Hygiene -Nicholas Johns (Macmillan Publishers. Hongkong –2000)

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REFERNCE BOOKS:

- 1) Food Hygiene & Sanitation – S. Roday, (Tata Mc-Graw Hill, New Delhi ,1999)
- 2) Food Hazards & Food Hygiene -- Seema Yadav, (Anmol Publications Pvt Ltd, New Delhi, 2006 (ISBN; 8174886850,9788174886859)
- 3) Food Poisoning and Food Hygiene –Betty C Hobbs (British Library Cataloguing in Publication data ,1993 (ISBN; 0340700270, 9780340700273)
- 4) Principles of Food Sanitation-Norman G. Marriott & Robert B. Gravani. Fifth Edition, Cornell University New York 5th edition 2006, (ISBN-10; 0387250255) (ISBN-13: 978-0387250250)

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BASIC TRAINING KITCHEN -I

Course Code: BHM 151P
 Continuous Internal Evaluation (CIE): 40
 Semester End Examination (SEE): 60
 Category: DSC

Periods per week: 8
 Duration of Exam: 6 Hours.
 Nature of Exam: Practical
 Credits :4

COURSE OBJECTIVE:

The students should be given training in preparation of Continental and Pastry & Bakery from the following suggested menus.

Note: Sample Menus may be of the Chefs Choice of Colleges

Class-1 Introduction Kitchen Equipment, Utensils	Class-2 Identification of Ingredients	Class-3 Basic cuts of Vegetables
Class-4—Stocks Vegetable Stock White Stock Brown Stock Fish Stock Court Bouillon Remouillage Bisque	Class-5-- Basic Mother Sauces Béchamel Veloute Espagnole Tomato Hollandaise Mayonnaise	Class-6-- Mother Sauces (Derivatives) Béchamel Veloute Espagnole Tomato Hollandaise Mayonnaise
Class-7 Egg preparations: Scotch egg, Assorted omelets, Oeuf Florentine Oeuf Benedict Oeuf Farci Oeuf Portugese Oeuf Deur Mayonnaise	Class-8 Potato preparations Baked potatoes Mashed potatoes French fries Roasted potatoes Boiled potatoes Lyonnais potatoes Allumettes	Class-9 Vegetable preparations Boiled vegetables Glazed vegetables Fried vegetables Stewed vegetables.
Class-10—Simple Salads Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad,	Class-11 –Sample Menu Ambrosia Mushroom and onion soup\ Chicken al kiev Pannacota	Class-12 –Sample Menu Waldorf salad Corn chowder Fish and chipos Fruit trifle

Class-13 –Sample Menu	Class-14 –Sample Menu	Class-15 –Sample Menu
Cream of Mushroom (Cheese Toast) Penne with Pesto sauce Vegetable Moussaka Crepes with fruits	Russian salad Cream of potato and Leeks (Garlic Toast) Chicken Maryland, Penne alfredo Cherry Pudding	Consommé Julienne Pasta Salad Roast Leg of lamb with pan jus Key Lime pie

Pastry & Bakery

Note: Out of 14 menus recommended, 7 can be taken and 7 will be left to college chef.

Class 1 Introduction to the Pastry & Bakery Department. Hierarchy of the Department.	Class 2 Introduction to Pastry & Bakery Equipment—Major & Minor, understanding how to use and operate	Class 3 Introduction to Bakery Ingredients, Role, Weights & Measures. Recipes
Class 4 Bread Rolls Bread Sticks Sweet Paste Cookies	Class 5 Fancy Rolls Puff Pastry Custard Tarts	Class 6 Brown Rolls Swiss Rolls Macaroons
Class 7 Brioche Fruit Bread Chocochip Cookie	Class 8 Croissants' Bulls eye cookies Bread & Butter Pudding	Class 9 Dough Nuts Sandwich Bread Pound Cake
Class 10 Danish Pastry Muffins Caramel Custard	Class 11 Herb Rolls Ice berg Cookies Vanilla Mousse	Class 12 French Baguette Cheese Straws Pine Apple Pastry
Class 13 Chicken Rolls French Hearts Creme Brulee	Class 14 Tomato rolls Melting Moments Chocolate Mousse	

COURSE OUTCOMES:

The Students should be able to prepare the basic dishes as per the menus given above in Continental & Bakery. .

TEXT BOOK :

1. Modern cookery – Volume 1 – Thangam E. Phillip – Orient Longman. 2010.(6th Edition) (ISBN-10: 8125040447)(ISBN-13: 978-8125040446

RECOMMENDED BOOKS :

- 1 Theory of catering – Kinton and Ceserani ELBS with Hodder and Stoughton.11th edition (ISBN-10: 0340939265)(ISBN-13: 978-0340939260)
- 2 Food Preparation Theory-Eva Medwed, Prentice Hall.

Approved in BoS meeting held 18th July 2023

- 3 Practical Professional Cookery – Crocknell and Kauffmann, Publisher Macmillan 3rd edition 2007(ISBN:9781861528735)
- 4 Complete Cookery Manual – Anthony O'Reilly (ELBS).
- 5 Book of Ingredients – Philip Dowell and Sydney. Mermaid Books.

FOOD & BEVERAGE SERVICE LAB-I

Course Code: BHM 152P
Continuous Internal Evaluation: 40
Semester End Examination: 60
Category: DSC

Periods per week: 2
Duration of Exam: 3 Hours.
Nature of Exam: Practical
Credits: 1

COURSE OBJECTIVES:

- 1) Students will be introduced with basic technical skills of using the Restaurant equipment.
 - 2) Students will be taught the etiquette-standard phrases.
 - 3) Students will teach about procedure for service of a Meal
- Introduction to Food service areas
 - Identifying operating equipment
 - Care & maintenance of equipment
 - Polishing of silver ware
 - Glass ware
 - Wiping of cutlery, crockery and other equipment
 - Mise en place and mise en scene
 - Opening /Closing duties of F&B Personnel
 - Arrangement of side station
 - Laying a table cloth/relaying
 - Basic Technical skills
 - Holding Service Spoon & Fork, carrying a Tray/Salver, Changing a Table Cloth during service
 - Placing meal plates & Clearing soiled plates, Service of Water, Crumbing the table
 - Napkin folding, Changing dirty ashtray, Cleaning and polishing glassware

PROCEDURE FOR SERVICE OF A MEAL

1. Receiving and seating the guest,
2. Presenting the menu.
3. Taking the order
4. Serving at a table and clearance
5. Presentation & En-cashing the bill
6. Presentation of guest comments card
7. Seeing off the Guest

COURSE OUTCOMES:

- 1) Students will be able to acquire the basic technical skills of using the Restaurant equipment.

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- 2) Students will be able use the etiquette-standard phrases.
- 3) Students will be able to serve the meal.

TEXT BOOK:

Food and Beverage Service—R. Singaravelavan—Oxford university Press - 2011

REFERENCE BOOKS:

- 1) Food and Beverage Service –Dennis Lillicrap/John Cousins – 9th Edition 2014—
Hodder Education Publisher.
(ISBN-10: 1471807959)(ISBN-13: 978-1471807954)
- 2) Managing Food & Beverage Operations—S.K. Bhatnagar—Frank Bros. & Co.
- 3) Food & Beverage Service and Management – Bobby George/Sandeep Chatterjee —
Jaico Publishers 2008
(ISBN 10: 8179928845 / ISBN 13: 9788179928844)A Text book of Food &Beverage
Service – S.N.Bagchi/Anita Sharma—Aman Publications 2004 ISBN 10 : 8182040035
ISBN 13 : 9788182040038

ACCOMMODATION OPERATIONS LAB-I

BHM 153P

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits: 1

COURSE OBJECTIVES:

To give the students a broad practical knowledge of the work carried out by the House Keeping department including maintenance of the different areas.

1. Introduction to Housekeeping department.
2. Introduction to Cleaning Procedures-Daily, Periodical and spring.
3. Introduction to Cleaning Equipment- Care, Use, Function and Maintenance of Equipment.
4. Introduction of Cleaning Agents-Uses, Precautions, Storage.
5. Cleaning of Areas.
6. Standard Contents of Bedroom, Checklist of guest room.

COURSE OUTCOMES:

The students should be able to carry out by the House Keeping department activities including maintenance of the different areas.

TEXT BOOK

1. Hotel Housekeeping Operations and Management by G. Raghubalan. 2nd (edition) 2009, Oxford University Press: ISBN 10: 0198061099 ISBN 13: 9780198061090

REFERENCE BOOKS: -

1. Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation - Sudhir Andrews (The McGraw Hills Companies-2007) PUBLISHED 2013- ISBN 10: 1259026914 ISBN 13: 9781259026911

FRONT OFFICE LAB-I

Course Code: BHM 154P

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits: 1

COURSE OBJECTIVES:

To understand the role of Front Office Department in Hotels and to improve on Hospitality skills.

- Hotel visits-project presentation
- Local area information -tourist places -city- restaurants-festivals-special events.
- Roles and responsibilities of Front office , various section of Front Office
- Impart knowledge on Vision, Mission, Goals, Mile stones and CSR initiatives of prominent Hotel chains.
- Brand Segmentation of Hotels., Identifying hotel Brands to its Chain
- Grooming, Personality, Attributes of front office staff,
- Golden Telephone Rules
- Standard phrases-receiving-greeting-apologizing -agreeing,- disagreeing,- complimenting guests
- Role play-telephone etiquette, conversation and manners
- Brochure Designing
- Identification of equipment, work structure and stationary-forms and formats used in front office
- Meal Plans and Packages
- Current affairs, State Capitals, Cabinet Ministers
- Country/capital/currency/INR Equivalent

COURSE OUTCOMES:

The student will have the knowledge on the role of Front Office staff in Hotels and also he should able to improve on Hospitality skills.

TEXT BOOK

- 1) Hotel Front Office-Oxford Pres s- Jatashankar Tewari- Oxford Press - 2009 ISBN 10: 019569919X ISBN 13: 9780195699197

REFERENCE BOOK:

1. Front Office Procedures –Michael Kasavana (8th Edition) 2009 Richard M Brooks, AH &
2. Check in check out by J Vallen Jerome, Brown and company. (2nd edition) 1980 ISBN 10 : 0697084124 ISBN 13 : 9780697084125
3. A Manual of Hotel Reception by Beavis and Medlik Evans Publications

COMMUNICATION SKILLS-Lab-I

Course Code: BHM 155P

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: AECC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits: 1

COURSE OBJECTIVES:

To give the students training in a broad Communicative skill in different areas

- 1) How to speak to communicate
- 2) How to listen and respond
- 3) How to write different types of letters
- 4) How to express positive attitude

Practical-I: SPEAK TO COMMUNICATE

JAM, Extempore, Picture & Objective Description, Conversation

Practical- II: LISTEN AND RESPOND

Listening Comprehension, Story Review, Sound Recognition (Phonemes and Morphemes), Paraphrase Challenge

Practical- III: WRITTEN COMMUNICATION

Dialogue writing, Paper Presentation, Types of Letter Writing – Formal & Informal, PPT Presentation

Practical-- IV: POSITIVE ATTITUDE Self-Introduction, Polite expressions, Pair work, SWOT Analysis **COURSE**

OBJECTIVES:

After completion of the course the students should able learn Communicative skill in different areas

- 1) Able to speak to communicate
- 2) Able to listen and respond
- 3) Able to write different types of letters
- 4) Able to express positive attitude

Text Book:

1. Communication Skills—Rajesh K. Lidiya—Oxford University Press. Second edition.

Reference Book:

1. Communication Skills—A workbook—Sanjay Kumar & Pushp Lata—Oxford University Press

Approved in BoS meeting held 18th July 2023

**Approved Syllabus of SECOND SEMESTER of BHMCT
Program (for the admitted batch of 2023-2024)**

R-23



**Office of Chairman, Board of Studies in Hotel
Management Osmania University, Hyderabad-500 007
(TS)**

Approved in BoS meeting held 18th July 2023

R-23

**SCHEME OF INSTRUCTION AND EXAMINATION (CHOICE BASED CREDIT SYSTEM) FOR
BHMCT**

(For the Batch Admitted in 2023-2024)

SECOND SEMESTER

Course Code	Course Name	Category	Periods / Week (60 MIN)		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	CIE	SEE		
BHM 201T	Fundamentals of Food Production-II	DSC	3	-	40	60	3	3
BHM 202T	Fundamentals in Food & Beverage Operations	DSC	2	-	40	60	3	2
BHM 203T	Room Division Operations-II	DSC	4	-	40	60	3	4
BHM 204T	Hotel French	SEC	2	-	40	60	3	2
BHM 205T	Environmental Studies	HS	3	-	40	60	3	3
BHM 251P	Basic Training Kitchen-Lab-II	DSC	-	8	40	60	6	4
BHM 252P	Food & Beverage Operations Lab-II	DSC	-	2	40	60	3	1
BHM 253P	Accommodation Operation Lab-II	DSC	-	2	40	60	3	1
BHM 254P	Front Office Lab-II	DSC	-	2	40	60	3	1
BHM 255P	Personality Development & Soft Skills	AECC	-	2	40	60	-	1
			14	16	400	600		
Total			30		1000			22

Note: Discipline Specific Core Course (DSC); Discipline Specific Elective Course (DSE)
Ability Enhancement Compulsory Courses (AECC); Skill Enhancement Course (SEC)

Note: Ref. Nos 201T to 203T— are Theory Core Courses
Nos 251P to 254P--- are Practicals Core Courses
Nos. 204T to 205T – are non-Core Courses
Nos. 255P – is Practical non-Core Course

FUNDAMENTALS OF FOOD PRODUCTION -II

Course Code: BHM 201T
Continuous Internal Evaluation (CIE): 40
Semester End Examination (SEE): 60
Category: DSC

Periods per week: 3
Duration of Exam: 3 Hours.
Nature of Exam: Theory
Credits: 3

COURSE OBJECTIVE:

1. To know about basic cookery of Egg, Potato, Wheat Kernel and Pasta
2. To introduce the student to understand the Fish & Poultry cooking
3. To make the student learn about the principles of meat cookery.
4. To introduce the student to know about Menu Planning & Standard Recipe.
5. To make the student aware of complete knowledge of Bakery.

UNIT- I: Egg Cookery, Potatoes, Wheat Kernel & Pasta

Egg Cookery – Composition of Eggs, Applying various cooking methods. **Potatoes** - Identification, applying various cooking methods, learning 20 classical potato preparations
Grains-Identification, The wheat Kernel, Cracking, Grinding, Hulling and Pearling, Cooking Methods- Boiling, Simmering, Pilaf method, Risotto Method. **Pasta** – Identification, Types, Basic Pasta dough, Pasta sauces.

UNIT- II: Understanding Fish & Poultry.

Understanding Fish and Shellfish – classification, Identification, Various cuts and popular dishes – Fresh water fish, Sea Water fish, Flat Fish, Oily fish, Crustaceans, Mollusks, cephalopods, Univalve, Bi valve. **Understanding Poultry** - classification, Identification, Various cuts, Storage and popular dishes- Chicken, Duck, Turkey, Geese, Pheasant, Quail, pigeon.

UNIT- III: Principles of Meat Cookery

Principles of Meat Cookery - Muscle Composition, Preparing Meats, Wet Aging, Dry Aging
Applying various cooking methods, determining doneness- Very Rare, Rare, Medium Rare, Medium, Medium Well Done, Marbling, Rigor Mortis, Green Meat, Marinating, Tenderizers, Larding, Barding. Understanding the Primal and Sub Primal cuts of Beef, veal, lamb and Pork.

UNIT- IV: Menu & Standard Recipe

Menu & Standard Recipe- Menu-types, planning & its functions, Principles of menu planning, menu pattern designs, weights and measures. Conversion of weights and measures. Understanding a recipe and brief inputs on yield, portion and its control, standard purchase specifications, indent, costing. Creating and recording SRC (standard Recipe Card).

UNIT- V: Bakery

Flour – types, uses and storage, different dough used in bakery. Raising agents, leavening agents, Flavorings and coloring agents, essences and concentrates. Role of flour, yeast in bread making. Methods of bread making. Faults in bread making. Yeast and its uses. Sugar –types, uses and storage, different stages of sugar, its application in bakery. Effect of temperature and different temperatures used in bakery for different products. Role of egg, fat and leavening agents in bakery products. Methods of cake making – different methods, faults and their remedies. Understanding the basic culinary terms of a bakery and pastry department.

COURSE OUTCOMES:

- 1) The student should know the basic cookery of Egg, Potato, Wheat Kernal and Pasta
- 2) The student should able to understand the Fish & Poultry cooking.
- 3) The student should know the principles of meat cookery
- 4) The student should able to know the menu planning & about standard recipe.
- 5) The student should have complete knowledge about Bakery

Examination:

1. Part-A for 20 Marks (with 10 Questions-Compulsory)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each Unit)

TEXT BOOK:

- 1) On Cooking-text book of Culinary Fundamentals, Sarah R. Labenskyalan in house- 5rd edition—Pearson Education—2010 ISBN-10: 013715576X (ISBN-13: 978-0137155767)
- 2) Modern cookery – Volume 1 – Thangam E. Phillip – 6th Edition, 2010.Orient Longman. ISBN- 10: 8125040447(ISBN-13: 978-8125040446)
1. Theory of catering – Kinton and Ceserani ELBS with Hodder and Stoughton 11th edition 2007 ISBN-10: 0340939265 ISBN-13: 978-0340939260
2. Food Production Operations - Parminder S Bali—Oxford Press Publications- 2011 ISBN-10: 0198061811 ISBN-13: 978-0198061816
3. Food Preparation Theory-Eva Medwed Prentice Hall—4th edition 2003 ISBN-13: 978-0-916434- 24-3, ISBN: 0-916434-24-9
4. Practical Professional Cookery – Crocknell and Kauffmann Macmillan—4th edition 2007. ISBN- 10: 1861528736 ISBN-13: 978-1861528735
5. Book of Ingredients – Philip Dowell and Sydney. Mermaid books—1988 2nd revised ISBN 071813043X (ISBN13: 9780718130435)
6. Food Production Principles – AH & LA. ISBN-10: 019945051X ISBN-13: 978-0199450510
7. Theory of Cookery—Aurora frank bros.& co.(publisher)-6th edition 2007. ISBN-10: 8184095036 ISBN-13: 978-8184095036
8. Complete Cookery Manual – Anthony O'Reilly (ELBS)—1993 ISBN 10: 0273033875 ISBN 13: 9780273033875

FUNDAMENTALS IN FOOD & BEVERAGE OPERATIONS

Course Code: BHM 202T

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Theory

Credits: 2

COURSE OBJECTIVES:

- 6) To develop student with the Menu, Menu knowledge and Menu Planning.
- 7) To introduce the students about preparation of Non-Alcoholic Beverages and their service
- 8) To know the importance of In Room Dining in Hotel and its activities.
- 9) To gain the knowledge on Control system in Food & Beverage Outlets.
- 10) To know the knowledge of Tobacco and its service.

UNIT – I

Menu, Menu Knowledge and Menu Planning: Origin & COURSE OBJECTIVES of Menu - Types of Menus- Planning and compilation, factors to be taken into consideration, Golden rules for planning a menu. Different courses of French classical menu -Food and its accompaniments— Examples with cover.

UNIT – II

Non-Alcoholic Beverages

Introduction to Non-Alcoholic Beverages -Classification of Non-Alcoholic Beverages (Nourishing, Stimulating and refreshing beverages)-Types of Tea & Coffee-Different methods of Tea/coffee making. Juices soft drinks (Aerated & Non-Aerated). Cocoa & malted Beverages. Golden rules of making Tea/Coffee

UNIT –III

Room Service/In Room Dining: Introduction, Concept of Room Service/ In Room Dining, their salient features, understanding Guest Expectations in Room Service, Room Service Equipment, set up of Trays & Trolleys, Upkeep and storage, Service Tools, Clearance, Presentation of Bills—types of Bill settlement. Room Service Dos & Dont's. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's - Food Pickup Procedure- Importance of Clearance-- and IRD Co-Ordination with House Keeping & Front Office

UNIT – IV

Sale Control System: Scope and importance-Types of KOT and BOT, (Sufficient, en-place, Complimentary, Accidental Etc.)- Duplicate and Triplicate and single order sheet-Checking methods-Methods of payment- Role of Cashier-Record keeping - Sales summary sheet and consumption sheet.

UNIT -V

Service of Tobacco:

History, Processing for Cigarettes, pipe tobacco & Cigar - Cigarettes-Types & Brand Names. Pipe Tobacco- Types & brand names. -Cigars- Shapes, colors & brand names - Care & Storage of Cigarettes & Cigars.

Approved in BoS meeting held 18th July 2023

COURSE OBJECTIVES:

- 1) The student should be able to write the Menu based on Menu knowledge and Menu Planning.
- 2) The students should be aware of preparation of Non-Alcoholic Beverages and their service.
- 3) The student should know the importance of In Room Dining in Hotel and should be able to carry on its activities.
- 4) The student should be able to Control systems in Food & Beverage Outlets.
- 5) The student should know the knowledge of Tobacco and its service.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **UNIT**)

TEXT BOOK:

Food and Beverage Service—R. Singaravelavan—Oxford university Press – 2012
ISBN- 0198065272,9780198065272

REFERENCE BOOKS:

- 5) Food and Beverage Service –Dennis Lilli crap/John Cousins – 9th Edition— 2014
ISBN: 9781471807954 Hodder Education Publisher.
- 6) Managing Food & Beverage Operations—S.K. Bhatnagar—Frank Bros. & Co.
- 7) Food & Beverage Service and Management – Bobby George/Sandeep Chatterjee —
Jaico Publishers 1st edition 2008 ISBN 10: 8179928845 ISBN 13: 978819928844
- 8) A Text book of Food & Beverage Service – S. N. Bagchi/Anita Sharma—
Aman Publications 2004 ISBN10:8182040035

ROOM DIVISION OPERATIONS-II

Course Code: BHM 203T

Periods per week: 2

Continuous Internal Evaluation (CIE): 40

Duration of Exam: 4 Hours.

Semester End Examination (SEE): 60

Nature of Exam: Theory

Category: DSC

Credits: 4

Course Objectives

- 6) Introducing the students about Guest Cycle and Reservations
- 7) To introduce the students about Registration process of a Guest
- 8) To know in detail about Guest Services and Planning of Housekeeping Operations
- 9) To know about the Servicing of Guest Rooms and Public Areas.
- 10) To know about Safety and Security in a hotel and to introduce about OSHA

UNIT-I: GUEST CYCLE AND RESERVATIONS

Guest Cycle and its stages – Pre-arrival, arrival, stay, departure. Reservations – Importance of reservation to hotel and guests, Types, modes and sources of reservation, processing reservation requests – Confirming, amendments and cancellations.

UNIT-II: REGISTRATION

Pre-registration, registration, registration records, registration process, check-in procedures – Manual/ semi-automated systems, , fully automated check-in , check –in of guests with confirmed reservation, walk-in guests, VIP, Domestic and international groups or crews, Scanty baggage guest, Black listed guest- procedure adopted ,Foreign guests.

UNIT-III: GUEST SERVICES AND PLANNING OF HOUSEKEEPING OPERATIONS

Role and importance of guest history card, Room change procedure, types of guest complaints – wakeup call procedure, left luggage services, handling guest complaints and difficult situations, Planning for housekeeping operations, HK control desk, forms, formats, records and registers in Rooms division.

UNIT-IV: SERVICING OF GUEST ROOMS AND PUBLIC AREAS

Chamber maid's trolley, types of beds, mattresses and pillows, servicing of guest rooms- Occupied/ Vacant/Departure/ Under maintenance/VIP, bed making and turn down procedures. Public area cleaning – Entrances, lobbies, elevators, staircase, corridors, banquet halls, restaurants, bars and public rest rooms

UNIT-V: SAFETY AND SECURITY – INTRODUCTION TO OSHA (OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION)

Safety awareness – safety management program and 3E's of Safety, Role of housekeeping in Safety, Accident prevention – Causes of accidents, guidelines for prevention of accidents,

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procedures to follow in case of accidents, First-aid – Principles and Procedures, Fire prevention – classification, prevention, fire warning systems and firefighting equipment, Situation handling - sickness, death and dealing with emergencies.

Course Outcomes:

- 1) Students should understand Guest Cycle and Reservation system
- 2) The students should well aware of Registration process of a Guest
- 3) The student should know detail about Guest Services and Planning of Housekeeping Operations.
- 4) The student should know about the Servicing of Guest Rooms and Public Areas.
- 5) The student should aware of Safety and Security in a hotel and should know about OSHA

EXAMINATION:

3. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
4. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **UNIT**)

TEXT BOOK:

1. Hotel Front Office –Oxford press- Jatashankar Tewari. -Oxford University Press-2009
2. Hotel Front Office Management & operations – Manoj Kumar Yadav 2010 (ISBN 10: 8182040493) (ISBN 13: 9788182040496)
3. Front Office Procedures –Michael Kasavana—5th Edition 199

REFERENCE BOOKS:

1. Check in Check out by Vallen Jerome, Brown & Company
2. Hotel Front Office Training Manual by Sudhir Andrews. 3e edition 2013(ISBN-10: 1259026930)
3. Hotel Front Office Training Manual by S.G.Ghosh
4. Services Marketing – Valerie Zeithaml – 6th Edition 2012(ISBN-10: 0078112052) (ISBN-13: 978-0078112058)
5. Hotel Front Office Operations and Management 2002– Delmar – Ahmed Ismail

TEXT BOOK

Hotel Housekeeping Operations and Management By G.Raghubalan. Oxford Univ Press 2015
ISBN: 9780199451746—4th Edition

REFERENCE BOOKS:-

1. Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw Hills Companies-2007)
2. Hotel, Hostel and Hospital Housekeeping – Branson,Joan, C& Lennox,Margaret (Holder and Stoughton 2006.
3. The Profesional Housekeeper: Schneider, Madeline and Ducker, Georginia(Vanost Reinhold)-2006.

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R-23

**HOTEL FRENCH
(FRANÇAIS POUR HÔTELLERIE)**

Course Code: BHM 204T	Periods per week :2
Continuous Internal Evaluation (CIE): 40	Duration of Exam : 3 Hours
End Semester Examination (SEE) : 60	Nature of Exam : Theory
Category : SEC	Credits : 2

COURSE OBJECTIVES:

Students should be able to understand basic phrases used in various departments of the hotel, which would help them to interact with the guests and handle basic conversations.

1. To enable the students to present themselves in French language, understand and speak basic conversations, use new words while framing sentences, identify numbers for general use.
2. To understand general terms and phrases pertaining to the front office in a hotel, identification of colors, and terms related to general conversations.
3. To understand general terms and phrases pertaining to the housekeeping department in a hotel and its usage.
4. To understand general terms and phrases pertaining to the food and beverage department in a hotel, handling basic queries of guests.
5. To understand general terms and phrases pertaining to the culinary department in a hotel and handling basic queries of guests.

LEÇON – 1

Faire Connaissance Avec Quelqu'un

<p><u>Dialogue</u></p> <ul style="list-style-type: none"> - Présentation - Phrases Simples <p><u>Grammaire</u></p> <ul style="list-style-type: none"> A. L'alphabet B. Les Nombres C. Les Profession D. Les Articles E. Les Verbes Et Leurs Conjugaisons F. Au Present (ÊTRE, Avoir) 	<p><u>Dialogue</u></p> <ul style="list-style-type: none"> - Introduction - Simple Phrases <p><u>Grammar</u></p> <ul style="list-style-type: none"> a. Alphabet b. Numbers c. The Profession d. Articles e. The Verbs & Their Conjugations In present tense
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LEÇON – 2

À La Réception (Est-ce que je peux ...)

<ul style="list-style-type: none"> - Dialogue - Front Office - Phrases Simples 	<ul style="list-style-type: none"> A. Le Dialogue B. Les verbes et leurs conjugaisons Au present (S'appeler, Pouvoir) C. Les Souhails Du Jour D. Les Formules De Politesse/ Les Salutations E. Les Jours De La Semaine / Mois De L'année F. Les Termes Et Ses Terminologies (Front office)
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LEÇON – 3

Au Ménage (A Votre Service)

<ul style="list-style-type: none"> - Dialogue - House Keeping 	<ul style="list-style-type: none"> A. Les Verbes Et Leurs Conjugaisons (Faire, Parler, Cuisiner)
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- Phrases Simples	B. Les Vêtements C. C. Les Choses De La Chambre
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LEÇON - 4

Dans L'hôtel

- Dialogue - Restaurant/Bar - Phrases Simples	A. Les Couleurs B. Les temps – L'horloge C. Les Termes Et Ses Terminologies
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LEÇON - 5

Dans La Cuisine

- Dialogue - Culinaire - Phrases Simples	La Grammaire a. L'Adjectif Interrogatif b. La Négation c. Les Termes Et Ses Terminologies (Dans la cuisine) {Les Légumes, Les fruits, Les Ustensiles De Cuisine, / Les appliances de cuisine, Les Differentes, Types De La Viande: General French cooking words, French cooking Verbes }
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COURSE OUTCOMES:

- 1) The students should be able to understand and speak basic conversations, identify numbers for general use. To enable the students to understand and speak guest related conversations, along with basic grammar.
- 2) The students should be able to understand and speak phrases pertaining to the front office in a hotel, identify colors, and understand terms related to general conversations.
- 3) The students should be able to understand and speak phrases pertaining to the housekeeping department in a hotel.
- 1) The students should be able to understand and speak phrases pertaining to the food and beverage department in a hotel, handling basic queries of guests.
- 4) The students should be able to understand and speak phrases pertaining to the culinary department in a hotel and handle basic queries of guests.

EXAMINATION:

As per the model paper given below;

MODEL PAPER FOR FRENCH :

60 MARKS

- | | |
|---|------|
| 1. Lisez le dialogue et répondez aux questions. | (10) |
| 2. Reconstituez les phrases suivantes | (5) |
| 3. Mettez en ordre le dialogue / Les Conjugaisons | (5) |
| 4. Traduisez en français | (10) |
| 5. Traduisez en anglaise | (10) |
| 6. Écrivez les nombres en mots | (5) |
| 7. Présentez – vous (5 phrases) | (5) |
| 8. Traduisez les mots en anglaise / français | (10) |

REFERENCE BOOKS:

- 1 **French for Hospitality—R.Sudha-Jayanthi Balan—P.Ranjith Kumar—I.Rahul—Oxford University Press.**
- 2 **French for Beginners – Usborne Internet- linked, Angela Wilkes.5**
- 3 **Je parle français – I, II, III – Abha Mehta, Abhay Publications, New Delhi.**

ENVIRONMENTAL STUDIES

Course Code: BHM 205T

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: HS

Periods per Week: 3

Duration of Exam: 3 Hrs

Nature of Exam: Theory

Credits: 3

COURSE OBJECTIVES:

- 1) To guide the students about guiding principles for imparting knowledge of environmental studies education are to help social groups and individuals acquire awareness and sensitivity to the total environmental and its allied problems.
- 2) To know about the eco-systems and energy resources.
- 3) To have knowledge on Biodiversity
- 4) To have knowledge on Environmental various pollutions and about environment protection Act.
- 5) To foster clear awareness on social Issues of environment and on Disaster Management.

UNIT-I

Environmental studies: Definition, scope and importance, need for public awareness. Natural resources: Water resources, use and over utilization of surface and ground water, floods, drought, conflicts over water, dams - benefits and problems. Effects of modern agriculture, fertilizer-pesticide problems, water logging salinity.

UNIT-II

Ecosystems: Concept of an ecosystem, structure and function of an ecosystem, producers, consumers and decomposers, energy flow in ecosystem, food chains, ecological pyramids, aquatic ecosystem (ponds, streams, lakes, rivers, oceans, estuaries).

Energy Resources: Growing energy needs, renewable and non-renewable energy sources. Land Resources, land as a resource, land degradation, soil erosion and desertification.

UNIT-III

Biodiversity: Genetic species and ecosystem diversity, bio-geographical classification of India. Value of biodiversity, threats to biodiversity, endangered and endemic species of India, conservation of biodiversity.

UNIT-IV

Environmental Pollution: Causes, effects and control measures of air pollution, water pollution, soil pollutions, noise pollution, thermal pollution and solid waste management.

Environment protection act: Air, Water, forest and wild life acts, enforcement of environmental legislation.

UNIT-V

Social Issues and the Environment: Water conservation, watershed management, and environmental ethics. Climate change, global warning, acid, rain, ozone layer depletion.

Approved in BoS meeting held 18th July 2023

Disaster management: Types of disasters, impact of disasters on environment, infrastructure, and development. Basic principles of disaster mitigation, disaster management, and methodology, disaster management cycle, and disaster management in India

COURSE OUTCOMES:

- 1) The student should be able to know the basic knowledge of the environmental Studies.
- 2) The student should know about the eco-systems and energy resources.
- 3) The student should know the knowledge on Biodiversity
- 4) The student should be aware of knowledge on Environmental various pollutions and about environment protection Act.
- 5) The student should be aware on social Issues of environment and on Disaster Management.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each **UNIT**)

TEXT BOOKS:

- 1) A Text Book of Environmental Studies for U.G. Course, Erach Bharucha, Universities Press, 2013 publisher orient black swan ISBN 10: 8173718628 ISBN 13: 9788173718625
- 2) E.P. Odum, Fundamentals of Ecology, W.B. Saunders Co., USA. 5th edition 2004 ISBN : 0534420664 ISBN 13: 9780534420666
- 3) M.N. Rao and A.K. Datta, Waste Water Treatment, Oxford and IBH Publications 3rd edition 2008 ISBN 10: 8120417127
- 4) Benny Joseph, Environmental Studies, Tata McGraw-Hill, 2005 ISBN: 0070590923
- 5) V.K. Sharma, Disaster Management, National Centre for Disaster Management, HPE, Delhi, 1999.

Approved in BoS meeting held 18th July 2023

R-23

BTK -LAB-II

Course Code: BHM 251P
 Continuous Internal Evaluation (CIE): 40
 Semester End Examination (SEE): 60
 Category: DSC

Periods per week: 8
 Duration of Exam: 6 Hours.
 Nature of Exam: Practical
 Credits: 4

COURSE OBJECTIVE:

The Students should be given training in preparation of Continental and Pastry & Bakery from the following suggested menus.

Note: Out of 14 menus recommended, 7 can be taken and 7 will be left to college chef.

<p>Menu-1 Carrot and leek Broth Waldorf Salad Macaroni a l pesto Macedoine de legumes</p>	<p>Menu-2 Cream of Spinach Soup Tapenade stuffed mushrooms Pan seared fish Lemon butter sauce</p>	<p>Menu-3 Consommé julienne Devilled eggs Classic roast chicken (with velouté sauce) Rosemary potato wedges</p>
<p>Menu -4 Chicken and tomato bouillon Hungarian Bean Salad Baked lasagna with bechamel sauce Parmesan grilled asparagus</p>	<p>Menu – 5 Puree de carottes Baked chicken liver pate Poulet sauté Maryland Grilled corn on the cob</p>	<p>Menu -6 Asparagus Velouté Veg. Croquettes c sour cream dip Classic beef pot roast (espagnole sauce) Rosemary pilaf</p>
<p>Menu-7 Crab bisque Scotch eggs Spaghetti Bolognese (tomato concasse) Parmesan Crackers</p>	<p>Menu-8 Shrimp chowder Sweet corn and cottage cheese salad Herb crusted chicken (hollandaise sauce) Lyonnaise potato</p>	<p>Menu-9 Gazpacho Fishcakes with sour cream Irish lamb stew pilaf</p>
<p>Menu-10 Consommé quenelle Shrimp cocktail eggplant moussaka Garlic buttere3d rice</p>	<p>Menu-11 Beef and mushroom broth Niçoise salad Penne arabiata Marinated roast bell peppers</p>	<p>Menu-12 Rosemary and lamb bouillon Am brosia salad Beef stroganoff with mushroom coulis Wine roasted potatoes</p>
<p>Menu-13 Puree of black beans soup Caesar Salad Chicken ala king Assorted grilled vegetables</p>	<p>Menu-14 Minestrone soup Russian salad Roast pork chops with espagnole sauce Duchess potatoes.</p>	

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Pastry & Bakery

Class -1 Onion & Garlic Loaf Profit rolls Chocolate crackle	Class -2 Focaccia Chocolate eclairs Almond cookies	Class -3 Swirl bread Chocolate Tea cake Apple struddle
Class -4 Whole wheat bread Marble tea cake Tutti fruitti cookies	Class -5 French baguette Chocolate brownie Vol-au-vents	Class -6 Vegetable patties Mousse bomb Sally lunn
Class -7 Spinach loaf Set souffle Claw danish	Class -8 Vegetable pizza English muffins Fruit savarin	Class -9 Fatless sponge Baked apple Rye bread
Class -10 Chocolate cake Cinnamon danish Scotish morning rolls	Class -11 Tutti frotti bread Hot chocolate souffle	Class -12 Sandwich load Brandy snap
Class -13 Pamettone Tulip	Class -14 Braided bread Chocolate tempering	

Note: Out of 14 menus recommended, 7 can be taken and 7 will be left to college chef.

COURSE OUTCOMES:

The students should be able to prepare the dishes as per the menus given above in continental and Pastry & Bakery.

TEXT BOOK:

- 1) Modern cookery – Volume 1 – Thangam E. Phillip – Orient black swan . 2010.(6th Edition) ISBN 10: 8125040447 ISBN 13 : 9788125040446

RECOMMENDED BOOKS:

- 1) Theory of catering – Kinton and Ceserani ELBS with Hodder and Stoughton. (11th edition) 2007 ISBN 10: 0340939265 ISBN 13: 9780340939260
- 2) Food Preparation Theory-Eva Medwed, Prentice hall.1986 ISBN 10 : 0133230643 ISBN 13: 9780133230642 Macmillan. (3rd edition)
- 3) Practical Professional Cookery – Crocknell and Kauffmann edition) 1999 ISBN: 9780333778906
- 4) Complete Cookery Manual – Anthony O’Reilly (ELBS). 1994 ISBN 10: 0273613332 ISBN 13: 9780273613336
- 5) Book of Ingredients – Philip Dowell and Sydney. Mermaid Books. (2nd edition) 1988 ISBN 10: 071813043X ISBN 13: 9780718130435

FOOD & BEVERAGE OPERATIONS LAB –II

Course Code: BHM 252P

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits :1

COURSE OBJECTIVES:

- 4) Students will be introduced with basic technical skills of table lay-up & Service of different meals
- 5) Students will be taught procedure for service of Non-Alcoholic Beverages.
- 6) Students will be taught about the social skills.
- 7) Student will be taught about the procedure involved in Room Service
- 8) Student will be taught about the service of Cigars & Cigarettes

Table lay-up & Service

- 1) A'la carte
- 2) Table d' hote
- 3) Breakfast
- 4) Lunch
- 5) High-tea
- 6) Dinner
- 7) Indian Breakfast Cover
- 8) Continental Breakfast Cover
- 9) American Breakfast Cover
- 10) High Tea Cover

SERVICE OF NON-ALCOHOLIC BEVERAGES

- Service and preparation of Tea/Coffee
- Preparation and service of mock tails
- Preparation and service of cocoa and Malted Beverages

Social skills—

- 1) Dining etiquette
- 2) Complaint handling

IRD (Room service)

- 1) Taking room service order on telephone
- 2) Trolley/tray set up for room service

Service of Tobacco

- 3) Cigars & Cigarettes

Approved in BoS meeting held 18th July 2023

COURSE OUTCOMES:

- 1) Students should be able to lay the table & Service for different meals
- 2) Students should know procedure for service of Non-Alcoholic Beverages
- 3) Students should know about the social skills.
- 4) Student should know the procedure involved in Room Service
- 5) Student should know the service of Cigars & Cigarettes

TEXT BOOK:

Food and Beverage Service—R.Singaravelavan—Oxford university Press – 2011 ISBN 10 : 0198065272 ISBN 13 : 9780198065272

REFERENCE BOOKS:

1. Food and Beverage Service –Dennis Lillicrap/John Cousins – 9th Edition 2014— Hodder Education Publisher. ISBN 10 : 1471807959 ISBN 13 : 9781471807954
2. Managing Food & Beverage Operations—S.K. Bhatnagar—Frank Bros. & Co.
3. Food & Beverage Service and Management – Bobby George/Sandeep Chatterjee — Jaico Publishers 2008 ISBN 10: 8179928845 ISBN 13 : 9788179928844
4. A Text book of Food & Beverage Service – S.N.Bagchi/Anita Sharma 2004 —Aman Publications ISBN 10: 8182040035 ISBN 13 : 9788182040038

ACCOMMODATION OPERATIONS LAB –II

Course Code: BHM 253P

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits :1

COURSE OBJECTIVE:

To give the students a broad practical knowledge of the work carried out by the housekeeping department including maintenance of the different areas

- Bed Making Procedure- Day and Evening Service
- High rise cleaning (Only Information)
- Room cleaning- occupied, vacant and departure room
- Cleaning of public areas- Elevators, Banquet Halls, Lobby, Restaurants, Bar
- Sample Layout of guest room's single room, double room, twin room, and suite
- Chamber Maid Trolley and its contents.

COURSE OUTCOMES:

The students should able to carry out by the House Keeping department activities including maintenance of the different areas.

TEXT BOOKS:

1. Hotel Housekeeping Operations and Management By G. Raghubalan (2nd edition) 2009
ISBN – 10: 0198061099, ISBN-13: 9780198061090

REFERENCE BOOKS:

1. Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation-
Sudhir Andrews (The McGraw Hills Companies-2007) (3rd edition 2013) ISBN 10
:1259026914, ISBN 13: 9781259026914

FRONT OFFICE LAB- II

Course Code: BHM 254P

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits: 1

COURSE OBJECTIVES:

To understand the role of Front Office Department in Hotels and to improve on Hospitality skills.

- Handling and processing of reservation received through various modes.
- Case studies pertaining to reservations
- Handling enquiries, converting an enquiry into valid registration.
- Preparing and filling of registration forms
- Role play-Guest check-in-procedure-walk-in,
- Check-in - confirmed reservation guest,
- Check-in foreign national,
- Check-in VIP, SPATT
- Check-in scanty baggage guest
- Handling different guests services procedure for receiving message
- paging of guests
- Procedure for change of room,
- Handling wake up call
- Guest enquiry – Recording and Follow up
- Requests and complaints
- Handling-black listed guests.

COURSE OUTCOMES:

The student will have the knowledge on the role of Front Office staff in Hotels and also he should able to improve on Hospitality skills.

TEXT BOOK:

1. Hotel Front Office –Oxford press- Jatashankar Tewari. -Oxford University Press-2009
ISBN 10 : 019569919X ISBN 13 : 9780195699197
2. Hotel Front Office Management & operations – Manoj Kumar Yadav, 2010 Aman
publishers ISBN 10: 8182040493 ISBN 13: 9788182040496
3. Front Office Procedures –Michael Kasavana—5th Edition 1998

REFERENCE BOOKS:

- 1) Check in Check out by Vallen Jerome, Brown & Company (9th edition) 2012, ISBN
10: 0132706717 ISBN 13 : 9780132706711

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- 2) Hotel Front Office Training Manual by Sudhir Andrews, 3rd edition 2013, ISBN 10: 1259026930 ISBN 13 : 9781259026935
- 3) Hotel Front Office Training Manual by S. G. Ghosh
- 4) Services Marketing – Valerie Zeithaml – 6th Edition 2012, ISBN 1: 0078112052 ISBN 13: 9780078112058
- 5) Hotel Front Office Operations and Management 2002– Delmar – Ahmed Ismail, ISBN 10 :0766823431, ISBN 13 : 9780766823433

PERSONALITY DEVELOPMENT & SOFT SKILLS

Course Code: BHM 255P

Continuous Internal Evaluation (CIE): 40

Semester End Examination (SEE): 60

Category: AECC

Periods per week: 2

Duration of Exam: 3 Hours.

Nature of Exam: Practical

Credits :1

Course objectives:

- 1) The students should know about personality attributes
- 2) The students should know about interpersonal skills
- 3) The students should know about leadership skills
- 4) The students should know about speech fluency.
- 5) The students should know about different placement traits

1. PERSONALITY ATTRIBUTES

- Communication skills: Verbal & Nonverbal, Active Listening, Assertiveness Social skills, Negotiation skills

2. INTERPERSONAL SKILLS

- Networking through Conversation, Team Building Activities, Collaboration & Coordination Activities, Role-play, Audio-Visual activities

3. LEADERSHIP SKILLS

- Decision Making, Problem Solving, Creative Thinking, Conflict: Process & Resolution, Building Rapport

4. SPEECH FLUENCY

- News Report, Book Review, Public Speaking, Group Discussion, Debate

5. PLACEMENT TRAITS

- Resume Making, Formats for creating Impressive resumes, New trends of Digital resume, Preparation of Mock Interview, Kinesics (Body Language)

Course Outcomes:

- 1) The students should aware of personality attributes
- 2) The students should aware of interpersonal skills
- 3) The students should development leadership skills
- 4) The students should able to give speech fluency.
- 5) The students should aware of different placement traits

Text Book:

Personality Development and Soft Skills—Barun K. Mitra—Oxford University Press.

Reference Books:

- 1) Soft Skills for Hospitality – Amitabh Devendra—Oxford University Press
- 2) Communication Skills –A Work Book –Sanjay Kumar & Pushp Lata—Oxford University Press.
- 3) Communication Skills – Rajesh K. Lidiya – Oxford University Press.

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BHMCT –3rd & 4th Semester Syllabus

**Under CBCS
(For the batch admitted 2023-24)**

R23



**FACULTY OF TECHNOLOGY
OSMANIA UNIVERISTY
HYDERABAD-7**

**Prof. V.V. BASAVA RAO
Chairperson
BOS (Hotel Management & Catering Technology)
Faculty of Technology, OsmaniaUniversity,
Hyderabad-7**

**BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting held on
11/07/2024**

R23

**SCHEME OF INSTRUCTION AND EXAMINATION (CHOICE BASED
CREDIT SYSTEM)
FOR BHMCT (For the Batch Admitted in 2023-2024) THIRD
SEMESTER**

SYLLABUS REF. NO	SUBJECT	Category	Periods / Week(60 Min)		MARKS		Duration of Exam (hrs)	Credits
			Theory	Pract ical	Sess.	University Exam		
BHM -301T	Indian Regional Cuisine	DSC	3	-	40	60	3	3
BHM -302T	Beverages Service	DSC	3	-	40	60	3	3
BHM 303T	Linen & Laundry Operations	DSC	3	-	40	60	3	3
BHM 304 T	Front Office Operations	DSC	3	-	40	60	3	3
BHM 305 T	ELECTIVE – I (Discipline Specific Elective)	DSEC	3	-	40	60	3	3
BHM 306 T	F&B Management	HS	3	-	40	60	3	3
BHM 351 P	Quantity Training Kitchen	DSC	-	8	40	60	6	4
BHM 352 P	Beverages Service	DSC	-	2	40	60	3	1
BHM 353 P	Laundry Operations	DSC	-	2	40	60	3	1
BHM 354 P	Front Office Operations	DSC	-	2	40	60	3	1
		Total	18	14	400	600		25
					1000			

Note: Discipline Specific Core Course (DSC) ; Discipline Specific Elective Course (DSEC) Ability
Enhancement Compulsory Courses (AECC) ; Skill Enhancement Course (SEC)

ELECTIVE – I: Discipline Specific Elective Course:

305T/A--Service ---Bar Management,

305T/B--Accommodation Operations--Trends in Accommodation Operation

305T/C--Front Office ---Front Office Administration

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**SCHEME OF INSTRUCTION AND EXAMINATION (CHOICE BASED
CREDIT SYSTEM)**

FOR BHMCT (For the Batch Admitted in 2023-2024)

R23

FOURTH SEMESTER

SYLLABUS REF. NO	SUBJECT	Category	No of Weeks	MARKS		Duration of Exam(hrs)	Credits
				Sess.	Exam		
BHM 451 IT	Industrial Training	SEC	16	40	60	3	16

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INDIAN REGIONAL CUISINE

BHM: 301 T

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSC

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES:

1. To know the principles of quantity cooking, menu planning and their costing
2. To know the ethnic North Indian culinary practices in relation to historical and cultural forces which influence regional food habits and to know about Tandoori dishes cooking process. Also to know about Millet Cookery and its importance
3. To know the ethnic South Indian culinary practices in relation to historical and cultural forces which influence regional food habits.
4. To know the ethnic Eastern Indian & North Eastern culinary practices in relation to historical and cultural forces which influence regional food habits. To know in depth knowledge of Indian sweets and about Micro Cuisines. Also to know about Indian vegetarians
5. To know the ethnic Western Indian culinary practices in relation to historical and cultural forces which influence regional food habits. To know Reshuffle cookery and its effects

UNIT--I:

Quantity Food Production

Principles of Quantity Cooking (Cook Serve, Cook Chill, Cook Freeze). Principles of Selecting equipment- based on volume its care and maintenance, Volume Menu Planning, Volume Indenting, Volume forecasting. Control Procedures- standard recipe, Portion Control. Purchase systems- Costing, Inventory Control in brief. Challenges faced in Bulk Catering.

UNIT-II – II :

North Indian Cuisine & Millet Cookery

Moghlay, Avadh (Dum Pukt), Punjabi, Kashmiri and Parsi cuisines- History, Methodology, Equipment, spices used & Culinary terms, Authenticity, differences & influences, – Tandoor – Origin and History, - types of tandoor its uses, fabrication, Role of Ingredients in Tandoori dishes, Marinations and safety procedures while working with tandoor.

Millet Cookery - History, Methodology advantage disadvantages, Cooking Techniques and Types of Millets

UNIT- III

South Indian Cuisine –

South Indian Cuisine –

Hyderabadi, Kerala, Andhra, Telangana, Karnataka. Tamil Nadu, Chettinad -- History, Methodology, Equipment spices used & Culinary terms, Authenticity, differences & influences. Indian Pickles – Origin and history, Making process, Types of pickles. Masalas- Introduction, perception of Masala, blends, types of masalas. Souring agents, Colouring agents, flavoring agents, aromats and tenderizing agents in Indian Cooking.

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UNIT – IV :

Eastern Indian Cuisine & North East Cuisines, Indian Sweets, Micro Cuisines and Indian Vegetarians

Eastern Indian Cuisine & North East Cuisine –

Bengali, Odisha, Cuisine of Seven Sisters(Consolidated)- History, Methodology, Equipment, spices used & Culinary terms, Authenticity differences & influences

Indian sweets – Origin and History, Ingredients, Regional Influences, religious importance of sweets and equipment used.

Micro Cuisines (No Specific Cuisines—Generalized) - Evolution of regional cuisine from a local destination and its influence on Indian Cuisine.

Indian Vegetarians--Jain, Sathvik , Vegan and Brahmin Cuisines--- History, Methodology, advantages disadvantages , Cooking Techniques.

UNIT – V

Western Indian cuisine and Rechauffe cookery

Western Indian Cuisine

Gujrathi, Rajasthani, Goan, Maharashtra and Anglo Indian-- History, Methodology, Equipment, & Culinary Terms, Authenticity, differences & influences

Rechauffe cookery –

Principles of reheating, precautions to be taken – Rechauffing of leftover foods, identification of foods for recycling – Effects rechauffe of nutritional values- important points in storage of meat for recycling.

Introduction of traditional home style cooking- its concept and demand in five star establishments.

COURSE OUTCOMES

1. Should able to plan quantity kitchen menus and evaluation of the menu costing.
2. Should able to implement and practice ethnic North Indian culinary menu practices. Also should able to understand about the millet cookery and its importance.
3. Should able to implement and practice ethnic South Indian culinary menu practices.
4. Should able to implement and practice ethnic Eastern & North eastern Indian culinary menu practices. And able to prepare Indian Sweets. Also Should know about micro cuisines and Indian specialized vegetarians
5. Should able to implement and practice ethnic Western Indian culinary menu practices. And practicing Rechauffe cookery effectively

EXAMINATION:

1. Part-A for 40 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 60 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

Text Books:

Quantity Food Production Operations and Indian Cuisine- Parvinder S Bali- Oxford University Press-2011

REFERENCE BOOKS:

1. Theory of Catering—by Kinton & Ceserani – 11th Edition –Publisher—Hodder Education, ISBN-10:0340939260
2. Theory of Cooking –by K.Arora & K.N.Gupta—Publisher-Frank Brothers, ISBN: 8184089504X, ISBN:9788184095043
3. Tandoor—The great Indian Barbeque—Ranjit Rai—Publisher—Overlook Press ISBN-10: 1585671444, ISBN-13: 9781585671441

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BEVERAGES SERVICE

BHM: 302 T

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSC

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES:

- 1) To understand various Alcoholic Beverages, and to know about Beer Production and its storage and service.
- 2) To understand the types of wines & manufacturing of wine with their composition, glassware & equipment used for service, and to understand the matching of Food & Wine.
To understand the regions of France Wines. To know about Principal Wine Producing Countries of the World
- 3) To understand the production of spirits & their proofs. To understand the manufacture of Whisky- Gin-Vodka-Rum-Tequila-Brandy-- Cognac and Armagnac with their brand names and service.
- 4) To understand the manufacturing of Aperitifs and Liqueurs with their types & brands in detail.
- 5) In detail to understand the rules for making of Cocktails with different base and learn their preparation methods.

UNIT-- I

Alcoholic Beverages, and Beer

Alcoholic Beverages-Introduction and Definition-Classification and their further breakup their respective categories -Production of Alcohol-Fermentation process-Distillation process.

Different Proof Spirits—Spirit Proof, American Proof, British Proof (Sikes Scale), GL (OMIL Scale), and Conversions.

Beer-Introduction & Definition-Types of Beer-Production of Beer Service and storage. Brand Names of International Beers – Types, Alcohol Percentages.

UNIT- II

Wines

Introduction, definition and History-Types of Wine and other Classification-Manufacturing of Wine, Bottling, Labelling and Shipping of Wine-Storage of Wine-Types of Wine Glasses-Equipment needed for service of wine-Food & Wine Harmony-Wine made from other fruits (apart from grapes) and their country of origin, method of service and storage.

French wine—regions, Classification & label terminology

Principal Wine Producing Countries of the World

Old World Wines --Italy-Spain-Portugal-Germany- Brand Names only

New World Wines-California -Australia, Africa- India-USA-- Brand Names only

UNIT- III

Spirits

Introduction & Definition-Production of Spirit – Pot-still method, Patent still method and Alembic Still methods.

Manufacturing of Whisky-Classification and Quality, Brand Names, Service

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Gin–Vodka–Rum–Tequila–Brandy, Cognac and Armagnac–Types, Brand Names and Service. Other Spirits -Schnapps, Arrack, Calvados, Fraise, Framboise, Grappa, Marc, Ouzo, Quetsch, Tequira and Sake.

UNIT--IV

Aperitifs & Liqueurs

Aperitifs-Introduction and Definition-Types of Aperitifs - Vermouth & Bitters -Definition, Types & Brand names.

Liqueurs-Definition & History Production-Broad Categories of Liqueurs -Herb, Citrus, Fruit/Egg, Bean & Kernel- Popular Liqueurs -Name, colour, predominant flavour & country of origin.

UNIT- V

Cocktails/Mocktails

Cocktails—Definition, History, Cocktail Categories, Basic equipment used to make cocktails, different glass wares used to service cocktails, Basic tips in making cocktail, Cocktail ingredients & garnishes, & Methods of Mixing - Recipes with different Spirits, Wine and Other Bases, Classic & Contemporary cocktails –Service. (in brief)

Mock Tails-Definition-Recipes

COURSE OUTCOMES

1. Should able to know the different types of alcoholic beverages used in hotel Should able to serve the beer in a systematic way.
2. Should able to know the complete knowledge of wine and the grapes used in manufacturing of wine and storing of wine and should able to explain the customer in a bar about the wine being served in different methods. AlsoShould able to know the knowledge of New & Old world wines, and their brands
3. Should able to know the different spirits with their alcoholic contents and their service
4. Should have the knowledge of manufacturing of Aperitifs and Liqueurs and should know their types & brands.
5. Should able to learn complete details of Cocktails different types of Cocktails with different base and Mocktails definition & Recipes.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK :

1. F&B Service Mgt. Bobby- George & Sandeep Chatterjee-Jaico Publishing House -2009
2. Text book of F&B Service – S.N.Bagchi & Anita Sharma 1st Edition, 2004, Aman Publications, New Delhi
3. Food and Beverage – F&B Simplified- Vara Prasad & Gopi Krishna- Pearson Publications – 2013

REFERENCE BOOKS :

1. Food and Beverage Service- R Singarelaven - Oxford University Press- 2011
2. Bartenders Guide – John J. Poister.Signet; 2 Exp New edition (March 1, 1999)

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3. Professional Restaurant Service – Published by John Wiley & Sons Inc, 1991
4. Bar & Beverage Management- Jack D.Nienemier, 2003 AH & LA.
5. How to manage a successful Bar – Christopher Egerton Thomas.Publisher: Wiley; 1 edition
(March 14, 1994
6. Beverages – Bhat –1st edition—2003—Pearson Publications—ISBN: 9788131788950

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LINEN AND LAUNDRY OPERATIONS

BHM: 303 T

Continuous Internal Evaluation: 20

Semester End Exam: 40

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 2

COURSE OBJECTIVES:

- 1) To understand various types of textile, fibres and measures with relation to purchasing linen. Layout of Linen room and its activities.
- 2) To understand the importance of on premises laundry and to understand the Laundry Facilities within the Hotel.
- 3) To the operations laundering procedure and equipment used and its budget implications. Also to understand the handling of guest laundry.
- 4) To know handling of stain removal agents and chemicals used and their storage. To understand the procedure for stain removal. To understand the equipment and agents used in dry cleaning.
- 5) To understand Contract services/ outsourcing with regard to Laundry Operations.

UNIT-I

Textile & Linen

Classification and Identification of Textile Fibres, Characteristics of Textile fibres, Types of Yarn, Fabric Construction and types of weaves. Textile Finishes & Use of Textiles in Hotels. Criteria for the selection of linen-- Buying of different linen and their standard sizes. Linen room Activities - Planning & Layout of Linen Room Linen exchange procedures. Caring and rotating linen, Par stock, condemning of linen, Stock taking. Sewing Room – Introduction- Activities in the sewing room & areas to be provided B. Equipment provided.

UNIT-II

Laundry

Layout of laundry, space requirements, location. Ergonomic design. Types of Laundries - Commercial Laundry –Planning, Infrastructure. Importance of On-premises laundry its advantage and disadvantages. Organisational structure of Laundry. Job responsibilities of Laundry Staff. Major equipments found, care and handling. Laundry agents & Aids, Laundry process- flow chart, Laundry Symbols. Factors to Consider in Choosing the Location of Laundry Facilities within Hotel-Layout Design Considerations for Optimal Workflow and Efficiency-Implementing Quality Assurance Protocols in Laundry Operations-Occupational Health and Safety Regulations in Laundry Facilities

UNIT--III

Laundry Services

Various services rendered to guest like washing, dry-cleaning and pressing. Valet service. Guest laundry handling. Handling guest laundry complaints (case studies). Dry Cleaning – Dry cleaning equipment and agents, Process of Dry cleaning. Uniform Room-Location, Design, staffing and Issuing Procedure, coordination with the Laundry. Advantages of providing staff uniform, coordination with the Laundry

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UNIT-IV

Stains & Stain Removers

Identification and classification of Stains. Classification of stain removal agents. General rules to be followed in stain removal. Classification of Stain removal procedures. Water – its importance in laundry. Chemicals compositions and their use and storage. Dry cleaning equipment and agents.

UNIT-V

Contract Services

Contract services-Types - Hiring Contract Providers - Contract Specification – Pricing of Contracts, Guidelines for hiring contract services, advantages and disadvantages of contract services, business opportunities and out sourcing.

Linen Inventory Management for Contract Service Providers-Assessing Hotel Linen Needs and Developing Inventory Management Plans- Inventory Tracking Systems and Software for Contract Laundry Services - Operations and Workflow Planning for Contract Laundry Services

COURSE OUTCOMES

- 1) Should able to recognize suitability of textile, fibers and measures with relation to purchasing linen for a 5-star hotel. Also layout of Linen room and its activities
- 2) Should know the importance of on premises laundry, Linen room and Laundry facilities with in the hotel
- 3) Should know the complete knowledge of laundering procedure and equipment used and its budget implications in a 5-star hotel and should able to prepare budget in a department. Also should know the handling of guest laundry efficiently.
- 4) Should able to know stain removal agents and chemicals used and their storage. Should know the correct procedure for stain removal. Should have complete knowledge of the equipment and agents used in dry cleaning.
- 5) Should know different types of Contracts / Outsourcing related to Laundry Services.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

Text Book

Hotel Housekeeping Operation and Management- G Raghubalan and Smritee Raghubalan-Oxford – 4th edition **2009**

Recommended Books:

1. Hotel Housekeeping a training manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw-Hill companies)-2007
2. Housekeeping Operations, Design and Management-- Malini Singh, Jaya B. George-2008- Jaico Publishing House
3. Hotel, Hostel and Hospital house-keeping: Branson, Joan, C&Lennox, Margaret(Hodder and Stoughton 2006
4. The Professional Housekeeper: Schneider, Madeline and Ducker, Georgnia (Vannost Reinhold)-2006
5. Hotel, Hostel and Hospital Management – 5th Edition- Joan C Branson - Book Power- 2004

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FRONT OFFICE OPERATIONS

BHM: 304 T

Continuous Internal Evaluation: 20

Semester End Exam: 60

Category: DSC

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES:

1. To understand Room Tariff Structure & Guest Services
2. To understand activities at Bell Desk--its importance & handling of arrival & departure procedure. To understand miscellaneous services at Bell Desk.
3. To understand the Procedure how to handle the group check in, check out and cancellations. And also to have knowledge on Visas & Passports and to know the format of 'C' form.
4. To understand the departure procedure & billing procedure of a guest
5. To provide duties & responsibilities of Night auditor and maintenance of different reports.

UNIT - I. ROOM TARIFF STRUCTURE & GUEST SERVICES.

Factors Affecting Hotel Room Tariff – establishing the End of the Day – Fixed check-in / check-out basis, 24 hrs Basis, Night Basis – room Rate Designation – Meal Plans – room Tariff Card, Hotel Brochure and its importance, - Room Tariff Fixation – Cost Based – rule of Thumb vs. Hubbart's Formula, Market Based pricing.

UNIT-II – BELL DESK AND CONCIERGE

Importance of Bell Desk. Control of bell boys and attitude. Front Office Procedures for Emergencies. Concierge and its importance in Front Office. Dealing with verbal enquiry. Providing Information to the guest & common enquiries that are dealt daily, Duties & responsibilities of Bell Boy. Procedure of handle Left luggage & scanty luggage guest.

UNIT-III- GROUPS

Definition & types of Groups (Tourist, conferences, Foreign delegates, Sports, Conventions etc). Group Handling- Group Reservation- Group Rate – Group Requirements and Special Arrangements (depending on type) – Group meal plans. Settlement of Bills (Travel Agent Voucher, BTC etc) – Group Cancellation & Retention Procedures – Group Pre Arriva procedures, Group Rooming List / Passport details – Arrival/Departure Procedures – Group post arrival procedures like Group information circular, "C" Forms for Groups & How it is prepared – Telephones /House Keeping/ Room Service/POS and updating the system.

UNIT- IV - DEPARTURE PROCEDURES & BILL SETTLEMENT.

Departure Procedure – Check-out request, Luggage handling, Accounting transactions, updating guest folio, prepare and present bills, settlement of bills and updating Front Office records, Express check out procedures, Fully automated check-out procedure, mode of settlement of bills – foreign exchange, Cash settlement, Traveller' Cheques, Travel agent voucher, Debit/Credit card payments, Corporate billing, Potential check-out problems and solutions.

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UNIT– V-NIGHT AUDITING

Night Audit – Night Auditor – job description duties and responsibility, Night Audit Process - Establishing the End of the Day, Completing Outstanding Postings and Verifying Transactions, Reconciling transactions, Verifying No-Shows – Charging Retention, Reconciling HK discrepancy report, Preparing Reports – Potential bad debts, High Balance Report, Room Statistic (Occupancy Reports), Updating the System – Rate Variance.

COURSE OUTCOMES:

1. The student should know how Room Tariff Structure is prepared & what are the Guest Services
2. The student should understand activities at Bell Desk--its importance & handling of arrival & departure procedure. To understand miscellaneous services at Bell Desk.
3. The student should know the Procedure how to handle the group check in, check out and cancellations. And also to have knowledge on Visas & Passports and to know the format of 'C' form.
4. The student should know the departure procedure & billing procedure of a guest
5. The student should know the duties & responsibilities of Night auditor and maintenance of different reports.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK

Hotel Front Office - Jatashankar Tewari - Oxford University Press- 2009

REFERENCE BOOK

- 1) Front Office Management -S K Bhatnagar – 2nd Edition - Frank Brothers & Co – 2010
- 2) Front Office Procedures –Michael Kasavana—5th Edition 1998
- 3) Front Office Operations—Dix—4th edition 2013—Pearson Publications— ISBN:
9788131701560
- 4) Hotel Front Office Operations, Accounting and Management—Arvind Kumar Saraswati & Sunita Badhwar –1st edition—2013—Naman Publisher & Distributors, ISBN-
978-93-81735-09-1

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ELECTIVE -I

BAR MANAGEMENT

BHM: 305T/A

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSEC

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES:

- 1) To understand basic introduction to Bar Operations
- 2) To understand the role of bar manager, bar equipment and tools & latest trends in Bar Management etc.
- 3) To know the skills in the Art of Mixology.
- 4) To know how to manage a Bar in detail.
- 5) To know the marketing strategies, about financial management and licenses required to run a Bar.

UNIT--I

Introduction to Bar Operations

Introduction to Bar Operation, brief History, Types of Bars, Parts of a Bar and their Operation, Managing Bar employees, Hierarchy, Design of the Bar, the ideal layout & Planning, Interior design.

UNIT--II

Bar Operations

The role of the bar manager, Bar layout, Basic Bar Arrangements, Bar equipment and tools, Bar Sanitation, Stock taking and stock control Procurement and suppliers, preventing theft and Frauds, Managing conflict and violence in bars. Latest trends in Bar Management. Basic guidelines for setting up a bar, Opening and closing the bar.

UNIT--III

The Art of Mixology

Ingredients: Understanding the characteristics of various spirits, liqueurs, juices, syrups, bitters, and other mixers, and how they interact with each other in a cocktail. This includes knowledge of flavor profiles, textures, and aromas.

Techniques: Mastering various techniques for preparing cocktails, such as shaking, stirring, muddling, layering, and straining, to achieve the desired flavor, consistency, and presentation.

Creativity: Using creativity and innovation to develop new and unique drink recipes, as well as putting personal twists on classic cocktails. Presentation: Paying attention to the visual presentation of cocktails, including the choice of glassware, garnishes, and decorative elements, to enhance the overall drinking experience.

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Balance: Striving for balance in cocktails by carefully adjusting the proportions of ingredients to achieve the desired flavor profile, including aspects such as sweetness, acidity, bitterness, and alcohol content.

UNIT--IV

Bar Management

Staff Management: Hiring, training, scheduling, and supervising bartenders, servers, and other staff members. Ensuring that staff members adhere to policies and procedures regarding service, safety, and alcohol regulations. Effects of narcotics and its control - statutory guidelines.

Inventory Control: Monitoring and managing inventory levels of alcoholic and non-alcoholic beverages, as well as bar supplies. Implementing systems for inventory tracking, ordering, and controlling costs to minimize waste and maximize profitability.

Customer Service: Ensuring high-quality customer service by training staff to be knowledgeable about the products offered, providing prompt and friendly service, and addressing customer concerns or complaints promptly and professionally.

Menu Development: Developing and updating the bar menu to offer a diverse selection of beverages that appeal to the target clientele. This may involve selecting and sourcing new products, creating signature cocktails, and pricing items appropriately.

UNIT--V

Marketing, Financial and Licenses required for Bar

Developing marketing strategies to attract customers and increase sales, such as promotions, events, and advertising campaigns. Utilizing social media, email marketing, and other channels to promote the bar and engage with customers.

Financial Management: Monitoring sales, expenses, and profitability to ensure the bar operates within budgetary constraints. Analyzing financial data to identify trends, opportunities for cost savings, and areas for improvement.

Compliance and Licensing: Ensuring compliance with all relevant laws and regulations related to the sale and service of alcoholic beverages, health and safety standards, and employment laws. Obtaining and maintaining necessary licenses and permits for the operation of the bar.

COURSE OUTCOMES:

- 1) The student should be able to understand basic introduction to Bar Operations
- 2) The student should be able to understand the role of bar manager, bar equipment and tools & latest trends in Bar Management etc.
- 3) The student should have knowledge on the basic skills in the Art of Mixology.
- 4) The student should know how to manage a Bar in detail.
- 5) The student should know the marketing strategies, about financial management and licenses required to run a Bar.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

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TEXT BOOK :

1. F&B Service Mgt. Bobby- George & Sandeep Chatterjee-Jaico Publishing House -2009
2. Text book of F&B Service – S.N.Bagchi & Anita Sharma 1st Edition, 2004, Aman Publications, New Delhi
3. Food and Beverage – F&B Simplified- Vara Prasad & Gopi Krishna- Pearson Publications – 2013

REFERENCE BOOKS :

1. Food and Beverage Service- R Singarelaven - Oxford University Press- 2011
2. Bartenders Guide – John J. Poister. Signet; 2 Exp New edition (March 1, 1999)
3. Professional Restaurant Service – Published by John Wiley & Sons Inc, 1991
4. Bar & Beverage Management- Jack D.Nienemier, 2003 AH & LA.
5. How to manage a successful Bar – Christopher Egerton Thomas. Publisher: Wiley; 1 edition (March 14, 1994)
6. Beverages – Bhat –1st edition—2003—Pearson Publications—ISBN: 9788131788950
7. Managing Bar and Beverage Operations – Lendal H. Kotschevar & Mary L Tanke -- Educational Inst of the Amer Hotel (1 October 1996)
8. Serving Food and Drink in the Bar – Stanley Thornes-- Publisher: Nelson Thornes Ltd, 1993

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ELECTIVE-I

TRENDS IN ACCOMMODATION OPERATIONS

BHM: 305T/B

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSEC

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES:

- 1) To know about Management theory & supervision in Housekeeping Administration.
- 2) To know about the Budgeting for housekeeping expenses
- 3) To have the knowledge about Ergonomics in House-keeping department.
- 4) To have complete knowledge about Pest Control & Waste Management.
- 5) To have how to set up Housekeeping department in new properties

UNIT -I

Management Theory and Housekeeping Administration-

Division of work document, performance standards, productivity standards, equipment and operating supply inventory level, work schedules. Supervision in Housekeeping - Introduction, skills of effective supervision, Supervisory responsibilities and Time Management.

UNIT-II

Budgeting for Housekeeping Expenses –

Introduction – Types of Budgets – Housekeeping Expenses - Budget planning Process – Controlling Expenses - Annual Purchases of Guest Supplies, Cleaning Supplies & Linen.

UNIT--III

Ergonomics in housekeeping-

introduction, ergonomics, ergonomics in hotel housekeeping, significance and need of ergonomics in housekeeping, analysis of risk factors in housekeeping, ergonomics, perspective, risks in housekeeping by applying ergonomics principles.

UNIT--IV

Pest Control & Waste Management-

Pest Control –Types, Common Pests & Their Control methods. Segregation of waste, collection, segregation and disposal of waste, recycling, energy conservation, water conservation, tips for energy conservation, practices followed in hotels. Study on cases & situations energy conservation

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UNIT--V

New property Operations-

Introduction, setting up House-Keeping Department, systems and procedures, division of work, area responsibility plan, staffing, orientation, training, scheduling of new employees.IT-Savvy Housekeeping – The Latest in Information technology (IT) Amenities –IT in the Housekeeping Department

COURSE OUTCOMES:

- 1) The student should know about complete knowledge Management theory & supervision in Housekeeping Administration.
- 2) The student should know about the Budgeting for housekeeping expenses
- 3) The student should have the knowledge about Ergonomics in House-keeping department.
- 4) The student should have the complete knowledge about Pest Control & Waste Management in Housekeeping department
- 5) The student should have the knowledge on how to set up Housekeeping department in new properties

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK

Hotel Housekeeping Operations and Management By G.Raghubalan. Oxford Univ Press 2015
ISBN : 9780199451746

REFERENCE BOOKS:-

- 1) Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw Hills Companies-2007)
- 2) Hotel, Hostel and Hospital Housekeeping – Branson, Joan, C& Lennox, Margaret (Holder and Stoughton 2006.
- 3) The Professional Housekeeper: Schneider, Madeline and Ducker, Georginia (Vanost Reinhold)-2006.

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ELECTIVE -I

FRONT OFFICE ADMINISTRATION

BHM: 305T/C

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSEC

Periods per week: 4

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 4

OBJECTIVES:

- 1) To study on Hospitality and security aspects of the Hotel
- 2) To know the knowledge of Computer Applications in Front Office Operations.
- 3) To acquire the skills in the Room Sales Management.
- 4) To prepare the statistics and reports of the activities at the Front Office.
- 5) To know the Human Resource Development at the Front Office Department.

UNIT--I – Hospitality and Security Aspects

Hospitality – Guest Needs , Tangible and Intangible needs, Hierarchy of Needs--Service – Nature of Service, Service Quality, Service in Relation to Guest expectations, Gaps Model of service quality--Protecting the Guest- Internal Threats, Terrorist Threats, Threats to Privacy, Threat to guest Property, other threats to Guest Enjoyment, Women security measures--Protecting the Hotel – Threats to Hotel’s Property, ‘Walk-outs’, ‘Skippers’ or ‘runners’ , Cash Frauds, Bad Debts, Immorality, Other Forms of Illegality

UNIT --II - COMPUTER APPLICATION IN FRONT OFFICE OPERATION

Property management system--PMS application in Front Office – PMS Modules--Selection of a PMS--Global Distribution System--Different PMS available – AMADEUS, FIDELIO

UNIT –III ROOM SALES MANAGEMENT

Introduction to marketing--Reaching the Customer : Through Advertising, Through relationship marketing, Through intermediate agencies--Selling to intermediaries, Negotiating skills--Sales – Increasing Occupancies, Increasing ARR’s, Overbooking --Selling Techniques in Front office - Up selling , Cross Selling, Hard selling (Coffman’s Approach)--Distribution channels and sales in modern Hotels – An overview of E Commerce and Digital Marketing

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UNIT --IV– STATISTICS AND REPORTS

Business Statistics--Key Room statistics--Occupancy Report--Guest Statistics--Operational Reports--Financial Reports

UNIT --V – Human Resource Development

Staff Scheduling and Alternative Scheduling Techniques--Skills Training – Prepare to Train, Present the Training, Practice Skills and Follow up, Training Programs developed by Hotels for Entry level.--Career Planning and Development – What is a Career? Traditional Career Versus Protean Career--A Model Of Career Development (Career Stages)--Career Management Systems – Self Assessment, Reality Check, Goal Setting, Action Planning--Role of Employees, Managers, HR managers and Company in Career Management. --HR challenges in Hospitality Industry-- Employee Retention

OUTCOMES:

- 1) The student should be able to know the Hospitality and security aspects of the Hotel
- 2) The student should have knowledge in Computer Applications used in Front Office Operations.
- 3) The student should acquire the skills in the Room Sales Management.
- 4) The student should be able to prepare the statistics and reports of the activities at the Front Office.
- 5) The student should have knowledge on the Human Resource Development at the Front Office Department

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

Reference Books

1. Managing Front Office Operations – Michael L. Kasavana-- Educational Institute, American Hotel & Lodging Association, 2005
2. Front Office Operations – Colin Dix, Chris Braid, Published August 1st 1998 by Longman Publishing Group
3. Front Office- Peter Abbott & Sue Lewry-- Taylor & Francis as of 2011
4. Hotel Front Office - Jatashankar Tewari-Oxford University Press 2016
5. Employee Training and Development – Raymond A Noe—5th Edition 2010 Publisher: Paul Ducham

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FOOD AND BEVERAGE MANAGEMENT

BHM: 306 T

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: HS

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES

1. To impart concept of control & Purchasing procedure
2. To impart receiving control, storage storage control and its SOP& Issuing Control.
3. To impart the student about Inventory, Sales & Labour Cost control.
4. To impart the student about the Beverage Control and its Budget.
5. To impart the student about the detail of Menu Merchandizing

UNIT – I

CONCEPT OF CONTROL & PURCHASING PROCEDURE

Introduction to Control – Cost Control – Control Defined– Objective and Advantages of Control – Methodology and phases of Control – Cycle of Control

INTRODUCTION TO FOOD COST CONTROL – Control procedures – Requirement of a Control System – F & B Control dept.

PURCHASING – Aims of Purchasing – Purchase Staff, Source of supply, Selection and Rating of of supplier, Types of food purchase, Quality purchasing, Definition of S P S, Advantages of S P S, Purchase procedure, Different methods of purchasing, Purchasing Order Form, Ordinary Cost, Carrying Cost, EOQ.

UNIT– II

RECEIVING CONTROL, STORAGE & ISSUING CONTROL.

RECEIVING CONTROL- Aims of Receiving, Receiving Staff, Equipment for Receiving, Receiving Procedure, Types – Blind Receiving, Partial Blind Receiving, Assessing the Performance and efficiency of Receiving Department, Frauds in Receiving. Hygiene and Cleanliness. Suppliers Documents- Bills, Invoices, Cash Memo, Credit notes. Records maintaining in Receiving Department- Goods Received Book, Meat tags, Daily Receiving Report (DRR).

STORAGE & ISSUING CONTROL- Storing Control, Aims of Store Control, Standard operating Procedure (SOP) for Safe Storage Conditions, Storeroom Personnel, Facilities and equipment, Arrangement of food, Location of Storage facilities, Security, Stock control types of Stores received, Record maintained. Issuing Control – Requisition, transfer note, Pricing the issues, Posting in stock registers.

UNIT – III

INVENTORY CONTROL, SALES CONTROL & LABOUR COST CONTROL.

INVENTORY CONTROLL: Importance, Objectives, method, levels and technique, Physical Inventory & Perpetual Inventory.

SALES CONTROL: Procedure of Cash Control, Machine system, ECR, NCR, Present machines, POS, reports, Thefts, Cash Handling.

LABOUR COST CONTROL- Staffing, Payroll, Overtime

LABOUR COST CONTROL- Staffing, Payroll, Overtime.

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UNIT – IV

BEVERAGE CONTROL

Purchasing, Receiving, Storing, Issuing, Production Control – Standard Recipe, Standard Portion size, Beverage Budget, Types of Budget, Planning of Budget, Beverage Control – Types of Control, Bar frauds, Books maintained

UNIT– V

MENU MERCHANDISING

Menu Merchandising- Menu Control, Menu Design & Layout-Components required to design a good menu. Types of Menu. Menu as Marketing Tool, Pricing of Menus, Menu Engineering- Definition, Menu Engineering Worksheet-Classification of selling items into four Quadrants, Limitations of Menu Engineering. MIS reports, calculation of actual Cost-Daily food cost- Monthly Food Cost-Statistical Revenue Reports-Cumulative and non-cumulative.

COURSE OUTCOMES

1. The student should know about the concept of control & Purchasing procedure
2. The student should know about the receiving control, storage SOPs & Issuing Control.
3. The student should have an ability to know about Inventory, Sales & Labour Cost control.
4. The student should have an ability to know about the Beverage Control and Beverage Budget.
5. The student should have an ability to know in detail about Menu Merchandizing

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK

1. **Food and Beverage: Management and Cost Control –Jagmohan Negi -Kanishka Publishers, Distributors (2006)**
2. F&B Cost Control -5th Edition – Jack E Miller – Wiley Publishers -2011

REFERENCE BOOKS

1. Menu Planning for the hospitality industry by Jaksa Kivela- Globle Books Subscriptions - 2008
2. F&B Service & Management by Bobby George Sandeep Chatterjee 2nd Edition –Jaico Publications 2009
3. Fundamentals of Menu Planning by paul J McVety -3rd Edition -John Wiley & Sons-2008

PRACTICALS

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QUANTITY TRAINING KITCHEN

BHM: 351P

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSC

Periods per week: 8

Duration of Exam: 6 Hours

Nature of Exam: Practical

Credits: 4

COURSE OBJECTIVES :

- 1) Student should Practice how to prepare Basic Gravies & Masalas.
- 2) Student should do indenting & Practice to prepare various dishes of all the regions of India as per the traditional way for 150 Pax with a minimum of 5 dishes in each menu.
- 3) Student should practice North Indian & South Indian Breakfasts.
- 4) Student should practice millet cooking.

CONTENTS: At least two menus from the following regions/Cuisines of India

1)Tamilnadu, 2) Chettinadu 3) Kerala 4) Karnataka 5) Andhra 6) Hyderabad 7) Lucknowi (Dum Pukth) 8) Gujarati 9) Goan 10) Rajasthani 11) Bengali 12) Kashmiri 13) Punjabi

Note: one menu as mentioned below and the other menu will be the choice of the chef of institution.

<u>Basic gravies</u> Makhni Gravy Shahi gravy Khorma gravy Khadai Gravy Nilgiri gravy Onion tomato masala	<u>Tamilnadu cuisine</u> Ingi rasam Kottu Paratha Plain Rice & Puliodarai (tamarind rice) Kozhi varthtu curry Egg/ veg lappa Vegetable poriyal Venghaya sambar Paruppu Payasam
<u>Chettinadu cuisine</u> Aattu Nenjelumbu Thakkali sadam <u>Banana Dosai</u> Chettinad kozhi curry Kal dosa <u>Poond Vengaya Kulambu</u> Muranaga kayai sambar <u>Pal Paniyaram</u>	<u>Kerala cuisine</u> Moru Rasam Meen moilee Vazakkai Thoran Kerala sambar Coconut Rice Malabara parata Kerala papad Adapradhaman

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<u>Karnataka cuisine</u> Nuchinunde Mysore bonda Bisibele bhath Erulli tomato gojju Chitrhana	<u>Andhra cuisine</u> Mirchi bajji Kottimeera Kodi Gongura pappu Gutti Vankaya Nimma pulihora
Kholisaaru Akki roti Chiroti	Plain rice pallichutney Paala paayasam
<u>Hyderabadi Cuisine</u> Marag Kachi gosh ka biriyani Mirchi ka salan Dahi Ka chutney Qubooli Khushka Rumali Roti Nizami Hundi Double ka metha	<u>Lukhnow (Dum pukth)cuisine</u> Paalak ke shammi Murgh Khorma Navarathan Khorma Gobi musallam Khushka Waqui parata Ananas ka muzaffar
<u>Gujarath cuisine</u> Khandvi Salli zardaloo Murgh Undiyu Gujarathi Khadi Muli nu Daal Kichidi Plain rice Methi Thepla Lapsi	<u>Goan cuisine</u> Patoleo Tomato rice Chicken Xaccuthi Khatkhate Dal Kokum Bibinca
<u>Rajasthani cuisine</u> Aam ka panna Masala bhata Laal maas Panch mel Daal Aloo mangodi ka sabzi Gate ka pulao Missi roti Malpua	<u>Bengali cuisine</u> Jhal muri Luchi Bheguni bhaja Ghee bhath Pather jholi Cholar daal Rashgulla
<u>KASHMIRI cuisine</u> Sheer chai Tabak maaz Mutton Rogan josh Tiranga pulao Baqherkhani Kashmiri dum aloo Firni	<u>Punjab Cuisine</u> Dhaniya shorbha Panner tikki Murgh Makhni Muttar pulao Aloo Gobhi Adhraki Lachcha paratha Maa de daal Gulab Jamun

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<u>North Indian Breakfast</u> Aloo Paratha Poha Cholae Bhature Khicidi	<u>South Indian Breakfast</u> Idli Dosa Vada Iddiappam Appam
Dhokla Mint Chutney Vada Pav	Chutney Sambar Puttu
<u>Additions</u> Ragi (Finger Millet) Masala Vada Barnyard Millet (Sanwa) Rasam Foxtail Millet (Kangni) and Sprouts Salad Little MilleBiryani Pearl Millet (Bajra) Kheer Beverage Pairing: A traditional South Indian Ragi Malt	<u>Additions</u> 5 course millet based continental menu Millet Arancini Vegetable and Millet Chowder Mediterranean Millet Salad Millet Stuffed Bell Peppers Millet Panna Cotta with Berry Compote Beverage Pairing: A refreshing Millet and Mint Mojito

COURSE OUTCOMES:

- 1) Student should prepare Basic Gravies & Masalas.
- 2) Student should be able to do indenting & should prepare various dishes of all the regions of India as per the traditional way for 100 Pax with a minimum of 5 dishes in each menu.
- 3) Student should be able to do North Indian & South Indian Breakfasts.
- 4) Student should be able to do Millet Cooking

TEXT BOOKS:

1. Cuisines of India the art & tradition of Indian Regional Cooking by Smitha Chandra & Sanjeev—Publisher-ECCO—1st Edition—2010-- ISBN- 10: 0060935189
2. Modern Cooking Vol-I - Thangam E. Philip 5th Edition-2003.

REFERENCE BOOKS .:

1. Tandoor—The great Indian Barbeque—Ranjit Rai—Publisher—Overlook Press ISBN-10: 1585671444, ISBN-13: 9781585671441
2. Taste of India,--Madhuri Jaffrey,--John Wiley & Sons --3rd edition—2010—ISBN: 9780890099407.

**BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting held on
11/07/2024**

BEVERAGES SERVICES

BHM: 352P

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: Practical

Credits: 1

OBJECTIVE:

- 1) To identify the tools & equipments used for bar operations.
- 2) Student should be able to match the wines with Food.
- 3) Student able to write the French classical menu with wines.
- 4) To develop the skills for service of different types of Wines, Spirits, Beer,
- 5) To develop the skills of preparing Cocktails with different base and Service

Contents:

Service of Wines

Service of Red Wine - White/Rose Wine - Sparkling Wines - Fortified Wines - Aromatized Wines - Cider, Perry & Sake

Service of Beer

Service of Bottled-canned Beers - Draught Beers

Service of Spirits

Service styles – neat/on-the-rocks/with appropriate mixers

Service of Whisky – Vodka – Rum – Gin – Brandy – Tequila

Service of Aperitifs

Service of Bitters– Vermouths

Service of Liqueurs

Service styles – neat/on-the-rocks/with cream/en frappe

Service from the Bar - Liqueur Trolley

Matching Wines with Food

Menu Planning

Menu Planning with accompanying Wines–Continental Cuisine & Indian Regional Cuisine

Table laying & Service of menu with accompanying Wines

Preparation and Service of Cocktails& Mocktails

Preparation and service of Cocktails & Mocktails of different Base

Demo—Molecular Drinks

**BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting held on
11/07/2024**

COURSE OUTCOMES:

- 1) Should able to identify the correct tools & equipments used for bar operations.
- 2) Student should able to pair the wines with Food.
- 3) Student should write the French classical menu with wines.
- 4) Student should develop the skills for service of different types of Wines, Spirits, Beer.
- 5) Should able to develop skills in preparing cocktails with different base in different methodology and should able to serve the cocktail in appropriate glassware.

TEXT BOOK :

1. F&B Service Mgt. Bobby- George & Sandeep Chatterjee-Jaico Publishing House -2009
2. Text book of F&B Service – S.N.Bagchi & Anita Sharma 1st Edition, 2004, Aman Publications, New Delhi

REFERENCE BOOKS :

1. Food and Beverage Service- R Singarelaven –2nd Edition Oxford University Press- 2011
2. Food and Beverage – F&B Simplified- Vara Prasad & Gopi Krishna- Pearson Publications – 2013—1st Edition.
3. Food and Beverage Service –A Training Manual—3rd edition 2013—Sudhir Andrews—The McGraw Hill.

**BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting held on
11/07/2024**

LAUNDRY OPERATIONS

BHM: 353P

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: Practical

Credits: 1

COURSE OBJECTIVES:

- 1) To know the functioning of major equipments used in laundry physically (Field Visit)
- 2) To Practice Ironing of Linen
- 3) To know handling room linen & maintaining Registers/Records
- 4) To know about tailoring and Practicing stitching Buttons & Hemming etc.
- 5) To Identify the stains and learning step by step procedure and chemicals used

CONTENTS :

- 1) Major equipment used in laundry (field visit)
- 2) Ironing of linen (Uniforms, table linen etc)
- 3) Handling Room Linen- Maintaining Register /Record – Replenishing Floor Pantry.
- 4) Tailoring- Stitching buttons, hemming.
- 5) Selection and Designing of Uniforms
- 6) Common stains removal – procedure and chemicals used.

COURSE OUTCOMES:

- 1) Should know the functioning of major equipment used in laundry physically
- 2) Should know the process of laundering on Automatic Commercial Machines physically
- 3) Should know Ironing of Linen
- 4) Should know the stitching of buttons, hemming etc.
- 5) Should Identify the stains and should able to do step by step procedure and chemicals used in the process.

Text Book

Hotel Housekeeping Operation and Management- G Raghubalan and Smritee Raghubalan-Oxford
– 2nd edition 2009

Recommended Books:

1. Housekeeping Operations, Design and Management - Malini Singh, Jaya B George - Jaico Publishing House-2008
2. Hotel, Hostel and Hospital Management – 5th Edition- Joan C Brasnon - Book Power- 2004
3. Hotel, Hostel & Hospital House Keeping – Branson, Joan C & Lennox, Margaret, 2003.

**BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting held on
11/07/2024**

FRONT OFFICE OPERATIONS

BHM: 354P

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: Practical

Credits: 1

COURSE OBJECTIVES:

- 1) To Practice arrival procedures & Registration of guests on PMS.
- 2) To practice Operations of Bell desk.
- 3) To Practice preparing of bills on PMS software and settlements of bills.
- 4) To Practice departure procedures on PMS and role play should be practiced as bell boy.
- 5) To Practice preparing night audit report on PMS.

CONTENTS

- Arrival Procedures & Registration of Guests (Practice on PMS) - Role Play along with Bell Boy & Arrival Errand Cards.
- Operations of Bell desk Left luggage procedure - scanty baggage procedure - miscellaneous services – Control of bell boys and attitude.
- Front Office Cashiering (Practice on PMS) - Modes of Settlements of bills – Cash - Encashment certificate & Credit (Direct & Indirect)
- Departure procedure (Practice on PMS) – Role Play along with Bell Boy & Departure Errand Cards.
- Night Audit Operations (Practice on PMS) – Preparing Night Auditors Report with all relevant information.

COURSE OUTCOMES:

- 1) Should able to do entries of arrivals & Registration of guests on PMS.
- 2) Should able to act as Bell boy at bell desk.
- 3) Should able to prepare the bills on PMS software and settle the bills the guest and take print outs.
- 4) Should able to entries of departure procedures on PMS and should act as bell boy.
- 5) Should able to prepare night audit report on PMS.

TEXT BOOK

Hotel Front Office - Jatashankar Tewari - Oxford University Press- 2009—2nd edition.

REFERENCE BOOK

- 1) Front Office Management -S K Bhatnagar – 2nd Edition - Frank Brothers & Co – 2010
- 2) Hotel Front Office Operations, Accounting and Management—Arvind Kumar Saraswati & Sunita Badhwar –1st edition—2013—Naman Publisher & Distributors, ISBN-978-93-81735-09-1

B.H.M. & C.T.

SYLLABUS

FOR

4th -SEMESTER

(C.B.C.S.)

INDUSTRIAL

TRAINING

FOURTH SEMESTER

**BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting held on
11/07/2024**

INDUSTRIAL TRAINING.

BHM: 401 IT
Continuous Internal Evaluation: 40
Semester End Exam: 60
Category: SEC

Duration of Training: 16 Weeks
Duration of Exam: 3 Hours
Nature of Exam: Viva Voce
Credits: 16

OBJECTIVES

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

Period of Training:

16 weeks of Training is divided into

- a. 4 Weeks in Kitchen
- b. 4 Weeks in F&B Service
- c. 4 Weeks in Housekeeping
- d. 4 Weeks in Front Office

Objectives:

1. Know the organizational structure of the unit
 - a. State the ownership and the group or chain to which the unit belongs.
 - b. Draw the unit level organizational structure.
 - c. Name the sections of the departments
 - d. State the activities of the departments and the coordination or cooperation of other departments.
2. Understand the basic layout / facilities / design of the different departments and ancillary sections.
 - a. Draw the layout of the departments including the supporting back areas.
 - b. Explain the routine activities in the sections trained.
3. Understand the preliminary tasks to be completed before commencement of training every day.
 - a. List the basic jobs given.
 - b. Other activities of the section.

Note: For the purpose of training report students are advised to note down only those features that are available for training experience in their respective units of training.

Allocation of Marks

Continuous Internal Evaluation: 40 Semester End Exam: 60

Continuous Internal Evaluation: 40

- 1) Submission of Training Certificate -- 10 Marks
- 2) Submission of Training log book – 10 Marks
- 3) Submission of Materials and information collected from the Hotels – 10 Marks
- 4) Regularity / Punctuality/ Appraisals – 10 Marks

Semester End Exam: 60

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- 1) Submission of Project Report on the IET of the Hotel – 30 Marks
- 2) PPT presentation and Viva – 30 Marks.

RESPONSIBILITIES OF THE TRAINEE

1. It is mandatory for the student to complete industrial training in stipulated period as given by the Osmania University Almanac for award of the BHM& CT Degree.
2. Should undergo Industrial training in consent with College only.
3. Should be punctual.
4. Should maintain the training logbook up-to-date.
5. Should be attentive and careful.
6. Should be keen to learn and maintain high standards and quality of work.
7. Should interact positively with the hotel staff.
8. Should be honest and loyal to the hotel and towards their training.
9. Should get their appraisals signed regularly from the HOD's or training manager.
10. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
11. Should attend the training review sessions / classes regularly.
12. Should be prepared for the arduous working condition and should face them positively.
13. Should adhere to the prescribed training schedule.
14. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
15. Should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE /PRINCIPAL

1. Should give proper briefing to students prior to the industrial training.
2. Should make the students aware of the industry environment and expectations.
3. Should notify the details of training schedule to all the students.
4. Should coordinate regularly with the hotel especially with the training manager.
5. Should visit the hotel, wherever possible, to check on the trainees.
6. Should sort out any problem between the trainees and the hotel.
7. Should brief the students about the appraisals, attendance, marks, logbook and training report.
8. Should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
9. Should ensure institute procure “training completion certificate” from the hotel after completion of Training.
10. It is the responsibility of the Principal to check the genuinity of the certificate/training at the hotel and take a appropriate step and intimate accordingly to Osmania University.
11. College authority should intimate the concerned hotel, about the guidelines issued by Osmania University along with NOC before commencement of IT.

RESPONSIBILITIES OF THE HOTELS:

1. Should give proper briefing session/orientation/induction prior to commencement of

training.

2. Should make a standardized training module for all trainees.
3. Follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should co-ordinate with the institute regarding training program.
6. Should monitor the trainees regarding attendance during training. The same should be recorded on the Training Certificate/ Letter of Attendance.
7. Should check with trainees regarding appraisals, training report, log book etc.
8. Should inform the institute about truant trainees.
9. Should allow the students to interact with the guest as per the hotel Policy.
10. Should specify industrial training's "Dos and Don'ts" for the trainee.
11. Should ensure issue of completion certificate directly to the institute on the last day of training.
12. Ensure the safety of Industrial Trainees, special care should be taken in case of Girl student industrial Trainees.

COURSE OUTCOMES.

1. Should know the organizational structure of the Hotel in general and in particular hotel with name of the sections of the departments
2. Should Understand and in a position to draw the basic layout / facilities / design of the different departments and ancillary sections.
3. Should understand the preliminary tasks to be completed and other activities in the departments.

Above all he should be ready to take up a job in particular department of his interest and should be ready to face the interviews for

BHMCT –5th Semester Syllabus

Under CBCS –R 23
(For the batch admitted 2023-24)



**FACULTY OF TECHNOLOGY
OSMANIA UNIVERISTY
HYDERABAD-07**

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held on 11/07/2024**

**SCHEME OF INSTRUCTION AND EXAMINATION
(CHOICE BASED CREDIT SYSTEM)
FOR BHMCT (For the Batch Admitted in 2023-2024)**

FIFTH SEMESTER

SYLLABUS REF. NO	COURSES	Category	Hours / Week		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	Continuous Internal Evaluation	Semester end Exam		
BHM 501T	anced Food Production	DSC	3	-	40	60	3	3
BHM 502T	anced Food & Beverage Service	DSC	3	-	40	60	3	3
BHM 503T	or Design & Flower Arrangements	DSC	3	-	40	60	3	3
BHM 504T	nt Office Accounting&Sales Management.	DSC	3	-	40	60	3	3
BHM 505T	ELECTIVE -II (a Discipline)	IDEC	3	-	40	60	3	3
BHM 506T	el A/c & Financial Mgt.	SEC	3	-	40	60	3	3
BHM 551P	anced Training Kitchen Lab	DSC	-	8	40	60	6	4
BHM 552P	anced Food & Beverage Services Lab	DSC	-	2	40	60	3	1
BHM 553P	rior Design & Flower Arrangements Lab	DSC	-	2	40	60	3	1
BHM 554P	nt Office Selling Techniques Lab	DSC	-	2	40	60	3	1
			18	14	400	600		25
Total					100			

Note: Discipline Specific Core Course (DSC) ; Discipline Specific Elective Course (DSEC)
Ability Enhancement Compulsory Courses (AECC) ; Skill Enhancement Course (SEC)
Intra-discipline Elective Course (IDEC)

ELECTIVE – II: Intra Discipline Elective Course:

- (505-A) -- 1. Bread Art
(505-B) -- 2. Cruise line Operations & Galley Familiarization
(505-C)-- 3. Visual Foods

ADVANCED FOOD PRODUCTION

BHM	: 501T	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: DSC	No. of Credits	: 3

COURSE OBJECTIVES:

1. To impart knowledge of European Cuisine and to familiarize them with the latest technological developments
2. To impart knowledge of Asian Cuisine and to familiarize them with the latest technological developments
3. To impart knowledge of Middle East Cuisine and to familiarize them with the latest technological developments
4. To impart knowledge of American continent Cuisine and to familiarize with Molecular gastronomy, Convenience foods.
5. To impart knowledge on Emerging Cuisines.

UNIT- I

EUROPEAN CUISINE

EUROPEAN CUISINE

History and tradition of cuisine – French, Italy and Germany, British, Spanish, Scandinavian and Norwegian Cuisine -Special ingredients, equipment, tools, preparation and technology involved.

UNIT- II

ASIAN CUISINE

History of Asian food and cultural influence, Chinese, Japanese(emphasis on Sushi and sashimi), Mongolian, Korean, Thai, Indonesian, Filipino--Special ingredients, equipment, tools, preparation and technology involved.

UNIT-III

MIDDLE EASTERN CUISINE

History and tradition of cuisine - Arab, Egyptian, Kosher (Israel) Cuisines Mediterranean Cuisine- Lebanese Turkish and Moroccan Cuisine. Special ingredients, equipment, tools, preparation and technology involved.

UNIT – IV

**AMERICAN CONTINENT CUISINE, MOLECULAR GASTRONOMY,
CONVENIENCE FOODS.**

American, Mexican, Cajun Cuisines, -Introduction to Sous- vide and Science & Technology involved behind Sous-vide Cooking. Molecular gastronomy, Sustainable Cuisine, Allergic Foods their substitutes and their Anti dotes, Contemporary Cooking Techniques- Convenience foods – uses, handling, types, shelf life and brand names.

UNIT-V

EMERGING CUISINES: Culinary Practices & Techniques of pro biotic foods, Diet foods, food performance enhances, Medicinal foods--Nutrition principles in Menu construction

COURSE OUTCOMES:

1. The student should have knowledge of European Cuisine and to familiarize them with the latest technological developments
2. The student should have knowledge of Asian Cuisine and to familiarize them with the latest technological developments
3. The student should have knowledge of Middle East Cuisine and to familiarize them with the latest technological developments
4. The student should have knowledge of American continent Cuisine and to familiarize with Molecular gastronomy, Convenience foods.
5. The student should have knowledge on Emerging Cuisines.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK

International Cuisine & Food Production Management 2nd edition by Parvinder S Bali- Oxford Press -2012

REFERENCE BOOKS

1. Food and Beverage Management-Bernard Davis (Author), Andrew Lockwood A Butterworth-Heinemann 5th edition - 2012
2. Culinaria - France - André Dominé, Gunter Beer - h.f.ullmann(Publisher), 2012
3. Culinaria Italy- 2nd Edition -Claudia Piras- Langenscheidt Publishing Group, 2010
4. Culinaria Germany: Cuisine, Country, Culture Christine Metzger- AtlasbooksDistServ, 2011
5. Essentials of Asian Cuisine- Corinne Trang- Simon & Schuster, 2010

ADVANCED FOOD AND BEVERAGE SERVICE

BHM	: 502T	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: DSC	No. of Credits	: 3

COURSE OBJECTIVES:

1. To impart the knowledge of planning, operating F&B Outlets,
2. To impart the knowledge of managing food and beverage outlets & Latest trends in F&B Service
3. To impart the knowledge of organizing vendors
4. To impart the knowledge of Gueridon service
5. To impart the knowledge of Licensing and Bar operations

UNIT – I

PLANNING AND OPERATING VARIOUS F&B SERVICE OUTLETS

Various F&B Outlets - Specialty Restaurant, Coffee Shop, Fast Food, Bar, Pub, Discotheque, Room Service etc. General points to be considered while planning an outlet, physical layout of functional and ancillary areas, objectives of layout, space calculation, seating arrangements, planning selection and purchase of equipment – heavy duty and light duty equipment, planning the interiors of an outlet – décor, lighting, color and furniture, Licenses required, Planning menu for an outlet – menu content, display, layout and constraints.

UNIT – II

MANAGING FOOD AND BEVERAGE OUTLETS

Staff requirement calculation, allocation of work, task analysis, job description, job specification. Supervisory skills – Inventory Management-"Stock Maintenance of various Cutleries, Crockeries, Glassware and other misc. of same product but of various brands", briefing, tip distribution, staff scheduling, training and development, standard operating procedures (SOP)

Latest Trends in Food & Beverage Service

Technological Integration in F&B services (Artificial Intelligence -AI) & Automation. Mobile rom Service Apps. Evolving Consumer preferences (Takeout Culture, Fusion and Crave-Worthy Foods, Health & Wellness Focus), Sustainability and Ethical Practices (Sustainable Seafood and Ethical Sourcing, Food Waste reduction. Personalized and Immersive Dining Experiences (Immersive dining, Personalization), Operational Innovations (Dynamic Pricing Models, Delivery Services)

UNIT – III

VENDOR MANAGEMENT IN FOOD SERVICE OPERATIONS

Definition, characteristics of a vendor; areas you need vendors – cutlery, crockery, glassware, linen – local and international brands; vendor sourcing – information, selection, tiering; buyer – vendor relations, vendor reliability – reputation, location and quality, negotiations with vendors, terms and conditions with vendors, vendor evaluation.

UNIT – IV

GUERIDON SERVICE

History, definition, advantages and disadvantages, types of gueridon trolleys, parts and equipment. Set-up of gueridon trolley. Gueridon arts – carving, flambéing, general points to be considered while doing service, impulse buying, service of different gueridon dishes- crepe suzette, banana flambé, rum omelet, steak Diane.

UNIT – V

BAR OPERATIONS

Types of Bar – Cocktail, dispense, bar layout, General points to be considered while designing bar, parts of bar – front bar, back bar, under bar, permit room. Bar licensing, Bar Equipment, bar

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stock, Bar Control – bar frauds, records maintenance, stock maintenance, cellar inspection, bar staffing, bar checklist

COURSE OUTCOMES

1. The student should be able to have an ability of planning, operating F&B Outlets,
2. Should be able to know the knowledge of managing food and beverage outlets & Latest trends in F&B Service.
3. The student should be able to have an ability of organizing vendors
4. The student should be able to have an ability of Gueridon service
5. The student should be able to have an ability of Licensing and Bar operations

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOKS

1. Food & Beverage simplified – Varaprasad-Pearson publishers – 2013
2. F&B Service – R Singaravelavan- 1st edition –Oxford press-2011

REFERENCE BOOKS

1. F&B Service – Dennis Lillicrap& Cousins. Hodder Education –UK -8th Edition -2012
2. Hotel & Tourism Laws - Jag Mohan Negi, 1st Edition,2007 Frank Bros, Chennai.
3. Purchasing, a guide for Hospitality Professionals, Jack D Ninemier, Pearson Publications

INTERIOR DESIGNING AND FLOWER ARRANGEMENT

BHM	: 503T	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: DSC	No. of Credits	: 3

COURSE OBJECTIVE

1. To give students broad knowledge on elements of art and design
2. To give students the knowledge on colour schemes & harmonies and lighting
3. To give students brief knowledge on floor coverings, carpets and wall coverings
4. To give students brief knowledge on guest room furniture and fittings, soft furnishings and window treatment
5. To give students a brief knowledge on flower arrangements.

UNIT- I

ELEMENTS OF ART AND DESIGN

Introduction, Objectives of Interior Design, Types of Design, Structural Design, Decorative Design, Elements of Art and Principles of Design, their application in interior planning. Designing for the Physically Challenged, specific requirements for physically challenged guests, Guest rooms and other facilities for exercise and health facilities. Planning trends in hotels space allocation and structural design. Smart Interiors: integration of IOT and automation in hotel rooms – Biophilic designs: Use of natural elements to enhance guest well-being.

UNIT- II

COLOUR SCHEMES AND LIGHTING

Introduction of Colour, Dimensions of Colour, Colour Wheel, Color Schemes and harmonies. Planning Colour schemes in hotels. Emotional Impact of colour. Lighting systems. plans & its importance, types of lighting, methods of lighting, lighting fixtures, Lighting creating mood and Atmosphere in different areas in the hotel. Accessories- classification, selection function & their placement. Prominent trends of lighting systems in hospitality Industry- smart & energy efficient lighting

UNIT- III

FLOOR AND WALL COVERINGS

Floor coverings, selection of floor coverings, types, characteristics of floors and floor finishes. Carpets, types and characteristics of carpets. Care and maintenance of carpets. Types of wall coverings, selection and maintenance of wall coverings. Trends in floor and wall finishes Acoustic solutions: incorporating sound proofing elements in design.

UNIT- IV

FURNITURE FABRICS AND SOFT FURNISHINGS

Guest room furniture, selection, types of furniture and its arrangement, materials used for making furniture and items in guest room. Types of guest room furniture and fittings. Soft furnishings, types of soft furnishings, selection of tapestry, and upholstery suitability and cost. Window types designs and window treatments. Styles & Design trends in construction of furniture-fabric selection for window treatment and their usage in hotel industry – Measurements of draperies.

UNIT- V

FLOWER ARRANGEMENT

Introduction to flower arrangement in hotels. Basic ingredients, flowers, foliage, modern flower arrangements, patterns, types and equipment. Trends in flower arrangements. Buying cut flowers, designing flower arrangements, guide lines for flower arrangements, placing flower arrangements in different areas of hotels. Japanese flower arrangement. Floral sustainability: Eco-friendly practices in Flower Arrangement.

COURSE OUTCOMES

1. Students should be able to know the elements of art and design

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2. Students should be able to know the colour schemes and lighting.
3. Students should be able to know the floor finishes and wall coverings
4. Students should be able to know the types of furniture and soft furnishings
5. Students should be able to learn the various types of flower arrangements.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK: Hotel Housekeeping: Operations and Management- Raghubalan, OUP India, 2009.

REFERENCE BOOKS

1. IKIBANA India -Veneethasunil Kumar(author & Publisher) 2007
2. Accommodation Operation Management -SK Kushal& SM Gowtham -Frank Bro &Co - 2010
3. House Keeping Operation , design and Management by Malini Singh & Jaya B George - Jaico publishing Housing -2008

FRONT OFFICE ACCOUNTING & SALES MANAGEMENT

BHM	: 504T	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: DSC	No. of Credits	: 3

COURSE OBJECTIVES

1. The student should understand the functions of Front office accounting
2. The student should Understand the what is Cash control and Credit control and why it is necessary.
3. The student should understand the system of Computer applications in Front Office accounting.
4. The student should learn hotel sales and room selling concepts
5. The student should learn Corporate sales and business development.

UNIT--I

FRONT OFFICE ACCOUNTING – FUNCTIONS

Folios and types of Folios. Vouchers and types of vouchers. Ledger - Back Office Accounts Receivable Ledger, Back Office Accounts Payable Ledger. Guest Ledger, City Ledger. Creation and maintenance of Accounts - Record Keeping System, Charge Privileges, Credit Monitoring, Account Maintenance, Record Keeping System (Non Automated, Semi Automated and Fully Automated). Tracking Transactions - Cash Payment, Account Correction Account, Allowance, Account Transfer and Cash Advance (Visitors Paid Out). Internal Control - Front Office Cash Sheet, Cash Banks. Audit Controls.

UNIT--II

CONTROL OF CASH AND CREDIT

What are credit Control and its necessity? Accounting For Guest Charges - Folio Accounting - Guest Paying by Credit Card, Guest paying by travel agent Voucher, Guest Checking in with tour group, Guest with Airline PSO & MAO, Guest having all Charges Billed, Guest with Scanty Baggage. Walk-in guest, No-show Billings. Credit Facility to Companies/Corporations. Credit Control during stay, After Departure activities. Main Objectives of the credit control measures, Cash Control, Protection of hotel funds. Unpaid Account Balances - Skippers, Late Charges. Account Collection - City Ledger Accounts, Master Folio accounts of Groups, Account Aging. Settlements of Accounts.

UNIT--III

COMPUTER APPLICATIONS IN FRONT OFFICE ACCOUNTING.

Property Management System. PMS Application in Front Office. Reservations Module - Front Desk Module - Rooms Module - Cashier Module - Night Audit Module - Set-up Module - Reporting Module - Back Office Module. PMS Interface with Stand-alone Systems. Different Property Management Systems - Micros - Amadeus - IDS Fortune – ShawMan

UNIT--IV

HOTEL SALES AND ROOM SELLING

Role of Sales in Hotel. The Hotel Sales Cycle, Guest Segmentation - Leisure, Corporate, MICE. Upselling & Cross-Selling: Strategies & Techniques - Handling Objections and Closing the Sale - Personalizing the Guest Experience, Front Desk Role in Room Selling - Over-the-Counter and Telephonic Room Sales.

UNIT-V

CORPORATE SALES & BUSINESS DEVELOPMENT

Handling RFPs (Request for Proposals) - Corporate Contracting Process - Customizing Group Packages and Proposals - Green Marketing and Promoting Sustainability - Emerging Trends in Hotel Sales & Marketing (e.g., Influencer Collaborations, AI in Guest Engagement) - MICE Sales Techniques (Meetings, Incentives, Conferences, Events) - Negotiation Skills and Client Relationship Building

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COURSE OUTCOMES

1. The student should be able to understand the functions of Front office accounting
2. The student should be able to Understand what is Cash control and Credit control and why it is necessary.
3. The student should be able to understand the system of Computer applications in Front Office accounting.
4. The student should be able to learn hotel sales and room selling concepts
5. The student should be able to learn corporate sales and business development.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting at least one from each UNIT)

TEXT BOOK

Front Office Management –2ndedition- S.K.Bhatnagar.-Frank bros. & co. (Publishers) Ltd.

REFERENCE BOOKS

1. Front Office Operations and Management – RakeshPuri – Revised Edition 2009
2. Front Office Management and Operations – Sudhir Andrews - Revised Edition – 2008
3. Professional Front Office Management - Robert H. Woods, Jack D. Ninemeier David K. Hayes, Michele A.Austin - 2008

ELECTIVE-II

BREAD ART

BHM	: 505T-A	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: IDEC	No. of Credits	: 3

COURSE OBJECTIVES

1. To understand the wheat nature structure and its characteristics.
2. To understand the principles of preparing breads
3. To understand the principles of preparing laminated, breakfast bread and gluten structure
4. To understand the principles of preparing quick breads
5. To know about the Artisan Breads & Salt dough and its importance in presentations and artisan bread

UNIT-I

INTRODUCTION TO BREAD

Bread Introduction - History and Origin of Bread. Wheat-Classification of Wheat, Structure of Wheat, Types of Flour- From Wheat Grains, From Other Grains and Different Source, The Milling of Wheat, Composition of Flour, Flour Testing, Water Observation Power (WAP)

UNIT-II

BREAD MAKING.

Detailed Study of Bread. Ingredients Used in Bread Making, Their Characteristics and Functions, Methods of Bread Making, Bread Improvers, Fault's and Remedies, Steps in Bread Making, Various Glaze and Topping for Breads. Yeast-Types, Character, Rich Yeast Bread, Variety of Yeast Dough Products, Pre Ferment- Yeast Dough. (Biga, Polish, Sour Dough, Sponge)

UNIT-III

BREAKFAST BREADS

Break Fast Bread, Laminated Bread, Understanding Viennoiserie, Ginger Bread, Gluten- Characteristics', Gluten in Different Dough Types, Gluten Free Alternatives. Healthy Breads

UNIT- IV

QUICK BREADS

Quick Bread- Introduction Of Quick Bread, Common Uses Of Quick Bread In Baking Industry, Leavening Agent Used In Quick Bread, Mixing Method Of Quick Bread, Types Of Quick Bread, Difference Between Quick Bread And Other Bread.

UNIT -V

ARTISAN BREAD

Study of Artisan Bread, Study of Traditional, Classical and Rustic Breads of French, Italian, German, Scandinavian, Britain, Russian, Spanish And American. Salt Dough- introduction, Techniques of Making. Decorating salt dough.

COURSE OUTCOMES

1. Should be able to know in detail about the wheat nature structure and its characteristics.
2. Should be able to know the principles and able to prepare all type of breads
3. Should be able to prepare laminated and breakfast Breads.
4. Should able to evaluate about the quick bread
5. Should be able to know about the Artisan Breads & Salt dough and its importance in presentations.

EXAMINATION:

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1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

Text book:

1. Bakers Manual – by Joseph Amendola – T.R. Publications (Revised IV edition.)

Reference Books:

1. Professional Baking –Second edition –Wayne Gisslen—Wiley Publishers, Singapore
2. Understanding Baking – Revised II edition—by Joseph Amendola, T.R. Publications
3. Special and Decorative Breads-by rolandBilheux& Alain Escoffier –Volume I & II – Van Nostrand Reinhold N.Y.

ELECTIVE-II

CRUISE LINE OPERATIONS & GALLEY FAMILIARIZATION

BHM	: 505T-B	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: IDEC	No. of Credits	: 3

COURSE OBJECTIVES

1. To understand the contemporary Cruise line Operations.
2. To know the Cruise regions & its Legislations
3. To know the Cruise ship and cruise galley lay out
4. To know the types of equipments placed in the cruise & ergonomics
5. To know about the health issued, Safety & Security measures in the Cruiselines.

UNIT-I

CONTEMPORARY CRUISE OPERATIONS

Elements of Cruising, History of Cruising, Image of Cruising, Cruise Market and its future, Cruise Operators & Agents, Cruise Product & Loyalty Challenges, Major Cruise Brands across the world their values and Vessel Classification.

UNIT- II

CRUISE GEOGRAPHY MARITIME ISSUES & LEGISLATION

Primary Cruising Regions - Eastern, Western, Southern Carreibbean, Europe & Mediterranean, North & South Europe, North America, South Pacific and other Cruise Destinations, Shipping Industry, Maritime Organisations, Marine Security in general (MARSEC) & Safety, Marine Pollution, Sanitation & Cleanliness.

UNIT- III

CRUISE SHIP LAYOUT & CRUISE GALLEY

Cruise Ship Layout and departments, Hierarchy of a Cruise Ship, functions of Major departments such as Galley (Food Production) & Dining room (Food Service & Drink), Deck and Engine, Accommodation, Passenger Service demands and service quality. Work culture, working in socially diverse environment, Career advancement and growth of individuals in relation to food production in cruise industry. Multi Culturism

UNIT-IV:

CRUISE GALLEY EQUIPMENT & ERGONOMICS

Equipment- Identification, Selection, Functions of the equipment used in a Cruise Galley. Study of non LPG based equipment and detailed understanding of steam, electrical and other fuel based equipment used in mass food production on cruise ships.

Ergonomics—increase productivity, ergonomic testing analysis, Optimisation of Safe Food Production & Service Delivery System's, Carpal tunnel syndrome at work, improving work place health and increase efficiency.

UNIT-V

HEALTH, SAFETY & SECURITY IN CRUISE SHIPS

Centre for Disease Control and Vessel Sanitation Program, Nor virus, Vessel Sanitation Program, Hazard Analysis and Critical Control Points—Analyzing Hazards. Identification of critical Control points establish preventive measures with critical limits for each control point. Procedures to monitor critical control points, Corrective action when critical limit has not been met, cross checking the procedures for effective functions, establish effective record keeping documenting the HACCAP System. Safety at Sea, Assessing Risk, Mock Drills, Boat Drills, Emergency Plans and Evacuation while abandoning the ship.

COURSE OUTCOMES

A Graduate will have ability to

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1. To understand the contemporary Cruise line Operations.
2. To know the Cruise regions & its Legislations
3. To know the Cruise ship and cruise galley lay out
4. To know the types of equipments placed in the cruise & ergonomics
5. To know about the health issued, Safety & Security measures in the Cruise lines.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK

- 1) Cruise Operations Management by Phillip Gibson by buffer worth Heinaemann, 1st edition, 2006

REFERENCE BOOKS

- 1) Cruising- a Guide to the Cruise line Industry – by Marc Mancini, Ph.D., 2nd Edition August, 2003.
- 2) Complete guide to Cruising & Cruise ships by Douglas Ward, published by Berlitz publishing—2008.
- 3) Selling the sea—An inside look at the Cruise industry by Bob Dickinson and Andrew Vladimir, Published by Wiley-1997.

**ELECTIVE-II
VISUAL FOODS**

BHM	: 505T-C	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: IDEC	No. of Credits	: 3

COURSE OBJECTIVES:

1. To understand the importance of food attraction and its role
2. To know how to plan and present the visual foods
3. To know in detail about the history of garnish and its modern styles of garnishing.
4. To know the hierarchy of the senses in relation to the food.
5. To know the factors effecting visual impact.

UNIT-I

UNDERSTANDING FOOD ATTRACTION

Understanding food attraction, importance of food attraction, role of balance of color, shape and texture in food presentation, limitations and benefits of attractive foods, role of external accessories in plate and buffet food presentations, future trends in visual cooking.

UNIT-II

PLANNING AND PRESENTATION OF VISUAL FOODS

Planning and presentation of visual foods- calculating the senses, accessing the practical difficulties, budget and commercial considerations, consistency of presentation, role of presentation of food skilled / trained manpower and their role in food presentation.

UNIT-III

GARNISH & ITS STYLES

Garnish, history of garnish and modern styles of garnishing, tips and rules for food presentation, aesthetics of plate styles and shapes core garnishing techniques and understanding, importance of special tools required for presentation, using sauces gravies, oils, salsas, foliage, flowers, fruit, flour base garnishes etc.

UNIT-IV

HIERARCHY OF THE SENSES

Hierarchy of the Senses/ relation of food, understanding the Food with tongue and eyes (Science of taste, Art of Food), visual appetite and its representation impressing by innovative food product design and development through visual sensory inputs.

UNIT-V

SENSORY EVALUATION OF FOOD

Sensory evaluation of food, factors effecting visual impact, under done and over done foods, rectification and enhancement, visual analysis, and acceptance of food, eye appeal to the point.

COURSE OUTCOMES:

1. Should able to know the importance of food attraction and its role
2. Should able to know how to plan and present the visual foods
3. Should know in detail about the history of garnish and its modern styles of garnishing.
4. Should know the hierarchy of the senses in relation to the food.
5. Should know the factors effecting visual impact.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

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Text Book:

1. Food Presentation Secrets- by Hobday, Cara, published by Five Fly Books Ltd., 2009

Reference Books:

1. Working The Plate The Art of food Presentation by Christopher Styler, published by- Wiley, September, 2006
2. Making Sense of Taste- Food and Philosophy by Carolyn krosmeier, published by Cornell University Press, October, 2002.
3. Sensory and Consumer Research in food product and development by Howard R. Moskowitz published by Black well publishing Ltd., 1st Edition, July, 2006.
4. Comfort Food by Kase Jacobs- published by Putnam Adult, 1st Edition, May, 2008.

HOTEL ACCOUNTING&FINANCIAL MANAGEMENT

BHM	: 506T	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: SEC	No. of Credits	: 3

COURSE OBJECTIVES

1. To understand the concepts of basic accounting.
2. To understand the concept of Financial Management and its role in Hotels.
3. To know about the maintenance of sales record and control of cash in hotels
4. To know the capital expenditure and Revenue expenditure.
5. To know about the Budgetary control and tax planning and different taxes applicable to the hotel Industry

MODULE-I

INTRODUCTION TO ACCOUNTING

Accounting :-Meaning, Systems, Generally Accepted Accounting Principles(GAAP) –Accounting Tools-Primary Books (Journal)-Practical Problems-Simple Entries-Secondary Books(Ledger)-Types of Ledger-Visitors Tabular Ledger and its use-Posting the Journal Entries into Ledger and Balancing of Ledger-Cash Book-Meaning-Types-Practical Problems on Three-Column Cash Book-Trial Balance and errors (Brief note of errors and rectification)

MODULE—II

FINANCIAL MANAGEMENT

Financial Management:-Introduction, Scope and Nature ,Objectives, -Importance-Finance Function-Finance Manager' in Hotel : Role and Function in a Hotel -Sources of Finance: Short, Medium & Long term finance
Introduction : Formats of Trading , Profit and Loss Account- estimation of Gross profit, Net Profit and preparation of Balance sheet with and without adjustments (Simple problems)

MODULE—III

FINANCIAL ANALYSIS,CASH RECORDAND CASH CONTROL

Analysis of Financial Statements: Nature , Scope and uses of Financial Ratios, Accounting Ratios (Simple problems)
Sales Record and Control of Cash--Cash Management-Importance-Functions-Motives for holding Cash-Operating Cycle- Night Auditor in Hotels-Foreign Exchange in Hotels-
Guest Weekly Bill, Fixing of room rates & its basis - Pricing Hotel Accommodation – Hubbarts Formula.

MODULE--IV

CAPITAL & REVENUE EXPENDITURE

Capital & Revenue Expenditure: - Meaning-Factors determining Capital Structure-Point of Indifference (*Practical Problems*)

Working Capital:- Meaning –Concepts-Operating and cash conversion cycle-factors affecting working capital requirements-Types-Over trading & Under trading- Bank finance for working capital

MODULE—V

BUDGETARY CONTROL & TAX PLANNING

Budgetary Control :- Meaning-Characteristics-Objectives-Benefits and Limitations- Classification-fixed & variable budget-Operating & functional budget-sales budget-production budget-administrative expenditure budget-capital expenditure budget (*Simple Problems*)– Research & Development-cash budget(**Simple Problems**)-master budget-zero Based budget-Budgeting in India with reference to Hotel industry-(*Practical Problems*)

TAX AND TAX PLANNING

Tax planning system in India and various types of Taxes applicable in a Hotel industry.
Concepts of GST in Hotel Industry.

COURSE OUTCOMES

1. Should able to know the concepts of basic accounting and able to solve simple problems.
2. Should able to know the concept of Financial Management and its role in Hotels.
3. Should able to know about the maintenance of sales record and control of cash in hotels
4. Should able to know the capital expenditure and Revenue expenditure.

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5. Should able to know about the Budgetary control and tax planning and different taxes applicable to the hotel Industry

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOKS

1. Hotel Accounting & Financial Control, 3rd edition -2012 –OziA.D’Cunha&GlensonO.D’Cunha—The Dicky’sEnterprize publishers-Mumbai..
2. Cost Accounting & Financial Management – Ravi. M. Kishore , 7 th Edition, Taxmann’s 2012 **ISBN**No.:9789350710845
3. Financial Management-Theory, Problems and Solutions by Dr. R. Ramachandran and
4. DR. R. Srinivasan , 5 th Edition, 2013Sri Ram Publications, Thiruchi,.

REFERENCE BOOKS

1. Managerial Accountancy for Hotels- G.R.Kulkarni
2. Basic Financial Accounting for Hospitality Industry- Raymond S. Schmidgall& James W.Damitio
3. Managerial Accounting in Hospitality Industry- Vol. I & II -Peter J.Harris& Peter A. Hazzard.
4. Principles of Financial Management – Dr. R.P. Rustagi, 6th Revised Edtion, Taxmann’s,2012
5. **ISBN No.:**9789350710982

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ADVANCED TRAINING KITCHEN –I

BHM	: 551P	Hours per week	: 8
Continuous Internal Evaluation	: 40	Duration of Exam	: 6 hours
Semester end Exam	: 60	Nature of Examination:	Practical
Category	: DSC	No. of Credits	: 4

COURSE OBJECTIVES

1. The student should be aware and practice menus from different parts of the world.
2. The student should learn to know how to indent for 4 portions.
3. The student should know bakery items in the menus

Note: One as mentioned below and the other is the choice of chef of Institute.

French Cuisine	Italian Cuisine	Russian Cuisine
Salad Nicoise French Onion Soup Coq-au-Vin Ratatouille Hot soufflé (Bakery) Baguette (Bakery)	Insalata Caprese Minestrone Pollo al Pesto Sphghettiaglio e Olio Ciabatta (Bakery) Tiramisu (Bakery)	Schi Veg Shaslyk Beef Stroganoff Pirozhki Borodinsky (Bakery)
German Cuisine	Spanish Cuisine	Scandinavian Cuisine
Kartoffelsalat Erbensuppe Spatzel Rouladen Pretzel (Bakery) Schwazwalder Kirschtorte (Bakery)	Tapas Seville Gazpacho Pollo al estilo Catalán Frijol y Arroz Pan de leche (Bakery) Churros (Bakery)	Øllebrød Agurksalat Kaldolmar Punajuuripihvit Kringle (Bakery) Snuor (Bakery)
English Cuisine	Greek Cuisine	Indonesian Cuisine
Coronation chicken salad Brown Windsor soup Traditional Roast Beef And Yorkshire Pudding Fish and chips Welsh Claypot (Bakery) Spotted dick (Bakery)	Greek salad Avoglemono Soup Pastitso Veg Moussaka Daktyla (Bakery) Baklava (Bakery)	GadoGado Sayur lodeh Beef Rendang Nasi Goreng – Satay Roti buya (Bakery) Bubur kacang hijau (Bakery)
Thai Cuisine	Mongolian Cuisine	Korean Cuisine
Som tam Tom Yum Kung Gaeng Kiew wan Gai Phad Thai- Phet Gaeng Daeng Thai Mango Sticky Rice (Bakery)	Khuusur Guriltai Shul Khorkhog Gambir	Mandoo Kimchi Bul-ko-kee with Song I pahb Kong na Mool Tteok (Bakery) Gyeongju (Bakery)

Chinese Cuisine	Japanese Cuisine	Middle Eastern Cuisine
Dim Sum suānlàtāng Mántóu gōngbǎojīdīng luóhànzhāi chǎomiàn	Shio ramen Makizushi Fitomaki Nigirizushi Uramaki Yakitori Teriyaki	Fatoush Falafel-Hummus Halloum- Baba ghanoush Quarmah Al Dajaj Maftoul Tahchin

Mediterranean Cuisine	Mexican Cuisine	Philippines Cuisine
Salatyerakot Tavuksuyunacorbasi	Caldo de res Quessadillas – Salsa	Sinigang (Soup) Osso Adobo (Main Course)

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Shakshuka Kousamahshi Kushari- tahini	Enchiladas- guacamole Chillesnogada	Pan de sal (Bakery) ArrozCaldoz (Rice Porridge) Halo-Halo (Desert)
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COURSE OUTCOME:

- 1) The student should prepare menus from different parts of the world.
- 2) The student should have an ability to indent for 4 portions.
- 3) The student should have an ability to prepare bakery items in the menus

TEXT BOOK

International cuisine & Food Production Management 2nd edition by Parvinder S Bali- Oxford Press -2012

REFERENCE BOOKS

1. Food and Beverage Management-Bernard Davis (Author), Andrew Lockwood A Butterworth-Heinemann 5 edition - 2012
2. Culinaria - France - André Dominé, Gunter Beer - h.f.ullmann(Publisher), 2012
3. Culinaria Italy- 2nd Edition -Claudia Piras- Langenscheidt Publishing Group, 2010
4. Culinaria Germany: Cuisine, Country, Culture Christine Metzger- AtlasbooksDist Serv, 2011
5. Essentials of Asian Cuisine- Corinne Trang- Simon & Schuster, 2010

ADVANCED FOOD AND BEVERAGE SERVICE-LAB

BHM	: 552P	Hours per week	: 2
Continuous Internal Evaluation	: 40	Duration of Exam	: 3hours
Semester end Exam	: 60	Nature of Examination:	Practical
Category	: DSC	No. of Credits	: 1

COURSE OBJECTIVES

1. To make the student aware of knowledge of planning & operations of F&B Outlets,
2. To make the student aware of how to plan a Menu and requirement of equipment.
3. To make the student aware of how to prepare some dishes on Gueridon trolley and its service.
4. He should be able to understand bar operations.

List of Experiments

Planning operations of Different types of F& B Outlets
Planning and Compiling of Menu
Designing of menu card for all Outlets
Planning Staff schedule & Briefing Procedures& Duty Roasters
Preparation of special dishes on Gueridon trolley/Table side service
Planning of Bar and its Operations

COURSE OUTCOMES

1. The student should have knowledge of planning & operations of F&B Outlets,
2. The student should plan a Menu and assess requirement of equipment.
3. He student should prepare dishes on Gueridon trolley and he An ability to know to serve the dish.
4. He should be able to understand complete bar operations.

TEXT BOOKS

1. F&B Service – R Singaravelavan- 1st edition –Oxford press-2011
2. Hotel& Tourism Laws - Jag Mohan Negi, 1st Edition,2007 Frank Bros, Chennai.

REFERENCE BOOKS

1. F&B Service – Dennis Lillicrap& Cousins. Hodder Education –UK -8th Edition -2012
2. Managing Retailing-2nd Edition – Piyushkumarsinha, DwarakaPrasadUniyal- Oxford -2012
3. F&B Service – S.N.Bagchi& Anita Sharma1st Edition,. Aman Publications, New Delhi-2004
4. Food& Beverage simplified – Varaprasad-Pearson publishers - 2013

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INTERIOR DESIGN & FLOWER ARRANGEMENTS LAB

BHM	: 553 P	Hours per week	: 2
Continuous Internal Evaluation	: 40	Duration of Exam	: 3hours
Semester end Exam	: 60	Nature of Examination:	Practical
Category	: DSC	No. of Credits	: 1

COURSE OBJECTIVES

1. Student should know the concepts about colour and their part in interior design.
2. Student should know the elements of Art & Principles of design –how to design a basic guest room etc layout.
3. Student should know the 3D model building techniques
4. student should know the fabrics and material exhibit for interiors
5. student should distinguish the various flowers and make different flower arrangements to place them for different operational areas.

List of Experiments /Practicals

1. Concepts about color and their part in Interior Design

- a) Make the Color Wheel
- b) Blank Templates and color it as per theme assigned Public Areas & Rooms.

2. Elements of Art& Principles of design

- a) Blank templates in which elements of arts must be projected.
- b) Hands on layout activity using Graph paper: Design a basic guest room and lobby layout with correct proportions and circulation flow.

3. Introduction to 3D model building techniques (cardboard, thermocol, clay)

- a) Emphasis on scale, balance, and proportion in model displays

4.Fabric and Material Exhibit for Interiors

- a) Collecting and presenting fabric samples: curtains, upholstery, rugs, wallpaper
- b) Introduction to fabric finishes, textures, and weaves

5.Making Flower Arrangement equipment, tools –

- a. IKEBANA arrangement
- b. Western Arrangement.
- c. Freestyle, Contemporary, Concept Based
- d. Best out of Waste - Sustainable products

COURSE OUTCOMES

1. Student should able to know the concepts about color and their part in interior design.
2. Student should able to know the elements of Art & Principles of design –how to design a basic guest room etc. layout.
3. Student should able to know the 3D model building techniques.
4. student should able to know the fabrics and material exhibit for interiors
5. student should able to distinguish the various flowers and make different flower arrangements to place them for different operational areas.

TEXT BOOKS

Hotel Housekeeping: Operations and Management- Raghubalan, OUP India, 2009.

REFERENCE BOOKS

1. IKIBANA India -Veneethasunil Kumar(author & Publisher) 2007
2. Accommodation Operation Management -SK Kushal& SM Gowtham -Frank Bro &Co - 2010
3. House Keeping Opertion , design and Management by Malini Singh & Jaya B George - Jaico publishing Housing -2008

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FRONT OFFICE SELLING TECHNIQUES LAB

BHM	: 554P	Hours per week	: 2
Continuous Internal Evaluation	: 40	Duration of Exam	: 3hours
Semester end Exam	: 60	Nature of Examination:	Practical
Category	: DSC	No. of Credits	: 1

COURSE OBJECTIVES

1. To develop professional sales communication techniques through role-plays, telephone simulations, and pitch presentations.
2. To apply strategic selling and upselling methods tailored to various hotel guest segments and scenarios.
3. To design and present compelling marketing content and sales proposals for corporate clients and digital platforms.
4. To analyze and respond to real-world hotel sales situations, including RFP handling, complaints, and brand positioning.
5. To demonstrate collaborative sales planning and decision-making skills through simulations and field-based exercises

Practical 1	Front Desk Upselling,
Practical 2	Telephone Reservation Sales Simulation.
Practical 3	Handling Objections & Closing the Sale
Practical 4	Cold Calling and Follow-up Exercise.
Practical 5	Designing a Hotel Room Package
Practical 6	Creating a Social Media Campaign for a Room Offer
Practical 7	Creating a Guest Loyalty Program Proposal
Practical 8	Drafting and Presenting a Corporate Proposal,
Practical 9	Hotel Brand Positioning Workshop
Practical 10	Mock Corporate Sales Pitch Presentation, Hotel sales funnel
Practical 11	Sales Office Visit and Observation Report, Role Play: Hotel Sales Team Meeting, Handling a RFP Simulation,
Practical 12	Guest Complaint to Opportunity Simulation and Influencer Collaboration Pitch Simulation,
Practical 13	Personalized Guest Journey Mapping, Role Play and OTA Rate Inquiry vs Direct Booking

COURSE OUTCOMES

1. Should be able to confidently conduct upselling and reservations through effective verbal and non-verbal communication.
2. Should be able to create and present hotel sales materials such as proposals, social media campaigns, and loyalty programs.
3. Should be able to handle guest objections and inquiries efficiently, converting them into successful bookings.
4. Should be able to map and enhance the guest journey, showcasing awareness of brand values and guest retention strategies.
5. Should be able to collaborate in team settings and professional environments, contributing to hotel sales meetings and strategic planning.

TEXT BOOK

Hotel Front Office –11th edition- JatashankarTewari.-Oxford University Press-2013

REFERENCE BOOKS

1. Front Office Operations and Management – RakeshPuri – Revised Edition 2009
2. Front Office Management and Operations – Sudhir Andrews - Revised Edition – 2008
3. Professional Front Office Management - Robert H. Woods, Jack D. Ninemeier David K. Hayes, Michele A.Austin – 2008

BHMCT –6th Semester Syllabus

Under CBCS –R 23
(For the batch admitted 2023-24)



**FACULTY OF TECHNOLOGY
OSMANIA UNIVERISTY
HYDERABAD-7**

**Prof.V.Ramesh Kumar
Dean /Principal/Chairperson
BOS (Hotel Management & Catering Technology)
Faculty of Technology, OsmaniaUniversity,
Hyderabad-7**

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held on 11/07/2024**

**SCHEME OF INSTRUCTION AND EXAMINATION
(CHOICE BASED CREDIT SYSTEM)
FOR BHMCT (For the Batch Admitted in 2023-2024)**

SIXTH SEMESTER

SYLLABUS REF. NO	COURSES	Category	Hours / Week		MARKS		Duration of Exam(hrs)	Credits
			Theory	Practical	Continuous Internal Evaluation	End Semester Exam		
BHM 601T	Food & Kitchen Management	DSC	3	-	40	60	3	3
BHM 602T	Food & Beverage Service Management	DSC	3	-	40	60	3	3
BHM 603T	Accommodation Operations Management	DSC	3	-	40	60	3	3
BHM 604T	Hotel Office Revenue & Total Quality Management	DSC	3	-	40	60	3	3
BHM 605T	ELECTIVE -III (Open Elective)	OEC	3	-	40	60	3	3
BHM 606T	Hotel Facility Planning.	DSC	3	-	40	60	3	3
BHM 651P	Hotel Kitchen Lab	DSC	-	8	40	60	6	4
BHM 652P	Cooking & Cold Buffet Lab	DSC	-	2	40	60	3	1
BHM 653P	Project Report	SEC	-	4	40	60	3	2
		Total	18	14	360	540		25
		Total Marks			900			

Note: Discipline Specific Core Course (DSC); Discipline Specific Elective Course (DSEC)
Ability Enhancement Compulsory Courses (AECC); Skill Enhancement Course (SEC)
Open Elective (OEC)

ELECTIVE – III: Open Elective Courses:

- BHM 605TA-- Customer Relationship & Retail Management.**
- BHM 605TB-- Human Resource Management**
- BHM 605TC -- E-Commerce & Artificial Intelligence in Hospitality Industry**
- BHM 605TD --Labour& Food Laws**
- BHM 606TE --Hotel Engineering**

LARDER & KITCHEN MANAGEMENT

BHM	: 601T	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: DSC	No. of Credits	: 3

COURSE OBJECTIVES

1. To learn about the Charcuterie products and their preparation.
2. To know the Larder layout and its control. To Know about the Salads, Appetizers and Sandwiches.
3. To know about the Buffet presentations and to know the carving skills.
4. To know about the Concise Culinary History and to know about the chocolate cookery and bread making.
5. To know about the Kitchen layout and design.

UNIT – I

CHARCUTERIE

History of Guilds with its relation to French Revolution. History types and Hygiene of abattoirs-
Forcemeat –: Types of Forcemeats – Preparation of forcemeats – Uses of forcemeats.

Galantines –: Making of Galantines – Types of Galantine – Ballotine.

Pates –: Types of pate – Pate de foiegras – Making of pate – Commercial pate and pate maison –
Truffle – uses and types of truffle.

Mousse & Mousseline –:Types of mousse (savoury) – Preparation of Mousse – Preparation of
Mousseline – Difference between mousse and mousseline

Brines, Cures & Marinades –: Types of Brines – Preparation of Brines – Methods of Curing –
Types of Marinades – Uses of Marinades –

Ham, Bacon –: Cuts of Ham, Bacon – Differences between Ham, Bacon – Processing of Ham &
Bacon – Uses of the different cuts.

Sausage –: Types & Varieties – Casings – Types of Varieties – Fillings – Types & Varieties –
Additives & Preservatives.

ChaudFroid – Meaning of ChaudFroid – Making of ChaudFroid& Precautions – Types of
ChaudFroid – Uses of ChaudFroid.

Aspic & Jelly – Definition of Aspic and jelly – Difference between the two – Making & Uses of
Aspic and jellyTypes of Smoking- traditional and modern practices

UNIT – II

INTRODUCTION TO LARDER WORK

Definition – Equipment found in the Larder Layout of a typical larder with equipment and
various sections. Common terms used in the Larder.

History of Smørrebrød and smorgasbord – Their Preperation and Presentation both classical and
contemporary.

Salads and Salad Dressings, Garnishes.

Appetizers & Garnishes – Classification of Appetizers – Examples of Appetizers. Explanation
of different garnishes.

Sandwiches – Parts of Sandwiches – Types of Bread – Types of filling – Classification – Spreads
and Garnishes – Types of Sandwiches – Making of Sandwiches – Storing of Sandwiches.

Larder Control – Essentials of Larder Control – Importance of Larder Control – Devising Larder
Control Systems – Yield Testing.

UNIT – III

BUFFET PRESENTATION

Ice Carvings – Tallow sculpture – Fruit & Vegetable Displays – Salt Dough – Pastillage – Jelly Logo – Thermacol Work.

Chocolate sculpture, Butter sculpture and sugar work.

Mashed Potato, Garnishes and Garnitures

Making of chocolate moulds

UNIT – IV

CHOCOLATE COOKERY & BREAD MAKING

Chocolate cookery- Types of Chocolate, Uses in Different Products.

Bread making – International Breads, Ancient grains –Quinoa, kamut, amaranth, spelt, chia, sorghum, freekeh, teff.

Types of dough Icings: Royal Icing – forms, types and uses in various stages, role of glycerin in making royal. Gum paste role of gelatin and precautions. Methods of making gum paste. Sugar confectionery and use. Marzi pan -methods and uses. Contemporary Desserts and cakes

UNIT – V

KITCHEN MANAGEMENT – LAYOUT & DESIGN

Areas of the kitchen with recommended dimensions, Factors that affect kitchen design, Principles of kitchen layout & design, Placement of Equipment Flow of Work Space allocation – Kitchen Equipment Selection – Planning requirements of a kitchen – Budgeting for Kitchen Equipment & anticipating requirements. Managing People in Kitchen operations. - Ergonomics – history, etymology and Kitchen Ergonomic, HVAC in Kitchen Designing. Contemporary Designer Kitchens

COURSE OUTCOME

1. An ability to know about the Charcuterie products and their preparation.
2. An ability to know the Larder layout and its control. Should Know about the Salads, Appetizers and Sandwiches.
3. An ability to know to make the Buffet presentations and an ability to know about the carving skills.
4. An ability to know about the Concise Culinary History and to know about the chocolate cookery and bread making.
5. Should know about the Kitchen layout and design.

EXAMINATION:

3. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
4. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK

Garde Manger: The Art and Craft of the Cold Kitchen (Culinary
Institute of America) John Wiley & Sons; 4th Edition Edition -
2012

REFERENCE BOOKS

1. Modern Garde Manger: A Global Perspective -2nd Edition-Robert Garlough, Angus Campbell-Cengage Learning, 2011
2. The Bread Bible-Beth Hensperger-Chronicle Books, 2013
3. Hotel Facility Planning -Author and Publisher By CH Ramesh Chander ,professional Baking 6th Edition,2013 -wayne-Gisslen

FOOD AND BEVERAGE SERVICE MANAGEMENT

BHM	: 602T	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: DSC	No. of Credits	: 3

COURSE OBJECTIVES

1. To impart the knowledge of banquets and conventions
2. To impart factors to plan buffets, and to know about cheese and sorbets
3. To know about the Food trucks, Take Away and Online Food Ordering and concepts of Quick Service Restaurants—Six sigma concepts in F&B Service Department.
4. To know the importance of briefing and other Supervisory functions in Food Service operations.
5. To know the concept & role of MIS.

UNIT – I

BANQUETS AND CONVENTIONS

Definition, history and types, Organization of banquets department, duties and responsibilities of banquet staff, banquet booking procedure, booking diary, function prospectus, banquet menu, space requirements, seating plans and set-ups, banquet service procedures, Toasting – toastmaster, toasting in formal banquets and state banquets

UNIT – II

BUFFETS, CHEESE AND SORBET

Buffets – Introduction, factors to plan buffets, area requirement, planning & organization, menu planning, types of buffet – sit down, fork, finger, cold buffet, breakfast buffet, equipment required, checklist.

Cheese –Definition, history, production, types, storage, service and accompaniments

Sorbet – production and service

UNIT – III

CONTEMPORARY FOOD SERVICES

Food Trucks – History, business and economics, health concerns and licensing

Take Away – History, service and packaging—Types, Material and Precautions.

Online Food Ordering – Definition, restaurant controlled, independent and mobile apps

Quick Service Restaurants Concepts

Sig sigma concepts in F&B service

UNIT - IV

SUPERVISORY FUNCTIONS IN FOOD SERVICE OPERATIONS

Introduction- Supervisory functions in Food Service Operations—Briefing, Checking the mise en place and mise en scene, handling tips, Requisitions, Cost Analysis, Handling Complaints, Allocation of Tables, Stock taking, Sales analysis, Breakeven point calculations, Training the Staff.

UNIT – V

MANAGEMENT INFORMATION SYSTEM

Definition, Role of MIS in food and beverage operations, Characteristics of MIS, advantages, limitations, MIS reports generated in Food Service operations, MIS as a control system, decision making – concepts, process, MIS and decision making; classification of information, methods of information collection, system concepts, system classification, system control

POS-Software—IDS, Fidelio, Micros, Opera

COURSE OUTCOMES

1. Should know the knowledge of banquets and conventions
2. Should know factors to plan buffets, and to know about cheese and sorbets
3. Should know about the Food trucks, Take Away and Online Food Ordering and concepts of QSR. —Six sigma concepts in F&B Service Department.
4. Should know the importance of briefing and other Supervisory functions in Food Service operations.
5. Should know the concept & role of MIS in F&B service Department.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK

1. Food & Beverage simplified – Varaprasad-Pearson publishers - 2013.
2. F&B Service – R Singaravelavan- 1st edition –Oxford press-2011

REFERENCE BOOKS

1. F&B Service – Dennis Lillicrap& Cousins. Hodder Education –UK -8th Edition -2012
2. Modern Restaurant service – John Fuller – Stanley Thorne Pub Ltd
3. Introduction to Modern food and beverage service by William H Krant.
4. Management Information Systems- 6th Edition -Waman S Jawadekar Tata Mcgrew Hill Education Pvt. Ltd. -2011
5. Hospitality Industry Computer Systems – 3rd Edition, Michel Kasavana, AHLA

ACCOMMODATION OPERATIONS MANAGEMENT

BHM	: 603T	Hours per week	: 2
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: DSC	No. of Credits	: 2

COURSE OBJECTIVE

1. To give students a broad knowledge of the Executive Housekeeper as the Department Manager
2. To give students a broad knowledge on Manpower Planning in Housekeeping
3. To give students a broad knowledge Facilities planning and Facilities Management- Six Sigma concepts in Housekeeping Department.
4. To give students a broad knowledge of Hotel Renovation and Maintenance.
5. To give students a broad knowledge on Horticulture.

UNIT-I

The Executive Housekeeper as the department Manager

Management concepts as they apply to the executive housekeeper: concern for production, people and combined concern, coordination of effort in the work place. The executive housekeeper as department head: technical skills and conceptual skills: supervision, leadership, communication, power/ authority and delegation. Management responsibilities of executive housekeeper: time management, problem solving, total quality management ethical values and decision making.

UNIT--II

Manpower Planning in Housekeeping Department

The need to curb high employee turnover and absenteeism, personal acquisition: recruiting, selecting, hiring and training. Worker's motivation: Maslow's theory, Herzberg's theory, David McClelland. Employee evaluation and compensation. Creating workers satisfaction, employee discipline. Cultural diversity and the housekeeping department.

UNIT--III

Facilities planning and facilities management:

Factors considered in planning and designing of hospitality property.

Facilities management: role of facilities manager, common services provided by facilities management companies, components of facilities management. Trends in the development of facilities management. Six Sigma concepts in House-keeping Department

UNIT--IV

HOTEL RENOVATION & MAINTENANCE MANAGEMENT

Hotel Renovation-Concept of renovations in Hotel without effective the revenues, Reasons to renovate, types of renovation, Subsidiary processes in renovation, refurbishing & redecorations, Budget and Cost involved in renovation. Maintenance & Repairs Management –scope in hotels, duties of maintenance department, classification of maintenance—routine maintenance, Scheduled and preventive maintenance, Emergency and breakdown maintenance, Preventive maintenance—Objectives, Advantages and disadvantages.

UNIT--V

HORTICULTURE

Essential components of horticulture: hedges, lawns, flower beds etc: land scaping: base plan, land scape design: indoor plants: care of indoor plants, professional maintenance of indoor plants. Bonsai in hotel properties: elements, converting a tree into bonsai, care of bonsai, wiring for shape and styles.

COURSE OUTCOMES:

**BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting
held on 11/07/2024**

1. The students should have a broad knowledge of the Executive Housekeeper as the Department Manager
2. The students should have a broad knowledge on Manpower Planning in Housekeeping
3. The students should have a broad knowledge Facilities planning and Facilities Management--Six sigma concepts in F&B Service Department
4. The students know about Hotel Renovation & Maintenance Management
5. The students should have a broad knowledge on Horticulture.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK: Hotel Housekeeping: Operations and Management- Raghubalan, OUP India, 2009.

REFERENCE BOOKS

1. Accommodation Operation Management -SK Kushal& SM Gowtham -Frank Bro &Co - 2010
2. House Keeping Operation , design and Management by Malini Singh & Jaya B George - Jaico publishing Housing -2008
3. Building Maintenance Management –Reginald Lee

FRONT OFFICE REVENUE & TOTAL QUALITY MANAGEMENT

BHM	: 604T	Hours per week	: 2
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: DSC	No. of Credits	: 2

COURSE OBJECTIVES

1. To understand the fundamentals of revenue management, including demand forecasting, Market segmentation, and capacity control.
2. Learn to develop effective pricing and inventory strategies using tools like dynamic pricing and overbooking.
3. To understand about the data Analytics and forecasting the data and Evaluation of Hotel performance and understand the Hotel Metrics
4. To know about the Distribution Channels and applying the Right Distribution channel for Revenue Optimization.
5. To know about the Guest Service Management and Total Quality Management

UNIT - I

INTRODUCTION TO REVENUE MANAGEMENT

History, origin & adaption of revenue management in hotel industry. Role of Revenue manager- The concept & Importance of Revenue management & its application in hotel industry. Capacity management, Discount allocation, duration control- measuring yield. Elements of revenue management- Benefits, Potential High & Low demand Tactics,

UNIT - II

INVENTORY REVENUE MANAGEMENT

Inventory Management, Price Management, Classifying Guests by Market Segment. Price Management, Stay Restrictions, Overbooking as an Inventory Management Strategy, Classifying Guests by Market Segment. Ten Principles of Managing Revenue, Differential Pricing, Limits to Differential Pricing, Applying Differential Pricing. Principles of Inventory and Price Management

MODULE - III

FORECASTING & EVALUATION OF REVENUE MANAGEMENT

The Importance of Demand Forecasting. STAR Reports, Methods of evaluating hotel performance- Occupancy Percentage, Average daily rate, average rate per guest, Multiple occupancy ratio, RevPar, Market share index. Equivalent occupancy Percentage and Non room revenue By the Guest.

MODULE - IV

DISTRIBUTION CHANNEL MANAGEMENT

Managing Distribution Channels, Principles of Distribution Channel Management. Non-electronic Distribution Channels, Electronic Distribution Channels. Service Industries Applying Revenue Optimization Strategies

UNIT - V

GUEST SERVICE, HOSPITALITY and TOTAL QUALITY MANAGEMENT

Introduction - Service standards - Verbal means, Visual means - guest conflict resolution Concept of Hospitality – Importance of Hospitality. Managing Hospitality Delivery – Entrepreneur Role and Management’s Role. Service Strategy Statement – Developing a Service Management Program, Movements of Truth in Hotel Service Management. Employee Buy in Concept. Employee Empowerment. Screening Employee who delivers Hospitality. Training for Hospitality Diversity awareness. Evaluating Service Management Program and Follow Through.

TOTAL QUALITY MANAGEMENT - Guest's Perception of quality. Total Quality Management. Practices in Total Quality - Japanese 5 S Practice - Business Process Re-engineering. Quality Control Circles - Kaizen – Benchmarking. Benefits of TQM

**BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting
held on 11/07/2024**

COURSE OUTCOMES

1. The student should be able to understand the fundamentals of revenue management, including demand forecasting, Market segmentation, and capacity control.
2. The student should be able to learn to develop effective pricing and inventory strategies using tools like dynamic pricing and overbooking.
3. The student should be able to understand about the data Analytics and forecasting the data and Evaluation of Hotel performance and understand the Hotel Metrics
4. The student should be able to know about the Distribution Channels and applying the Right Distribution channel for Revenue Optimization.
5. The student should be able to understand about the Guest Service Management and Total Quality Management

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK.

Revenue Management for Hospitality Industry-David k.Hayes&Allisha A. Miller

REFERENCE BOOKS

1. **Revenue Management for the Hospitality Industry- David k.Hayes&AllishaA.Miller**
2. **Front Office Procedures-MichealKeshavana,Richard M Brooks-Fifth Edition.**
3. **Revenue Management: Maximizing Revenue in Hospitality Operations-Gobarforgacs-**

**ELECTIVE-III
(OPEN ELECTIVES)**

CUSTOMER RELATIONSHIP & RETAIL MANAGEMENT

BHM	: 605T-A	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: OEC	No. of Credits	: 3

COURSE OBJECTIVES:

- 1) To know about importance and scope of retailing.
- 2) To know about the retail strategy
- 3) To know about the retail stores and its operation management.
- 4) To know about the retail merchandising concepts and its importance.
- 5) To know about the CRM in retail & international retailing.

MODULE -I

INTRODUCTION TO RETAILING

Introduction and scope of retailing--Growing Importance of Retailing--Factors Influencing Retailing--Retail Models and Theory of Retail Development--Retailing in rural India--Changing Scenario of Retail Business in India

MODULE -II

RETAIL STRATEGY

Importance and future of retail market strategy --Developing and Applying Retail Strategy --Strategic Retail Planning Process-- Types of retail Formats.--Non Stores Retailing-Vending Machine-Door to Door Selling- Mail Order business--E-Retailing- Credit Card Transactions- Smart Card & E-Payment.

MODULE -III

RETAIL STORES AND OPERATION MANAGEMENT

Setting up Retail organization--Retail location Research and Techniques--Process & factors affecting location-- Objectives of Good store Design--Controlling Costs and Reducing Inventories Loss--Responsibilities of Store Manager--Coding System

MODULE -IV

RETAIL MERCHANDISING & FRANCHISING

Merchandising concept & Importance, Factors affecting buying decision, Role & Responsibilities of merchandising, Franchising definition & types and evolution, Franchising law in India, Outsourcing definition, scope & importance--Introduction to the concept of GST in Retailing.

MODULE -V

CRM IN RETAIL & INTERNATIONAL RETAILING

Concept & types of CRM--Application of CRM in Retailing--Strategic Framework for CRM in Retail--International Marketing Research and Information System--India's Presence in International Marketing--Motives of International Retailing--International Retail Environment--Study and Analysis of Retailing in Global Setting--Methods of International Retailing Multi-country competition and Global Competition--Retail Structure & Global Structure

COURSE OUTCOMES:

- 1) Should have ability to the importance and scope of retailing.
- 2) Should have ability to know the retail strategy
- 3) Should have ability to know about the retail stores and able to operate retail stores.
- 4) Should have ability to know about the retail merchandising concepts and its importance.
- 5) Should have ability to know the importance CRM in retail & international retailing.

**BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting
held on 11/07/2024**

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK:

- 1) Bajaj C; Tuli R., Srivastava N.V. (2005), Retail Management, Oxford University Press, Delhi

REFERENCE BOOKS

- 1) Pradhan, Swapna; (2004) Retail Management, Tata Mcgraw Hill; New Delhi
- 2) Berman B. Evans J.R. (2004), Retail Management, 9th Edition, Pearson Education.

**ELECTIVE-III
(OPEN ELECTIVES)**

HUMAN RESOURCE MANAGEMENT

BHM	: 605T-B	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: OEC	No. of Credits	: 3

COURSE OBJECTIVES:

By the end of the course, students will be able to:

1. Understand the foundational concepts, roles, and challenges of HRM in the hospitality sector.
2. Analyze HR functions such as recruitment, training, and performance appraisal within the context of hotels and related services.
3. Apply motivational theories to enhance employee performance and retention in hospitality workplaces.
4. Evaluate the impact of job satisfaction, organizational culture, and disciplinary practices on service quality.
5. Explore contemporary HR practices and legal frameworks to promote ethical, sustainable, and compliant HR operations in hospitality.

Unit 1:

Introduction to Human Resource Management in Hospitality

Meaning, Definition and Scope of HRM, Importance of HRM in the Hospitality Industry, Characteristics of the Hospitality Industry Affecting HRM. Growth Drivers of HRM in India. Roles and Functions of HR Managers in Hotels and Hospitality. HR Challenges in the Hospitality Sector (e.g., turnover, seasonal demand). Manpower Planning: Process, Forecasting, Job Analysis. Managing Blue-Collar and Frontline Workers in Hospitality

Unit 2:

Recruitment, Training & Development, and Performance Appraisal

Recruitment: Definition, Concept, Internal vs. External Sources. Recruitment Policy and Selection Techniques in Hospitality. Qualities to Look for in Hospitality Candidates (grooming, communication, attitude). Learning and Development: Objectives and Importance in Hospitality. Training Cycle: Need Analysis, Design, Implementation, and Evaluation. Training Methods (On-the-Job, Off-the-Job, Simulation, Role Play, etc.). Linking Organizational Culture with Training. Performance Appraisal: Concepts, Purpose, Methods in Hospitality. Tools: Balance Score Card, 360-Degree Feedback. Managing and Improving Employee Performance

Unit 3:

Employee Motivation, Compensation & Benefits

- Motivation: Meaning and Relevance in the Hospitality Industry. Application of Motivation Theories:
 - Maslow's Hierarchy of Needs
 - Herzberg's Two-Factor Theory
 - Adam's Equity Theory
 - B.F. Skinner's Reinforcement Theory

Strategies for Motivating Hospitality Staff (incentives, recognition, work-life balance)

Compensation & Benefits: Concept, Structure in Hospitality. Components: Wages, Perks, Bonuses, Allowances. Determinants of Compensation (market, skill level, performance). Compensation Practices in Indian Hotels

Unit 4:

Job Satisfaction, Organizational Culture & Discipline

BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting held on 11/07/2024

Job Satisfaction: Meaning, Theories, Relevance in Hospitality. Measuring and Improving Job Satisfaction (employee surveys, feedback). Factors Affecting Satisfaction (work environment, pay, recognition). Organisational Culture: Types, Models (Hofstede, Schein). Role of Culture in Service Excellence and Guest Experience. Positive vs. Negative Cultures – Case Examples from Hotels. Managing and Transforming Organisational Culture. Disciplinary Action: Concept, Importance in Hospitality. Principles of Natural Justice in Discipline. Counselling and Disciplinary Process. Drafting and Issuing Charge Sheets

Unit 5:

Contemporary HRM Practices & Legal Aspects in Hospitality

Emerging Trends in HRM (AI in recruitment, e-learning, remote HRM). HR Analytics and Metrics for Hospitality. Employee Engagement and Retention Strategies. Talent Management in Hospitality. Legal Framework Affecting HRM:

- Overview of Labour Laws (Factories Act, Minimum Wages Act, etc.)
- Hospitality-Specific Laws and Guidelines
- Workplace Safety, Sexual Harassment (POSH Act)

Ethics and CSR in HR Practices. Role of HR in Sustainable and Inclusive Hospitality Growth

COURSE OUTCOMES

By the end of this unit, students will be able to:

- 1. The Student able to Understand the foundational concepts, roles, and challenges of HRM in the hospitality sector.**
2. The Student able to Assess recruitment policies and selection techniques specific to hotels.
3. The Student able to Explain the training cycle and identify suitable methods for hospitality staff development.
4. The Student able to Link organizational culture with learning initiatives in the hospitality sector.
5. The Student able to Discuss tools and methods for performance appraisal and performance management.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

Suggested Readings:

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

E-COMMERCE AND ARTIFICIAL INTELLIGENCE IN HOSPITALITY INDUSTRY

BHM	: 605T-C	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: OEC	No. of Credits	: 3

COURSE OBJECTIVES:

1. **Understand the foundations of e-commerce** and its role in transforming hospitality business models.
2. **Explore customer personalization techniques** to enhance guest experience through digital platforms.
3. **Identify current innovations and future trends** shaping the hospitality e-commerce landscape.
4. **Examine the use of Artificial Intelligence** in dynamic pricing, sustainability, and green hotel operations.
5. **Analyze IoT applications** that optimize operations and service delivery in the hospitality sector.

UNIT -1

Foundations of E-Commerce in Hospitality

Definition, scope, and evolution of e-commerce in the hospitality sector - Role of digital transformation in hospitality businesses - Key stakeholders: hotels, OTAs, tech platforms, guests- Benefits and challenges of adopting e-commerce strategies -Trends shaping the hospitality e-commerce landscape

UNIT – 2

Personalization and Customer Experience through E-Commerce

Role of CRM systems in guest engagement - Personalizing the guest journey from search to post-stay - AI and machine learning in predicting guest preferences - Loyalty programs and reward systems - Post-stay communication and feedback collection

UNIT - 3

Innovations and Future Trends in Hospitality E-Commerce

Internet of Things (IoT) and smart hotel technologies - AR/VR applications in marketing and pre-booking experiences - Block chain and secure online transactions- Automation in booking, check-in/check-out, and service delivery - Sustainable and eco-conscious e-commerce practices in hospitality

UNIT -4

AI in Dynamic Pricing and Sustainability and Green Operations

Forecasting demand using AI- Real-time room rate optimization - Competitor price tracking- Inventory and yield management- Waste reduction through AI analytics- Smart water and energy usage prediction - AI for monitoring carbon footprint and environmental KPIs

UNIT - 5

IoT Applications in the Hospitality Sector

Overview of IoT and Smart Hospitality- Smart Rooms: IoT-based Guest Personalization (Lighting, AC, Voice Assistants) - Predictive Maintenance in Hotels using IoT - Energy Management and Sustainability - Integration with PMS and CRM Systems

COURSE OUTCOME

1. Explain key e-commerce concepts and their application in hospitality services.
2. Design personalized digital experiences to improve customer satisfaction and loyalty.
3. Evaluate new technologies and emerging trends for strategic adoption in hospitality businesses.
4. Apply AI tools for real-time pricing decisions and eco-friendly operational practices.
5. Assess the impact of IoT devices in enhancing efficiency and guest service in hotel environments.

REFERENCE TEXT BOOK:

**BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting
held on 11/07/2024**

- Marketing Management - Philip Kotler, Kevin Lane Keller
- E-Commerce: Strategy, Technologies and Applications - David Whiteley - 2nd Edition / 2015
- Artificial Intelligence: A Modern Approach - Stuart Russell, Peter Norvig - 4th Edition / 2020

**ELECTIVE-III
(OPEN ELECTIVES)**

LABOUR & FOOD LAWS

BHM	: 605T-D	Hours per week	: 3
Continuous Internal Evaluation	: 25	Duration of Exam	: 3 hours
Semester end Exam	: 75	Nature of Examination:	Theory
Category	: OEC	No. of Credits	: 3

COURSE OBJECTIVE:

1. To study the overview of legal and ethical issues of foodservice industry.
2. To know the various clauses in Shops and Establishment Act as applicable to hotels and catering establishments
3. To develop the basic knowledge on Different Employee / Labour laws.
4. To understand the law relating to Hotel Guest relations and law relating to Hotel & Lodging rates Control.
5. To know the various clauses in Food Legislation –The Prevention of Food Adulteration Act—FSSAI Act.

MODULE- I:

Definition of law, Introduction & Legal sources evolution, need, source and classification of law. Meaning , Importance & Role of Ethics, Law of contract, Essentials and break of contract, Contract of Bailment. Contract of Pledge. Hospitality Industry, Corporate Social Responsibility under the New Companies Act 2013.

MODULE- II:

Shops and establishment Act- definition in relation to food service industry, employment of apprentices, woman young persons and children opening and closing hours, working hours, shifts, offs, leave, holidays, safety and hygiene provisions. Food service establishment licenses – applying, for licenses, permit, renew, suspension of licenses, termination of licenses, licenses required to operate a food service establishments.

MODULE- III:

Definition/ scope payment of wages Act 1936, Minimum wages Act 1948. Employee's provident fund, workman compensation Act, Bonus Act 1965. Coverage of State Laws, unfair labour practices. Understanding the basics of Industrial Dispute Act ,Lay Off, Lock Out, Closure, Unpaid Labour Wages, Settlement. Worker Welfare, Worker's Participation in Management. Control by State,

MODULE --IV:

Hotel Laws. - Introduction and classification of Hotels and other Establishment- norms, Licensing Acts. , Pollution Control Act, 1981(Air Pollution, Water Pollution , Prevention & Control Act 1986, Hotel and Lodging rates control- Definition-Fair Rate, Hotel and Lodging House, Manager of a Hotel, Owner of a Lodging House, Paying Guest, Premises, Tenant and Tenement-Appointment of Controller, Fixation of fair rates- Refusal of Accommodation- Eviction of a guest from hotel room- Duties, rights and Responsibilities of Inn keeper towards guests- Inn keepers Lien.

MODULE -V:

Prevention of Food Adulteration Act-FSSAI Act- definition and scope and Rules ,Basics of Food Safety , Food Safety and Standard Act, 2006 ,Essential Commodities Act, 1955 , Licensing & Registration of Food Business Regulations 2011 ,Compendium Licensing_ Regulations. Food adulteration, adulterant, Misbranding, Food Inspectors, Food Analysts, role of central food laboratory and public analyst, making of imports and notification of food poisoning.

COURSE OUTCOMES

1. Should able to know the overview of legal and ethical issues of foodservice industry.

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2. Should know the various clauses in Shops and Establishment Act as applicable to hotels and catering establishments
3. Should be able to understand the basic knowledge on Different Employee / Labour laws.
4. Should understand the law relating to Hotel Guest relations and law relating to Hotel & Lodging rates Control.
5. Should be able to know the various clauses in Food Legislation –The Prevention of Food Adulteration Act—FSSAI Act.

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK

Hotel and Tourism Law - JagmohanNegi – 3rd Edition-Frank Brothers-2009

Reference Books

- 1) Hotel Law—1st Edition—Amitabh Devendra—Oxford University Press—2014—ISBN: 9780198084013
- 2) General & Commercial Laws—ND Kapoor, RajniAbbi—Sultan Chand & sons –7th edition—2012—ISBN 9788180546594

**ELECTIVE-III
(OPEN ELECTIVES)**

HOTEL ENGINEERING

BHM	: 605T-E	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: OEC	No. of Credits	: 3

COURSE OBJECTIVES:

1. To understand the structure of maintenance department in hotel and to know the various types of maintenance in relation to hotels.
2. To understand the various Equipment replacement policies in the Hotels.
3. To know various energy conservations in the hotels—LPG, Electricity—Calculation of requirement of fuels.
4. To know the knowledge of working of Water System and Waste Management systems in Hotels.
5. To know the knowledge of Refrigeration, ACs, and Fire Fighting systems in Hotels

MODULE-I

Organization & Types of Maintenance

Maintenance –introduction-role-organization chart-duties and responsibilities of maintenance department in hotel industry, types – routine –breakdown –preventive –maintenance management –comparison between breakdown & Preventive maintenance.

Contract maintenance- advantages & dis-advantages –types-price rate- lump sum-rate contract- service contract.

MODULE-II

Equipment Replacement Policy

Equipment replacement policy – circumstances under which equipment is replaced in adequacy obsolescence – excessive maintenance – declining efficiency – Replacement policy of equipment which gradually deteriorate – Replace when current annual cost is equal to average annual cost to date – Economic replacement cycle for sudden failing equipment.

MODULE-III

Energy Conservation

Energy conservation – methods and developing energy conservation program in hotels – Solar energy – Fuels – types of fuels – calorific value – calculation of amount of fuel used, calculation of requirement of fuel – Gas – heat unit – heat transfer – LPG – precautions – types of burners – heat output .

Electricity – fundamentals – Insulators – conductors-Cost calculation & Electrical energy Consumption of electrical equipment in the Hotel -KWH. (Kilo Watt Hour)Billing Process.-A.C. and D.C. current -phase (single and three) – Its importance – electric current – series and parallel – short circuit fuse – earthing –safety precautions.

MODULE-IV

Water System & Waste Management.

Water system – hardness of water – Water softening by base exchange method – cold and hot water system, Maintenance of Taps-Maintenance and Types of Flushing systems. Roof, flooring and walls- dampness – leakage – reasons and prevention.

Swimming Pools maintenance (Manual & Auto).

Waste management-types –sources and effects of waste- waste management- solids-liquids- gases- reduce-recycle-re usable, problems- techniques used in hotels.

MODULE-V

Refrigeration, Air Conditioning and Fire Fighting

Refrigeration and air conditioning – basic principles – boiling point and latent heat – compression – types of refrigeration system – defrosting – walk in freezers – types of refrigerants – condition for comfort – unit for air conditioning window, split, and central A/C – general preventive maintenance – Fire fighting systems in hotel –

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classes of fire – types of fire – types and classes of extinguishers – fire detectors – smoke – qualities of smoke – safety precautions.

Course Outcomes:

1. Should be well versed with the structure of maintenance department in hotel and should know the various types of maintenance in relation to hotels.
2. Should know the various Equipment replacement policies in the Hotels.
3. Should know various energy conservations in the hotels—LPG, Electricity. And should be able to Calculate of requirement of fuels.
4. Should know the knowledge of working of Water System and Waste Management systems in Hotels.
5. Should know the knowledge of Refrigeration, ACs, and Fire Fighting systems in Hotels

EXAMINATION:

1. Part-A for 25 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK:

1. Hotel Engineering – 2nd Edition - Ramesh Chhatwal - Ramesh publishers--2013
2. Textbook of Hotel Maintenance- N.C.Goyal&K.C.Arora –2000 –3rd edition--Standard Publishers & Distributors

REFERENCE BOOKS

1. Hotel Engineering –TarunBansal—2011—1st Edition – Daya Publishing House ISBN: 9788182040670
2. Hotel Engineering – SujitGhosal—2011—2nd edition –Oxford University Press, ISBN: 978-0198062912.

HOTEL FACILITY PLANNING

BHM	: 606T	Hours per week	: 3
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Theory
Category	: DSC	No. of Credits	: 3

COURSE OBJECTIVES

1. The student should learn about Hotel Design.
2. The student should know about feasibility studies, planning of facilities in a hotel.
3. The student should learn how to calculate areas estimate water/electrical load.
4. The student should learn how the Star classification of hotel is being done.
5. The student should have an ability to know about project management,

MODULE – I

HOTEL DESIGN

Design consideration – Attractive appearance – Efficient plan – Good location – Suitable Material – Good Workmanship – Sound Financing – Competent Management.

Evaluation of Accommodation needs, Thumb rules – Ensuring that the Hotel must combine the integrated function of housing, feeding, entertainment, rentals, services, and maintenance.

MODULE – II

FACILITIES PLANNING

The systematic layout planning pattern (SLP); planning consideration. – Flow Process & Flow diagram – Procedure for determining space, ways of determining space requirements space relationship – Architectural consideration

MODULE – III

AREAS CALCULATIONS AND WATER & ELECTRICAL LOAD

Difference between Carpet & Plinth area calculation – Cost of Communication & estimations operating areas in budget type / 5 star hotel. Approximate other operating areas per guest room load – Approximate Water/ Electrical load

MODULE – IV

STAR CLASSIFICATION OF HOTEL

Criteria for star classification of hotel (1 Star to 5 star)

Criteria for classification of Heritage hotels

Green Certifications, Smart HVAC systems criteria for star classification of hotel.

MODULE – V

PROJECT MANAGEMENT

Network analysis – Basic rules & procedure for network analysis – CPM & PERT – Comparison of CPM & PERT – Network crashing determining crash cost, normal cost – Universal Design Concepts, IoT-enabled Accessibility Tools, Agile Project Management Classroom exercises

COURSE OUTCOME

1. The student should be able to understand about Hotel Design.
2. The student should be able to feasibility studies, planning of facilities in a hotel.
3. The student should have an ability to calculate areas & estimate water/electrical load.
4. The student should have an ability criterion for Star classification of hotel.
5. The student should have an ability to do project management.

EXAMINATION:

Part-A for 25 Marks (with 10 Questions - Compulsory)&

Part -B for 50 Marks (5 Questions to be answered out of 7 of equal weight age selecting at least one from each Unit)

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TEXT BOOK

Hotel Facility Planning Author and Publisher -Ramesh Chander -2013

REFERENCE BOOKS

Design and Layout of Foodservice Facilities- John C. Birchfield, John Birchfield,3rd Edition Jr
Wiley, 2008

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LARDER KITCHEN LAB

BHM	: 651P	Hours per week	: 8
Continuous Internal Evaluation	: 40	Duration of Exam	: 6 hours
Semester end Exam	: 60	Nature of Examination:	Practical
Category	: DSC	No. of Credits	: 4

COURSE OBJECTIVES

1. To know how to prepare various items based on pork products.
2. The student should know how to make sandwiches, salads
3. The student should learn Carving skills.
4. The student should learn how to make sculptures

Preparation of Galantine	Preparation of whole Bird , Wrapped, Trussed – Using Poached, Roasted and Braised Techniques.
Presentation of Galantine	Using ChaudFroid and aspic, Using Platter, Plates and Contemporary Styles.
Preparation of Ballotines, Roulades	Preparation of Poultry and Meat.
Presentation of Ballotines, Roulades	Using the right garnishes and garnitures
Preparation Of Sandwiches	Classical, Hot and Cold, Modern Sandwiches (pinwheel, subs etc.), Open faced etc.,
Presentation Of Sandwiches	Various broad styles , Mirror , platter contemporary.
Preparation of Salads	Classical and current salads
Presentation of Salads	Various platter, Miniature and proportioned presentations.
Preparation of Appetizer	Various copies, Hors d oeuvres, zakuski, smorebroad, Bruchetas etc.,
Presentation of Appetizer	Classical and current trends of presentation.
Preparation of Pate	
Preparation of <u>pâté de foiegras</u>	Preparation of various liver pates including goose liver.
Presentation of <u>pâté de foiegras</u>	Presentation in plate and platter along with wine jelly.
Preparation of <u>pâté en croûte</u>	Preparation of pastry case and the filling.
Presentation of <u>pâté en croûte</u>	Presentation in plate and platter along with garnitures.
Preparation of <u>pâté en terrine</u>	Using different meats making a terrine in a terrine mould.
Presentation of <u>pâté en terrine</u>	Presentation in plate and platter along with garnitures.
Preparation and presentation of mousse and mousseline	Using both poultry and seafood. Presenting both single portion in plate as well as platter presentation.

Fruit and vegetable carving:- Engraving, 2d carving, 3d carving, stenciling, assembling.
Ice Carving:- Etching, sculpting 2d and 3d, fusing and assembling.
Styrofoam:- 2d and 3d block carving and assembling.
Jelly Logo:- Block cutting and smudging.
Butter Sculpting:- Tibetan style and armature mounting.

Demonstration of

Tallow Sculpting : building of armature , filling, making of tallow , and mounting and finishing.
Mash potato: Mash potato piece Monte Preparation and presentation.

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COURSE OUTCOME

1. The student should have an ability to know to prepare various items based on pork products.
2. The student should have an ability to know to make sandwiches, salads
3. The student should have an ability to know to Carve the vegetables and fruits
4. The student should have an ability to know to make sculptures

TEXT BOOK

Garde Manger: The Art and Craft of the Cold Kitchen (Culinary Institute of America) John Wiley & Sons; 4th Edition Edition - 2012

REFERENCE BOOKS

1. Modern Garde Manger: A Global Perspective -2nd Edition-Robert Garlough, Angus Campbell-Cengage Learning, 2011
2. The Bread Bible-Beth Hensperger-Chronicle Books, 2013 professional Baking 6th Edition-wayne-Gisslen

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BANQUETING & COLD BUFFET LAB

BHM	: 652P	Hours per week	: 2
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Practical
Category	: DSC	No. of Credits	: 1

COURSE OBJECTIVES

1. The student should learn how to plan for Buffets, Setting of Buffets,
2. The student should learn Service of Sorbets, Cheese and Salads.
3. The student should learn POS Soft ware operations.

List of Experiments/Practicals

1. Banquet set up of French Classical menu
2. Planning of Buffets – Indian & Continental themes
3. Setting of Buffets
4. Service of Sorbets
5. Service of Cheese
6. Service of Salads
7. POS Software

COURSE OUTCOMES

1. The student should plan for Buffets & Setting of Buffets,
2. The student should have an ability to know to serve Sorbets, Cheese and Salads.
3. The student should have an ability to know to operate POS Soft ware

TEXT BOOK

1. F&B Service – Dennis Lillicrap& Cousins. Hodder Education –UK -8th Edition -2012
2. F&B Service – R Simgaravelavan- 1st edition –Oxford press-2011

REFERENCE BOOKS

1. Food & Beverage simplified – Varaprasad-Pearson publishers - 2013.
2. Modern Restaurant service – John Fuller – Stanley Thorne Pub Ltd
3. Introduction to Modern food and beverage service by William H Krant.

PROJECT REPORT

BHM	: 653P	Hours per week	: 4
Continuous Internal Evaluation	: 40	Duration of Exam	: 3 hours
Semester end Exam	: 60	Nature of Examination:	Viva-Voce
Category	: DSC	No. of Credits	: 2

Broad Guidelines

Project for Final year should be based on the knowledge they have gained during their three-year study. It can be any of the following:

1. Case Study of an Establishment
2. Setting up of a new unit- restaurant, hotel or any other catering establishment.
3. Turnaround strategy
4. Financial Analysis of an Hotel
5. Feasibility Study for a Hotel Restaurant
6. Any other topics related to hotel industry.

INSTRUCTIONS

- 1) Project should be selected by the student and a synopsis prepared and approved by the institutional head.
- 2) Project should be individual based and the topics related should be as per the broad guidelines given above.
- 3) The topic has to be selected at the starting of the semesters within the stipulated time announced by the college and subsequently submission at the time prescribed by the college.

FORMAT

- 1) Initial pages of the project
Title page, Certificate of the Student, Certificate of the Guide ,Acknowledgements
- 2) Index
Headings. Tables, Graphs, Figures
- 3) Synopsis
 - Chapter-I**
Introduction – Overview of the topic
 - Chapter -II**
 - a. Review of the literature
 - b. Objectives
 - Chapter-III**
 - a) Methodology
 - b) Profiles
 - Chapter-IV**
Results and discussions
 - a) Primary Data
 - b) Secondary Data
 - c) Data analysis & interpretations.
 - Chapter-V**
Conclusions &Scope
- 4) Bibliography
- 5) Appendixes

Evaluation Process:

Project progress: (Total 40Marks)

Internal -1 first month – Primary evaluation

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Internal -2 Second month – Mid term evaluation

Internal-3 Third month – Main evaluation

Internal-4 Fourth month – Final evaluation

Final Examination

Note: If a Candidate fails to score 40 % aggregate of 100 i.e. 40, He / She has to submit the revised project for evaluation and reappear for the exam as and when conducted by University.

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