

BBHM 101  
SEM I

**FOOD PRODUCTION & PATISSERIE - I**

	Theory	:		credit-3
	Practical	:		credit-2
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	
	Total	:	100	

**Practical : 100**

**OBJECTIVES :**

The students should: -

- 1) Know the history of cooking, its modern developments, raw material, basic method of cooking, equipments and menu planning.
- 2) To learn bakery science cake making and bread making.

**COURSE CONTENT:**

**11.1 INTRODUCTION TO PROFESSIONAL COOKERY:**

- a) Culinary history.
- (b) Origins of modern cookery.
- c) Modern developments in equipments and foodstuff.

**11.2 KITCHEN ORGANIZATION:**

- a) Classical kitchen Brigade
- b) Appointing of staff among sections
- c) Duties and responsibilities of Executive Chef
- d) Responsibilities of each section
- e) Modern kitchen Brigades
- f) Co-operation with other departments.

**11.3 BASIC METHODS OF COOKERY:**

- a) Modes of Heat transfer
- b) Various methods of cooking: Definitions, Rules, Associated terms Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising. Dry Methods: Frying, Grilling, Roasting, Broiling, and baking.
- c) Modern methods

#### **11.4 BREAKFAST COOKERY:**

- a) English American & Indian regional.
- b) Egg - uses, various method of cooking.
- c) Cereals, Rolls & Other breakfast varieties.

#### **11.5 FOUNDATION OF CONTINENTAL COOKERY:**

- a) Stock : Definition, Classification and types, Rules for making stocks, Recipe of white chicken stock, Brown stock, fish stock and vegetable stock.
- b) Soups: Definitions, Classification on soups; Examples.
- c) Sauces : Definition, Use and importance of sauces. Mother sauces- Recipes & derivative of sauces.
- d) Garnishes and Accompaniments.

#### **11.6 EQUIPMENT AND TOOLS :**

- a) Pre-preparation equipments
- b) Preparation equipments: 3 storage equipments
- c) Ancillary equipments: knives, utensils, pots, and pans
- d) Bakery equipment

#### **11.7 UNDERSTANDING RAW MATERIALS**

Understanding of common ingredients, classification and available forms, Uses and storage, Salt, Liquids, sweetening, Fats, and Oils, Raising or Leavening agents, Thickening and binding agents, Flavorings and seasoning.

#### **11.8 A) BASIC MENU PLANNING:**

- B) Standard recipe definition, writing and costing.

#### **11.9 BAKERY SCIENCE :**

- 1. Identification and handling of raw materials - Wheat & wheat flavour, sugar, fat, yeast, water, salt, milk etc.
- 2. Functions of ingredients in bakery products.

#### **11.10 BAKERY SCIENCE : BREAD MAKING :**

- 1. Method of bread making :
  - Straight dough method.
  - Sponge and dough method.
  - Salt delayed method. Flying ferment method.
- 2. Bread faults and remedies.

### **PRACTICAL Total 100**

Four weeks of demonstration classes to make students familiar with: —The pre- preparation, preparation and methods of cookery:

- Preparation and cooking Vegetables
- Preparation and cooking fish and shellfish
- Preparation and cooking poultry
- Preparation and cooking eggs
- Preparation stocks, sauces & soups
- Preparation of basic Indian gravies

At least nine menus comprising of five dishes each to cover:

- Soups, Hot and cold starters.
- Meat dishes with vegetables and potato dishes
- Sauces, Hot and Cold, Cereals and Potato dishes

BAKERY:- Practical to cover the following-

- a) Bread Makings, Bread Rolls, (b) Sponge Cake.
- c) Genoese, Fat less Sponge, Heavy Cake, Pound Cake
- d) Short crust paste, cookies, Tarts, Pies etc.

#### TEXT READING BOOKS:

Mohini Sethi	Catering Management
M.D. Voures	Super Cook
Ronald Kinton	The theory of Catering
Victor Ceserani	Practical Cookery
K. Arora	Theory of Cookery
Larousse	Gastornomique
Jane Grigson	The Book of Ingredient
Sophie Grigson's	Ingredients Book

BBHM 102  
SEM-I

**FOOD & BEVERAGE. SERVICE - I**

Theory : credit-3  
Practical : credit-2

		Marks
ASSESSMENT SCHEME:	Theory	: 60
	Continuous Evaluation-	40
		<hr/>
	Total	: 100

**Practical : 100**

**OBJECTIVES :**

By the end of the semester the students should be able to:

- Develop an insight into the growth of catering industry in the world from medieval period till recent times, of Food service and its related activities.
- Understand the role of F & B department, its functions, required equipment, staffing, and function of ancillary department
- Understand different non-alcoholic beverages with their preparation and service.

**COURSE CONTENTS:**

**21.1 INTRODUCTION TO THE CATERING INDUSTRY :**

- Introduction and growth of catering industry.
- Classification of catering establishments: Commercial, Transport, Welfare, Industrial, Institutional
- A brief description of each type showing the career opportunities in each.

**21.2 RESTAURANT EQUIPMENTS :**

- Crockery.
- Glassware.
- Cutlery, Flatware, Hollow ware - Silver and stainless steel.
- Lines, Furnishing, fittings, and disposable.
- Care and maintenance of restaurant equipment.

**21.3 RESTAURANT SERVICE :**

- Forms and methods of services,
- Mis en place, Arranging side-board,
- Receiving the guests and social skills,
- Service at a table

**21.4 TYPES OF MEALS AND MENU :**

- Types of meal : Breakfast/Lunch/Dinner/Supper/Brunch/High tea/ Afternoon Tea/Elevenses.
- Type of Menu: Table d' hote, A la carte
- Courses of French classical menu (d) Menu terminology
- Fundamental of menu planning Continental. Indian with accompaniments.
- Breakfast menu : English, American, Continental, Indian.
- High tea and Afternoon tea menu.

**21.5 DEPARTMENTAL ORGANIZATION :**

- Organization of the hotel;

b) Where F & B department stands;  
A Total meal experience,  
The hotel-guest-steward relationship

- c) Relationship between F & B service department with other departments of the hotel;
- d) Types of F & B outlets
- e) Organization of staff in various F & B Outlets
- f) Duties and responsibilities of all F & B staff
- g) Attributes of a waiter :     Effective communication skill,  
  Personal hygiene

**21.5 ACILLARY DEPARTMENTS :**

Pantry, still room, plate room, hotplate, wash up, linen store, Kitchen stewarding a brief description.

**21.6 ROOM SERVICE :**

- a)     Types of room service / centralised / decentralised / decentralised mobile.
- b)     List of equipments. c) Trolley and tray set up.
- d)     House rules of room service waiter. e) Room service menu.

**21.7 NON ALCOHOLIC BEVERAGES :**

- a) Tea and coffee : Types, manufacturing, brand, varieties.
- b) Service, (c) Milk based drinks, (d) Juices e) Soft drinks.
- f) Mineral water and tonic water. (g) Mise – en – Place.

**TEXT READINGS**

Sudhir Andrews	F & B Service Trg. Manual
Denni R. Lillicrap	F & B Service
John Walleg	Professional Restaurant Service

**PRACTICAL T 100**

1. Opening and inspecting cleaning a restaurant : Routine Cleaning  
Non Routine Cleaning
2. Identification of restaurant equipments.     ]
- With Diagram.
3. Special equipments used in restaurant.     ]
4. Wiping: Glassware / Cutlery / Crockery
5. Polishing silver, silvo method, burnishing method, brass.
6. Arrangement and use of side board - Check list,
7. Laying a table cloth
8. Relaying a table cloth
9. using a tray
10. Procedure for laying table for various meals and menu :
  - a) Basic a la carte
  - b) Basic Table D'hote
  - c) Continental Breakfast
  - d) English Breakfast
  - e) Afternoon Tea
  - f) High Tea
11. Receiving guests - Procedures.
12. Room service, tray setup as per theory.
13. Layout of different food service areas and ancillary depts
14. Napkin folding.

BBHM103  
SEM-I

**FOOD NUTRITION & SCIENCE**

Theory : 3  
Practical : 0

Credit-3

ASSESSMENT SCHEME: Theory : 60

Continuous Evaluation- 40

---

Total : 100

**OBJECTIVES :**

This course is designed to acquaint the students to :-

- a) Know the importance of food and nutrition.
- h) Understand the role of various nutrients in our body,
- c) Conceptualize the fundamental of Balanced diet.
- d) Know the effect of storage, pre-preparation & cooking on nutrients.
- e) Understand the reasons for food spoilage.
- f) Understand the methods of food preservation and storage.
- g) Know about food and water borne diseases and its prevention.
- h) Have an idea of food additives used,
- i) Conceptualize food chemistry.

**COURSE CONTENT :**

**71.1 INTRODUCTION TO NUTRITION:** Definition of nutrition; Importance and scope; The various nutrients.

**71.2 ROLE OF NUTRIENTS IN OUR BODY:**

a) Carbohydrates: Classification, Functions, Deficiency and excess of carbohydrates, sources, (b) Fats: Classification of Fats, Functions, deficiency & excess of Fat; Sources, (c) Proteins: essential amino acids, classification of protein, functions of protein, symptoms of protein deficiency, Protein energy malnutrition (P.E.M.), sources of protein, (d) Vitamins: Classification of vitamins function deficiency & excess and sources of all vitamins, (e) Minerals: Sources and functions & deficiency of various minerals - Iron, Calcium, Iodine, Sulfur, Potassium, Phosphorus, Sodium, Zinc etc (elementary study only). (f) Water: Function and sources.

**71.3 BALANCED DIET:** Importance, psychological aspect of Meal-planning, low budget diet & examples, new trends in restaurants with special emphasis on the Nutrition (different special diets)

**71.4 EFFECT ON NUTRIENTS WHILE:**

- a) Storage      (b) Pre-preparation      (c) Cooking

**71.5 FOOD SPOILAGE:** Bacteria, shape size ,structure, mortality, spores, growth under different conditions, re-production. Factors contributing to food spoilage; spoilage classifications; causes of food spoilage agents enzymes, microorganisms etc. control of spoilage agents, spoilage of cooked food. Cross contamination. Putrifaction  
Harmful effects, Food poisoning, infection.

**71.6 Precautions;**--Hygiene systems, commodity hygiene, Equipment Hygiene, Wash-up area & Personnel Hygiene, Garbage Disposal (wet & dry)

**71.7 METHODS OF FOOD PRESERVATION :** Refrigeration; freezing methods canning; drying and dehydration; salting; fermentation; chemical additives; radiation.

**71.8 STORAGE:** Refrigerator, Cold storage, Packing etc.

**71.9 FOOD AND WATER Borne DISEASE, INTOXICANTS AND PREVENTION:**

**71.10 FOOD ADULTERANTS & ADDITIVES:** common adulterants & tests to detect them, classification of food additives, types of food additives in commodities.

**TEXT READINGS:**

- |                   |  |
|-------------------|--|
| Mohini Sethi      | - Catering Management                                      |
| Sumati R. Mudambi | - Fundamentals of Food & Nutrition                         |
| B. Srilakshmi     | - Dietetics  |
| M. Swaminathan    | - Handbook of Food and Nutrition                           |
| B.R. Pant         | - Food & Nutrition   |
| M.Raheena Begam   | - A textbook of Food Nutrition & Dietetics (An Integrated) |
| S.K. Kulshreshtha | - Food Preservation  |
| Ronald Kinton     | - The Theory of Catering                                   |
| Norman W. Dessies | - Food Preservation  |
| Richard Lacey     | - Unifit for Human Consumption                             |



BBHM104  
SEM I

**FRONT OFFICE OPERATION-I**

	Theory		credit-3
	Practical		credit-2
		Marks	
ASSESSMENT SCHEME:	Theory	: 60	
	Continuous Evaluation -	: 40	
	Total	: 100	

**Practical : 100**

**OBJECTIVES :**

The Student will be aware and get knowledge about:

- Classification and categorisation of Hotels and its Evolution,
- Duties & responsibilities of the staff in the different sections.
- Identify Market segment.
- Types of rooms, food plan, Tariff and room rent.
- Importance, Modes, Tools of reservation, check-in procedure, VIP's, group arrival and shift handover procedure.

**COURSE CONTENT :**

**41.1** Introduction to hotel industry, Evolution, Definition of modern hotel, Classification and categorization.

**41.2** Position, Role and Importance of Front office in the hotel.  
Organizational structure of Front office: Functions of each section. Duties and responsibilities of Front office staff.  
Layout of Front office department.  
Attributes of Front office staff.  
Front office terminology.

**41.3 RESERVATION OPERATION:**

- The importance of reservation section.
- The modes of reservation: C.R.S. and I.R.S.
- Various tools of reservation; Room status board.
- Reservation forms, Advance-letting chart, Density chart, Hotel Diary, Whitney system of reservation.
- Cancellation and amendment procedure.
- Preparation of arrival list/movement list.
- Group reservation.

**41.4 STARTING THE WORK SHIFT :** Taking over procedure

**41.5 CHECK-IN- PROCEDURE:**

- Greeting the Guest,
- Registration: Types of registration, importance of registration, and legal aspects of registration.
- Allotment of rooms,
- Handling over keys,
- Work flow chart.

#### **41.6 CHECK IN PROCEDURES FOR SPECIAL CASES:**

- a) Foreigners.
- b) VIP'S.

#### **41.7 HANDLING GROUP ARRIVALS :**

- a) Types of groups.
- b) Rooming list.
- c) Pre arrival procedures.
- d) Welcoming and handling of check-in at the time of actual check-in.
- e) Post arrival activities with reference to groups.
- f) Flow chart.

#### **41.8 ENDING WORK SHIFT, HANDLING OVER TO NEXT SHIFT :**

#### **TEXT READINGS:**

Dennis L. Foster  
Dennis L. Foster  
Sudhir Andrews  
Bruce Braham

Back Office Operation & Admn.  
Front Office Operation & Admn.  
Hotel Front Office  
Hotel Front Office

#### **PRACTICAL**

1. Receiving telephone calls.
2. Familiarization of reservation tools.
3. Receiving reservation requests.
4. Finding room availability on advance reservation chart, it. Updating it.
5. Finding room availability on Density Control chart, updating it.
6. Updating Hotel diary and preparation of movement list.
7. Handling Cancel lation and Amendments.
8. Greeting and receiving the guest.
9. Registration procedure of guests : walk-in, reserved.
- 10 Allotment of room and handling over keys.
- 11 Post arrival activities at the reception.
- 12 Check-in procedures for foreigners.
- 13 Check-in procedures for VIP
- 14 Group check-in.
- 15 Statistical methods.
- 16 Shift hand over procedures.

BBHM 105  
SEM I

**HOTEL HOUSEKEEPING - I**

	Theory	:	credit-3
	Practical	:	credit-2
			Marks
ASSESSMENT SCHEME:	Theory	:	60
	Continuous Evaluation-	:	40
	Total	:	100

---

**Practical : 100**

**OBJECTIVES :**

The students will get knowledge about:

- Organisation, function of Housekeeping department and its different sections.
- Different departments Housekeeping co-ordinates with.
- Procedure of cleaning different status of room.
- Cleaning equipments and cleaning agent.
- Lost and found procedure in the control.

**COURSE CONTENT :**

**51.1 HOUSEKEEPING AS A DEPARTMENT :**

- In the hotel
- In other institutions: to be applied in a slight different set of circumstances
- Interdepartmental co-operation & co-ordination of Housekeeping,
- Different sections of Housekeeping departments.

**51.2 ORGANISATION STRUCTURE OF HOUSEKEEPING DEPARTMENT :**

- Small hotels, Medium hotels, Large hotels.
- Duties & responsibilities of Executive Housekeeping.
- Duties & responsibilities of Housekeeping Staff.

**51.3 FUNCTIONS OF HOUSEKEEPING DEPARTMENT:**

- Area of cleaning. (b) Security, (c) Dealing with guests.
- Brief notes on Lost & Found. (e) Baby sitting
- Services and facilities offered by various hotels.
- Control Desk, records and formats. (h) Duty Rosters.

**51.4 ROUTINE SERVICES:**

- Cleaning of Checkout room.
- Cleaning of Occupied Room.
- Cleaning of Vacant Room.
- Evening service
- Ready Room, Inspection and check list

**51.5 CLEANING EQUIPMENT :**

- General considerations & selections
- Classification & Types of equipments
- Method of use & mechanism for each type
- Care & maintenance.

**51.6 CLEANING AGENTS:**

- a) General criteria for selection
- b) Classification.

**51.7 STANDARD SUPPLIES PROVIDED IN THE GUEST ROOMS AND BATHROOMS.**

**51.8 LOST AND FOUND PROCEDURE IN A HOTEL:**

**51.9 ROOM KEY CONTROL SYSTEM:-**

- 1. G. G Master Key.
- 2. G. Master Key etc.

**TEXT READINGS**

Sudhir Andrews

Hotel Housekeeping

Joan C. Branson

Hotel, Hostel & Hospital Housekeeping

Georgi ra Tucker

The Professional Housekeeper

**PRACTICAL T 100**

- 1. Introduction, identification, uses and care of hand tools, cleaning equipments and cleaning agents (Paste chart / drawing as applicable).
- 2. Basic cleaning procedure in Guest room :
  - a) Check-out room
  - b) Occupied room
  - c) Vacant room
  - d) Evening service.
- 3. Procedure for Bed making:
  - a) Day Bed
  - b) Night Bed
- 4. Procedure for cleaning bathrooms.
- 5. Organising for completing the assigned task, preparing work plan.

BBHM 106  
SEM-I

**FOUNDATION TO MANAGEMENT CONCEPTS**

	Theory	:	credit-3
	Practical	:	credit-0
			Marks
ASSESSMENT SCHEME:	Theory	:	60
	Continuous Evaluation-	:	40
	Total	:	100

**Practical : 0**

**OBJECTIVE :**

The objective of this course are:

- To impart a systematic and fundamental knowledge about growth and functions of management.
- To explain the role of a modern professional manager in an organization.
- To establish significance, process and techniques involved in basic managerial function i.e. planning, decision making, Organizing, directing and controlling.

**COURSE CONTENT :**

**61.1 INTRODUCTION :**

- Concept, definition, nature, scope, functions.
- History of management; thought: Scientific management, Fayol's contribution, and Hawthorne experiments. Behavioral approach, system approach and contingency approach.

**61.2 PLANNING :**

- Definition, importance and need of planning.
- Types of planning goals, objectives and mission.

**61.3 ORGANISATION :**

- Need of organisation and its types.
- Organisation structure and chart.
- Informal organisation,
- Factors inhospitality organisation.

**61.4 DECISION MAKING :**

- Concepts, process.
- Management by objective.

**61.5 DIRECTING:**

- Delegation : Concept- Importance- Factors for effective delegation
- Motivation : Concept- Importance- Financial and non financial motivation.
- Leadership : Concept- Approaches and strike.
- Controlling : Definition, Classification- Effective control process.

**TEXT READINGS :**

- James R. Keiser : Principles & Practices of Management in Hospitality Industry
- Harold Koontz / Keith : Essential of Management Management a Global perspective
- L.M. Prasad : Principles & Practice of Management
- P.C. Tripathi, Reddy : Principles of Management

Joseph L. Massie

: Essential of Management

BBHM107  
SEM-I

**ENGLISH LANGUAGE -I**

	Theory	:		credit-3
	Practical	:		credit-0
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	
			<hr/>	
	Total	:	100	

**Practical : 0**

**OBJECTIVE :**

The objectives of this course to help the students to gain proficiency in English grammar so as to improve written and oral communication.

a) To introduce students with the LITERARY work of hospitality industry,

**COURSE CONTENT:**

**71.1 BASIC GRAMMER:**

Noun, Pronoun, Verb, Adjectives, Adverbs.

**71.2 TENSE:**

Active and Passive voice - Making sentences.

**71.3 PRECIES AND ESSAY WRITTING:**

**71.4 PUBLIC SPEAKING - FORMAL AND INFORMAL COMMUNICATION:**

**TEXT READINGS :**

A.G. Gardi HPP : The Delightful ; Macmillan India Ltd. Madras.

Ramji lall : lord or Files ; William Gelding Aarti Book Center

A.J. Thomas & A.V.: Marline: A Practical English Grammar.

BBHM201      **PAPER-II FOOD PRODUCTION & PATISSERIE**  
SEM II

	Theory	:	credit-3
	Practical	:	credit-2
			Marks
ASSESSMENT SCHEME:	Theory	:	60
	Continuous Evaluation-	40	:
	Total	:	100

---

**Practical : 100**

**OBJECTIVE:**

During the course the students should:

- Learn about the various commodities required for food production, their market forms, selection, storage and use.
- Enhance the basic culinary and bakery skills.
- Learn in detail the bread making, puddings, creams, charlottes mousse etc.

**COURSE CONTENT:**

**12.1 STANDARDS OF PROFESSIONALISM:**

- Levels of skill
- Attitude towards work
- Personal hygiene

**12.2 KITCHEN HYGIENE :**

- Facility and equipment sanitation
- Cleanliness of surface
- Garbage disposal (Dry & wet )
- Comfort facilities: ventilation and lighting
- Dish washing procedure

**12.3 COMMODITIES :**

- CEREALS :** General information about cereals special reference to rice; structure; types of rice; cooking of rice; rice production.
- PULSES :** Composition, type and cooking.
- MILK AND MILK PRODUCTS :** Composition of milk, storage, types of milk, cream, butter, curd.
- CHEESE :** Production of cheese, types of cheese.
- EGGS :** Selection, Composition, uses.
- VEGETABLES & FRUITS:** Classification, selection and cooking.

**12.4 COMMODITIES :**

- FISH :** Classification, selection, storage, cuts of fish, cooking.
- MEAT :** Classification, selection, storage, cuts cooking of beef, mutton / lamb & pork.
- POULTRY :** Classification, selection, preparation and cooking.

**12.5 FUNCTION OF INGREDIENTS IN CAKE MAKING**

**12.6 CAKE MAKING METHODS : Batter type, Foam type, Pound Cake.**

- Sugar batter method
- Flour batter method
- Blending method



4. Boiled method
5. Sugar water method
6. All in process
7. Cake faults and remedies.

**12.7 PÂTISSERIE (BAKERY SCIENCE) :**

**12.8 BREAD DISEASES:, BREAD VARIETIES: - Hard, soft, Onion, Garlic etc.**

**TEXT READINGS :**

M.D. Voures	:	Super Cook (Vol. - 1 to 23, A to 2)
Victor Ceserani	:	Practical Cookery
K. Arora	:	Theory of Cookery
Larousse	:	Gastronomique
Jane Grigson	:	The Book of Ingredient
Jane Grigson's	:	European Cookery
Joseph Amendola	:	Understand!ng Baki ng
S.C. Dubey	:	Basic Baking
William J. Sultan	:	Practical Baking

**PRACTICALS T100**

1. At least nine menus {3 course of basic nature comprising of :.

**5 Continental / European**

- 3 Indian
- 1 Chinese.
2. Bakery practical to cover the following:
  - Bread making straight dough method.
  - Sponge cakes: Genoise sponge, fatless sponge.

BBHM 202      **PAPER -II**      **FOOD & BEVERAGE SERVICE**  
SEM-II

	Theory	:		credit-3
	Practical	:		credit-2
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
			<hr/>	
	Total	:	100	
<b>Practical</b>	:		<b>100</b>	

**OBJECTIVE :**

By the end of the semester the students should be able to:

1. Develop knowledge of the restaurant control system.
2. Understand the history, ingredients, brewing process, types, characteristics, storage and service of beer.
3. Understand the viticulture and verification clearly.
4. Understand different wine types, their classification, storage and service.
5. Know about the different wine producing countries, their specialty wines and the wine quality laws governing the major wine producing countries.
6. Understand and suggest the appropriate wines for the different types of food.
7. Acquire the requisite technical skills for competent service of Food & Beverages,
8. Understand the processing, manufacturing and service of cigar and cigarettes.
9. Acquire the requisite technical skills for competent service of Food & Beverage.

**COURSE CONTENT**

**22.1 RESTAURANT OPERATION CONTROL SYSTEM :**

- a) Necessity of good control system.
- b) Functions of control system.
- c) Types of K.O.T.
- d) Taking order and presenting bills.
- e) Duplicate and triplicate checking system.
- f) Inter - departmental transfer, summary sheet, control of cash & credit sales.
- g) Volume forecasting.
- h) Control by selling price.

**23.2 BEER :**

- History (A brief description of how beer came into being)
- Ingredients
- Brewing process: Bottom fermentation; Top fermentation
- Storages of beer
- Types of beer (ales, lagers, draught, wheat beers)
- Characteristics
- Service of beer

**22.3 WINES :**

- Introduction to wines. Definition of wine
- Viticulture seasons, soil & area of growth, Composition of grapes & its effect on the nature of wine, wine makers calendar
- Wine categories : table, fortified & sparkling
- Wine colour : red, white and rose

- Characteristics of wines still sweet, dry, vintage and non vintage
- Principle wine producing countries: France, Italy, Germany, Spain, Portugal, America, Australia

#### **22.4 WINE QUALITY LAWS :**

- France, Germany, Italy

#### **22.5 WINES OF FRANCE :**

- Different regions their; Geographical composition and climate, grape varieties with characteristics of wines from each region
- Special reference of Champagne; its origin, grape varieties and production.

#### **22.6 WINES OF OTHER COUNTRIES :**

- Italy
- Germany
- Wine of Spain with special reference to Sherry (in details)
- Wine of Portugal with special reference to Port & Madeira
- Australian wines
- American wines

#### **22.7 FOOD AND WINE HARMONY:**

- *In relation to all course of French classical menu*
- Indian
- Chinese

#### **22.8 TOBACCO :**

- Processing and manufacturing of cigarettes, cigar & pipe,
- Storage and service of cigarettes and cigars.

#### **TEXT READINGS :**

Sudhir Andrews	F & B Service Trg.. Manual
Denni R. Lillcrap	F & B Service
John Fuller	Modern Restaurement Servi ce

#### **PRACTICALS T100**

1. Revision of 1st year practicals - Table layout and service for different types of meals.
2. Beverage order taking and preparation of BOT.
3. Familiarization with the glassware's equipments and tool required in relation to beer and wine service and their sketch.
4. Service of bottled, canned and draught beer.
5. Service of red- wine, white wine, champagne.
6. Assignment: i) Preparing charts:
  - (a) Different regions of France and their characteristics wines.
  - (b) Regions and characteristics wines of two other countries,
 ii) Collection of labels:
  - (a) At least ten beers (Indian & Foreign), (b) At least five wines (Indian & Foreign).
7. Layout of different food service areas and ancillary departments (Drawing).
8. Menu planning for different meals.

9. Basic service methods e.g. silver service, American service, Russian service etc.
10. Service of non-alcoholic beverages and tobacco.
11. Preparation of bills and its presentation to the guest.

BBHM203  
SEM- II

## ENGLISH LANGUAGE

Theory : credit-2  
Practical : credit-0

		Marks	
ASSESSMENT SCHEME:	Theory	: 60	
	Continuous Evaluation-	40	:
		<hr/>	
	Total	: 100	

0

### OBJECTIVE :

The objectives of this course is to help the students to attain proficiency in English grammar so and to improve written and oral communication,

a) To introduce students with the LITERARY words of hospitality industry.

### COURSE CONTENT :

#### 23.1 LETTER WRITTING;

Application, Business letter, Complaints, Enquiry, Orders, Claims

#### 23.2 INTER OFFICE COMMUNICATION:

Memo, Circular, Notice, Reports, Minutes of meeting.

#### 23.3 BUSINESS PRESENTATION: Oral & Written

#### 23.4 BUSINESS NEGOTIATION:

Banquet booking and conference and contract negotiation.

#### 23.5 DRAFTING AN ADVERTISEMENT: Opening, special events, festivals.

#### 23.6 DRAFTING BIO-DATA: Preparation for interview, group discussion.

### TEXT READINGS :

A.G. Gardiner : The Delightful ; Macmillan India Ltd. Madras.

A. J. Thomas & A.V. Martine : A Practical English Grammer.

Nellann Pickett	: Practical Communication
Murphy & Peck	: Effective Business Communication
Waldo W, Bradek	: Public Speaking
Manroe and Ehninged	: Speech Communicati on
Himshreet and Baty	: Business Communication
Richard E. Cable	: Public relation and Communication
Steven L.Vibbert	: Management
C.B. Gupta	: Office Language
Alien Pease	: Body Language
Dele Carbagie	: The quick and easy way to affective speaking

**BBHM204 PAPER-II FRONT OFFICE OPERATION**  
**SEM-II**

Theory : credit-3  
Practical : credit-2

		Marks	
ASSESSMENT SCHEME:	Theory	: 60	
	Continuous Evaluation-	40	:
		<hr/>	
	Total	: 100	

**Practical : 100**

**OBJECTIVE :**

The purpose of the syllabus is to impart knowledge regarding

- Night auditors' jobs and responsibilities
- Handling guest mails, messages and guest enquiries.
- Describe room change procedure and out door management.
- Outline the work performed at bell desk.
- Handling of modern communication facilities.
- Handling various situations.

**COURSE CONTENT :**

**42.1 NIGHT AUDIT :**

- Job, duties and responsibilities of night auditor.
- Completion of reports and statistics.
- Preparation of transcript.

**42.2 GENERAL AWARENESS AND KNOWLEDGE. :**

**42.3 MANAGING GUEST ENQUIRIES :**

**42.4 HANDLING GUEST MAILS AND MESSAGES :**

**42.5 OTHER INFORMATION DESK FUNCTIONS MANAGEMENT**

- Room key management,
- Mini post office.
- DO NOT DISTURB requests,
- Wake up calls.
- Paging systems,
- Operational problems and managing them .

**42.6 BLACK LISTING OF GUEST :**

- Meaning .
- Criteria and procedures,

**42.7 BELL DESK MANAGEMENT : Procedures for :**

- Check in.
- Check out.
- Left luggage.
- Other activities.

**42.8 ROOM CHANGE PROCEDURE :**

#### **42.9 OUT DOOR AREA MANAGEMENT :**

- Car parking.
- Public address.
- Duties of doorman / parking attendant.
- Hire a car procedure,
- Airport Representative.

#### **42.10 HANDLING MODERN COMMUNICATION FACILITIES :**

- E.P.A.B.X.
- FAX
- TELEX
- INTERNET (E. MAIL)
- PAGERS

#### **42.11 Handling Situations:**

- a) Dealing with guests of different personalities: Fussy guest, Irate guest, Timid guests, Socializing guests etc.
- b) Overbooking
- c) Any other situations pertaining to Front office.

#### **TEXT READINGS :**

Dennis L. Foster : Back Office Operation & Administration  
Sudhir Andrews : Hotel Front Office  
Bruce Braham : Hotel Front Office

#### **PRACTICALS T100**

1. Handling various types of enquiries.
2. Message and mail handling and books filling up.
3. Room key rack management.
4. Wake - up calls.
5. Paging system.
6. Bell desk activities during : Check - in Check - out
7. Handling area management.
8. Handling modern communication facilities.
9. Handling guest complaints and various situations

BBHM 205    **PAPER -II**    **HOTEL HOUSEKEEPING**  
SEM-II

	Theory	:		credit-3
	Practical	:		credit-2
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
	<hr/>			
	Total	:	100	

**Practical        :        100**

**OBJECTIVE:**

To complete the students experience of all housekeeping routines including:

- a) Students will get the knowledge about the public area-cleaning task.
- b) Floors - Types of floor finishes, methods of cleaning.
- c) Knowledge about wall finishes, their types, uses and cleaning wall covering.
- d) Learn about linen storage management and sewing room
- e) To learn laundry procedure, layout and stain removing.

**COURSE CONTENT:**

**52.1 PUBLIC AREA CLEANING:**

- a) Periodical cleaning; task, schedule,
- b) Special cleaning program.
- c) Redecoration and refurbishing,

**52.2 FLOOR FINISHES:** Types methods of cleaning,

**52.3 WALL FINISHES:** Cleaning procedure for different surfaces (wall paper, oil paint etc.)

**52.4 COMPOSITION, CARE AND CLEANING OF:** Metals, glass, leather, plastic, ceramic and wood.

**52.5 HOTEL LINEN:**

- Classification.
- Selection criteria & calculating.

**52.6 LINEN ROOM:**

- Location.
- Equipment.
- Storage & spection : Stock taking
- Marketing & Monogramming.
- Functioning.

**52.7 SEWING ROOM:**

- Activities and area provided.
- Equipments.

**52.8 UNIFORM ROOM:**

- Purpose of uniforms.
- No. of sets, issuing procedure & exchange of uniform.
- Designing a uniform
- Layout and planning of the uniform room.



### **52.9 LAUNDRY :**

- Duties and responsibilities of laundry staff.
- Importance and principles.
- Flow process of in industrial laundering.
- Stages in wash cycle.
- Equipment, layout, planning of laundry.
- Dry cleaning.

### **52.10 STAIN REMOVAL :**

- Different types of stains.
- Cleaning methods.
- Specific reagents.
- Care for coloured and delicate fabrics.

### **TEXT READINGS :**

- M.A. Vagis & Ogale : Home Management  
Sudhir Andrews : Hotel Housekeeping  
John C. Branson : Hotel, Hostel & Hospital Housekeeping  
Georgira Tucker : The Professional Housekeeper

### **PRACTICALS T100**

Basic cleaning procedure in guest room:

- Check - out room.
  - Occupied room.
  - Vacant room.
  - Evening service.
  - Clerical jobs to undertake in the above cases.
  - Check list
2. Public area cleaning programme :
- Regular (Daily)
  - Periodical (Weekly)
  - Special (spring)
3. Floor polishing and finishing:
- Different stones like granite, marble, sand stone and other hard surfaces.
  - Wooden.
  - Synthetic flooring.
  - Soft flooring.
4. Cleaning and care of :
- Different metals e.g.-brass, silver and EPNS, stainless steel, copper, iron etc,
  - Glass.
  - Plastic.
  - Leather.
  - Ceramic.
5. Linen room and uniform room management of a hotel
6. Laundry equipment operation and cleaning agents study layout planning and workflow, Dry cleaning Procedure
7. Stain Removing - using different reagents

BBHM-206  
SEM-II

## HOTEL BUSINESS LAW & LICENCES

	Theory	:	credit-3
	Practical	:	credit-0
			Marks
ASSESSMENT SCHEME:	Theory	:	60
	Continuous Evaluation-	40	:
	<hr/>		
	Total	:	100

**Practical : 0**

### OBJECTIVE:

The aim of the course is to make the students aware of the laws and legal aspects related to hospitality industry. By the end of the course the students will:

- Have knowledge of Hotel & Lodging rate control laws, food legislation and purchasers rights.
- Know about various licenses required for operating a hotel / catering establishment.

### COURSE CONTENT:

#### 62.1 INDIAN CONTRACT ACTS:

Definition, Essential contract valid, Void and voidable agreements,

#### 62.2 INTRODUCTION TO INDUSTRIAL LAW:

- Shops and establishment act with reference to hotel industry.
- Definitions and brief description of other industrial laws: Industrial dispute act; Contract labor act; Payment of wages; Minimum wages act; provident fund act. Employee state insurance act, Gratuity fund act-72.

#### 62.3 HOTEL & LODGING RATES CONTROL:

- Definitions: Fair rate; Hotel or Lodging house; Manager of hotel; Owner of hotel; Paying guest; Premises; Tenant and Tenement.
- Appointment of controller and fixation of fair rates; Revision of fair rates.
- No eviction to be made if fair rate paid.
- When manager or owner of hotel may recover possession.
- Penalties for defaulters, f) Innkeeper's lien.

#### 62.4 FOOD LEGISLATION:

The central committee for food standards; Central food laboratory; Food inspectors and their power and duties; Procedure to be followed by food inspector; Food analysis by purchaser; Report of public analyst, Notification of food poisoning and penalties.

#### 62.5 PURCHASERS' RIGHTS: Guarantee and warranty.

#### 62.6 STATUTORY LICENSES AND LAWS:

- List of licenses and permits required to hotel, restaurant and other catering establishments.
- Procedure of procurement, renewal, suspension and termination of licenses.

#### 62.7 TRADE UNION ACT 1926:

Scope eligibility rights of employee and employer, disciplinary action, charge sheet, domestic Enquiry disciplinary action dismissal & misconduct.

**TEXT READINGS:**

- H.L. Kumar : Personnel Mgt. in Hotel & Catering Industry  
Krishna Sethi : M.P. Shop & Establishment Act  
K.P. Shrivastava : Law Relating to Prevention of Food Adulteration in India  
Roger Peters ; Essential Law for Caterers  
N.D. Kapoor : Handbook of Industrial Law

BBHM301

**FOOD & BEVERAGE MANAGEMENT - I**

SEM III

	Theory	:		credit-3
	Practical	:		credit-2
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
<hr/>				
	Total	:	100	

**Practical : 100**

**OBJECTIVE :**

At the end of the semester the students are supposed to have developed:

- a) An insight of Indian cuisine and Chinese Cuisine
- b) To know about bakery pastes and its applications, breads, puddings, cakes and bake shop production management
- c) To learn about spirits cocktails liqueurs apperitifs.

**COURSE CONTENT :**

**13.1 KNOWLEDGE OF INDIAN REGIONAL FOOD, INGREDIENTS AND SPICES :**

**13.2 STUDY OF VARIOUS REGIONAL CUISINES :**

- Punjabi
- Gujarati
- Kashmiri
- South Indian
- Goan
- Bengali
- Maharashtra
- Moghalai
- Rajasthani

### **13.3 STUDY OF INDIAN- BREADS, SWEETS & ACCOMPANIMENTS :**

- Pickles, Chutnies, Murabbas, Papads etc.

- Mouth fresheners

### **13.4 COMPARATIVE STUDY OF TRADITIONAL AND MODERN INDIAN COOKERY :**

### **13.5 HUMAN ENGINEERING**

Determining various sections of different kitchens: Main kitchen, specialty kitchen, multi cui sine kitchen etc.

### **13.6 PRINCIPLES OF CHINESE COOKERY :**

a) Layout and planning of a Chinese Kitchen.

b) Staff organization.

c) Various regions and their characteristics.

d) Equipments used in Chinese cookery.

e) Classical Chinese dishes.

### **13.7 REVISION OF BREADS, PUDDINGS AND CAKES.**

From previous Semester

### **13.8 SPIRITS :**

- a) Definition of spirits and distillation Process
- b) Source production process, varieties, Brand names and services of-  
Rum, Brandy, Gin, Whiskey, Vodka.
- c) Other spirits, Tequila, Absinthe, Ouzo, Slivovitz, Acquavit, Calavados, Fenny, Arrak etc.

### **13.9 COCKTAILS :**

- a) Common Cocktails, Recipe, methods of preparation and presentation Precautions in preparing cocktails.

### **13.10 LIQUEURS :**

History, Definition, Manufacture, Hot method; Distillation, Cold Methods; infusion, Percolation, Aging, Base spirits, Sweetening-

### **13.11 APERITIFS :**

- a) Classification and knowledge of production
- b) Varieties and service of Aperitifs

### **TEXT READING :**

- Sudhir K. Shibal : The Cook book of Favourite Indian Recipes  
Chandal Padmanabhan : Dakshin Veg. Delicacies from South India  
J. Inder S. Kalra : Prasad Cooking  
Khalid Aziz : Indian Cooking  
Vimla Patil : Food Heritage of India / Festival Cook Book  
Madhur Jaffery's : Flavours of India / Cook Book  
Joseph Amendol : Understanding Baking  
S.C. Dubey : Basic Baking  
William J. Sultan : Practical Baking

Sudhir Andrews : F & B Service Trg. Manual

Denni R. Lillicrap : F & B Service

John Walleg : Professional Restaurant Service

### **PRACTICAL T100**

1.Quantity Food Production on the basis of Indian, Chinese & Regional Cuisine.

2.Bakery Practical to cover the following:

Continue revision with first year Bakery

**a)** Advanced cookies, Biscuits, cakes and other bakery products.

**b)** F & B Service-1) Service of spirits :

A) Rum B) Brandy C) Gin D) Whisky E) Vodka, etc.

**c)** Demonstration / Preparation and presentation of one variety each of stirred and shaken cocktails.

BBHM 302

**ACCOMMODATION MANAGEMENT-I**

SEM - III

Theory : credit-3  
Practical : credit-2  
Marks

ASSESSMENT SCHEME: Theory : 60

Continuous Evaluation- 40 :

---

Total : 100

**Practical : 100**

**OBJECTIVES:**

- a) Explain the basic front office accounting functions & methods of account settlement.
- b) Illustrate foreign exchange encasement procedure.
- c) Summarize starting and ending of shift procedures for cashiers.
- e) Present Assertive communications Approaches,
- f) Knowledge about fabric, origin, and yarn
- g) Duties of Housekeeper,
- h) Horticulture and Interior Decoration

**COURSE CONTENT:**

**23.1 CHECK OUT PROCEDURE**

- A) Information to concerned departments

**23.2 MAINTAINING MASTER FOLIO AND MANAGING PROBLEMS THERE IN:**

- a) Vertical tabular ledger
- b) City Ledger
- c) Departmental Bills



- d) Paid out voucher
- e) Miscellaneous charges Voucher
- f) Allowances
- g) Advance
- h) Discounts
- i) Computerized system
- j) Problems handling

### **23.3 PREPARATION OF BILL AND CHECKING OUT GUESTS :**

### **23.4 RECEIVING PAYMENTS :**

- a) Cash
- b) Credit Card
- c) Bill to Company
- d) Travel agent voucher
- e) Traveler Cheque

### **23.5 FOREIGN EXCHANGE ENCASHMENT PROCEDURE :**

- a) Authorised agencies
- b) Licenses and documents used
- c) Different currencies and their Forex rates
- d) Category of guests entitled
- e) Exempted categories

### **23.6 STARTING AND ENDING OF SHIFT AT FRONT OFFICE CASH**

- A) reports and procedure

### **23.7 FIBERS AND FABRICS :**

- Definition.
- Origin and classification.
- Characteristics of different fibers - cotton, linen, silk, polyester, nylon, acrylic.

### **23.8 YARNS : - Types.**

### **23.9 FINISHES :**

- Designing, Sizing, Degumming, Weighting, Scouring, Calendaring, Decatizing, Tentering, Shearing,
- Flocking, Sanforisation, Mercerization, Napping.
- Bleaching, Dyeing, Printing, Singeing,

### **TEXT READINGS :**

Dennis L.Foster	Front Office Operation & Admn.
Sudhir Andrews	Hotel Front Office Manual
Bruce Braham	Hotel Front Office
Mohini Sethi	Catering Management
Joan C. Branson	Hotel, Hostel & Hospital Housekeeping
Georgira Tucker	The Professional Housekeeper
Anne Effelsberg	Flower Arranging
John Ambulan/Andrews	First Aid Manual

### **PRACTICALS T100**

1. Familiarisation of various documents used in cashier's desk: V.T.L., Paid-out, vouchers.  
Miscellaneous, charge voucher, other documents,
2. Preparation of bills
3. Checking out guests and accepting payments
4. Forex encashment procedure,
5. Handling situations.
6. Starting and ending work shifts at F.O. cash

7. Laundry/stain removal

8. Identification, operation of different equipments layout planning and dry cleaning Methods of stain removal

9. Identification/sampling of different of different weaves and fabrics.

10 Practice cleaning of checkout room, public area cleaning, public area toilets, reception, banquets etc.

SEM -III

	Theory	:	credit-3
	Practical	:	credit-2
			Marks
ASSESSMENT SCHEME:	Theory	:	60
	Continuous Evaluation-	40	:
<hr/>			
	Total	:	100

**Practical 0**

**OBJECTIVES :** To acquaint the students with the basic concept of Accounting Double entry system, Journal, Ledgers, Various subsidiary books, cash book and final accounts. Know departmental accounting. Conceptualize uniform system of accounting. Understand the "responsibilities of accounts department. Know the concepts, role, requirements and limitations of internal auditing. Explain and prepare company accounts. Prepare cash flow statement.

**COURSE CONTENT:**

**33.1 Introduction, Double entry system** - meaning and advantage, Accounting concepts.

**33.2** Journal, Ledger, Subsidiary books, Cash Book, Petty Cash Book

**33.3 Trial Balance:** Trial Balance errors.

**33.4 Final Accounts:** Trading & Profit & Loss account, Balance sheet, Adjustments,

**33.5 DEPARTMENTAL ACCOUNTING :**

Definition and objectives : Changes required in the book keeping record; main methods of departmental accounting; gross profit method, net profit method, departmental profit methods.

**33.6 UNIFORM SYSTEM OF ACCOUNTING :** Concepts: Conditions for uniform system of accounting; necessities; advantages and disadvantages; various kind of schedule, F & B schedule, telephone schedule; income statement presentation.

**33.7 RESPONSIBILITIES OF ACCOUNTS DEPARTMENT :**

Types of fraud and error; Control for cash receipts and small payments; effective control for small business; limitation of effectiveness.

**33.8 INTERNAL AUDIT :** Concepts: Role of internal auditor; requirements of internal audit department, limitations.

**33.9 MANAGING BUDGETS :**

- a) Capital budget, Operation budget in hotel Industry,
- b) Introducing and establishing an effective system: the Budget Committee; Benefits and limitation of budgets, Targets for performance.
- c) Functional budgets and Master budget.
- d) Methods of budgeting: fixed and flexible budgets.
- e) Budgets: strategic objectives and monitoring progress.

**TEXT READING:**

G.S. Rawat - Elements of Accountancy

S.A. Siddiqui - Comprehensive Accountancy

Dr. Jagmohan Negi - Financial & Cost Control Tech. in Hotel & Catering Industry

Sally Messenger & Shaw - Financial Management for the Hospitality

Tourism and Leisure Industries

Dennis L. Foster - Operations Methods and Cost Controls  
Michael M. Coltman - Hospitality Management Accounting

**BBHM 304**

**HUMAN RELATION AND BUSINESS COMMUNICATION**

SEM – III

Theory : credit-3

Practical : credit-0

Marks

ASSESSMENT SCHEME: Theory : 60

Continuous Evaluation- 40 :

---

Total : 100

**Practical : 0**

**OBJECTIVE :**

By the end of the course the students should :

- a) Understand the Value of Communication for better human relations, social skills, etiquettes, verbal, formal and informal communication.
- b) Build and use Business Vocabulary.

**COURSE CONTENT :**

**43.1 FUNDAMENTALS OF HUMAN RELATIONS :**

Intra-personal, Inter-personal and Group relationships, Transactional analysis Implications for Managers in Organizational Context.

**43.2 FORMAL WRITTEN COMMUNICATION :**

Official letters, Report writing: Categories formats, Memorandums and circulars, Agenda and minutes, Resume, Drafting advertisements.

**43.3 FORMAL VERBAL COMMUNICATION :**

Group discussion, Interview, Extempore, Business negotiation, Public speaking, Meeting, Toasting, Counseling Business Presentation.

#### **43.4 SOCIAL SKILLS FOR MANAGERS :**

Update of Etiquettes a Manager should observe in various formal and Informal Situations; The Knowledge of Body language.

#### **43.5 BUSINESS VOCABULARY BUILDING AND USAGE :**

##### **TEXT READINGS :**

Nellann Pickett	Practical Communication
Murphy & Peck	Effective Business Communication
Waldo W. Bradek	Public Speaking
Manroe and Ehninged	Speech Communication
Himshreet and Baty	Business Communication
Richard E. Cable	Public relation and Communication
Steven L. Vibbert	Management
C.B. Gupta	Office Language
Alien Pease	Body Language
Dele Carbagie	The quick and easy way to affective speaking

**BBHM 305****FRENCH-I**

SEM – III

	Theory	:		credit-3
	Practical	:		credit-2
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
<hr/>				
	Total	:	100	

**Practical : 0****OBJECTIVES :**

The aim of the course is to introduce the students to the French language as it will help them to understand and speak the much used terms in the hotel operation and also as it is the most widely used foreign language other than English as far as hospitality industry is concerned. At the end of the semester the students must have learn :

- a) The letters and sounds in French language
- b) Numbers
- c) Basic grammar scheduled.
- d) Greeting, Welcoming and Thanking the guest.

**COURSE CONTENT :**

53.1 Here is ...

- a) Voila + Adj.+ Noun
- b) Possessive adjective
- c) Singular

53.2 Have a nice day -..

- a) etre (present) + Proper name
- b) etre (present) + Poss.. adj. + Profession
- c) s'appeler (present) + Proper name
- d) en., a, au, aux + name of a place



### 53.3 I have ....

- a) avoir(Present) + noun
- b) a + quel + noun
- c) C'est + adj.
- d) Est-ce que + Subject + Pouvoir (Present) + Verb+ infinitive form
- e) alphabet

### TEXT READINGS :

Book No. -1 ; A-Votre-Service:- Rajeshwari Chandrashekhar, Claude 1e Ninan

French for Hotel Management & Tourism Industry: S. Bhattacharya

### PRACTICAL

a) Greeting (b) Showing something (c) Thanking (d) Welcoming e) Introducing oneself (f) Solving a communication problem g) Offering a room.

**BBHM-306**

**COMPUTER APPLICATION-I**

SEM-III

Theory : credit-3

Practical : credit-2

Marks

ASSESSMENT SCHEME: Theory : 60

Continuous Evaluation- 40

---

Total : 100

**Practical : 100**

**OBJECTIVE :**

The objective of the course:

- a) Introduce the students to computer and computer hardware.
- b) Systematically develop the computer skills.
- c) Through orientation about the most basic & common operation system (MS-DOS).
- d) Operations of MICRO SOFT WINDOWS, so as to facilitate them to work on modern packages, which are mostly window based.

**COURSE CONTENT:**

**63.1 INTRODUCTION TO COMPUTERS:**

- Components of computer system. - Input / output devices.
- On-line and Off-line devices. - Secondary storage devices.
- Popular operating systems. - Integration of applications.
- Generation of Computer Technology & Programming Languages.
- File organization

**63.2 OPERATING SYSTEM (MS-DOS, Windows & UNIX):**

- Internal & External DOS commands

- Compiler and Translations.
- Introduction to computer viruses, reported viruses and anti viruses.
- Introduction to UNIX. UNIX Commands CAT, MORE, CUT, PASTE, CP, MV, RM, RMDIR, PS, GREP.

### **63.3 Learning about Windows.**

- Introducing Windows                      - Starting & ending Window session
- Window screen                              - Communicating with windows & Getting Help

### **63.4 SPECIAL TASKS:**

- Working with groups              - Printing files
- Sharing Text and Graphics between Applications
- Returning Temporarily to DOS.

### **63.5 CUSTOMIZING WINDOWS:**

- Setting the Screen Color                      - Controlling the Mouse and Keyboard
- Changing your Desktop's Appearance              - Setting the Date and Time

### **63.6 INTRODUCTION TO HOTEL SOFTWARE PACKAGE TEXT READINGS :**

V. Rajaraman	Fundamental of computers
P.K. Sinha	Computer fundamentals
R.K. Taxall	Windows 95 Application
Tom Sheldon	Windows 95 made easy

### **PRACTICALS**

Practice of DOS command & Windows operations as per current syllabus.

BBHM 401  
SEM IV

## FOOD & BEVERAGE MANAGEMENT-II

Theory : credit-3  
Practical : credit-2

		Marks	
ASSESSMENT SCHEME:	Theory	:	60
	Continuous Evaluation-	:	40
		<hr/>	
	Total	:	100

**Practical : 100**

### OBJECTIVES :

At the end of the course the students will develop:

a) Insight into the organisation and management of Larder work European cuisine and quantity food Production, banquets, events and outdoor management.

### COURSE CONTENT :

#### 14.1 DETAILED STUDY OF EUROPIAN CUISINES,

#### 14.2 ORGANISATION OF QUALITY FOOD KITCHEN :

- a) Definition (b) Staff Organization (c) Kitchen Layout
- d) Equipment involved in mass production and transportation
- e) Pre-preparation and preparation of food (work flow)
- f) Handling and Storing of food

#### 14.3 QUANTITY FOOD MANAGEMENT:

- a) Points to be considered while planning a menu.
- b) Study of menus for various types of quantity food outlets,
- c) Standardizing, formulating recipes, testing evaluating, modification.
- a) Rechauffe

#### 14.4 GUERIDON SERVICE :

- a) History of gueridon
- b) Definition of term gueridon
- c) General points to be considered while doing gueridon
- d) Advantages and disadvantages of gueridon service
- e) Gueridon equipment and ingredients
- f) Method of service of common gueridon preparations.

#### 14.5 VARIOUS TYPES OF BASIC PASTE :

- a) Choux Paste - Flaky Paste
- b) Short crust Paste - Hot water paste
- c) Puff paste - Danish Pastry
- d) Bake shop production and management.
- e) Revision of breads, puddings and cakes.

#### 14.6 VARIOUS TYPES OF BASIC PASTE :

- a) Choux Paste - Flaky Paste
- b) Short crust Paste - Hot water paste
- c) Puff paste - Danish Pastry

#### **14.7 BUFFET MANAGEMENT :**

- a) Introduction.
- b) Types of Buffets.
- c) Table Layout and Configuration
- d) Clothing and Dressing the Buffet Table.
- i) Food & Beverage Control - its application in Buffet Management.
- e) Display and Decorations.
- f) Types and limitations of food to be served.
- g) Mise - en - Place.
- h) Checklist and its proper supervision.

#### **14.8 BANQUET MANAGEMENT AND FUNCTION CATERING :**

- 01) History of banquets; Types of banquets (formal & informal).
- 02) Organisation of the banquet dept.
- 03) Function selling-Menus.
- 05) Seating plans - Theater; Classroom; formal.
- 06) Contract / Memorandum.
- 07) Weekly & daily.
- 08) Formal gatherings.
- 09) Table plans / arrangements.
- 10) Name cards.
- 11) Seating plan.
- 12) Mis - en - place.
- 13) Service.
- 14) Toasting and sequence of events.
- 15) Banqueting exercises.
- (04) Facilities available.
- 16) Case studies in banqueting.
- 17) Informal gathering.
- 18) Reception.
- 19) Cocktail parties.
- 20) Seminars.
- 21) Exhibitions.
- 22) Fashion show.
- 23) Trade fairs.
- 24) Wedding.
- 25) Organizing theme functions

#### **14.9 OUTDOOR CATERING MANAGEMENT :**

- 01) Introduction ; Who could be a out door caterer
- 02) Licenses; Onsite facilities; employees;
- 03) Equipments : Preparation, Transportation and Service equipments.
- 04) Establishing suppliers.
- 05) Food purchase, storage and handling.
- 06) Peripherals and special effects.
- 07) Pricing : Finding cost, pricing techniques.
- 08) Menu balancing.
- 09) Selling : Telephonic techniques, price quotation, booking, client meeting, meeting review, letter of agreement, follow up.

#### **14.10 BUSINESS EVENT MANAGEMENT :**

- 01) Types of business events: workshop, seminar, conference sales meet, launch etc.
- 02) Understanding facility needs for a business event plan.
- 03) Operation and management of business event.
- 04) Follow up and retaining client.

#### **TEXT READINGS :**

Jennifer Fernandes	100 Easy to make Goan Dishes
Madhur Jeffery's	Flavours of India
John B.Knight	Quantity Food Production (Planning & Mngt)
S.C. Dubey	Basic Baking
William J. Sultan	Practical Baking
Sudhir Andrews	F & B Service Trg. Manual
Denni R. Lilliecrap	F & B Service
John Walleg	Professional Restaurant Service

#### **PRACTICAL T100**

- 1. Food Production on the basis of European Cuisine and Larder work.
- 2. Bakery Practical to cover, pies, tarts, puff paste, flaky paste, choux paste and cake decoration.

3. Various pastes, pastries & their products- revision patties, puffs, éclair, profit rolls etc.
4. Learn how to manage training restaurant as captain.
5. To visit different, hotels during various parties and banquets and participate in production and service.

BBHM 402  
SEM- IV

## ACCOMMODATION MANAGEMENT-II

Theory : credit-3  
Practical : credit-2

		Marks
ASSESSMENT SCHEME:	Theory	: 60
	Continuous Evaluation-	40
		<hr/>
	Total	: 100

**Practical : 100**

### OBJECTIVES:

1. To know about procedure of operating safety lockers Handling of VIP3 CIP and FAM group, Interdepartmental cooperation and classification of hotels
2. To know about the First Aid, contract cleaning, Spring cleaning Carpet, Upholstery, drapery upkeep and cleaning

### COURSE CONTENT:

#### 24.0 CUSTOMER CARE :

- a) Guest satisfaction and delight
- b) Handling complaints
- c) Follow up procedures

#### 24.1 SAFETY LOCKERS :

- a) House rules
- b) Operational procedure

#### 24.2 CLASSIFICATION OF HOTELS:

- a) Classification committee.
- b) Procedure and handling.

#### 24.3 PLANNING & ORGANISING HOUSEKEEPING DEPARTMENT :

- a) Physical Survey.
- b) Specification.
- c) Work Study
- d) Work Schedule
- e) Duty rotas

The philosophy of work Analysis & Improvement -

- a) What is Work Analysis?
- b) Simple questions can uncover serious problems.

#### 24.4 FLOWER ARRANGEMENT:

- a) Equipment and material required
- b) Purpose of flower arrangement, placement and level of placement with relevant examples.
- c) Styles and Principles of flower arrangement.

#### 24.5 CONTRACT CLEANING:

- a) Different jobs that can be given on contract.
- b) Methods of pricing.
- c) Advantages & Disadvantages.

## **24.6 VARIABLES OF OPENING A HOUSEKEEPING DEPARTMENT IN A NEW HOTEL**

**24.7 FIRST-AID:** Objective, caring, handling various emergencies, preventive action.

### **24.8 HORTICULTURE :**

- a) Living with flower
- b) Types & Colours
- c) Simple ways of gardening
- d) Equipment, care pesticides
- e) Techniques to cutting flowers
- f) In-house herb garden

### **TEXT READINGS :**

Mohini Sethi	Catering Management
Joan C. Branson	Hotel, Hostel & Hospital Housekeeping
Georgira Tucker	The Professional Housekeeper
Anne Effelsberg	Flower Arranging
John Ambulan/Andrews	First Aid Manual

### **PRACTICAL T100**

1. Dealing with emergency -
  - a) Event of fire, (b) Event of fumes, (c) Event of gas leakage
2. First Aid -
  - a) Treatment for Minor & Scalds Unconscious. Drunkenness, sunburn. Minor wounds, Choking, Fainting Shock, Nose bleeding, Marine stings.
  - b) Dressing of minor wounds & cuts.
3. Flower arrangement -
  - a) Identification of equipment and material required for flower arrangement.
  - b) Practice of different styles of flower arrangement.
4. Revision of previous semester practical.
5. To practice cleaning and shampooing of carpets.
6. To organize spring cleaning of a hotel room.



BBHM 403  
SEM - IV

## TOURISM

	Theory	:	credit-3	
	Practical	:	credit-0	
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
	Total	:	100	

---

**Practical** : 0

### OBJECTIVE:

The objective of the course is to make the students aware of the Indian tourist destinations, Tourism infrastructure, Current Govt. Policies and requirements, Role of travel agents and co-relation between hotel and tourism.

### COURSE CONTENTS :

#### 44.1 Introduction to tourism

a) Definition b) Why do people travel (In bound-Out bound), Classification

#### 44.2 Components of tourism Industry

a) Destination b) Transport- Airlines, Railways, By road etc. c) Accommodation, Recreation, Adventure, Entertainment, Historical, religious, Special Interest.

#### 44.3 National Tourism Organization & administration in India.

a) NTO (b) ITDC  
c) State Tourism Development Dept.- Role & function in Tourism Development  
International- WTO, PATA, IATO, IATA & ITB

#### 44.4 Role of Marketing in tourism

a) Definition (b) Product development (c) Market Segmentation

#### 44.5 Role of Travel agency and Tourism operators in tourism development.

a) Thomas-cook, SITA, Mercury,

#### 44.6 Role of travel trade fairs, festivals etc. in tourism promotion.

a) Destination India (b) Visit India (c) Festivals of India d) Tourist year 1998 & 2000

#### 44.7 India as tourist destination

- Historical -Adventure & wild life  
- Natural - Religious  
- Archaeological - Commercial places etc.

#### 44.8 Tourism statistic, objective, statistical measures, need, method of measurements & tourism statistic in India.

### TEXT READINGS:

A.K. Bhatia : Tourism Development  
Pran Nath Seth : An Introduction to Travel & Tourism  
Pragati Mohanty : Hotel Industry & Tourism  
A.K. Bhatia : International Tourism  
Pramnath Seth : International Travel & Tourism

**BBHM 405**  
SEM IV

**FRENCH-II**

	Theory	:		credit-3
	Practical	:		credit-2
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
	<b>Total</b>	:	<b>100</b>	

**Practical : 100**

**OBJECTIVES :**

The aim of the course is to introduce the students to the French language as it will help them to understand and speak the much used terms in the hotel operation and also as it is the most widely used foreign language other than English as far as hospitality industry is concerned.

**COURSE CONTENT:**

**54.1 A room for...**

- a) vouloir (present conditional) + noun
- b) pouvoir (present conditional) + noun
- c) pour + duration indication
- d) il y a + noun
- e) il reste + noun

**54.2 Only...is left**

- a) pour + quantity indication
- b) combien de + duration indication
- c) quel est + price indication
- d) parler, rester, vouloir (present)
- e) il reste + noun

**54.3 Can you ...**

- a) le + noun + de + noun
- b) combien + subject + verb
- c) numbers
- d) appeler (present)
- e) pour + intention indication
- f) poss. adj. masc/fem
- g) singular / plural

**TEXT READINGS:**

Book No.-1; A-Votre-Service:- Rajeshwari chandrashekhar,  
Claude le Ninan  
French for Hotel Management & Tourism Industry : S. Bhattacharya

**PRACTICAL T100**

- a) Welcoming (b) Offering a room (c) Proposing a price (d) Having formalities completed
- (e) Apologizing (f) Solving a problem (g) Placing people (h) Taking an order.



BBHM 406  
SEM-IV

## COMPUTER APPLICATION-II

Theory : credit-3  
Practical : credit-2

		Marks	
ASSESSMENT SCHEME:	Theory	: 60	
	Continuous Evaluation-	40	:
		<hr/>	
	Total	: 100	

**Practical : 100**

### OBJECTIVES:

The objective of the course is to systematically develop the computer skills, &. Understand the operation of window accessories

### COURSE CONTENT:

#### 64.1 CUSTOMIZING WINDOWS :

- Setting the Screen Colors
- Controlling the Mouse and Keyboard
- Changing your Desktop's Appearance
- Setting the Date and Time

#### 64.2 THE WINDOW ACCESSORIES:

- Introducing Desktop Accessories and Utilities
- Using Windows clock
- Using the Windows Calculator
- Microsoft word.
- Managing your schedule with Windows calendar
- Managing Data with Windows care File
- Making Notes with Windows Paintbrush
- Word processing with Windows Write
- Using your Modem with Windows Terminal
- Managing database with MS Excel

#### 64.3 FEATURES OK HOTEL SOFTWARE PAKAGE " FIDELIO".

- Front Office Operation.

### TEXT READING:-

James Martin Introduction to Database system  
Tom Sheldon Windows 95 made easy

### PRACTICALS: T100

Practice of windows accessories and FIDELIO - F.O. Package.

BBKM 407  
SEM-IV

## MATERIAL MANagements & CONTROLS

	Theory	:	credit-3	
	Practical	:	credit-0	
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
			<hr/>	
	Total	:	100	
<b>Practical</b>	:		<b>0</b>	

### OBJECTIVE :

- The objective of this course is to make students aware about: Purchasing functions and material management in hospitality industry
- To provide insight of the material budgeting and various control functions of hospitality industry.

### COURSE CONTENT :

#### 74.1 MANAGEMENT IN RELATION TO MATERIAL:

- Need
- Advantage
- Budgeting
- Limitations.

#### 74.2 MATERIAL IDENTIFICATION, CLASSIFICATION AND STANDARDISATION:

- Advantages (F&B Perishable - nonperishable - Linen - Gas supplies- Stationery- Crockery etc).
- Value analysis- principles- procedure- system
- Sourcing- vendor evaluation- negotiation- buyer and seller relationship.

#### 74.3 ORDERING-RECEIVING- STORING- ISSUING AND REORDERING CYCLE:

For all the items required in a hotel. (F&B, perishable & nonperishable, drinks, cutlery, crockery, Housekeeping linen, Guest supplies and cleaning equipments and detergents)

#### 74.4 SYSTEM OF STOCK TAKING AND INVENTORY CONTROL:

For F & B and Housekeeping items available in stores

#### 74.5 RESPONSIBILITIES, DUTIES AND QUALITIES OF MATERIAL MANAGER:

#### 74.6 F & B OPERATIONS- COST CONTROLLING:

- Yield testing
- Analysis of food cost and beverage cost percentage
- F & B reconciliation statement.

#### 74.7 FACTORS AFFECTING:

- Food cost
- Labour cost
- Overhead cost
- Profit- maximisation.

### TEXT READINGS ;

- Verma M.M. - Material Management - Sultan chand & sons  
Dobler & Burt - Purchasing & Material Management  
Gopal Krishna & M.S. Sundera - Material Management.

BBHM 501  
SEM-V

### FOOD & BEVERAGE MANAGEMENT -III

	Theory	:		credit-3
	Practical	:		credit-2
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
	Total	:	100	

**Practical : 100**

---

#### **OBJECTIVES :**

At the end of the course the students will develop:

a) Insight into the organization and management of Larder European cuisine and quantity food Production, banquets, events outdoors management.

#### **COURSE CONTENT :**

##### **15.1 LARDER :**

- Layout and planning of a larder department.
- Staff organization
- Cold food presentation.
- Aspic and chaud froid
- Sandwiches and canapés
- Cold starters,
- Characuterie.
- Sausages, terrines, gelatins, pate, mousses Control of expensive commodities, meat tag.

##### **15.2 INDUSTRIAL AND INSTITUTIONAL CATERING**

- Aims
- Management Policy
- Types of establishment
- Menu planning.

##### **15.3 MANAGEMENT OF INDEPENDENT F& B ESTABLISHMENT:**

- Fast food; Snack bar, parlors.
- Airline, Railway and ship catering.
- Outdoor catering operation.

##### **15.4 AESTHETIC SKILLS:**

- Ice carving, Vegetable carving.
- Butter Sculpture
- Center pieces (Innovative)
- Marzipan, Sugar craft, chocolate pralines and Advance icing

##### **15.5 STATUS OF INDIAN BAKERY INDUSTRY :**

##### **15.6 BAKERY FLOUR :**

- A brief introduction of commercial flour milling process.

b) Floor constitution in relation to baking quality.

### **15.7 RIVISION OF- SPIRITS, COCKTAILS, LIQUEURS, APERITIFS.**

#### **TEXT READINGS :**

Jenni fer Fernandes	100 Easy to make Goan Dishes
Madhur Jeffery's	Flavours of India
John B.Knight	Quantity Food Production (Planning & Mngt)
S.C. Dubey	Basic Baking
William J. Sultan	Practical Baking
Sudhir Andrews	F & B Service Trg. Manual
Denni R. Li 11icrap	F & B Service
John Walleg	Professional Restaurant Service

#### **PRACTICAL T100**

- 1) Food Production on the basis of and Larder work, Aesthetics skills and European cuisine.
- 2) Bakery Practicals to cover, pies, tarts, puff paste, flakky paste, choux paste and cake decoration.
- 3) Learn how to manage training restaurant as captain.
- 4) To visit different hotels during various parties and banquets and participate i n production and service.
- 5) Revision of service of Spirits, Cocktails, Liqueurs, Aperitifs.
- 6) Revision of making three to six course menus and laying covers accordingly.
- 7) Mock buffet and banquet service practice.

BBHM 502

**ACCOMMODATION MANAGEMENT-III**

Theory : credit-3  
Practical : credit-2

		Marks	
ASSESSMENT SCHEME:	Theory	: 60	
	Continuous Evaluation-	40	:
		<hr/>	
	Total	: 100	

**Practical : 100**

**OBJECTIVES:**

1. To know about procedure of operating Handling of VIP, CIP and FAM group, Interdepartmental co-operation.
2. To know about the First Aid, contract cleaning, Spring cleaning Carpet, Upholstery, drapery upkeep and cleaning

**COURSE CONTENT:**

**25.1 MANAGERIAL HANDLING OF VIPS, CIPS AND FAM TOURS:**

**25.2 INTEROEPENCE OF HOTELS AND TRAVEL AGENTS**

- a) Current trends in this relationship
- b) Developing tour packages
- c) Other Promotional strategies executed through travel agents.

**25.3 ROLE of Accommodation Manager in a Big Hotel.** (Duties and responsibilities, Leading and motivating, Delegation and controlling, Communicating and Industrial Relation)

**25.4 PERSONAL QUALITIES OF HOUSEKEEPING DEPARTMENT EMPHASIS ON**

- a) Emergencies & dealing with them,
- b) Safety awareness & accident prevention.
- c) First aid box.
- d) Dealing with sick guest. & Sanitization.

**25.5 CARE AND CLEANING OF CARPETS, DRAPERS, and UPHOLESTRY:**

Routine and spring-cleaning.

**25.6 PESTS AND RODENTES CONTROLS: Objectives, control procedure.**

**25.7 SPRING CLEANING: Procedure, implementation and advantages.**

**25.8 INTERIOR DECORATION :**

- a) Colour.
- b) Light & lighting system
- c) Floor & wall covering
- d) Role of accessories



**TEXT READINGS :**

Mohini Sethi

Joan C.Branson

Georgi ra Tucker

Anne Effelsberg

John Ambulan/Andrews

Catering Management

Hotel, Hostel & Hospital Housekeeping

The Professional Housekeeper

Flower Arranging

First Aid Manual

**PRACTICAL T100****1. Dealing with emergency -**

- a) Event of fire,
- b) Event of fumes,
- c) Event of gas leakage

**2. Flower arrangement -**

- a) Identification of equipment and material required for flower arrangement.
- b) Practice of different styles of flower arrangement.

**3. Revise of previous semester practicals for front office.****4. To practice cleaning and shampooing of carpets.****5. To organize spring cleaning of a hotel room.****6. To Practice on check-in, checkout procedure.**

BBHM 503  
SEM V

## BUSINESS STATISTIC

	Theory	:		credit-3
	Practical	:		credit-0
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
	Total	:	100	

**Practical : 0**

### OBJECTIVES :

The objectives of the course are to help the students in understanding statistical methods and techniques and their application in hotel and catering Industry, in decision-making.

### COURSE CONTENT:-

- 35.1** Meaning And Definition Of Statistics, Scope And Limitations In Hotel And Tourism Industry – Its Role In Managerial Decisions.
- 35.2** Measures Of Central Tendency, Meaning And Criteria For Good Measures Of Central Tendency- Means Median Mode Geometric And Harmonic Means.
- 35.3** Measures Of Dispersion Meaning And Criteria For Good Measures Of Dispersion, Range, Deviation, Standard Deviation And Variances.
- 35.4** Co - Relation Theory- Concepts, Applications, Carl Person's Coefficient Of Co-Relation And Spearman Co-Efficient Of Co-Relation.
- 35.5** Time Series And Its Components:- Regression Theory, Concepts, Application, Simple And Multiple Regression And Comparison Of Co-Efficient Of Co-Relation And Regression.

### TEXT READING BOOKS:

D.N. ELHANCE	Fundamentals of statistics
S.P. GUPTA,	Business Statistics
R.L.LEVIN AND RUBIN	Statistics for Management
D.C. SANCHETI & V.K.KAPOOR	Statistics
SHENOY	Statistics Methods For Business.

BBHM 504  
SEM- V

## HOTEL PROJECT MANAGEMENT

Theory : credit-3  
Practical : credit-0

		Marks	
ASSESSMENT SCHEME:	Theory	:	60
	Continuous Evaluation-	40	:
		<hr/>	
	Total	:	100

**Practical : 0**

### OBJECTIVE :

The objectives of the course is to develop the students in understanding the pros and cons of developing a hotel project / food & beverage outlet.

This project work will also help the students to update their knowledge about the new developments, needs and requirements in the industry.

### COURSE CONTENT: -

**45.1 COLLECTION ORGANIZATION, PRESENTATION ANALYSIS AND INTERPRETATION, PRIMARY AND SECONDARY DATA- FREQUENCY DISTRIBUTION.**

#### **45.2 SELECTION OF HOTEL PROJECT : LOCATION; SIZE;**

- A) Customer segment
- B) Marketing operation
- C) Financial feasibility and viability

During the course the students will learn to:

- a) Identify and define the specific problems relating to project.
- b) Making suitable study for markets segmentations.
- c) Set scope / Limitations for the project.
- d) Allocate various financial requirements through available financial institutions and draw a plan to return the loan to the above institutions-

#### **45.3 LEGAL ASPECTS OF MANAGING A HOTEL PROJECT:**

Draw a list of various legal and other aspects, which required to be managed during the project stage.

#### **45.4 EXECUTION OF F & B PROJECTS:**

- a) Determining the type of restaurant
- b) Analyzing clientele
- c) Hiring of Staff
- d) The layout and space management.
- e) The equipment analysis and procurement.
- f) Interior designing.
- h) Sequencing various activities involved during project stage.
- i) Design and administer suitable structured project depending on market needs.
- j) Write the report in acceptable format and language.

### TEXT READING:

Navy Scalon  
Birchfield  
Cousin, Foskett  
Kotas & Jaywardana

Restaurant Management  
Design & Layout of Food Service facility  
Food & Beverage Management  
Profitable Food & Beverage Management

Richard E. Boyatzis  
Richard M. Hodgetts  
Jain, Vijay K.  
McCormack ; Mark H

The Competent Manager  
Effective Small Business Mngt.  
Marketing Management for Small Units  
What They Don't Teach You At Harvard Business School



BBHM 505  
SEM V

**FRENCH –III**

Theory : credit-3  
Practical : credit-2

		Marks	
ASSESSMENT SCHEME:	Theory	: 60	
	Continuous Evaluation-	40	:
		<hr/>	
	Total	: 100	

**Practical : 100**

**OBJECTIVES :**

The aim of the course is to introduce the students to the French language as it will help them to understand and speak the much used terms in the hotel operation and also as it is the most widely used foreign language other than English as far as hospitality industry is concerned.

**COURSE CONTENT :**

**55.1 I am sorry .....**

- a) Subject + no + verb + pas + noun
- b) Ouvrir (Present)

**55.2 This way please .....**

- a) prendre (present immediate future)
- b) plus de + noun

**55.3 Have you chosen?**

- a) Qu'est ce que
- b) Subject + vous + verb
- c) choisir (past tense)
- d) pas du tout, un peu, assez, tres
- e) aussi

**TEXT READINGS :**

Book No.-1; A-Votre-Service:- Rajeshwari chandrashekhar, Claude le Ninan  
French for Hotel Management & Tourism Industry: S. Bhattacharya

**PRACTICAL T100**

a) Welcoming (b) Offering a room (c) Having (d) Proposing a price (e) Apologizing people formalities completed (f) Solving a problem (g) Placing (h) Taking an order.

BBHM-506  
SEM-V

### COMPUTER APPLICATION - III

	Theory	:		credit-3
	Practical	:		credit-2
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
	Total	:	100	

---

**Practical : 100**

#### OBJECTIVE:

The objectives of this course are to:

- Elaborate on the concept of Management Information System.
- Provide knowledge and skills required for computerization of a unit.
- To enable them to adopt and use software for specific needs.

#### COURSE CONTENT:

##### 65.1 Database Management Package - FoxPro

- Data definition organization. Database Fundamentals, Attributes types, Records, tabular storage of information & Atomicity, logical & physical Database and introduction to structure query language.
- FoxPro
  - Why FoxPro?
  - Getting Acquainted with FoxPro.
  - Creating a database structure.
  - Adding, editing, and viewing data.
  - Understanding indexes and expressions.
  - Using queries and logical expressions.
  - Generating reports and mailing labels
  - Multiple database files.
  - Mathematical commands & function

##### 65.2 Case study for Payroll.

##### 65.3 Sample Programs in FoxPro.

#### TEXT READING:

R.K. Taxali                      FoxPro 2.5 made easy  
Charles Siegel                 Mastering FoxPro 2.5  
Korth, Siberschatry          Database system concept.

#### PRACTICALS T100

Practice on FoxPro Commands and functions. Programming in FoxPro.

BBHM 601

**FOOD & BEVERAGE MANAGEMENT-IV**

Theory : credit-3  
Practical : credit-2

		Marks
ASSESSMENT SCHEME:	Theory	: 60
	Continuous Evaluation-	40 :
	Total	: 100

---

**Practical : 100**

**OBJECTIVE :**

At the end of the semester the students should be able to conceptualize the management and functioning of independent F & B Establishment bakery industry, kitchen and restaurant designing and develop various aesthetic skills

**COURSE CONTENT :**

**16.1 DESIGNING KITCHEN AND LAYOUT INDUSTRIAL & INSTITUTIONAL:**

- a) Staff analysis.
- b) Equipment analysis of a man
- c) Job designing & work flow analysis.
- d) Location & Space analysis.
- e) Policy & Budget.
- f) Other technical factors, storage, wash-up area, receiving etc.
- g) Actual designing, flexibility, modality, sanitation, supervision.

**16.2 BRIEF INSIGHT OF :**

- a) Emulsifier, Surfactants and Enzymes used in Bakery products,
- c) Bakery Fats.
- d) Flavors for Bakery Industry.

**16.3 RECENT DEVELOPMENT IN BREAD MAKING TECHNOLOGY:**

**16.4 BAKERY PROJECTISATION AND ORGANISATION:**

**16.5 PROCESSING DURING EMERGENCY BREAKDOWN:**

**16.6 OPERATIONS PERFORMANCE ANALYSIS & APPRAISAL:**

- a) Sales History (b) Scatter sheet

**16.7 MENU CARD DESIGN :**

- a) Choice of material
- b) Aesthetic quality: size, shape, print, artwork etc.
- c) Classification of dishes.
- d) Marketing characteristics of Menu card.
- e) Menu designing for new establishment.

**16.8 INVALID DIET MANAGEMENT: Special Meals, (Airline catering).**

**16.9 STANDARDIZATION OF NEW RECIPES:**

Standardization cycle: Testing, Tasting, Evaluating, Modification.



### **16.10 FIVE P's OF KITCHEN MANAGEMENT:**

People, product, plant and property, promotion and profit.

#### **TEXT READINGS:**

Jane Grigson	European Cookbook
Kotas & Davis	Food cost control
Birchfield	Design & Layout of Food Service facility
Kotas & Jaywardana	Profitable Food & Beverage Management
Dittmann & Griffin	Principle of Food, Beverage & Labor cost Control
Ni cholus Lodge	The International School of sugar craft.
Joseph Amendota	Ice carving made easy
Amendola & Lungberg	Understanding Baking
Gisslen & Griffin	Professional Baking
S. C. Oubey	Basic Baking
W.Sultan	Practical Baking

#### **PRACTICAL T100**

- 1) The practicals for this course will comprise of tasks, assignments, and lab work based on the theory syllabus detailed above.
- 2) Revision of previous semesters as per syllabus.
- 3) Food & Beverage service and mock banquet buffet & VIP service.
- 4) Revision of Tea/Coffee, Breakfast, Food & Liqueur table service.

BBHM 602  
SEM-VI

## ACCOMMODATION MANAGEVENT-IV

	Theory	:		credit-3
	Practical	:		credit-2
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
			<hr/>	
	Total	:	100	

**Practical : 100**

### OBJECTIVES:

- The purpose is to impart and develop the most important skill in this challenging field. The future of Accommodation industry; growing interdependence between travel and hotel industry and Franchising..
- Planning accommodation facilities in general and for specific needs.
- To know basic of tariff charging and changing and occupancy fore-casting
- To know all about Accommodation manager

### COURSE CONTENT:

#### 26.1 FUTURE & TRENDS IN ACCOMMODATION INDUSTRY:

- Time share
- Heritage hotels
- Floater
- Other trends

#### 26.2 FRANCHISING :

Definition & meaning usual terms and condition of franchising, Advantages and disadvantages of franchising to either parties, with special reference to accommodation industry.

#### 26.3 CLUB OPERATION AND MANAGEMENT:

- Health club management
- Amusement and Entertainment management
- Adventure sports

#### 26.4 REQUIREMENT/MANAGEMENT OF NON-COMMERCIAL ACCOMMODATION SERVICE: -

Guest houses, Government-Circuit Houses, Clubs etc

#### 26.5 HUMAN RESOURCE PLANNING FOR ACCOMMODATION OPERATIONS:

#### 26.6 PLANNING HOTEL FACILITIES:

- Modern trends and norms in general facility planning
- Planning facilities as per specific guest requirement
- Fire fighting equipments - needs and uses

#### 26.7 OCCUPANCY FORECASTING:

#### 26.8 BASIS OF TARIFF CHARGES AND CHANGES:

#### 26.9 REVISION OF EARLIER SEMESTER ON FRONT OFFICE PROCEDURES AND FORMATS

**TEXT READINGS :**

Lane & Dupre : Hospitality world  
A. K. Bhatia : International Tourism  
Janet Housden : Franchising and other business relationships in Hotels and  
Catering services  
Gray & Liguon : Hotel & Motel Management and operation  
Hawade shobo shinasha : Hotel Design  
H.L.Kumar : Personal Management in Hotel& Catering Industry

**PROJECT / PRACTICAL T100**

- To assign project to students in relation to Theory topics.
- Practice on preparation of checkout room, H/K desk handling, complaints.
- Visit to hotel to know new concepts if adopted
- Revision of shampooing of carpets, spring-cleaning and laundry.
- Practice on front office desk, information desk, and cashier desk.
- Revision of front office terms

BBHM 603  
SEM-VI

## ENTREPRENEURSHIP

	Theory	:	credit-3	
	Practical	:	credit-0	
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
	Total	:	100	

**Practical : 0**

### OBJECTIVE :

The course shall be taken up with emphasis on entrepreneurship hospitality and related services,  
a) Acquaint themselves with strategies for stabilization and growth of a business entity

### COURSE CONTENT :

#### 36.1 INTRODUCTION :

The Entrepreneurial Competencies: meaning, developing, entrepreneurial competencies rating E.C. of a person. The concept and significance of Entrepreneurial qualities of a manager in an organization.

#### 36.2 OPPORTUNITY SCANNING :

The Zeroing in process, factors involved in selecting a product / service to offer, Need for market assessment, demand analysis, analyzing competitive situation, understanding current business practices.

#### 36.3 CONCEPT STAGE DECISIONS :

Factors involved in selection of site, technology, capacity, market -segment, organization form, suppliers etc. Various financial and non-financial support and scheme from G.O./ N..G.O..s available to an entrepreneur in India.

#### 36.4 PREPARATION OF BUSINESS PLAN / PROJECT REPORT:

Project report -its significance and scope, Contents in a business plan, Drawing up implementation schedule, Common errors in business plan Formulation and presentation.

#### 36.5 STRATEGIES FOR STABILIZATION AND GROWTH :

Introduction stages in growth of an enterprise, stabilization strategies, growth strategies, operational challenges in managing an enterprise.

#### TEXT READINGS :

Richard E. Boyatzis	The Competent Manager
Richard M. Hodgetts	Effective Small Business Mngt.
Jain, Vijay K.	Marketing Management for Small Units
McCormack ; Mark H	What They Don't Teach You At Harvard Business School
Gupta M.C.	Entrepreneurship in Small Scale Industry
Churchill & Lewis	The Five Stages of Small Business Growth.
Drucker, Peter F.	Innovation and Entrepreneurship
Hanan, M.	Fast Forth Strategies

Mascarenhas, B.  
Scott, M. and Bruce.

Planning for Flexibility, Long Range Planning  
Five Stages of Growth in Small Business, Long Range Planning

BBHM 604  
SEM VI

## HUMAN RESOURCE MANAGEMENT

	Theory	:	credit-3	
	Practical	:	credit-0	
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
	Total	:	100	

**Practical : 0**

### OBJECTIVE:

- To develop an insight into meaning nature scope and value of contemporary approach to human resource management in an organization on.
- To describe organization of a human resource management functionary in an establishment, and to identify attributes of a successful personnel manager.
- To impart knowledge and techniques involved in human resource planning, job-analysis, and job-design.
- To explain various methods of recruitment, selection, induction and placement.
- To develop the importance and methods adopted for training and development of employees in today's Environment in workplace,
- To discuss matters relating to job evaluation & job changes, pertaining to employee separation.

### COURSE CONTENT :

#### 46.1 INTRODUCTION : Nature and Scope of Human Resource Management –

- Concept and Nature, Human Resource Management as a profession, Objectives and importance, Functions and scope of Human Resource Management.
- Organization of personnel Department, Qualities of Personnel Manager, Role of Personnel Manager, Status of Personnel Manager.
- Characteristics of Hospitality Industry for a Human Resource Manager. HRD as responsibility of all Managers.

#### 46.2 PROCUREMENT OF HUMAN RESOURCES:

Human Resource Planning -Concept and objectives, Need and importance Process and Levels of Human Resource Planning, Problems and Guidelines for Human Resource Planning.

#### 46.3 Job Analysis and Job Design -

Concept and uses of job analysis, Process and methods of job analysis, Job description and job specification, Role analysis, Concept of job design, Approaches and methods of job design.

#### 46.4 Recruitment and Selection -

Meaning and process of Recruitment, Recruitment policy and organization, Sources and techniques of Recruitment, Recruitment practices in India, Meaning and process of selection tests and interviews.

#### 46.5 Placement and Induction -

Concept of Placement, Concept and objectives of Induction in India Industries, Contents of induction program, How to make induction effective, Advantages of formal induction

#### 46.6 TRAINING AND DEVELOPMENT:

Concept and need of training, Importance and objectives of training, Identifying training needs, Designing a training program, Methods of training Evaluation & training effectiveness, Re-training.

#### **46.7 Executive Development -**

Concept and objectives, Importance and process, techniques, Principles of Executive Development.

#### **46.8 PERFORMANCE APPRAISAL :**

Concept and objectives, Uses and process, Problems in performance appraisal3 Essentials of effective appraisal system, Methods and techniques of appraisal, Appraisal of managers, Appraisal interview, Appraisal of potential,

#### **46.9 JOB CHANGES :**

- a) Transfers, Promotions and Separations
- b) Purposes of job changes, Concept and objectives of transfer, Types of transfer, Transfer policy, Concept and bases of promotion, Promotion policy, Demotion, Types of Separations.

#### **46.10 CONCEPT OF TOM.:**

Purpose of TQM, Vision, Measurement of TQM, Training & re-training, Business improvement process and action plan.

#### **TEXT READINGS :**

David A Decenzo	Personnel/Human Resource Management
H ,L Kumar	Personnel Mngt. in Hotel & Cateri ng Industry
Chapman & Hall	Behavioural studies in Hospitality Management
Dr. C.B, Gupta	Human Resource Management
Mirza S. Saiyadain	Human Resource Management
William B. Wether	Human Resource & Personnel Management

**BBHM - 605      COMPUTER APPLICATION & HOTEL INFORMATION SYSTEM-IV**  
**SEM-VI**

	Theory	:	credit-3	
	Practical	:	credit-0	
			Marks	
ASSESSMENT SCHEME:	Theory	:	60	
	Continuous Evaluation-		40	:
	<b>Total</b>	:	<b>100</b>	

**Practical      :      100**

**OBJECTIVE:**

The objectives of this course are to;

- Elaborate on the concept of Management Information System.
- Provide knowledge and skills required for computerization of a unit.
- To enable them to adopt and use software for specific needs. COURSE CONTENT;

**66.1** The Concept of Management Information System & Characteristics of MIS Information requirement at different levels of Management. Need of information at different level.

**66.2** Report Reading and Analysis Skills for Managers. Information system for decision-making.

**66.3** Basic information system / decision making and MIS decision assisting

**66.4** Decision assigning and information system- Data bank concept- Conversion of Manual to computer base system, MIS planning.

**66.5** Networking technology and hardware maintenance.

**66.6** Managing hotel operation on "FIDELIO" & IDS

**TEXT READING:**

- Tennenbaum      - Computer Networks  
William Stalling      - Computer & Data Communication  
Govind R.      - IBM PC and its Clones  
S. Dhamdhare      - System Software and Programming  
V. Rajaraman      - Fundamental of Computer

**PRACTICAL T100**

- Surveying a unit for computer needs and requirements.
- Preparing an estimate of Hardware & Software configuration.
- Installment and maintenance of Computer facility in a unit.
- Designing tailor made software, for specific needs.
- Adopting and operating ready-made software in specific needs.

**BBHM 506      HOTEL PROJECT WORK/ MAJOR PROJECT REPORT      credit-3**  
**SEM V**

**During their training at the hotel.**



		Marks
ASSESSMENT SCHEME:	Theory	: 60
	Continuous Evaluation-	40 :
	<b>Total</b>	<b>: 100</b>

---

**Practical : 0**

Major Research Report

Student will have to select any one option out of following:

A. Vocational training on hotel industry.

B. Industry analysis-study on hotel and hospitality.

### **OBJECTIVE**

To encourage and guide students to collect statistical data for to develop their own hotel project / F& B Project. This project work will also help the students to update their knowledge about the new developments, needs and requirements in the industry.

### **COURSE CONTENTS:**

Based on the study of Hotel Project management students are required to undertake one topic in consultation with the head of the department of the hotel (where they are undergoing training.)

They are supposed to make an authentic project report and present it for examination.

They are supposed to undergo extensive research work on the topic undertaken and may seek the help of competent faculty if required.

# BBA Hotel Management CBCS Scheme

First Semester					
Course Code	Courses	Final Examination		Total	Credit
		Th/PR	Contunious EValuation		
BBHM 101T	Food Production & Patisserie-I	60	40	100	3
BBHM101T	Food Production & Patisserie-I	60	40	100	2
BBHM 102T	Food & Beverage Service-I	60	40	100	3
BBHM 102P	Food & Beverage Service-I	60	40	100	2
BBHM 103T	Food Nutrition & Science	60	40	100	3
BBHM0 4T	Front Office Operation-I	60	40	100	3
BBHM0 4P	Front Office Operation-I	60	40	100	2
BBHM 105T	House Keeping-I	60	40	100	3
BBHM 105P	House Keeping-I	60	40	100	2
BBHM 106T	Foundation to Management Concepts	60	40	100	3
	Total	600	400	1000	26

Course Title	Valid Credits
Skill Development	2

Course Title	Virtual Credits	Total Marks
Comprehensive Viva-voce	2	50

Second Semester					
Course Code	Courses	Final Examination		Total	Credit
		Th/PR	CE		

BBHM 201T	Food Production & Patisserie-II	60	40	100	3
BBHM201P	Food Production & Patisserie-II	60	40	100	2
BBHM 202T	Food & Beverage Service-II	60	40	100	3
BBHM202P	Food & Beverage Service-II	60	40	100	2
BBHM 203T	English-II	60	40	100	3
BBHM 204T	Front Office Operation-II	60	40	100	3
BBHM204P	Front Office Operation-II	60	40	100	2
BBHM 205T	House Keeping-II	60	40	100	3
BBHM205P	House Keeping-II	60	40	100	2
BBHM 206T	Hotel Business Law & Licenses	60	40	100	3
	Total	600	400	1000	26

<b>Course Title</b>	<b>Valid Credits</b>
Skill Development	2

<b>Course Title</b>	<b>Virtual Credits</b>	<b>Total Marks</b>
Comprehensive Viva-voce	2	50

Third					
Course Code	Courses	Final Examination		Total	Credit
		Th/PR	CE		
BBHM 301T	13 Food & Beverage Management-I	60	40	100	3
BBHM301P	13 Food & Beverage Management-I	60	40	100	2
BBHM 302T	Accommodation Management-I	60	40	100	3

BBHM302P	Accommodation Management-I	60	40	100	2
BBHM 303T	Hotel Accounts & Financial Management	60	40	100	3
BBHM 304T	Human Relation & Business Communications	60	40	100	3
BBHM 305T	French-I	60	40	100	3
BBHM 305P	French-I	60	40	100	2
BBHM 306T	Computer Application-I	60	40	100	3
BBHM306P	Computer Application	60	40	100	2
	Total	600	400	1000	26

<b>Course Title</b>	<b>Valid Credits</b>
Skill Development	2

<b>Course Title</b>	<b>Virtual Credits</b>	<b>Total Marks</b>
Comprehensive Viva-voce	2	50

Fourth					
Course Code	Courses	Final Examination		Total	Credit
		Th/PR	Internal		
BBHM 401T	Food & Beverage Management-II	60	40	100	3
BBHM401P	Food & Beverage Management-II	60	40	100	2
BBHM 402T	Accommodation Management-II	60	40	100	3
BBHM402P	Accommodation Management-II	60	40	100	2
BBHM 403T	Tourism	60	40	100	3
BBHM 404T	French-II	60	40	100	3

BBHM404P	French-II	60	40	100	2
BBHM 405T	Computer Application-II	60	40	100	3
BBHM405P	Computer Application-II	60	40	100	2
BBHM 406T	Material Management & Control	60	40	100	3
	Total	600	400	1000	26

<b>Course Title</b>	<b>Valid Credits</b>
Skill Development	2

<b>Course Title</b>	<b>Virtual Credits</b>	<b>Total Marks</b>
Comprehensive Viva-voce	2	50

Fifth					
Course Code	Courses	Final Examination		Total	Credit
		Th/PR	CEI		
BBHM 501T	Food & Beverage Management-III	60	40	100	3
BBHM501P	Food & Beverage Management-III	60	40	100	2
BBHM502T	Accommodation Management-II I	60	40	100	3
BBHM502P	Accommodation Management-II I	60	40	100	2
BBHM 503T	Business Statistic	60	40	100	3
BBHM 504T	Hotel Project Management	60	40	100	3
BBHM 505T	French- III	60	40	100	3
BBHM505P	French-III	60	40	100	2

BBHM506T	Computer Application-III	60	40	100	3
BBHM506P	Computer Application-III	60	40	100	2
	Total	600	400	1000	26

<b>Course Title</b>	<b>Valid Credits</b>
Skill Development	2

<b>Course Title</b>	<b>Virtual Credits</b>	<b>Total Marks</b>
Comprehensive Viva-voce	2	50

Sixth					
Course Code	Courses	Final Examination		Total	Credit
		Th/PR	Internal		
BBHM 601T	Food & Beverage Management-IV	60	40	100	3
BBHM601P	Food & Beverage Management-IV	60	40	100	2
BBHM 602T	Accommodation Management-IV	60	40	100	3
BBHM602P	Accommodation Management-IV	60	40	100	2
BBHM 603T	Entrepreneurship	60	40	100	3
BBHM 604T	Human Resource Management	60	40	100	3
BBHM 605T	Computer App. & H. Info. System -IV	60	40	100	3
BBHM605P	Computer App. & H. Info. System -IV	60	40	100	2
BBHM606 Project	Major Research Report Student will have to select any one option out of following: A. Vocational training on hotel industry.	60	40	100	3

	B. Industry analysis-study on hotel and hospitality.				
	Total	540	360	900	24

Course Title	Valid Credits
Skill Development	2

Course Title	Virtual Credits	Total Marks
Comprehensive Viva-voce	2	50