

SYLLABUS

FOR

**BACHELOR DEGREE IN HOTELMANAGEMENT &
CATERING TECHNOLOGY
(BHMCT)**

(8 Semester Course)

UNIVERSITY OF KERALA

THIRUVANANTHAPURAM

Revised w.e.f. 2018 Admission

UNIVERSITY OF KERALA

BHMCT PROGRAMME

(Bachelor Degree in Hotel Management and Catering Technology)

Regulation, Scheme & Syllabus

I. Introduction

The hospitality industry is one of the fast growing industries globally today. The industry needs highly trained professional staff. The 4-year degree programme in Hotel Management and Catering Technology is designed to meet the varied manpower needs of the different segments of the Hotel and Catering Industry. The programme will provide an all round training in Hotel Management and Catering Technology, coming practical learning with class room lectures, so as to prepare the students to face the challenges of the Hospitality industry. The objective of the 4 years degree programme is to provide theoretical knowledge along with practical skill and proper motivation to build a career in the Hospitality industry.

II. Course Duration

The degree programme shall be completed in 4 years consisting of eight semesters. Each semester shall consist of 18 instructional weeks of 5 days each of 7 hours per day. Each semester shall have 90 instructional days or 450 instructional hours.

III. Eligibility for Admission

The eligibility for admission to the BHMCT (Bachelor degree in Hotel Management and Catering Technology) programme under the University of Kerala is a pass in the Higher Secondary Technical Higher Secondary/Vocational Higher Secondary examination of the Kerala State Government with any subject combination or any other examination declared by the University of Kerala as equivalent thereto with a minimum of 45 percent marks in the aggregate.

IV. Selection Process

50% of the candidates for admission will be selected on the basis of the Rank List published by the University of Kerala based on the Entrance Examination conducted by the University and the remaining 50% will be selected on the basis of the Rank List published by the Management Association based on the Entrance Examination conducted by them. For preparing the final Rank List for admission, 80% weightage will be given to the marks scored by the candidates in the respective Entrance Examinations, 10% weightage for group discussion and 10% weightage for interview.

V. Reservation of Seats to SC/ST and other reservation categories

The rules for reservation of seats for SC/ST candidates and other reservation categories are as laid down by the Government from time to time. These rules will be observed in the admission to BHMCT (Bachelor degree in Hotel Management and Catering Technology) programme also.

VI. Requirement of Attendance and Progress

A candidate will be permitted to register and appear for the examination at the end of each semester only if:

- He/She has secured not less than 75% of attendance in each subject, in each semester.
- His/Her progress is satisfactory.

In case of shortage of attendance, the candidate is eligible for condonation of the shortage of attendance on the recommendation of the Head of the Institution subject to the rules framed in this regard by the University from time to time. A student who is not eligible for condonation of shortage of attendance shall repeat the course when it is offered again. This provision is allowed only twice during the entire course.

The students have to submit practical records duly certified by the concerned subject faculty to appear for the practical examination

VII. Examination and Results

The evaluation of each course shall consist of two parts

- A. Continuous Evaluation or Internal Assessment (CE)
- B. End Semester Evaluation (ESE)

The CE & ESE ratio shall be 1: 4 for all courses except to that of Industrial Exposure

Training Report and Project Dissertation. For Industrial Exposure training report and Project Dissertation, there is no CE/IA and marks/grade are awarded based on ESE and Viva voce. Grades are given on a 7 point scale based on the total percentage of mark (CE + ESE) as given below.

Percentage of marks	CCPA	Letter Grade
90 and above	9 and above	A+ Outstanding
80 to < 90	8 to < 9	A Excellent
70 to < 80	7 to < 8	B Very good
60 to < 70	6 to < 7	C Good
50 to < 60	5 to < 6	D Satisfactory
40 to < 50	4 to < 5	E Adequate
Below 40	< 4	F Failure

1. Regular Semester Examinations will be conducted at the end of each semester. The duration of Examinations will be three (3) hours for those subjects having 100 Marks and two (2) hours for those subjects having 50 Marks. Semester examinations shall be conducted and results will be announced by the University .The examination for the practical courses will be held at the end of each semester The University will issue the semester mark list after each semester examination and the final consolidated mark list showing the marks scored in all the eight semesters after the successful completion of the B. H.M.CT Degree programme.

2. For subjects with 100 as the maximum marks, the end semester examination will have 80 marks and the internal assessment will have 20 marks. Subjects with 50 as the maximum marks will have 40 marks for the end semester examination and 10 marks for the internal assessment..

3. The Internal Assessment shall be done on the basis of (i) Periodical tests, subject to minimum of two tests for each subject. (ii) Assignments and (iii) class Participation and attendance. The distribution of marks for the internal assessment will be as follows:

All records of internal assessment shall be kept in the department and shall be made available for verification by the university if and when necessary.

(a) Periodical tests	5/ 10 marks
(b) Assignments	3 / 6 marks
(c) Class Participation and attendance	2 / 4 marks

Total	10 / 20 marks
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4. A systematic record for the award of Internal Assessment marks shall be maintained in the Department signed by the Faculty member concerned and counter signed by the Head of the Department/Institution. The results of internal assessment shall be made available within 5 working days from the last day of the semester. The complaints regarding award of marks for CE/IA if any have to be submitted to the Head of the Department within 3 working days from the display of the results. These complaints have to be examined by the department committee and shall arrive at a decision which shall be communicated to the student.

The statement of marks of the CE/IA of all the students shall be approved by the Department committee countersigned by the Principal and forwarded to the Controller of Examinations within 15 working days from the last day of the semester

5. Semester examinations for the BHMCT (Bachelor Degree in Hotel Management and Catering Technology) programme for each subject shall be conducted at the end of the each semester. There will be supplementary semester examinations for failed candidates

6. Candidates for the BHMCT Programme shall be eligible to undergo the course of study in the next semester and take the examinations of that semester, irrespective of the results of the examination of the previous semester provided they have completed all the formalities of attendance, payment of all fees due to the University and registration for the examination in the earlier semester. However, a candidate who has failed to secure the

required minimum marks in any subject shall be given a maximum of three additional chances for securing a pass in such subject.

7. Students participating in social service activities, sports, literary and cultural activities will be carried out outside the instructional hours and will fetch the one credit extra over and above the prescribed 160 credits. There shall be a general coordinator to be nominated by the College Council for the conduct of all these activities. A statement testifying the participation of the students shall be forwarded to the controller of Examination along with the statement of CE/IA.

8. The norms for moderation will as per the norms applicable to the other under graduate programmes.

VIII. Time Limit for the Completion of Programme

A candidate shall be required to complete the programme within a period of eight years after joining the programme.

IX. Classification of Successful Candidates

- (A) A candidate who secures not less than 40% in the examination will be declared to have passed the examination
- (B) CLASSIFICATION OF RESULT will be based on the aggregate marks of all the sessional and end semester examinations in all the eight semesters put together.
- (C) Successful candidates who completed the examination in four academic years (eight consecutive semesters) after the commencement of the course of study alone shall be considered for ranking purpose. Students who pass the examination in supplementary examinations are also covered under this clause.

Consolidation of CCPA

An overall letter grade for the whole programme shall be awarded to the student based on the value of CCPA Using the 7 point scale. It is obtained by dividing the sum of the credit points in all the courses taken by the student, for the entire programme by the total number of credits

X. Question Paper

The question paper for the end semester examination of each theory course will consists of three parts A, B & C.

Pattern of Questions

Question Type	Total No of questions	No of question to be Answered	Marks for each Question	Total Marks
Short answer	10	10	3/2	30/20
Short essay	7	5	6/4	30/20
Long essay	3	2	10	20

For the successful completion of a programme and award of the Degree, a student must pass all the courses satisfying the minimum credit requirement and must score a minimum CCPA of 4.00 or an overall grade of E.

Sl.No	CONTENTS	PAGE NO.
1.	PREFACE	
2.	Course Summary	
3.	SEMESTER – I	
4.	SEMESTER – II	
5.	SEMESTER – III	
6.	SEMESTER – IV	
7.	SEMESTER – V	
8.	SEMESTER – VI	
9.	SEMESTER – VII	
10.	SEMESTER – VIII	
11.	TECHNICAL NORMS	

Course summary

The following mentioned subjects are included in this course

COURSE CODE	SUBJECTS
BHMCT	1. FOUNDATION COURSE IN FOOD PRODUCTION-1
BHMCT	2. FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-1
BHMCT	3. FOUNDATION COURSE IN HOUSE KEEPING-1
BHMCT	4. FOUNDATION COURSE IN FRONT OFFICE-1
BHMCT	5. FOUNDATION COURSE IN TOURISM-1
BHMCT	6. APPLICATION OF COMPUTER & Cyber Law
BHMCT	7. FOUNDATION COURSE IN FOOD PRODUCTION-2
BHMCT	8. FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-2
BHMCT	9. FOUNDATION COURSE IN HOUSE KEEPING-2
BHMCT	10. FOUNDATION COURSE IN FRONT OFFICE-2
BHMCT	11. FOOD SCIENCE & NUTRITION
BHMCT	12. COMMUNICATION SKILL
BHMCT	13. FOOD PRODUCTION OPERATIONS-1
BHMCT	14. FOOD & BEVERAGE SERVICE OPERATIONS-1
BHMCT	15. HOUSE KEEPING OPERATIONS-1
BHMCT	16. FRONT OFFICE OPERATIONS-1
BHMCT	17. ENVIRONMENTAL ISSUES
BHMCT	18. INTRODUCTION TO MANAGEMENT
BHMCT	19. FOOD PRODUCTION OPERATIONS-2
BHMCT	20. FOOD & BEVERAGE SERVICE OPERATIONS-2
BHMCT	21. HOUSE KEEPING OPERATIONS-2
BHMCT	22. FRONT OFFICE OPERATIONS-2
BHMCT	23. HOTEL ACCOUNTING
BHMCT	24. HOSPITALITY MARKETING

BHMCT		25.ADVANCED FOOD PRODUCTION-1
BHMCT		26.ADVANCED FOOD& BEVERAGE SERVICE -1
BHMCT		27.FRONT OFFICE MANAGEMENT-1
BHMCT		28.HOUSEKEEPING MANAGEMENT – 1
BHMCT		29.HUMAN RESORCE MANAGEMENT
BHMCT		30.PROFESSIONAL ELECTIVE -1
		1. 1.INDUSTRIAL TRAINING
		2. 2.INDIAN CLASSICAL CUISINE
		3. FAST FOOD CHAIN MANAGEMENT
BHMCT		31.ADVANCED FOOD PRODUCTION-2
BHMCT		32.ADVANCED FOOD & BEVERAGE SERVICE-2
BHMCT		33.RESEARCH METHODOLOGY
BHMCT		34.FACILITY PLANNING
BHMCT		35.HOTEL LAW
BHMCT		36.ENTREPRENEURSHIP DEVELOPMENT
BHMCT		37.BAKERY & CONFECTIONARY
BHMCT		38.FOOD AND BEVERAGE CONTROL
BHMCT		39.FOOD SAFETY & QUALITY CONTROL
BHMCT		40.PERSONALITY DEVELOPMENT
BHMCT		41.RESEARCH PROJECT
BHMCT		42.OPEN ELECTIVE-1
	i.	1.EVENT MANAGEMENT
	ii.	2.CUSTOMER RELATIONSHIP MANAGEMENT
	iii.	3.INDUSTRIAL CATREING
BHMCT		43.PROFESSIONAL ELECTIVE -2
	i.	1.HEALTH & NUTRITION
	ii.	2.ORGANISATIONAL BEHAVIOUR
	iii.	3. AIRLINE CATERING

BHMCT		44.INDUSTRIAL EXPOSURE TRAINING- FOOD PRODUCTION
BHMCT		45.INDUSTRIAL EXPOSURE TRAINING - FOOD & BEVERAGE SERVICE
BHMCT		46.INDUSTRIAL EXPOSURE TRAINING – HOUSE KEEPING
BHMCT		47.INDUSTRIAL EXPOSURE TRAINING – FRONT OFFICE

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHMCT)
KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME
FIRST SEMESTER SYLLABUS

Course Code	Subjects		Hours / week		Theory		Duration	Practical		Duration	credit	
			T	P	E	IC		E	IC		T	P
BHMCT - 01	FOUNDATION COURSE IN FOOD PRODUCTION-1	CR	4	4	80	20	3	80	20	4	3	2
BHMCT- 02	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-1	CR	4	4	80	20	3	80	20	4	3	2
BHMCT- 03	FOUNDATION COURSE IN HOUSE KEEPING-1	CR	4	2	80	20	3	80	20	3	3	1.5
BHMCT- 04	FOUNDATION COURSE IN FRONT OFFICE-1	CR	4	2	80	20	3	80	20	3	3	1.5
BHMCT- 05	FOUNDATION COURSE IN TOURISM-1	MA	3		40	10	2				2	
BHMCT- 06	APPLICATION OF COMPUTER & Cyber Law	CP	3	2	40	10	2	40	10	2	2	1
	TOTAL		22	14	400	100		360	90			
	TOTAL MARKS OF UNIVERSITY (THEORY + PRACTICAL)				E		IC		Total			
					400	360	100	90	950		16	8
	Total				760		190				24	

*T = Theory, P=Practical, E=External, IC=Internal

* CR= Core subject , CP = Complimentary Subject , MA = Management & Allied subject

Name of the Course :FOUNDATION COURSE IN FOOD PRODUCTION			
Course Code :BHMCT-01		Semester-1	
Duration : 40hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit : 3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	WEIGHTAGE IN %
1.	INTRODUCTION TO COOKERY & CULINARY HISTORY Development of the culinary art from the middle ages to modern cookery, Indian Regional cuisine, Popular International Cuisine(Italian, French, Chinese, Mexican etc) Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment	06	10%
2.	Aims & objectives of cooking food Importance of cooking food, techniques used in pre-preparation & preparation, action of heat on food, Principles of Balanced and a healthy diet.		10%
3.	HIERARCHY OF KITCHEN DEPARTMENT Classical brigade, modern staffing in various category hotels, roles of executive chef, duties and responsibilities of various chefs, co-operation with other departments	06	10%
4.	METHODS OF COOKING FOOD Classification and methods of cooking food – roasting, grilling, frying, sautéing, broiling, baking, braising, stewing, blanching, steaming, poaching, boiling Principles of each of the above, equipment required for the above, care and precautions to be taken, selection of food for each type of cooking	08	20%
5.	VEGETABLE & FRUIT COOKERY Introduction – classification of vegetables Pigments and colour changes Effects of heat on vegetables Cuts of vegetables Classification of fruits Uses of fruit in cookery Salads and salad dressings STOCKS, SOUPS & SAUCES Definition of stock, types of stock, preparation of stock, recipes, storage of stocks, uses of stocks, Care and precautions Classification of soups with examples, basic recipes, consommés, garnishes	10	25%

	and accompaniments Classification of sauces, recipes for mother sauces, derivatives		
6.	BASIC COMMODITIES Flour Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch) Shortenings (Fats & Oils) Role of shortenings, varieties of shortenings, advantages and disadvantages of using various shortenings, fats & oil – types, varieties Thickening Agents Classification of thickening agents Role of Thickening agents Raising Agents Classification of raising agents, role of raising agents, actions and reactions Sugar Importance of sugar, types of sugar, cooking of sugar – various, uses of sugar Salt Function of salt, Importance of salt, types of salt, uses of salt	08	20%
7	Culinary terms	02	05

Name of the Course :FOUNDATION COURSE IN FOOD PRODUCTION – 01		
Course Code :BHMCT-01.1		Semester-1
Duration :40 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 4hrs /week		CE/IC Mark:20 Marks
Credit :2		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	Equipment's - Identification, Description, Uses & handling Hygiene - Kitchen etiquettes, Practices & knife handling Safety and security in kitchen	06
2	Vegetables, Basic Cooking methods and pre-preparations Classification Cuts - julienne, jardinière, macedoine, brunoise, paysanne, mignonette, dices, cubes, shred, mirepoix Preparation of salad dressings Blanching of Tomatoes and Capsicum Preparation of concasse Boiling (potatoes, Beans, Cauliflower, etc.) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. Braising - Onions, Leeks, Cabbage Starch cooking (Rice, Pasta, and Potatoes)	06
3	Stocks Types of stocks (White and Brown stock) Fish stock Vegetable stock Fungi stock	08
4	Sauces - Basic mother sauces Béchamel Espagnole Veloute Hollandaise Mayonnaise Tomato	10
5	Simple potato preparations Baked potatoes Mashed potatoes French fries Roasted potatoes Boiled potatoes Lyonnaise potatoes Allumettes	10

6	Vegetable preparations Boiled vegetables Glazed vegetables Fried vegetables Stewed vegetables	10
7	Soup Preparations Consomme Clear soups Cream Veloute Bisque Chowder National Soup International Soup	06
8	Simple Breads preparations Bread Rolls Fancy Breads French Loaf	04

Name of the Course: FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-I			
Course Code :BHMCT02		Semester-1	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark : 20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit.No	Contents	Hours	Weightage to %
1.	THE HOTEL & CATERING INDUSTRY Introduction to the Hotel Industry and Growth of the hotel Industry in India Role of catering establishment in the travel/tourism industry Types of F&B operations Classification of Commercial, Residential/Non-residential Welfare Catering - Industrial/Institutional/Transport such as air, road,rail, sea,etc. Structure of the catering industry - a brief description of each	06	30%
2	DEPARTMENTAL ORGANISATION & STAFFING Organisation of F&B department of hotel Principal staff of various types of F&B operations French terms related to F&B staff Duties & responsibilities of F&B staff Attributes of a waiter Inter-departmental relationships (Within F&B and other department)	06	20%
3	FOOD SERVICE AREAS Specialty Restaurants / Coffee Shop Service / Cafeteria Service / Fast Food Service / Room Service / Banquet Service / Bar Service / Vending Machines METHODS OF SERVICE Mise-en-scene & Mise en place Types of service: pre plated, silver, Russian, French, Self service, Buffet, Gueridon, Tray, Single point service, Specialized service	08	20%

4	ANCILLIARY DEPARTMENTS Pantry / Food pick-up area / Store / Linen room / Kitchen stewarding / Scullary	10	10%
5	F & B SERVICE EQUIPMENT Familiarization of: Cutlery / Crockery / Glassware / Flatware / Hollowware Usage of equipment, Criteria for selection, Requirements, Quantities & types, Care & Maintenance All other equipment used in F&B Service: Furniture / Linen / Disposables •French terms related to the above	10	20%

Name of the Course : FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE PRACTICAL –I		
Course Code :BHMCT 02.1	Semester-1	
Duration :40 hrs	Maximum Marks :100	
Teaching Scheme	Examination Scheme	
Practical : 4hrs /week	CE/IC Mark:20 Marks	
Credit :2	End Semester Exam : 80 Marks	
Unit .No	Contents	Hours
1.	Identification of Equipment's Table Laying and Relaying Receiving and seating the guest Procedure of service at table (Silver service and pre-plated service) French for receiving and greeting the guest and seating the guest French related to taking order and description of dishes Inventory Procedure Different Types of Napkin Folding (Bishop Cap, Book, Ladies Shoe etc...) Care, Maintenance, Cleaning and Wiping the Equipment's Basic Equipment's Filled in a Side station	06
2	Care & maintenance of equipment including cleaning/polishing of EPNS items by - Plate Powder method - Polivit method - Silver dip method - Burnishing machine	06
3	Basic Holding Service Spoon & Fork Carrying a Tray / Salver Laying a Table Cloth Rules to be observed while laying table Service of Water Napkin Folds	08
Reference Books: Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill Food and Beverage Service - R. Singaravelavan Food & Beverage Service –Lillicrap& Cousins, ELBS Modern Restaurant Service –John Fuller, Hutchinson Food & Beverage Service Management-Brian Varghese Introduction F& B Service-Brown, Heppner &Deegan Professional Food & Beverage Service Management –Brian Varghese		

Name of the Course : FOUNDATION COURSE IN HOUSEKEEPING – 1			
Course Code :BHMCT-03		Semester-1	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit No	Contents	Hours	Weightage
1.	ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Introduction to House Keeping Interdepartmental Communications Aims, Objectives and Responsibilities of House Keeping Department	06	20%
2	ORGANIZATION STRUCTURE OF THE HOUSEKEEPING DEPARTMENT Personal attributes of housekeeping personnel Hierarchy in small, medium and large hotels Job Descriptions of Housekeeping Staff Duties and Responsibilities of Housekeeping Staffs	06	20%
3	LAY OUT OF THE HOUSEKEEPING DEPARTMENT Introduction House Keeping Design Factors Layout and Housekeeping Facilities Layout of Linen Room Lay out of Laundry	08	10%
4	INTERDEPARTMENTAL RELATIONSHIP With front Office With Maintenance department With Security department With Store department With Account department With other departments		10%
5	CLEANING PROCEDURES, AGENTS AND EQUIPMENTS Principles of Cleaning, Hygiene and safety factors in cleaning Methods of organising cleaning Use and Care of equipment PUBLIC AREA CLEANING PROCEDURES, AGENTS AND EQUIPMENTS Metal Glass Leather Plastics Ceramics Wood Wall and Floor		40%

6	6. CLEANING OF PUBLIC AREAS Cleaning process Cleaning and upkeep of Public areas Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/Corridor)	5	
7	7.HOUSEKEEPING SUPERVISION Importance of inspection Check-list for inspection Typical areas usually neglected where special attention is required Self-supervision techniques for cleaning staff Degree of discretion / delegation to cleaning staff	5	

Name of the Course: FOUNDATION COURSE IN HOUSEKEEPING – 1		
Course Code :BHMCT03.1	Semester-1	
Duration :30 hrs	Maximum Marks :100	
Teaching Scheme	Examination Scheme	
Practical : 2hrs /week	CE/IC Mark: 20Marks	
Credit :1.5	End Semester Exam : 80 Marks	
Unit .No	Contents	Hours
1.	Identification cleaning agents ,equipments & linen Identification, use and care of cleaning equipments Identification of cleaning agents Identification of hotel linen	10
2	Cleaning of Public Area Metal Glass Leather Plastics Ceramics Wood Wall and Floor	10
3	Cleaning of guest rooms- Departure, Occupied and Vacant	10
Reference Books: 1. Hotel Housekeeping Training Manual, Sudhir Andrews 2. Text book of Hotel House Keeping Management & Operations, Sudheer Andrews, The Mc Graw – Hill Companies 3. Hotel House Keeping, A Training Manual, Second edition, Sudheer Andrews, The McGraw – Hill Companies 4. Hotel House Keeping Operations and Management, Mr. G Raghubalan, Smritee Raghubalan,		

Name of the Course : FOUNDATION COURSE IN FRONT OFFICE			
Course Code: BHMCT 04		Semester-1	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark :20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage
1.	INTRODUCTION TO HOTEL INDUSTRY History and evolution of Hotel industry Star classification; Classification based on size, clientele, Location, Ownership, Independent, Management Contract, Chains & Franchise/ Affiliated, Time Share.	06	35%
2	INTRODUCTION TO FRONT OFFICE Importance of Front office in hotel, Layout of the front office Different section of the Front Office and their importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Front office equipments-Room Rack, Mail & Message rack, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipment's Organizational Hierarchy chart: Small, Medium and Large Hotels Job Description, Job Specification & Duties and Responsibilities of different front office personnel including uniformed staff; Attributes of front office employee	06	35%
3	INTERDEPARTMENTAL COMMUNICATION Communicating with various sections: verbal, written & verbal, Interdepartmental Coordination with other departments: Housekeeping, Engineering and Maintenance, Revenue Centers, Marketing and Public Relations, Communications: Log Book, Information Directory, Mail and Package Handling, Telephone Services	08	10%

4	<u>TYPES OF ROOMS, RATES, PLANS & GUESTS</u> Different types of rooms Different types of room rates and food plan Different types of Guest Basis of charging a guest: Tariff, Rates, Discounts Policy, Facilities available in rooms	10	20%
Reference Books: 1. Front office operations by Colin Dix & Chirs Baird 2. Hotel Front office management by James Bardi 3. Managing front office operations by Kasavana & Brooks 4. Front office training manual by Sudhir Andrews 5. Managerial accounting and hospitality accounting by Raymond S Schmidgall 6. Managing computers in hospitality industry by Michael Kasavana and Cahell 7. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton 8. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann.			

Name of the Course : FOUNDATION COURSE IN FRONT OFFICE		
Course Code :BHMCT04.1		Semester-1
Duration :30 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 2hrs /week		CE/IC Mark:20 Marks
Credit :1.5		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	Telecommunication skills – telephonic situation handling. Phonetic alphabets SOP I: How to monitor Telephone Problems SOP II: Emergency call Handling Procedures	10
2	Tariffs samples, Boucher skills, maintaining a log book register. SOP I: How to record logbook SOP II: How to review logbook	10
3	Forms and formats Identification of equipment, work structure and stationery	10
Reference Books: <ol style="list-style-type: none"> 1. Front office operations by Colin Dix & Chirs Baird 2. Hotel Front office management by James Bardi 3. Managing front office operations by Kasavana & Brooks 4. Front office training manual by Sudhir Andrews 5. Managerial accounting and hospitality accounting by Raymond S Schmidgall 6. Managing computers in hospitality industry by Michael Kasavana and Cahell 7. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton 8. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann. 		

Name of the Course : FOUNDATION COURSE IN TOURISM			
Course Code :BHMCT05		Semester-1	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	Weightage
1.	UNDERSTANDING TOURISM Introduction and evolution of tourism Meaning and Elements oftourism Tourism products and services Tourism forms and types Purpose of tourism Determinants of tourism	06	10%
2	Tourism As An industry Tourism system Tourism impacts Demand Led system	06	10%
3	Constituents of Tourism Industry And Tourism organisations Primary constituents Secondary constituents International tourism organisations Government tourism organisations Private Tourism organisations	08	20%
4	Tourism Regulations Inbound –outbound Travel Regulations Economic Regulations Health Regulations Law and Order Regulations Accommodation and Catering Regulations Environmental Protection and Conservations	10	20%
5	Tourism Services and Operations Travel Agency Tour Operators Guides and Escorts Tourism Information Modes of Transport Tourist Accommodations Informal Service in Tourism Subsidiary Services: Categories and Roles Shops Emporiums and Melas		20%
6	Geography and Tourism Indian's Biodiversity: Landscape, Environment, and Ecology Seasonality and Destinations		20%

SUGGESTED BOOKS	
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- | | |
|---|--|
| <ol style="list-style-type: none">1. Daramranjan and Rabindra seth: Tourism in India, New Delhi 19942. Ratandeepsingh : Tourism today, U.I. New Delhi 19943. Vinrendrakaul : Tourism and The Economy, New Delhi 19944. Suhita Chopra : Tourism Development in India, New Delhi, 19925. Rob Davidson: Tourism London, 1993 | |
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Course Objectives:

The basic objective of the course is to introduce the students to the world of computers and computer technology. To introduce the students to the basic concepts of Operating Systems, Word Processing, Database, Presentations & Networking.

Name of the Course : APPLICATION OF COMPUTERS AND CYBER LAW			
Course Code :BHMCT06		Semester-1	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	Weightage%
1.	<p>Elements of a computer system- Definitions, Characteristics of Computers, Classification of Computers, Limitations.</p> <p>Hardware features and uses- Components of a Computer, Generations of Computers, Primary and Secondary Storage Concepts -auxiliary memory, RAM, ROM, cache memory, hard disks, optical disks, DVD, Mass Storage Devices and USB thumb drive.</p> <p>Data Entry Devices-- Keyboard, Mouse, joystick, Scanner and web cam. Data Output Devices- Monitors, Printers – Dot matrix, inkjet and laser.</p> <p>Computer Software- Relationship between Hardware and Software; System Software, Application Software, Language Classification, names of some high level languages, Compilers and Interpreters, free domain software.</p>	06	10%
2	<p>Operating systems-definition of an operating system and basics of Windows, Functions, types, Components, DOS, Windows, Linux and open source operating systems.</p> <p>The User Interface -Using Mouse and Moving Icons on the screen, The My Computer Icon, The Recycle Bin, Status Bar, Start and Menu & Menu-selection, Running an Application, Windows Explorer Viewing of File, Folders and Directories, Creating and Renaming of files and folders, Opening and closing of different Windows.</p> <p>Windows Setting- Control Panels,Wall paper and Screen Savers, Setting the date and Sound, Concept of menu Using Help.</p>	06	10%

3	<p>Office Package- Word Processing: Word processing concepts-saving, closing, Opening an existing document, Selecting text, Editing text, Finding and replacing text, printing documents, Creating and Printing Merged Documents, Character and Paragraph Formatting, Page Design and Layout. Editing 4 and Profiling Tools: Checking and correcting spellings. Handling Graphics, Creating Tables and Charts, Document Templates and Wizards.</p> <p>Spreadsheet Package: Spreadsheet Concepts-Creating, Saving and Editing a Workbook, Inserting, Deleting Work Sheets, entering data in a cell / formula Copying and Moving from selected cells, handling operators in Formulae, Functions: Mathematical, Logical, statistical, text, financial, Date and Time functions, Using Function Wizard. Formatting a Worksheet: Formatting Cells – changing data alignment, changing date, number, character or currency format, changing font, adding borders and colours, Printing worksheets, Charts and Graphs – Creating, Previewing, Modifying Charts. Integrating word processor, spread sheets, web pages.</p>	08	20%
4	<p>Presentation Package: Creating, Opening and Saving Presentations, Creating the Look of Your Presentation, Working in Different Views, Working with Slides, Adding and Formatting Text, Formatting Paragraphs, Checking Spelling and Correcting Typing Mistakes, Making Notes Pages and Handouts, Drawing and Working with Objects, Adding Clip Art and other pictures, Designing Slide Shows, Running and Controlling a Slide Show, Printing Presentations.</p>	10	20%
5	<p>Internet usage: WWW and Web Browsers- Web Browsing software, Surfing the Internet, Chatting on Internet, Basic of electronic mail, Using Emails, Document handling, Network definition, Common terminologies: LAN, WAN, Node, Host, Workstation, and bandwidth, Network Components: Servers, Clients, Communication Media. Network topologies. E-commerce.</p>	5	20%
6	<p>Cyber Law and security: Introduction to cyber law. Freedom of Speech and Expression in Cyberspace, Right to Access Cyberspace – Access to Internet, Right to Privacy, Right to Data Protection. Public policy issues in e-commerce.</p> <p>Protecting Privacy-Intellectual property rights. Data encryption/decryption, virus, Fire wall, Antivirus software.</p> <p>Cyber Crimes against Individuals, Institution and</p>	5	20%

	State- Hacking, Digital Forgery, Cyber Stalking/Harassment, Cyber Pornography, Identity Theft & Fraud, Cyber terrorism, Cyber Defamation. Different offences under IT Act, 2000 and 2008.		
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Detailed syllabus for conducting Practical class

Name of the Course: APPLICATION OF COMPUTERS		
Course Code :BHMCT06.1	Semester-1	
Duration :30 hrs	Maximum Marks :50	
Teaching Scheme	Examination Scheme	
Practical : 2hrs /week	CE/IC Mark:10 Marks	
Credit :1	End Semester Exam : 40 Marks	
Unit .No	Contents	Hours
1.	windows operations - practical <ol style="list-style-type: none"> creating folders creating shortcuts copying files/folders renaming files/folders deleting files exploring windows quick menus 	<u>30</u>
2	MS-OFFICE MS WORD - practical Creating a document <ol style="list-style-type: none"> entering text saving the document editing a document already saved to disk getting around the document find and replace operations printing the document Formatting a document <ol style="list-style-type: none"> justifying paragraphs changing paragraph indents setting tabs and margins formatting pages and documents using bullets and numbering headers/footers .pagination Special effects <ol style="list-style-type: none"> print special effects e.g. bold, underline, superscripts, subscript changing fonts changing case Cut, Copy And Paste operation <ol style="list-style-type: none"> marking blocks copying and pasting a block cutting and pasting a block deleting a block 	

3	<ul style="list-style-type: none"> e. formatting a block f. using find and replace in a block <p>Using MS-WORD tools</p> <ul style="list-style-type: none"> a. spelling and grammar b. mail merge c. printing envelops and labels <p>Tables</p> <ul style="list-style-type: none"> a. create b. delete c. format <p>Graphics</p> <ul style="list-style-type: none"> a. inserting clip arts b. symbols (border/shading) c. word art <p>Print options</p> <ul style="list-style-type: none"> a. previewing the document b. printing a whole document c. printing a specific page d. printing a selected set e. printing several documents f. printing more than one copies <p>MS-EXCEL- practical</p> <ul style="list-style-type: none"> a. how to use excel b. starting excel c. parts of the excel screen d. parts of the worksheet e. navigating in a worksheet f. getting to know mouse pointer shapes. <p>Creating a spreadsheet</p> <ul style="list-style-type: none"> a. starting a new worksheet b. entering the three different types of data in a worksheet c. creating simple formulas d. formatting data for decimal points e. editing data in a worksheet f. using autofill g. blocking data h. saving a worksheet i. exiting excel <p>Making the worksheet look pretty</p> <ul style="list-style-type: none"> a. selecting cells to format b. trimming tables with auto format c. formatting cells for: <ul style="list-style-type: none"> - currency - comma 	
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	<ul style="list-style-type: none"> - percent - decimal - date d. changing columns width and row height e. aligning text <ul style="list-style-type: none"> - top to bottom - text wrap - re ordering orientation f using borders <p>Going through changes</p> <ul style="list-style-type: none"> a. opening workbook files for editing b. undoing the mistakes c. moving and copying with drag and drop d. copying formulas e. moving and copying with cut, copy and paste f. deleting cell entries g. deleting columns and rows from worksheet h. inserting columns and rows in a worksheet i. spell checking the worksheet <p>Printing the worksheet</p> <ul style="list-style-type: none"> a. previewing pages before printing b. printing from the standard toolbar c. printing a part of a worksheet d. changing the orientation of the printing e. printing the whole worksheet in a single pages f. adding a header and footer to a report g. inserting page breaks in a report h. printing the formulas in the worksheet <p>Additional features of a worksheet</p> <ul style="list-style-type: none"> a. splitting worksheet window into two four panes b. freezing columns and rows on-screen for worksheet title c. attaching comments to cells d. finding and replacing data in the worksheet e. protecting a worksheet f. function commands 	
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4	<p>Maintaining multiple worksheet</p> <ul style="list-style-type: none"> a. moving from sheet in a worksheet b. adding more sheets to a workbook c. deleting sheets from a workbook d. naming sheet tabs other than sheet 1, sheet 2 and so on e. copying or moving sheets from one worksheet to another <p>Creating graphics/charts</p> <ul style="list-style-type: none"> a. using chart wizard b. changing the chart with the chart toolbar c. formatting the chart's axes d. adding a text box to a chart e. changing the orientation of a 3-d chart f. using drawing tools to add graphics to chart and worksheet g. printing a chart with printing the rest of the worksheet data <p>Excel's database facilities</p> <ul style="list-style-type: none"> a. setting up a database b. sorting records in the database <p>MS-POWER POINT - Practical</p> <ul style="list-style-type: none"> a. making a simple presentation b. using auto content wizards and templates c. power points five views d. slides <ul style="list-style-type: none"> -creating slides, re-arranging, modifying - inserting pictures, objects - setting up a slide show. 	
<p>Suggested books:</p> <p>Fundamental of Computers, V.Rajaraman, Prentice Hall India, Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication, A. Goel, Computer Fundamentals, Pearson Education, 2017, P. Aksoy, L. DeNardis, Introduction to Information Technology, Cengage Learning, 2017, P. K.Sinha, P. Sinha, Fundamentals of Computers, BPB Publishers, 2017</p>		

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHMCT)

KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME

2ND SEMESTER SYLLABUS

Course Code	Subjects		Hours /week		Theory		Durat ion	Practical		Dur atio n	Credit	
			T	P	E	IC		E	IC		T	P
BHMC T -07	FOUNDATION COURSE IN FOOD PRODUCTION-2	CR	4	4	80	20	3 Hrs	80	20	4 Hrs	3	2
BHMC T-08	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-2	CR	4	4	80	20	3 Hrs	80	20	4 Hrs	3	2
BHMC T-09	FOUNDATION COURSE IN HOUSE KEEPING-2	CR	4	2	80	20	3 Hrs	80	20	4 Hrs	3	1.5
BHMC T-10	FOUNDATION COURSE IN FRONT OFFICE-2	CR	4	2	80	20	3 Hrs	80	20	4 Hrs	3	1.5
BHMC T-11	FOOD SCIENCE AND NUTRITION	MA	3		40	10	2 Hrs				2	
BHMC T-12	BUSINESS COMMUNICATION	CP	3		40	10	2 Hrs				2	
	TOTAL		22	12	400	100		320	80			
TOTAL MARKS OF UNIVERSITY (THEORY + PRACTICAL)					E		IC		Total			
					400	320	100	80	900	16	07	
Total					720		180					

*T = Theory, P=Practical, E=External, IC=Internal

* CR= Core subject, CP = Complimentary Subject , MA = Management & Allied subject

Name of the Course : FOUNDATION COURSE IN FOOD PRODUCTION – 02			
Course Code :BHMCT07		Semester-2	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	WEIGHTAGE
1.	CULINARY TERMS List of culinary terms (common and basic), simple French & Hindi menu terminology	06	10%
2	KITCHEN ORGANIZATION , LAYOUT AND EQUIPMENTS Layout of receiving areas, Layout of service and wash up, Butchery and vegetable misen place area, Cold kitchen, hot kitchen, garde manger, bakery and confectionery, The classical and new kitchen brigade, duties and responsibilities and job description of the kitchen personnel. Types of the kitchen equipment, Different types of special equipment, Heat generating, Refrigeration, Storage tables, hand tools, Uses,, Maintenance, Criteria for selection	06	30%
3	BASIC MENU PLANNING Types of menu, menu planning principles BREAKFAST International and Indian menu, Preparation of traditional/classical items, 'Power Breakfast' and 'Brunch' concept	08	10%
4	BASIC PRINCIPLES OF FOOD PRODUCTION Rice, Cereals & Pulses Classification and identification, cooking of rice, cereals and pulses, varieties of rice and other cereals Meat Cookery Introduction to meat cookery, cuts of beef/veal, cuts of lamb/muttons, cuts of pork, variety meats (offals) Egg Cookery Introduction to egg cookery, structure of an egg, selection of egg, uses of egg in cookery, methods of cooking egg Fish Cookery Introduction to fish cookery, classification of fish with examples, cuts of fish, selection of fish and shell fish, cooking of fish (effects of heat) Milk, Cream, Cheese & Butter	20	50%

	Composition of milk, processing of milk: pasteurization / homogenization, types of milk, milk products, nutritive value, Processing of cream, types of cream, Processing of cheese, types of cheese, classification of cheese, curing of cheese, uses of cheese, Processing of butter, types of butter		
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Name of the Course : FOUNDATION COURSE IN FOOD PRODUCTION – 02		
Course Code :BHMCT07.1		Semester-2
Duration :40 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 4hrs /week		CE/IC Mark:20 Marks
Credit :2		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	STANDARD VEGETABLE CUTS CUTS OF CHICHEN CUTS OF FISH PREPARATION OF STEAKS(UNDERCUT)	04
2	PRACTICAL-2 EGG PREPARATIONS HARD BOILED EGG SOFT BOILED EGG FRIED EGG SUNNY SIDE UP POACHED EGG SCRAMBLED EGG OMLETTE (PLAIN & STUFFED) EN COCOTTE	04
3	PRACTICAL- 3 MENU – 1 VICHYSIOSSE FISH MORNAY PARSLEY POTATO BATTER FRIED VEGGIES HONEYCOMB MOULD	04
4	PRACTICAL- 4 MENU – 2 CREME OF PUMPKIN BREAD ROLL WALDROF SALAD CHICKEN ALA KING GLAZED CARROT GRILLED TOMATOES CREAM CARAMEL	04
5	PRACTICAL-5 MENU – 3 CRÈME DE VOLAILLE PRINCESS FRENCH BREAD LOAF RUSSIAN SALAD GRILLED CHICHEN HARICOTS BEANS CHOCOLATE MOUSSE	04
6	PRACTICAL-6 MENU – 4 St GERMAIN SOUP BREAD STICK	04

	BRAISED BEEF BOQUETIERE DE LEGUMES POMMES CHATEAU LEMON SOUFFLE	
7	PRACTICAL-7 MENU – 5 CHICKEN CLEAR SOUP FANCY ROLL CHICKEN MARYLAND BEETROOT TART POTATO CROQUETTE BLANCMANGE	04
8	PRACTICAL-8 BASIC SPONGE MELTING MOMENTS BRIOCHE	04
9	PRACTICAL - 9 APPLE PIE SWEET BREAD BUTTER COOKIES	04
10	PRACTICAL-10 CROISSANT FRUIT CAKE SWEET BUN	04
11	PREPARATION AND DEMONSTRATION OF SIMPLE DESSERTS BREAD AND BUTTER PUDDING CAREMAL CUSTARD ALBERT PUDDING CHOCOLATE MOUSSE LEMON SOUFFLE HONEY COMB MOULD	04
Books recommended: Art of Indian Cookery, Rocky Mohan, Roli Prasad – Cooking with Masters, J. Inder Singh Kalra, Allied Modern Cookery (Vol-I) For Teaching & Trade, Philip E.Thangam, Orient Longman Larousse Gastronomique-Cookery Encyclopaedia, Paul Hamlyn		

Name of the Course : FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE –II			
Course Code :BHMCT 8		Semester-2	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage to %
1.	MEALS & MENU PLANNING: Origin of Menu Objectives of Menu Planning Types of Menu Types of Meals: Early Morning Tea / Breakfast (English, American Continental, Indian) / Brunch / Lunch / Afternoon/High Tea / Dinner / Supper	06	20%
2	French Classical Menu: Sequence / Examples from each course / Cover of each course / Accompaniments French Names of dishes	06	20%
3	Room Service Introduction, general principles, pitfalls to be avoided Cycle of Service, scheduling and staffing, Room service menu planning Forms & formats, order taking, thumb rules, suggestive selling, and breakfast Cards Layout & Setup of Common Meals, use of technology for better room service Time management – lead time from order taking to clearance	08	20%
4	SIMPLE CONTROL SYSTEM KOT/Bill Control System Triplicate Checking System, Duplicate Checking System Making bill Cash handling equipment, Record keeping	10	20%
5	NON-ALCOHOLIC BEVERAGES Classification (Nourishing, Stimulating and Refreshing beverages) Tea - Origin & Manufacture / Types & Brands Coffee - Origin & Manufacture / Types & Brands Juices and Soft Drinks Mocktail making Brand Names of Juices, Soft Drinks, Mineral Water, Tonic Water Cocoa & Malted Beverages - Origin & Manufacture	10	20%

Name of the Course : FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE PRACTICAL II		
Course Code :BHMCT 08.1		Semester-2
Duration :40 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 4hrs /week		CE/IC Mark:20 Marks
Credit :2		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	Preparation and service of non-alcoholic beverages Tea coffee Mocktails	06
2	Menu planning with cover setup Breakfast table lay up English breakfast Cover American Breakfast Cover Continental Breakfast Cover Indian Breakfast Cover Afternoon Tea Cover/High Tea Cover	06
3	Room service tray set up for different meals. Room service order taking procedure Room service tray handling Approaching the guest room Side Board Set up (Different Meals)	08
4	PROCEDURE FOR SERVICE OF A MEAL Taking Guest Reservations Receiving & Seating of Guests Order taking & Recording Order processing (passing orders to the kitchen) Sequence of service Presentation & Enchasing the Bill Presenting & collecting Guest comment cards Bidding Farewell to Guests	

Name of the Course : FOUNDATION COURSE IN HOUSEKEEPING – II			
Course Code :BHMCT09		Semester-II	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage
1.	1. SAFETY AWARENESS AND FIRST AID Concept and Importance Safety: Accidents, Fires (Cause, Procedure, Accident report form) Security: Security of Guest/Staff/Public areas/Rooms/Back office areas First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns,Fainting, Fractures, Scalds, Artificial respiration)	5	10%
2	2. SAFEGAURDING ASSETS Concerns for safety and security in Housekeeping operations Concept of safeguarding assets Theft: Employee, guest, external persons Security in Hotel guest rooms	5	10%
3	3. PEST CONTROL Types of pests Eradication of pest Pest control contract Types of pesticides Preventive action	5	10%
4	4. LINEN/ UNIFORM / TAILOR ROOM Layout Types of Linen, sizes and Linen exchange procedure Selection of linen Storage Facilities and conditions Par stock: Factors affecting par stock, calculation of par stock Discard Management Linen Inventory system Uniform designing: Importance, types, characteristics, selection, par stock Function of Tailor room	5	10%
5	5. GUEST ROOM Types of Rooms and Procedures for cleaning guest room Lay out and Features in a guest room	5	

	Guest amenities Procedures for cleaning Vacant, Occupied and Departure room Guest room status, Guest floor rules and reportable CLEANING OF GUEST ROOMS Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms) Weekly cleaning/spring cleaning Evening service Second Service Systems & procedures involved Forms and Formats Guest room cleaning – Replenishment of Guest supplies and amenities		
6	KEYS AND THEIR CONTROL Types of keys Computerised key card Key control	5	10%
7	8. GLOSSARY OF TERMS (with reference to 2nd semester syllabus)	10	20

Name of the Course: FOUNDATION COURSE IN HOUSEKEEPING – II		
Course Code :BHMCT09		Semester-II
Duration :30 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 2hrs /week		CE/IC Mark:20 Marks
Credit :1.5		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	Room Attendant Trolley Bed Making Turn down service	10
2	Cleaning of guest rooms – departure, occupied, vacant Cleaning of public areas	15
3	Inspection of guest rooms & public areas with the help of checklist First aid	05
Reference books: <ol style="list-style-type: none"> 1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill 2. The Professional Housekeeper, Tucker Schneider, VNR 3. Professional Management of Housekeeping Operations, Martin Jones, Wiley 4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann 5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS 6. Accommodation & Cleaning Services, Vol I & II, David. Allen, Hutchinson 7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke 8. First Aid, St. John Ambulance Association, New Delhi 		

Name of the Course: FOUNDATION COURSE IN FRONT OFFICE			
Course Code :BHMCT 10		Semester-2	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage
1.	<p><u>FRONT OFFICE OPERATION</u></p> <p>The Front Desk: Functional Organization, Guest cycle - Pre-Arrival, Arrival, Occupancy, Departure</p> <p>Front Office Systems: Non-Automated, Semi-Automated, and Fully Automated</p>	05	20%
2	<p><u>RESERVATION SYSTEM</u></p> <p>Sources and modes of Reservation. Reservations and Sales.</p> <p>Types of Reservations: Guaranteed Reservations, Non-Guaranteed Reservations Computerized reservation system.</p> <p>Reservation Enquiry- central Reservation Systems, Global Distribution Systems, Intersell Agencies, Property Direct, Reservations Through the Internet</p> <p>The Reservation Record, Reservation Confirmation, Cancellation and amendment.</p> <p>Confirmation/Cancellation Numbers, Over booking policy.</p> <p>Reservation Maintenance: Modifying Non-Guaranteed Reservations, Reservation Cancellation</p> <p>Reservation Reports: Expected Arrival and Departure Lists: Processing Deposits: Reservations Histories Reservation Considerations: Legal Implications, Waiting Lists, Packages, And Potential Reservation Problems</p>	10	30%
3	<p><u>REGISTRATION ACTIVITIES</u></p> <p>Preparing for guest arrival. The Registration Record Pre-registration activity for groups & FIT's. Guaranteed reservation and walk-in.</p> <p>Registration procedure and Legal implication. Room and Rate Assignment Room Status, Room Rates, Room Locations, Future Blocks Registration for Groups and FIT's.</p> <p>Registration • Pre-registration activities • Registration activity • The registration record • Room</p>	10	30%

	and rate assignment – FITs, Groups, Crew, Indian & Foreign • Method of payment • Issuing the room key • Fulfilling special requests • Creative options • Change of room • Over-booking cases		
4	<u>POST REGISTRATION ACTIVITIES</u> Rooming & Passport details, Travel agents voucher, Group rate, Luggage handling, Amenities and Special Arrangements. Notification of guest arrival, Room change	15	10%
5	<u>Front Office Responsibilities</u> Front office communication • Guest services • Guest relations • Complaints, Identifying Complaints, Handling Complaints Follow-Up Procedures	10	10%

Name of the Course: FOUNDATION COURSE IN FRONT OFFICE PRACTICAL		
Course Code :BHMCT 10.1		Semester-2
Duration :30 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 2hrs /week		CE/IC Mark:20 Marks
Credit :1.5		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	SOP I: Answering/ Handling Telephone calls SOP II: Confirming Reservation via Telephone SOP III: How to greet the guests	04
2	SOP I: Inputting Information into appropriate reservation form. SOP II: How to up-sell to Booking Parties SOP III: Documenting Reservation Amendments SOP IV: Documenting Reservation Cancellations Role play of handling reservation situation	06
3	SOP I: Guest Registration Procedure SOP II: Assigning room to guests SOP III: Making guest familiar with room facilities Role-play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP Preparation & filling up of Guest registration card.	06
4	SOP I: How to handle disabled guests SOP II: How to handle different payment methods SOP III: How to handle Amenity Requirements	05
5	SOP I: Handling guest complaint SOP II: Providing guest rooming assistance SOP III: Providing local information to guests	04
6	PMS	05
Reference Books: 1. Front office operations by Colin Dix & Chirs Baird 2. Hotel Front office management by James Bardi 3. Managing front office operations by Kasavana & Brooks 4. Front office training manual by Sudhir Andrews 5. Managerial accounting and hospitality accounting by Raymond S Schmidgall 6. Managing computers in hospitality industry by Michael Kasavana and Cahell 7. Principles of Hotel Front Office Operations , Sue Baker & Jeremy Huyton, Continuum 8. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann.		

Name of the Course: FOOD SCIENCE & NUTRITION			
Course Code :BHMCT11		Semester-2	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	Weightage
1.	Food & Nutrition: Food and its relation to health, objectives in the study of nutrition. Nutrients - classification, Food groups	03	10%
2.	Carbohydrates, Proteins and Fat: Their composition, classification, function, digestion and absorption, Dietary sources, Requirements, Excess and Deficiency	02	10%
3.	Vitamins: Classification, function sources, daily requirements, excess and deficiency of Vitamin A. D, E, K, C, B1, B2, B3, B12 and Folic acid and Niacin Minerals: Calcium, Iron, Iodine, Fluorine, Sodium function, sources, requirements, excess and deficiency	05	10%
4.	Energy: Definition, RDA for energy, BMR - Factors affecting BMR. Water: Importance, water balance, 'dehydration, methods of prevention. Dietary Fiber: Importance of dietary fiber in major disorders	05	10%
5.	Nutritive Value of Indian Foods: Cereals, Pulses, Leafy vegetables, other vegetables, milk and milk products, Meat, fish, egg, nuts and oil seeds, fruits, sugar, spices and condiments.	06	10%
6.	Food Processing: Definition, objectives, types of treatment, Methods of processing food	05	10%
7.	Nutritional changes during cooking: Loss of nutrients, methods to prevent nutrient loss	03	10%

8.	Meal Planning: Principles of meal planning - planning a balanced meal using food groups. Calculation of nutritive value of snacks / dishes / meals critical evaluation of meals served at the institute / hotel	05	20%
9.	Balanced Diet: Importance of balanced diet. RDA for various nutrients for different age groups, gender, occupation and physiological status	05	10%
References: 1. M. Swaminathan - Food science, chemistry and experimental foods – TheBangalore Printing & Publishing Co., Ltd. 2. B. Sivasankar - Food Processing and Preservation, Prentice Hall of IndiaPvt Ltd., New Delhi. 3. B. Srilekshmi, Dietetics, New Age international (P) ltd. 4. G. Subbulakshmi, Shobha A Udipt, Food Processing and Preservation, NewAge International Pvt Ltd. 5. Clinical dietetics and nutrition - F.P. Anita 6. Normal and therapeutic nutrition - H. Robinson 7. Microbiology - Anna K. Joshua 8. Food & Nutrition - Dr M. Swaminathan. 9. A text book of Bio Chemistry.- A. V. S. S. Rama Rao 10. Catering Management and Integrated Approach-Mohinseth, Surjeet Muthan 11. Food Facts & Principles - Manay & Shalakshara Swamy 12. Food Science – Sumathi.S. Mudambi 13. Nutritive value of Indian foods. Indian Council of Medical Research 14. Fundamentals of food and nutrition, Mudambi & Rajagopal, 411) Edition, 2001.			

Name of the Course : BUSINESS COMMUNICATION			
Course Code :BHMCT 12		Semester-2	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	Weightage
1.	I. Language and communication <ol style="list-style-type: none"> 1. Need, purpose, nature, models 2. Process of communication and various factors of communication 3. Barriers to communication and overcoming these barriers 4. Non-verbal communication, signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture. 5. Communication in Hospitality organisation and its effects on performance 	06	20%
2	II. Remedial English <ol style="list-style-type: none"> 1. Common errors and their correction in English usage with emphasis on concord, tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills. 2. Linkers and cohesive device 3. Expressing the same idea/thought unit in different ways 	06	10%

3	III. Skills of written English <ol style="list-style-type: none"> 1. Note making and developing notes into drafts – rewriting of drafts. The use of cohesive devices 2. Correspondence: letters to editor and write ups concerning event management (publicity materials, handouts, posters and information, flow charts) 3. Writing bio-data, applications, complaint 4. Precis writing 5. Writing reports (factual record of incident / data), log book writing 	08	20%
4	Oral skills (listening and speaking) for effective communication <ol style="list-style-type: none"> 1. Note taking, preparing summaries and abstracts for oral presentation 2. Restaurant and Hotel English, polite and effective enquiries and responses 3. Addressing a group, essential qualities of a good speaker and listener 4. Audience analysis, defining purpose of a speech, organizing the ideas and delivering the speech 5. Pronunciations, stress, accent, common phonetic difficulties, use of telephone. 	10	10%
4	Business communication <ol style="list-style-type: none"> 1. Need, purpose, nature, models 2. Channels of Business communication 3. Selection of channel 	04	20%
5	Organisational communication <ol style="list-style-type: none"> 1. Upward, downward, lateral, purpose, functions 	04	20%

	2. Written communications, memos, circulars, notices, advertisements, press notes 3. Communicating with outside world: Business letters of different types, e-mail writing and manners 4. Communicating within groups, nature, purpose, merits, demerits 5. Role of wit and humour		
6	Handling meetings 1. Types of meetings 2. Structuring a meeting : agenda and minutes 3. Conducting a meeting	06	10%
Suggested books Sharma, R.C., and Mohan, K., "Business Correspondence and Report Writing", Tata McGraw Hill, 1994 Gartside, L., "Model Business Letters", Pitman, 1992 Communications in Tourism & Hospitality, Lynn Van Der Wagen, Hospitality Press Bhaskar, W.W.S., and Prabhu, N.S.English through reading", MacMillan, 1978 D'Souza Eunice and Shahani, G., "Communication Skills in English", Noble Publishing, 1977			

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHMCT)

KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME

3RD SEMESTER SYLLABUS

Course Code	Subjects		Hours /week		Theory		Durat ion	Practical		Durat ion	Credit	
			T	P	E	IC		E	IC		T	P
BHMC T -13	FOOD PRODUCTION OPERATIONS-1	CR	4	4	80	20	3 Hrs	80	20	4 Hrs	3	2
BHMC T-14	FOOD & BEVERAGE SERVICE OPERATIONS-1	CR	4	4	80	20	3 Hrs	80	20	4 Hrs	3	2
BHMC T-15	HOUSE KEEPING OPERATIONS-1	CR	4	3	80	20	3 Hrs	80	20	4Hrs	3	1.5
BHMC T-16	FRONT OFFICE OPERATIONS-1	CR	4	3	80	20	3 Hrs	80	20	4Hrs	3	1.5
BHMC T-17	ENVIRONMENTAL ISSUES	CP	3		40	10	2 Hrs				2	
BHMC T-18	INTRODUCTION TO MANAGEMENT	MA	3		40	10	2 Hrs				2	
	TOTAL		22	14	400	100		320	80			
	TOTAL MARKS OF UNIVERSITY (THEORY + PRACTICAL)				E		IC		Total 900		16	7
	Total				400	320	100	80				

*T = Theory, P=Practical, E=External, IC=Internal

* CR= Core subject, CP = Complimentary Subject , MA = Management & Allied subject

Name of the Course :FOOD PRODUCTION OPERATIONS – 01			
Course Code :BHMCT13		Semester-3	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage to %
1.	Condiments & Spices Introduction to Indian food, spices used in Indian cookery, role of spices in Indian cookery, Indian equivalent of spices (names)	04	10%
2	Masalas and Gravies Blending of spices and concept of masalas, different masalas used in Indian cookery, wet masalas / dry masalas, composition of different masalas, varieties of masalas available in regional areas, special masala blends, difference between masalas and gravies., types of Indian gravies, recipes	04	10%
3	Thickening Agents Role of thickening agents in Indian cuisine, Types of thickening agents	04	10%
4	REGIONAL INDIAN CUISINE Introduction to regional Indian cuisine, heritage of Indian cuisine, factors that affect eating habits in different parts of the country, cuisine and its highlights of different states/regions/communities to be discussed under: geographic location, historical background, seasonal availability, special equipment, staple diets, specialty cuisine for festivals and special	12	10%
5	STATES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, Bengal, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh	10	40%
6	COMMUNITIES Parsi, Chettinad, Hyderabad, Lucknowi, Awadhi, Malabari/Syrian Christian and Bohri	04	10%
7	DISCUSSIONS Indian Breads, Indian Sweets, Indian Snacks	02	10%

Name of the Course : FOOD PRODUCTION OPERATIONS – 01		
Course Code :BHMCT13.1		Semester-3
Duration :40 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 4hrs /week		CE/IC Mark:20 Marks
Credit :2		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	MENU-1 I. BHATURE II. JEERA PULAO III. MURG KASOORI IV. PUNJABI CHANA V. GAJAR KA HALWA	04
2	MENU-2 I. MASALA BHAT II. KOHLAPURI MUTTON III. BATATA BHAJEE IV. MASALA POORI V. KOSHIMBIR VI. COCONUT POLI	04
3	MENU-3 I. RAJASTHANI DAL II. BHATTI III. GATTE KE PULAO IV. SAFED MAAS V. BESAN KE GATTE VI. CHURMA	06
4	MENU-4 I. BUTTER NAAN II. SUBZ MASALA PULAO III. MURGH MAKHANI IV. ALOO PALAK V. COCONUT BURFI	04
5	MENU-5 I. GHEE BHAT II.DOI MACH III.TIKONI PRATHA IV. BAIGUN BHAJA V. PAYESH	04
6	MENU-6 I.YAKHNI PULAO II.MUGHLAI PARATHA III.GOSHT DO PYAZZA IV.BADIN JAAN V.MUZZAFAR	06
7	MENU-7 I. MACH BHAPA II. LUCHI III. SUKTO	04

	IV. GHEE BHAT V. KALA JAMUN	
8	MENU-8 I. ACHARI PARATHA II. PHOOL KAPIR DALNA III. BENGALI BHOG KHICHARI IV. CHICKEN KASHA V. BASUNDI	04
9	MENU-9 I. RADA MEAT II. KADHI III. PINDI CHANA IV. MATAR PULAO V. KHEER	04
Books recommended: A Taste of India, Madhur Jaffrey, Pavillion Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins Prashad , Cooking with Masters, J.Inder Singh Kalra, Allied Zaika, Sonya Atal Sapru, Harper Collins Punjabi Cuisine, Premjit Gill Hyderabadi Cuisine, Pratibha Karan, Harper Collins Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman Wazwaan, Rocky Mohan, Roli & Janssen		

Name of the Course : FOOD & BEVERAGE SERVICE OPERATIONS –I			
Course Code :BHMCT 14		Semester-3	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage to %
1.	TOBACCO History Processing for cigarettes, pipe tobacco & cigars Cigars – shapes/sizes/colours Storage of cigarettes & cigars	06	10%
2	ALCOHOLIC BEVERAGE Introduction and definition Production of Alcohol Fermentation process , Distillation process Classification with examples	06	20%
3	BEER Introduction & Definition Types of Beer Production of Beer Storage , international brand names(National & International)	08	30%
4	WINES Definition, Classification with examples - Table/Still/Natural - Sparkling & method of preparation - Fortified - Aromatized Production of each classification Viticulture, Vinification Principal wine regions and wines of	10	30%

	- France, Germany, Italy, Spain, Portugal, USA, Australia New World Wines (brand names) - India, Chile, South Africa, Algeria, New Zealand Food & Wine Harmony, wine pairing Storage of wines Wine terminology (English & French)		
5	APERITIFS & DIGESTIFS Introduction and Definition -Different types of Aperitifs and Bitters	10	10%

Reference Books:

Food And Beverage Service - **R. Singaravelavan**
 Food & Beverage Service Training Manual-Sudhir Andrews
 Food & Beverage Service –Lillicrap& Cousins
 Modern Restaurant Service –John Fuller
 Food & Beverage Service Management-Brian Varghese
 Introduction F& B Service-Brown, Heppner &Deegan
 Professional Food & Beverage Service Management –Brian Varghese
 The World Of Wines, Spirits & Beers-H.Berberoglu
 Beverage Book –Andrew, Dunkin & Cousins
 Professional Guide to Alcoholic Beverages—Lipinski
 Alcoholic Beverages –Lipinski & Lipinski
 Food Service Operations – Peter Jones & Cassel
 Master Dictionary of Food & Wine-Joyce Rubash
 New York Bartenders Guide- BD &L
 Mr. Boston's Bartender & Party Guide –Warner
 Menu planning –John Kivela
 The Restaurant (From Concept to Operation)-Lipinski
 Professional Food Service- Sergio Andrioli& Peter Douglas
 Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas
 Profitable Menu Planning- John Drysale

Name of the Course :FOOD & BEVERAGE SERVICE OPERATION PRACTICAL I		
Course Code :BHMCT14.1		Semester-3
Duration :40 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 4hrs /week		CE/IC Mark:20 Marks
Credit :2		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	Service of Cigars & Cigarettes Storage of Cigar Presentation of Cigar Cutting of Cigar Lighting of Cigar Clearing of ash tray	06
2	Service of Beer Service of Bottled & canned Beers Service of Draught Beers	03
3	Service of Wines Service of Red Wine Service of White/Rose Wine Service of Sparkling Wines Service of Fortified Wines Service of Aromatized Wines	08
4	Service of different types of Aperitifs Service of Cider, Perry & Sake	03

Name of the Course: HOUSEKEEPING OPERATIONS– I			
Course Code :BHMCT 15		Semester-3	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage
1.	1. HOUSEKEEPING BUDGETING Concept & Importance Types of Budget The Budget process Operational and capital budget Housekeeping Room cost Housekeeping Expenses	06	20%
2	2. LAUNDRY MANAGEMENT In-house Laundry v/s contract Laundry: merits & demerits Layout Handling Guest Laundry Laundry Flow process Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/ Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables) Stains and Stain removal Dry cleaning Laundry detergents Valet Service	06	20%
3	3. FIBERS & FABRICS Classification Sources of Types of Fibre	08	10%

	Care of Fabrics of different types Typical Fabrics used in hotels		
4	4. PLANNING TRENDS IN HOUSEKEEPING Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping Planning for the provision of Leisure facilities for the guest Boutique hotel concept	06	10%
5	5. PLANNING AND ORGANISING IN THE HOUSE KEEPING DEPARTMENT Area Inventory list Frequency schedules Performance standards Productivity Standards Inventory Levels Standard Operating Procedures & Manuals Maintenance job order Job Allocation Manpower planning & Planning duty roster	06	20%
6	7. SITUATION HANDLING / SERVICE DESIGN FOR TYPICAL MARKET SEGMENT (Safety, security & comfort) Airlines crew guest rooms, Single lady guests, Children Typical house-keeping complaints / situations handling Inter-departmental coordination especially with Room-service, Maintenance, Telephone, security and front desk	04	10%

8	8. ENERGY CONSERVATION METHODS & ECO-FRIENDLY CONCEPTS IN HOUSEKEEPING	02	10%
9	9. GLOSSARY OF TERMS (with reference to 5th semester syllabus)		

Name of the Course: HOUSE KEEPING OPERATIONS 1 – PRACTICAL		
Course Code :BHMCT 15.1		Semester III
Duration :30 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical: 2hrs /week		CE/IC Mark:20 Marks
Credit :1.5		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
01	Laundry Machinery and Equipment	20
02	Stain Removal	20

Name of the Course: FRONT OFFICE OPERATIONS –I			
Course Code :BHMCT 16		Semester-3	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage
1.	<u>CONCIERGE & BELL DESK</u> <ul style="list-style-type: none"> • Basic etiquette's and grooming, Introduction to guest Mail & key handling, key control, Policies for blacklisted persons, Wake-up call, Left Luggage, Scanty Baggage, Daily reports. • Guest History Card, Safe deposit boxes and its operation, Preparation of itinerary, VVIP Guest arrival • Role of Guest Relation Executive • Luggage Handling Procedure • Functions of hospitality desk/concierge desk 	18	50%
2	<u>Front Office Computer Operation</u> <ul style="list-style-type: none"> • Basics of computer • Application of property management system • Reservations • Registration • Cashiering • Night audit 	06	10%
3	<u>PROPERTY MANAGEMENT SYSTEM</u> <ul style="list-style-type: none"> • Reservations Management Software, Rooms Management Software, Guest Account Management Software General Management Software, Back Office Interfaces, System Interfaces Hotel Computer Application 	06	10%

4	<u>Front Office Security Functions</u> • Role of Front Office in Hotel Security • Check in: use of metal detectors, validators, scanty baggage handling • Keys control: ELS (Electronic Cards), Handling Grand Master / Master key, lost & found & • damaged keys, use of key cards • Guest & staff movement & access control • Protection of funds, safe deposit boxes. Dealing with emergencies: medical, death, theft, robbery, fire, bomb threats etc	05	20%
5	<u>Disaster Management</u> Prevention and Mitigation of Disasters, Early Warning System; Preparedness, Capacity Development; Awareness During Disaster – Evacuation – Disaster Communication – Search and Rescue – Emergency Operation Centre – Incident Command System – Relief and Rehabilitation – Post-disaster – Damage and Needs Assessment, Restoration of Critical Infrastructure – Early Recovery – Reconstruction and Redevelopment.	05	10%
Reference Books: 1. Front office operations by Colin Dix & Chirs Baird 2. Hotel Front office management by James Bardi 3. Managing front office operations by Kasavana & Brooks 4. Front office training manual by Sudhir Andrews 5. Managerial accounting and hospitality accounting by Raymond S Schmidgall 6. Managing computers in hospitality industry by Michael Kasavana and Cahell 7. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton 8. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann.			

Name of the Course: FRONT OFFICE OPERATIONS- I		
Course Code :BHMCT 16.1		Semester III
Duration :30 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 2hrs /week		CE/IC Mark:20 Marks
Credit :1.5		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	SOP I: How to deliver and collect guest room luggage SOP II: How to deliver & collect group luggage SOP III: How to receive/ deliver items for registered guests Role Play	10
2	SOP I: End of shift task procedures SOP II: How to process No-show report SOP III: How to Prepare skipper report	06
3	SOP I: Role play of critical situation handling (Bomb, theft, dead, fire etc) SOP II: Resolving Disputed charges promptly	06
4	PMS	08

Name of the Course : ENVIORNMENTAL ISSUES			
Course Code :BHMCT 17		Semester-III	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	Weightage
1.	Module I: Environmental studies - Meaning, definition, scope and importance- Natural Resources-Renewable and non-renewable resources. Role of an individual in conservation of natural resources- Equitable use of resources for sustainable life styles.	06	10
2	Module II: Ecosystem - Biodiversity and its conservation. Ecosystem: Concept- structure and functions- Producers, consumers and decomposers- Food chains, Food webs and ecological pyramids-Forest Ecosystem-Grassland ecosystem-Desert ecosystem aquatic ecosystems. Biodiversity and its conservation- Introduction-Definition, Value of biodiversity.	08	20
3	Module III: Environmental Pollution - Definition- Causes, effects, prevention and control measures of Air, Water, Soil, Noise, Thermal and Nuclear hazards- Solid waste management- Disaster Management, Floods Earthquack,cyclone and landslides.	010	30
4	Module IV: Social Issues and the Environment – From Unsustainable to Sustainable development- Urban problems related to energy-Water conservation, rain water harvesting, and watershed management. Environmental Ethics: Issues and possible solutions- Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents. Environment Protection Act- Air (Prevention and Control of Pollution) Act-Water	10	30

	(Prevention and control of Pollution) Act Wildlife Protection Act-Forest Conservation Act.		
5	Module V: Human Population and the Environment - Population growth - variation among nations - Population Explosion - Environment and Human Health - Human rights	06	10
Books Recommended <ol style="list-style-type: none"> 1. Ecology and Economics - RamprasadSengupta - Oxford 2. Environmental Economics - an Indian perspective - Rabindra N Bhattaria - Oxford 3. BharuchaErach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmadabad. 4. Brunner R C, 1989, Hazardous Waste Incineration. McGraw Hill Inc. 5. Jadhav H &Bhosale, V M 1995. Environmental Protection and Laws. Himalaya Pub. House, Delhi. 6. Mhaskar A K, Matter Hazardous, Techno-Science Publication (TB) 7. Miller T G, Jr. Environmental Science Wadsworth Publishing Co. (TB). 			

Name of the Course : INTRODUCTION TO MANAGEMENT			
Course Code :BHMCT 18		Semester-III	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	Weightage
1.	Introduction <ul style="list-style-type: none"> • Orientation to management thought process • Evolution - Development -School of Management, Management defined • Illustrative Case Study: A typical day in the life of a Manager at Hotel Universe 	05	10%
2	Role of Manager <ul style="list-style-type: none"> • Professional Manager and his tasks • Managerial skills -Roles - Levels • Managerial Ethics and Organization Culture • Management Processes 	05	15%
3	Planning <ul style="list-style-type: none"> • Planning and Management Process • Mission - Objectives - goals • Urgent and Important Paradigms • Planning process in detail • Types and Levels of Plans • Why Plans Fail • Problems solving and Decision making • Time Management • Illustrative Case Study 	07	20%
4	Organising <ul style="list-style-type: none"> • Organising and Organization Structure • Organization chart 	06	15%

	<ul style="list-style-type: none"> • Principles of organisation • Scalar Principle • Departmentation • Unity and Command • Span of Control • Centralization and Decentralization • Authority and Responsibility • Delegation 		
5	Leading and Motivation <ul style="list-style-type: none"> • Creating a committed work force • Basic Concepts and Definition • Theories of Motivation • Maslows Hierarchy of Needs • Theory X and Y - McGregor • Hygiene Theory (Hertz berg) 	04	15%
6	Leadership <ul style="list-style-type: none"> • Definition, Theories, Style (Likert) • Team Building 	02	10%
7	Controlling <ul style="list-style-type: none"> • Basic Concepts - Definition - Process and Techniques 	01	10%
Books recommended: 1. Koontz.O. Donnel, Principles of management, Tata Mc grawhill, publishing co, NewDelhi. 2. L. M. Prasad, Principles of Management, Sultan Chand & sons, New Delhi. 3. R.C. Bhatia, Business organisation and management, Ane books, P. Ltd. New Delhi. 4. Tripathy Reddy, Principles of Management Tata Mc Graw Hill Publishers, New Delhi.			

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHMCT)

KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME

4TH SEMESTER SYLLABUS

Course Code	Subjects		Hours / week		Theory		Durat ion	Practical		Duratio n	Credit	
			T		E	IC		E	IC		T	P
BHMCT - 19	FOOD PRODUCTION OPERATIONS-2	CR	4	4	80	20	3 Hrs	80	20	4 Hrs	3	2
BHMCT- 20	FOOD & BEVERAGE SERVICE OPERATIONS-2	CR	4	4	80	20	3 Hrs	80	20	4 Hrs	3	2
BHMCT- 21	HOUSE KEEPING OPERATIONS-2	CR	4	2	80	20	3 Hrs	80	20	4 Hrs	3	1.5
BHMCT- 22	FRONT OFFICE OPERATIONS-2	CR	4	2	80	20	3 Hrs	80	20	4 Hrs	3	1.5
BHMCT- 23	HOTEL ACCOUNTING	CP	3		40	10	2 Hrs				2	
BHMCT- 24	HOSPITALITY MARKETING	MA	3		40	10	2 Hrs				2	
	TOTAL		24	12	400	100		320	80			
TOTAL MARKS OF UNIVERSITY (THEORY + PRACTICAL)					E		IC		Total		16	7
					400	320	100	80	900			
					720		180					

*T = Theory, P=Practical, E=External, IC=Internal

* CR= Core subject, CP = Complimentary Subject , MA = Management & Allied subject

Name of the Course :FOOD PRODUCTION OPERATIONS – 02			
Course Code :BHMCT19		Semester-4	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	WEIGHTAGE TO %
1	Menu Planning Basic principles of menu planning , points to consider in menu planning for various volume feeding outlets such as industrial, institutional, mobile catering units, planning menus for: school/college students, industrial workers, hospitals, outdoor parties, theme dinners, transport facilities, cruise lines, airlines, railway. Nutritional factors for the above	06	20%
2	Indenting Principles of indenting for volume feeding, portion sizes of various items for different types of volume feeding, modifying recipes for indenting for large scale catering, practical difficulties while indenting for volume feeding	04	10%
3	Planning Principles of planning for quantity food production with regard to: space allocation, equipment selection & staffing	04	10%
4	Institutional and industrial catering Types of institutional & industrial catering, problems associated with this type of catering, scope for development and growth	04	10%
5	Hospital catering Highlights of hospital catering for patients, staff, visitors, diet menus and nutritional requirements	06	15%
6	Off premises catering Reasons for growth and development, menu planning and theme parties, concept of a central production unit, problems associated with off-premises catering	06	10%
7	Mobile catering Characteristics of rail, airline (flight kitchens and sea catering), branches of mobile catering	06	15%

8	Quantity purchase & storage Introduction to purchasing, purchasing system, purchase specifications, purchasing techniques, storage	04	10%
Books recommended: A Taste of India, Madhur Jaffrey, Pavillion Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins Prashad , Cooking with Masters, J.Inder Singh Kalra, Allied Zaika, Sonya Atal Sapru, Harper Collins Punjabi Cuisine, Premjit Gill Hyderabadi Cuisine, Pratibha Karan, Harper Collins Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman Wazwaan, Rocky Mohan, Roli & Janssen			

Name of the Course : FOOD PRODUCTION OPERATIONS – 02		
Course Code :BHMCT19.1		Semester-4
Duration :40 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 4hrs /week		CE/IC Mark:20 Marks
Credit :2		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	MENU- 01 I. KERALAPARATHA II. VEGETABLE KORMA III. KERALAFRIED CHICKEN IV. NEICHORU V. KANAVA THORAN VI. PAYASAM(ANY)	04
2	MENU-02 I. CHAPPATHI II. SOFYANI BIRYANI III. METHI MURG IV. MIRCHI KA SALAN V. HARE PYAIZ KA RAITA VI. DOUBLE KA MEETHA	04
3	MENU-03 I. ONION CUCUMBER II. ALOO PARATHA III. PANNER BUTTER MASALA IV. KASMIRIPULAO V. MUTTON ROGAN JOSH VI. PURANPOLI	04
4	MENU -04 I. POTATO BUTTER MASALA II. TANDOORI NAN III. VEGETABLE BIRYANI IV. CHICKEN SAAGWALA V. BEEF CASHEW CURRY VI. BALUSHAI	04
5	MENU-05 I. TOMATO SHORBA II. PHULKA III. KADAI VEGETABLE IV. JEERAPULAO V. CHICKEN SHAHI KORMA VI. LADOO	04
6	MENU-06 I. MULIGATWANY SOUP II. COCONUT RICE/ TOMATO RICE III. POTATO PODIMASH IV.CHICKEN CHETTINADU	04

	V. TAMARIND FISH CURRY VI. KESARI	
7	MENU-07 I. TANDOORI ROTI II. RAJMA MASALA III. PEAS PULAO IV. METHI CHICKEN V. GOAN FISH CURRY VI. JANGRI	04
8	MENU-08 I. RADA MEAT II. MATAR PULAO III. KADHI IV. PUNJABI GOBHI V. KHEER	04
9	MENU-9 I. THEPLA II. VEGETABLE JALFRIZY III. PANEERPULAO IV. MUTTON ROGAN JOSH V. VEGETABLE KOFTA VI. RASAGULLA	04
10	MENU-10 I. LACHA PARATHA II. NAVRATHNA KORMA III. DUM PUKHT BIRYANI IV. BUTTER CHICKEN V. PALAK PANNER VI. PEDDA	04

Name of the Course: FOOD& BEVERAGE SERVICE			
Course Code :BHMCT 20		Semester-4	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage %
1.	SPIRITS Introduction & Definition Production of Spirit <ul style="list-style-type: none"> • Pot-still method • Patent still method Production of: Whisky / Rum / Gin / Brandy/ Vodka/ tequila	06	30%
2	LIQUEURS Definition & History Production of Liqueurs Names of Liqueurs and country of origin & predominant flavour Service	10	20%
3	Other alcoholic beverages: Absinthe / Ouzo / Aquavit / Silvovitz / Arrack /Fenni / Grappa / Calvados / Cider / Sake / Perry	06	10%
4	COCKTAILS & MIXED DRINKS Definition and History Classification- families (cobblers, crustas, daisies, nogs, fixes, flips, puffs, sangarees, slings, smashes, bucks, coladas, Collins, coolers, fizzes, highballs, juleps, shooters, punches, sours) Recipe, Preparation and Service of Popular Cocktails	08	20%

5	BAR OPERATIONS Types of Bar : Cocktail / Dispense Area of Bar: Front Bar / Back Bar / Under Bar (Speed Rack, Garnish Container, Ice well etc.) Bar Stock, Bar Control, Bar Staffing, liquor licenses Opening and closing duties	10	20%
	Reference Books: <ul style="list-style-type: none"> • Food & Beverage Service Training Manual-Sudhir Andrews • Food & Beverage Service –Lillicrap & Cousins • Modern Restaurant Service –John Fuller • Food & Beverage Service Management-Brian Varghese • Introduction F& B Service-Brown, Heppner & Deegan • Professional Food & Beverage Service Management –Brian Varghese • The World Of Wines, Spirits & Beers-H.Berberoglu • Beverage Book –Andrew, Dunkin & Cousins • Professional Guide to Alcoholic Beverages—Lipinski • Alcoholic Beverages –Lipinski & Lipinski • Food Service Operations – Peter Jones & Cassel • Master Dictionary of Food & Wine-Joyce Rubash • New york Bartenders Guide- BD &L • Mr. Boston’s Bartender & Party Guide –Warner • Menu planning –John Kivela • The Restaurant (From Concept to Operation)-Lipinski • Professional Food Service- Sergio Andrioli & Peter Douglas • Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas • Profitable Menu Planning- John Drysale 		

Name of the Course :FOOD & BEVERAGE SERVICE PRACTICAL		
Course Code :BHMCT 20.1		Semester-4
Duration :40 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 4hrs /week		CE/IC Mark:20 Marks
Credit :2		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	Service of Spirits (Whisky, Vodka, Rum, Gin, Brandy & Tequila)	06
2	Service of Liqueurs	06
3	Preparation and service of Cocktails	06
4	Designing and setting the bar	06
5	Service of Indian Cuisine Breakfast, Lunch and Dinner menu TDH & A la Cart cover set up of Indian Cuisine	06

Name of the Course : HOUSEKEEPING OPERATIONS II			
Course Code :BHMCT21		Semester-4	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage
1.	INTERIOR DECORATION Importance, Definition & Types Classification Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis Elements of Design: Line, Form, Colour, Texture	12	30%
2	COLOUR Colour Wheel Importance & Characteristics Classification of colours Colour Schemes Symbolic Meaning of Colours	10	20%
3	LIGHTING Definition Classification Types & Importance Applications	6	10%
4	FURNITURE ARRANGEMENTS Principles Types of joints Selection	04	20%
5	6. SPECIAL PROVISIONS FOR HANDICAPPED GUESTS Guest room – added features and modifications	02	10%

	Public Areas: Wash – rooms, restaurants, main entrance etc. Added Features and modifications		
06	Types, Trends, Causes, Consequences and Control of Disasters Geological Disasters (earthquakes, landslides, tsunami, mining); Hydro-Meteorological Disasters (floods, cyclones, lightning, thunder-storms, hail storms, avalanches, droughts, cold and heat waves) Biological Disasters (epidemics, pest attacks, forest fire); Man-made Disasters (building collapse, rural and urban fire, road and rail accidents, nuclear, radiological, chemicals and biological disasters)	06	10%

Name of the Course: HOUSEKEEPING – IV			
Course Code :BHMCT21.1	Semester-4		
Duration :30 hrs	Maximum Marks :50		
Teaching Scheme	Examination Scheme		
Practical : 2hrs /week	CE/IC Mark:20 Marks		
Credit :1.5	End Semester Exam : 80 Marks		
Unit .No	Contents	Hours	
1.	HOUSEKEEPING PRACTICAL – II (HKP – II) Flower arrangements	10	
2	Conception and designing of guest room including making floor plans, wall	10	
3	Elevations and templates and finally creating three dimensional model of a Guest room / public area with interior decoration themes	10	
Reference books: 1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill 2. The Professional Housekeeper, Tucker Schneider, VNR 3. Professional Management of Housekeeping Operations, Martin Jones, Wiley 4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann 40 5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS 6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson 7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke			

Name of the Course: FRONT OFFICE OPERATIONS II			
Course Code :BHMCT 22		Semester- IV	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage
1.	<u>FRONT OFFICE ACCOUNTING</u> <ul style="list-style-type: none"> Accounting Fundamentals, Accounts, Folios, Vouchers, Points of Sale, Ledgers, Advances. Discounts & allowances Creation and Maintenance of Accounts: Record keeping Systems, Charge Privileges. Front Office cash sheet. Cash banks. Foreign currency awareness and handling procedures. 	12	30%
2	<u>PAYMENT</u> <ul style="list-style-type: none"> Cash payments, Credit cards, Bill to company, Travel agent's vouchers, others. Foreign currency. The guest folios Tracking transactions- account allowance	08	15%
3	<u>GUEST CHECK OUT PROCEDURE</u> <ul style="list-style-type: none"> Check-Out and Settlement, enquiring about quality of product & services. Retrieving the Room key, Retrieving & Reviewing the folio. 	10	25%

	<ul style="list-style-type: none"> • Methods of Settlement, In room guest checkout. • Check-Out Options: Express Check-Out, Self-Check-Out, Late checkout. • Completing folio & handling late charges. 		
4	FRONT OFFICE CREDIT MANAGEMENT <ul style="list-style-type: none"> • Credit Monitoring, and Account Maintenance Tracking Transactions: Cash Payment Charge Purchase, Account Correction, Account Allowance, Account Transfer. • Cash Advance Internal Control: Front office Cash Sheet, Cash Banks, Audit Controls and Settlement of Accounts Unpaid Account Balances, Credit monitoring • Credit Maintenance -High risk balance Account, House limit, Credit Limit • Control measures at the time of: reservation, check-in, during stay, check-out, after departure. • Prevention of skippers: on arrival/ during stay/ on departure day. 	10	30%

Name of the Course: FRONT OFFICE OPERATIONS II		
Course Code: BHMCT 22.1		Semester-IV
Duration :30 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 2hrs /week		CE/IC Mark:20 Marks
Credit :1.5		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	PRACTICAL I SOP I: How to exchange travellers cheque SOP II: How to process correction voucher SOP II: How to process adjustment vouchers	08
2	PRACTICAL II SOP I: How to process Paid-outs SOP II: How to handle late charges SOP III: How to present guest folio	06
3	PRACTCAL III SOP I: How to issue a Paid out SOP II: How to process payment through credit cards SOP III: Company payment handling procedures SOP IV: How to provide Foreign Exchange Service	04
4	PRACTICAL IV SOP I: How to process auditing SOP II: How to present guest folio	04
5	PMS	08

Name of the Course : HOTEL ACCOUNTING			
Course Code :BHMCT 23		Semester-IV	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	Weightage
1.	Uniform System of Accounting Meaning, Objectives & Advantages of Uniform System of Accounting Meaning of Income Statement Purpose of preparing an Income Statement Departmental Income & Expense Statements	06	25%
2	Account Records Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books	06	25%
3	Financial Statements Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts	08	25%
4	Audit of Hotels Meaning & objectives of Audit Classifications of Audit Limitations of Audit Distinguish between internal and statutory audit Qualities of an auditor	10	25%
Reference Books: 1. Comprehensive Accountancy, S.A. Siddiqui 2. A Complete Course in Accounting Volume – I, N.D. Kapoor 3. Double-Entry Book-Keeping, R.C. Chawla & C. Juneja 4. Introduction to Accountancy, T.S. Grewal			

Name of the Course : HOSPITALITY MARKETING			
Course Code :BHMCT 24		Semester-IV	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:1 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	Weightage
1.	Basic introduction to marketing, meaning, nature and scope, difference between marketing and selling Hotel marketing, Changing role of Hotel marketing, Features of Hospitality marketing, Customer expectation from Hospitality services, Classification of Hotel industry.	06	15
2.	Market segmentation, Organisational customer segment, Travel Market, Corporate meeting, marketing, Incentive markets, Convention market Services marketing, basic difference between goods and services and their marketing, Marketing Mix in services marketing (7 P's),	06	30
3.	Types of services Product, Front Office & accommodation, food and beverage, Value added products, recreation & health, Shops, car rental service Services pricing policy, Approaches, Methods, Factors influencing pricing policy. Promotion, Advertising; sales promotion, personal selling publicity; Communication process in services promotion, Public relations in hotel industry Place (distribution), Agents & brokers, Electronic channels People.	06	15

4.	<p>Role of employees in service delivery, Recruitment, selection and training of employees, Relationship marketing.</p> <p>Physical evidence, Employee dress, Aesthetics, Tangible Equipment</p> <p>Process of service delivery, Steps in service delivery, Level of customer involvement</p>	06	20
5.	<p>Consumer Behaviour in hotel industry, Customer expectations, Post purchase evaluation, Types of service expectations, Factors influencing customer expectations and perceptions of service, managing the customer mix, TQM in service marketing (Measures, features application in hospitality industry), Hospitality marketing – Indian scenario, (Issues /solutions /future prospects)</p>	06	20

REFERENCE BOOKS:

1. Services marketing – ZeithlValerire – A and Mary Jo Baiter publisher Megraw Hill companies
2. Delivery quality service: Zeithmal, pasasuraman and bitner Publisher, New York, Free press
3. Services marketing – The Indian experience by Ravi Shankar publisher, south Asia publications, Delhi
4. Services marketing S. M Jha Publisher, Himalaya publications
5. Marketing for hospitality industry – Roberts
6. Service marketing – Wood ruffe Helen publisher Macmillan
7. Strategic hotel and motel marketing – Hart & Troy
8. Service marketing – Love, Lock, Christopher II
9. Marketing leadership in Hospitality by Robert Lewis and Richard Chambers.
10. Foundation and practices Marketing of Services – Strategies for Success, Harsh V.Verma, Professional Managers' Library, Global Business Press

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHMCT)
KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME
5TH SEMESTER SYLLABUS

Course Code	Subjects		Hours / week		Theory		Durat ion	Practical		Duratio n	Credit	
			T	P	E	IC		E	IC		T	P
BHMCT -25	ADVANCED FOOD PRODUCTION-1	CR	4	4	80	20	3 Hrs	80	20	4 Hrs	3	2
BHMCT -26	ADVANCED FOOD & BEVERAGE SERVICE-1	CR	4	4	80	20	3 Hrs	80	20	4 Hrs	3	2
BHMCT -27	FRONT OFFICE MANAGEMENT-1	MA	4	2	80	20	3 Hrs	80	20	4 Hrs	3	1.5
BHMCT -28	HOUSEKEEPING MANAGEMENT – 1	MA	4	2	80	20	3 Hrs	80	20	4 Hrs	3	1.5
BHMCT -29	HUMAN RESOURCE MANAGEMENT	MA	3		40	10	2 Hrs				2	
BHMCT -30	PROFESSIONAL ELECTIVE -1 1.INDUSTRIAL TRAINING 2.INDIAN CLASSICAL CUISINE 3. FASTFOOD CHAIN MANAGEMENT	CP	3		40	10	2 Hrs				2	
	TOTAL		24	12	400	100		320	80			
TOTAL MARKS OF UNIVERSITY (THEORY + PRACTICAL)					E		IC		Total		16	7
					400	320	100	80	900			
					720		180					

*T = Theory, P=Practical, E=External, IC=Internal

* CR= Core subject, CP = Complimentary Subject , MA = Management & Allied subject

Name of the Course : ADVANCED FOOD PRODUCTION – 01			
Course Code :BHMCT 25		Semester- V	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	WEIGHTAGE%
1.	<p>LARDER</p> <p>Layout & Equipment</p> <p>Introduction of larder work, definition, equipment found in the larder, layout of a typical larder with equipment and various sections</p> <p>Terms & Larder Control</p> <p>Common terms used in the larder and larder control, essentials of larder control, importance of larder control, devising larder control systems, leasing with other departments, yield testing</p> <p>Duties & Responsibilities of the Larder Chef</p> <p>Functions of the larder, hierarchy of larder staff, sections of the larder, duties & responsibilities of larder chef</p>	08	30%
2	<p>CHARCUTIERIE</p> <p>Sausage</p> <p>Introduction to charcutierie, types & varieties of sausages, casings & fillings, additives & preservatives</p> <p>Forcemeats</p> <p>Types of forcemeats, preparation of forcemeats, uses of forcemeats</p> <p>Brines, Cures & Marinades</p> <p>Types of brines, preparation of brines, methods</p>	12	40%

	<p>of curing, types of marinades, uses of marinades, difference between brines, cures & marinades</p> <p>Ham, Bacon & Gammon</p> <p>Cuts of ham, bacon & gammon, differences between ham, bacon & gammon, processing of ham & bacon, green bacon, uses of different cuts</p> <p>Galantines</p> <p>Making of galantines, Types of Galantine, Ballotines</p> <p>Pates</p> <p>Types of pate, pate de foiegras, making of pate, commercial pate and pate maison.</p> <p>Truffle – sources, cultivation and uses and types of truffle.</p> <p>Mousse & Mousseline</p> <p>Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline</p> <p>ChaudFroid</p> <p>Meaning, making of ChaudFroid& precautions to take, types & uses of ChaudFroid</p> <p>Aspic &Gelee</p> <p>Definition of aspic and gelee, difference between the two, making of aspic and gelee, uses of aspic and gelee</p> <p>Quenelles, Parfaits, Roulades</p> <p>Preparation of quenelles, parfaits and roulades</p>		
3	<p>SANDWICHES</p> <p>Parts of sandwiches, types of bread, types of filling – classification, spreads and garnishes, types of sandwiches, making of sandwiches,</p>	08	20%

	storing of sandwiches		
4	APPETIZERS & GARNISHES Classification of appetizers, examples of appetizers, historic importance of culinary garnishes, and explanation of different garnishes, simple vegetable & fruit garnishes for Plates	08	10%
Books recommended: The Larder Chef, M.J.Leto&W.H.K.Bode, Butterworth Heinemann Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn Professional Chef's-Art of Garde Manger (4th Edition) Frederic H.Semerschmid and John F.Nicolas Professional baking, Wayne Glasslen Classical food preparation & presentation, W.K.H.Bode Classical Recipes of the World, Smith, Henry Le Repertoire de la Cuisine, Louis Saulmier, Leon Jaggl& Sons Baking, Martha Day, Lorenz Books Professional Pastry Chef, Bo Friberg, John Wiley The New Catering Repertoire, Vol. I, H.L.Cracknell&G.Nobis, Macmillan The Creative Art of Garnishes, Yvette Stachowiak, Bedford Editions			

Name of the Course : ADVANCED FOOD PRODUCTION – 01		
Course Code :BHMCT25.1		Semester-5
Duration :40 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 4hrs /week		CE/IC Mark :20 Marks
Credit :2		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	I. ConsomméCarmen II. DarneDeSaumon Grille III. Pommes Fondant IV. French Bread V. TarteTartin	04
2	I. Gazpacho II. PolloEnPepitoria III. Paella IV. FritataDePatata V. Pastel DeMazaana	04
3	I. LinsensuppeSauerbaatenSpatzale II. GermanPotatoSalad III. Pumpernicklr IV. ApfelStrudel	04
4	I. SoupeAvogolemeno II. MoussakaA La GrequeDolmas III. Tzaziki Baklava IV. HarlequinBread	04
5	I. CrabeEnCoquille II. QuicheLorraine III. SaladedeViande IV. Pommes Parisienne V. Foccacia	04
6	I. Kromesgies II. FiletDe Sols Walweska III. Pommes Lyonnaise	04

	IV. FunghiMarirati V. BreadSticks VI. SouffleMilanaise	
7	I. ScotchBroth II. RoastBeefYorkshirePudding III. GlazedCarrots& Turnips IV. RoastPotato Yorkshire V. Curd Tart VI. Crusty Bread	04
8	I. DuchesseNantua II. PouletMaryland III. CroquettePotatoes IV. SaladeNiçoise V. Brown Bread VI. PâteDes Pommes	04
9	I. VelouteDameBlanche II. CoteDePorc Charcuterie III. Pommes DeTerreALaCrème IV. CarottesGlaceAuGingembre V. SaladeVerte VI. Harlequin Bread	04
10	I. Minestrone RavioliArabeata II. FettocineCarbonara Pollo Alla III. Cacciatore Medanzane IV. Parmigiane Grissini V. Tiramisu	04

Name of the Course :ADVANCE FOOD & BEVERAGE SERVICE–1			
Course Code :BHMCT 26		Semester- V	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage to %
1	PLANNING & OPERATING VARIOUS F&B OUTLET Physical layout of functional and ancillary areas Objective of a good layout Steps in planning Factors to be considered while planning Various set ups for seating Planning staff requirement Menu planning Constraints of menu planning Selecting and planning of heavy duty and light equipment Requirement of quantities of equipment required like crockery, Glassware, steel or silver etc. Suppliers & manufacturers Planning Décor, furnishing fixture etc. Duty roaster Job description and job specification	08	30%
2	FUNCTION CATERING BANQUETS History Types Organization of Banquet department Duties & responsibilities Sales	08	20%

	Booking procedure Banquet menus Function prospectus		
3	BANQUET PROTOCOL Space Area requirement Table plans/arrangement Misc-en-place Service Toasting	08	10%
4	INFORMAL BANQUET Reception Cocktail parties Convention Seminar Exhibition Fashion shows Trade Fair Wedding Outdoor catering	08	10%
5	BUFFETS Introduction Factors to plan buffets Area requirement Planning and organization Sequence of food Menu planning Types of Buffet Display Sit down Fork, Finger, Cold Buffet Breakfast Buffets Equipment	08	30%

	Supplies Check list		
	Reference Books: <ul style="list-style-type: none"> • Food & Beverage Service Training Manual-Sudhir Andrews • Food & Beverage Service –Lillicrap & Cousins • Modern Restaurant Service –John Fuller • Food & Beverage Service Management-Brian Varghese • Introduction F& B Service-Brown, Heppner & Deegan • Professional Food & Beverage Service Management –Brian Varghese • The World Of Wines, Spirits & Beers-H.Berberoglu • Beverage Book –Andrew, Dunkin & Cousins • Professional Guide to Alcoholic Beverages—Lipinski • Alcoholic Beverages –Lipinski & Lipinski • Food Service Operations – Peter Jones & Cassel • Master Dictionary of Food & Wine-Joyce Rubash • New york Bartenders Guide- BD &L • Mr. Boston’s Bartender & Party Guide –Warner • Menu planning –John Kivela • The Restaurant (From Concept to Operation)-Lipinski • Professional Food Service- Sergio Andrioli & Peter Douglas • Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas • Profitable Menu Planning- John Drysale 		

Name of the Course :ADVANCED FOOD & BEVERAGE SERVICE PRACTICAL		
Course Code :BHMCT26.1		Semester-V
Duration :20 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 4hrs /week		CE/IC Mark:20 Marks
Credit :2		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	Making of Duty Roster and writing job description & specification Calculation of Space for Banquets, Banquet Menu & Service	10
2	Setting of various types of Buffet Various Styles of Banquet seating set up.	15
3	Planning & organizing Outdoor caterings Planning & organizing Formal & Informal Banquets	15

Name of the Course: FRONT OFFICE MANAGEMENT – I			
Course Code :BHMCT 27		Semester-V	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit No	Contents	Hours	Weightage
1	<p><u>THE NIGHT AUDIT</u></p> <ul style="list-style-type: none"> • Functions of the Night Audit:The Role of the Night Auditor, Establishing an End of Day, Cross-Referencing, Account Integrity,Guest Credit Monitoring, Audit Posting Formula • Daily and Supplemental Transcripts Operating Modes: Non-Automated, Semi-Automated, fully automated <p><u>The Night Audit Process:</u></p> <ul style="list-style-type: none"> • Complete Outstanding Postings, Reconcile Room Status Discrepancies Balance All Departments,Verify Room Rates, Verify No-Show Reservations, Post Room Rates and Taxes,Prepare Reports, Deposit Cash ,Clear or Back Up the System ,Distribute Reports Verifying the Night Audit :Pickup Errors ,Transposition Errors ,and Missing Folios Automated system update. 	10	30%
2	<p><u>MANAGERIAL SKILLS IN ROOM DIVISION DEPARTMENT</u></p> <p>Room division management functions – Planning, Organizing, Coordinating, Staffing, Motivation, Controlling and Evaluating, Importance of leadership</p> <p>Budgeting</p> <ul style="list-style-type: none"> • Estimating Expenses, Refining Budget Plans, 	10	20%

	Daily Operation Report, Occupancy Ratios, Room Revenue Analysis, Hotel Income Statement & Room Div. Income Statement, Room Division Budget Report, Operating Ratios, and Ratio Standards.		
3	<p><u>Yield Management</u></p> <ul style="list-style-type: none"> • Concept of Yield Management, Elements of Yield, Group Room Sales, Transient Room Sales, F&B activity, Local & Area wide Activities, Special Events. Using revenue management Potential high and low demands tactics, Implementing revenue strategies, availability strategies. <p><u>Establishing room rates</u></p> <ul style="list-style-type: none"> • Different types of room rates • Various approaches for room rate fixation - Market condition approach, Rule of thumb approach, Hubbart formula approach. • Understanding nature of demand – Daily variation in demand, Weekly variation in demand, Seasonal variation in demand, and other time cycles. 	10	30%
4	<p><u>FRONT OFFICE SALES</u></p> <ul style="list-style-type: none"> • Selling concept, selling models- Creative options. ABC of selling, AIDAS Theory of sales, USP • In-house sales promotion <p>Direct sales- travel agent, tour operator, hotel booking agencies and internet reservations.</p>	10	20%

Name of the Course: FRONT OFFICE MANAGEMENT		
Course Code :BHMCT 27.1		Semester- V
Duration :30 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 2hrs /week		CE/IC Mark:20 Marks
Credit :1.5		End Semester Exam : 80 Marks
Unit. No	Contents	Hours
1.	SOP I: How to handle float SOP II: Ensuring flexible cashing policy SOP III: How to prepare shift float	04
2	SOP I: How to close Foreign Exchange Float SOP II: How to handle Deposit Envelope SOP III: Checking account with high balance	05
3	SOP I: Knowing updated room rates and promotions SOP II: Selling room suit to maximize revenue SOP III: Maximizing selling of special program & room rate	05
4	PMS	10

Name of the Course : HOUSEKEEPING MANAGEMENT – I			
Course Code :BHMCT 28		Semester-V	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit No	Contents	Hours	Weightage
1	FLOOR & WALL COVERING Types and Characteristics Carpets: Selection, types, Characteristics, Care and Maintenance	08	20%
2	WINDOWS, CURTAINS AND BLINDS Types and Uses	06	20%
3	SOFT FURNISHINGS AND ACCESSORIES Types, use and care of Soft furnishing Types of Accessories: Functional and Decorative	08	20%
4	FLOWER ARRANGEMENT Concept & Importance Types & Shapes Principles Tools, Equipment & Accessories	10	20%
5	REFURBISHMENT AND REDECORATION Definition Factors Procedure and task involved Snagging list	08	20%

Name of the Course: HOUSEKEEPING MANAGEMENT– I		
Course Code :BHMCT28		Semester-5
Duration :30 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 2hrs /week		CE/IC Mark :20 Marks
Credit :1.5		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	HOUSEKEEPING PRACTICAL – II (HKP – II) Various types of Flower arrangements Preparing snagging list	30
2	Inspection checklist	
Reference books: <ol style="list-style-type: none"> 1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill 2. The Professional Housekeeper, Tucker Schneider, VNR 3. Professional Management of Housekeeping Operations, Martin Jones, Wiley 4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann 5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS 6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson 7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke 		

Name of the Course : HUMAN RESOURCE MANAGEMENT			
Course Code :BHMCT 29		Semester-V	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	
1.	Evolution, Role and Status of Human Resource Management in India – Structure and Function of Human Resource Management.	06	15
2	• Manpower Planning – Concept, Organisation and Practice, Manpower Planning Techniques – Short-Term and Long-Term Planning.	08	20
3	• Recruitment and Selection – Job Analysis – Description – Job Specification – Selection Process – Tests and Interviews – Placements and Induction.	08	20
4	• Performance Appraisal – Purpose – Factors Affecting Performance Appraisal – Methods and systems of Performance Appraisal.	06	15
5	• Training and Development – Need and Importance – Assessment of Training Needs – Training And Development of Various Categories of Personnel.	06	15
6	• Career Planning and Development – Promotion and Transfers – Retirement and other Separation Process.	06	15
Reference Books: 1. ArunMonappa& S. Saiyuddain: Personal Management, Tata McGraw Hill. 2. Pramod Verma: Personnel Management in Indian Organisations. 3. Edwin b. Flippo: Personnel Management, McGraw Hill.			

Name of the Course :PROFESSIONAL ELECTIVE -1				
1.INDUSTRIAL TRAINING				
Course Code :BHMCT30.1			Semester-5	
Duration :4 Weeks			Maximum Marks :50	
Teaching Scheme			Examination Scheme	
Credit :2			End Semester Exam : 50 Marks	
	4 WEEKS TRAINING			
Course Code	Subjects	MARKS & DURATION OF EXAM		
		DURATION OF EXAM	MARKS	
BHMCT -30	INDUSTRIAL EXPOSURE TRAINING		40	
BHMCT-30	VIVA		10	
	TOTAL		50	

Name of the Course :PROFESSIONAL ELECTIVE-1			
2. INDIAN CLASSICAL CUISINE			
Course Code :BHMCT30.2		Semester-5	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	WEIGHTAGE TO %
1.	Introduction to Indian cuisine <ul style="list-style-type: none"> History of Indian cuisine Religion & foreign influence in Indian cuisines Geographical influence in regional food habits 	16	20%
2	Classical cuisines India <ul style="list-style-type: none"> North India (Awadi, Mughali, Sindhi) South India (Udupi, Nampoothiri, Mapplia, Syrian Christian, Chettinad) East India (Oriya, Bhojpuri) North East India (Naga, Tripuri, Sikkim) West India (Malvani, Konkani, Parsi, Kutchi) History, influences, ingredients used, method of cooking, courses of menu, etiquettes, special utensils and equipment used. 	20	70%
3	Influence of Indian classical cuisines to the world community	04	10%

Name of the Course :FAST FOOD CHAIN MANAGEMENT			
Course Code :BHM 30.3		Semester-5	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	Weightage
1.	Module 1 Introduction to fast food chain History Globalization Concept & formulation Cost factor F&B merchandising	08	20%
2.	Module 2 World of Fast food chain Cuisine Variants Street vendors Jobs &labour issues Health issues	08	20%
3.	Module 3 Service Process Food & Beverage service operation Human resource strategy Menu concept, pricing strategy & recipe standardisation Service & production equipment Convenience food usages Hygiene &sanitisation standards Central purchasing process	16	35%
4.	Module 4 Outlet management Outlet design & décor Children play area Event management	08	25%

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHMCT)

KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME

6TH SEMESTER SYLLABUS

Course Code	Subjects		Hours / week		Theory		Durat ion	Practical		Durat ion	Credit	
			T	P	E	IC		E	IC		T	P
BHMCT - 31	ADVANCED FOOD PRODUCTION-2	CR	4	4	80	20	3 Hrs	80	20	4 Hrs	3	2
BHMCT- 32	ADVANCED FOOD & BEVERAGE SERVICE-2	CR	4	4	80	20	3 Hrs	80	20	4 Hrs	3	2
BHMCT- 33	RESEARCH METHODOLOGY	CP	3		40	10	2 Hrs				2	
BHMCT- 34	FACILITY PLANNING	CP	3		40	10	2 Hrs				2	
BHMCT- 35	HOTEL LAW	CP	3		40	10	2 Hrs				2	
BHMCT- 36	ENTREPRENEU RSHIP DEVELOPMENT	MA	3		40	10	2 Hrs				2	
	TOTAL		20	8	320	80		160	40			
	TOTAL MARKS OF UNIVERSITY (THEORY + PRACTICAL)				E		IC		Total		14	4
					320	160	80	40	600			
					480		120					

*T = Theory, P=Practical, E=External, IC=Internal

Name of the Course : ADVANCED FOOD PRODUCTION – 02			
Course Code :BHMCT 31		Semester-6	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage
1	INTERNATIONAL CUISINE Geographic location, historical background, staple food with regional influences, Specialities, recipes in relation to: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Arabic.	16	30%
2	ORIENTAL CUISINE Introduction to South East Asia foods, Chinese, Thai, Vietnam, Japanese. Historical background, Regional cooking styles, Methods of cooking, Equipment & utensils	08	20%
3	Buffet Preparation Principle of buffet presentation, types of buffet setup & design, menu development for buffet, replenishment of buffet, enhanced buffet presentation	08	20%
4	FOOD PRESENTATION PRINCIPLES Basic presentations, Modern Perspectives, Use of technology, Contemporary plates, Unconventional garnishes, Role & uses of garnishes Food Styling- Food photography & problems therein, Use of non-edible components, Role of dimension	08	20%
5	USE OF WINE AND HERBS IN COOKING Ideal uses of wine in cooking, classification of herbs, ideal uses of herbs in cooking	04	10%

Name of the Course : ADVANCED FOOD PRODUCTION – 02		
Course Code :BHMCT31.1		Semester-6
Duration :40 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 4hrs /week		CE/IC Mark:20 Marks
Credit :2		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	I. AUBERGINE DIP II. PISTOU III. RATATOUILLE IV. CORSICAN BEEF STEW WITH MACRONI V. YELLOW PLUM TART	04
2	I. CROSTINI II. MORACCAN HARIA SOUP III. CHUNKY VEGETABLE PAELLA IV. PAN FRIED CHICKEN V. CHOCOLATE SALAMI	04
3	I. MOPOCAN FISH SALAD II. CRÈME DE VOLAILLE III. VEGETABLE MOUSSAKA IV. CIRCASSIAN CHICKEN V. TIRAMISU	06
4	I. KHAI DAO II. CHIANG MAI NOODLE SOUP III. GREEN THAI BEEF CURRY WITH THAI AUBERGINES IV. THAI FRIED RICE V. COCONUT PAN CAKE	04
5	I. EGG DROP SPINACH SOUP II. STIR FRIED VEGETABLE III. SWEET AND SOUR FISH IV. HAKKA NOODLES V. HONEY COMB MOULD	04

6	I. MINESTRONE SOUP II. INSALATA DI VERDURE III. PASTA LASAGNA IV. CHICKEN CACCIOATORE V. TORTA DI MELE	06
7	I. CRUDITES PLATTER II. CRÈME DE LEEK III. CHICKEN CHASSEUR IV. RIZ AU BUREE V. TENDER COCONUT SOUFFLE	04
8	I. CRÈME CAROTE SOUP II. MEXICAN BEAN STEW III. CHICKEN FAJITHAS IV. CALDOSO WITH CHAMPAIGNON V. FLAN MEXICANA	04
9	I. CHOWDER SOUP II. TIVOLI SALAD III. BEEF WELINGTON IV. PINEAPPLE FRIED RICE V. CINNAMON PUMPKIN MUFFINS	04

Name of the Course :ADVANCE FOOD & BEVERAGE SERVICE-11			
Course Code :BHMCT 32		Semester-6	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit No	Contents	Hours	Weightage%
1	MANAGING F&B OUTLET Supervisory skills Developing efficiency Standard Operating Procedure	12	30%
2	GUERIDON SERVICE History of gueridon Definition General consideration of operations Advantages / disadvantages Types of trolleys Factor to create impulse, Buying – Trolley, open kitchen Gueridon equipment, Gueridon ingredients	14	30%
3	KITCHEN STEWARDING Importance Opportunities in kitchen stewarding Record maintaining Machine used for cleaning and polishing Inventory	14	30%
4	F& B SERVICE ORGANIASATION Categories Detailed duties for each levels	8	10%

Name of the Course :ADVANCED FOOD & BEVERAGE SERVICE PRACTICAL		
Course Code :BHMCT32.1		Semester-6
Duration :40 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 4hrs /week		CE/IC Mark:20 Marks
Credit :2		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	Supervising F&B outlets Using and Operating Machines Conducting Briefing & Debriefing Supervising Food & Beverage operations	10
2	Preparing items on Gueridon trolley Organizing Mis-en-place for Gueridon Service Crepe suzetteBanana au RhumPeachFlambe Rum Omelette, Steak Diane, Pepper Steak	10

Name of the Course : RESEARCH METHDOLOGY			
Course Code :BHMCT 33		Semester-VI	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	
1.	Module 1. Introduction to Research Methodology Meaning and purpose of doing research, Applications of research, Problems in conducting research	05	10%
2	Module 2. Research Design Research procedure – Research problem, statement of research problems, Hypothesis, Sampling, Sampling methods	05	10%
3	Module 3. Collection of Primary data <u>Research Approach</u> : - Observation, Experiment, Survey, <u>Research Instrument</u> :-Questionnaire, Interview Schedule, Mechanical Devices <u>Research Techniques</u> : - Scaling Techniques, Testing, Projective Technique, Inventory Techniques, and Socio-Metric Techniques	05	30%
4	Module 4. Collection of Secondary data Review of Literature- Purpose of related literature, Sources of information, How to conduct the review of literature- note taking, Bibliography, Foot notes.	05	20%
5	Module 5. Analysis and Interpretation of Data Organization of Data - Editing, Coding, Tabulation, Statistical Analysis and Interpretation- Graphs, Formulation Of Conclusion And Generalization	05	20%
6	Module 6. Research Report Report format, Introduction, Literature Review, Methodology, Result and Discussion, Summary and Conclusion, Bibliography, Appendix.	05	10%

Books For Reference

- 1..Hospitality & Travel Marketing, Alastair M. Morrison, S'eimar Publishers Inc.
- 2..Marketing Research, Harper W. Boyd, Richard D. Irwin, INC, All India Traveller Book Seller, Delhi.
- 3..How to Complete your Research Project Successfully, Judith Bell, UBS Publisher 6. Distributors, Delhi.
4. .How to Research and Write a Thesis in Hospitality & Tourism, James M, Paynter 8. John Wiley & Sons, NY, USPt.
- 5.Travel, Tourism & Hospltalty Rceearch. Ritchie Ooeldner, John Wiley

Name of the Course : FACILITY PLANNING			
Course Code :BHMCT 34		Semester-6	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit No	Contents	Hours	Weightage
1.	Hotel Design Design Consideration, Attractive appearance- Efficient Plan-Good Location-Suitable materials – Good workmanship-Sound financing-Competent management.	05	20%
2	Key Terms Building Constructions Plinth Area, Floor Area, Floor area ratio, Carpet Area, Circulation area.	05	20%
3	Star Classification of Hotel Criteria of Star classification of hotel 1,2,3,4 & 5 star deluxe category.	08	20%
4	BUILDING AND EXTERIOR FACILITIES Roof, exterior walls, windows and doors, structural frame, foundation elevators, storm water drainage systems, utilities, landscaping and grounds.	08	20%
5	Safety in the hospitality industry Fire safety, fire prevention, fire detection, fire notification, fire suppression, fire control.	04	20%
<u>REFERENCE BOOKS:-</u> Hospitality Facilities Management and Design BY David M.Stipanuk, Harold RoffmannPublished: Educational Institute, AHMA The Management of Maintenance and Engineering Systems in the Hospitality Industry By Frank D. Borsenik& Alan T. Stutts Published John Willey & Sons Inc. NY Hotel Facility Planning by TarunBansal, Oxford University Press			

Name of the Course : HOTEL LAW			
Course Code :BHMCT 35		Semester-VI	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	Weightage
1.	1. INKEEPERS LAW The rights and liability of innkeeper- legal procedure for non-payment by guest and travellers- Disciplinary action against employees and child labour act 1986- Statutory welfare measures to hotel employees	04	15
2	Payment of wages act , provident fund act & Gratuity act	04	10
3	FOOD LEGISLATION Principles of food laws-acts regarding prevention of food adulteration act with latest amendments. Definition, authorities under the act, procedure of taking sample purchase right, various standard measurements and its functions. Food hygiene and sanitation. Food safety and standard act-2006 and 2011. Food packaging and labelling of food. Restrictions on advertisement and prohibition as to unfair trade practices. Offences and penalties.	04	25
4	4. PERMITS AND LICENCES Permits for hotels and catering establishment. Various procedures for procurement of permits from central, state, Municipal Corporation, aviation department and forest department. Procedure for renewal suspension and termination of permits and licenses	04	10

	Fire and safety licences, foreign exchange licences and Health club licences.		
5	5. LIQUOR LEGISLATION Liquor legislation its role. Types of liquor licences needs for hotel industry- rules for serving liquor in permitted premises.	04	10
6	6. SHOPS AND ESTABLISHMENT ACT Introduction-commercial establishment- employer-employee-registration-daily and weekly. Working hours-duty timing-wages and leave	04	10
7	7. CONSUMER PROTECTION ACT Consumer protection councils- consumer rights-procedure for redressal of grievances	04	10
8	ESSENTIALS OF VALID CONTRACT ACT	08	05
9	9.GUEST REGISTRATION ACT Rooms booking rules in hotel –necessary of C form in hotels. The package travel and its registration.	04	05

Name of the Course : ENTERPRENURESHIP DEVELOPMENT			
Course Code :BHMCT36		Semester-VI	
Duration :30 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 3hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	
1.	ENTERPRENURESHIP DEVELOPMENT Entrepreneurship: Importance and growth, characteristics and qualities of entrepreneur, role of entrepreneurship, ethics and social responsibilities;	06	20%
2	Entrepreneurship development: Assessing overall business environment in the Indian economy; Overview of Indian social, political and economic systems and their implications for decision making by individual entrepreneurs;	06	20%
3	Globalization and the emerging business/entrepreneurial environment; Concept of entrepreneurship, entrepreneurial and managerial characteristics, managing an enterprise, motivation and entrepreneurship development, importance of planning, monitoring, evaluation and follow up, managing competition, entrepreneurship development programs, SWOT analysis, generation, incubation and commercialization of ideas and innovations;	06	20%
4	Women entrepreneurship: Role and importance, problems; Corporate entrepreneurship: Role, mobility of entrepreneur;	06	10%

5	Entrepreneurial motivation; Planning and evaluation of projects: Growth of firm, project identification and selection, factors inducing growth; Project feasibility study: Post planning of project, project planning and control; New venture management; Creativity.	08	20%
06	Government schemes and incentives for promotion of entrepreneurship; Government policy on small and medium enterprises (SMEs)/SSIs; Export and import policies relevant to food processing sector; Venture capital; Contract farming and joint ventures, public-private partnerships; Overview of food industry inputs; Characteristics of Indian food processing industries and export; Social responsibility of business.	08	10%

Reference book

Kuratko&Hodgetts, Entrepreneurship in The New Millennium, Cengage learning, 2009.

Vasant Desai: Small scale Industries and Entrepreneurship, Himalaya Publishing House, 2009.

Dollinger M J, Entrepreneurship strategies and resources, Pearson Education, New Delhi 2006

N P Sreenivasan and C B Gupta, Entrepreneurial development, Sulthanchand and Sons

Vasanth Desai "Dynamics of Entrepreneurial Development and Management", Himalaya Publishing House, 2011

S.S.Khanka "Entrepreneurial Development", S.Chand& Company Ltd., 2001

Bhide, Amar V., "The Origin and Evolution of New Business", Oxford University Press, 2000.

A Sahay , V Sharma, Entrepreneurship and New Venture Creation, Excel Books, 2008

P Sarvanavel, "Entrepreneurship development-Principles, policies and programmes", Ess Pee Kay Publishing House

Dr. S Moharana and Dr. C R Dash, "Entrepreneurial Development" RBSA Publishers, Jaipur

S B Srivastava, "A practical guide to Industrial Entrepreneurs" ,Sultan Chand and sons

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHMCT)

KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME

7TH SEMESTER SYLLABUS

Course Code	Subjects		Hours / week		Theory		Dur atio n	Practical		Durat ion	Credit	
			T	P	E	IC		E	IC		T	P
BHMC T -37	BAKERY & CONFECTIONARY	CR	5	4	80	20	3 Hrs	80	20	4 Hrs	3	2
BHMC T-38	FOOD AND BEVERAGE MANAGEMENT & CONTROLS	MA	5		80	20	3 Hrs				3	
BHMC T-39	FOOD SAFETY AND QUALITY CONTROL	CP	5		80	20	3 Hrs				3	
BHMC T - 40	PERSONALITY DEVELOPMENT	CP		4				40	10	3 Hrs		1
BHMC T-41	RESEARCH PROJECT REPORT	CP						150		3Hrs	4	
	RESEARCH PROJECT VIVA							50				
BHMC T-42	OPEN ELECTIVE-1 1.EVENT MANAGEMENT 2.CUSTOMER RELATIONSHIP MANAGEMENT 3. INDUSTRIAL CATERING	CP	5		80	20	3 Hrs				2	
BHMC T-43	PROFESSIONAL ELECTIVE-2 1.HEALTH & NUTRITION 2.ORGANISATIONAL BEHAVIOUR 3. AIRLINE CATERING	MA	5		80	20	3 Hrs				2	
	TOTAL		25	08	400	100		320	30			
TOTAL MARKS OF UNIVERSITY (THEORY + PRACTICAL)					E		IC		Total		18	3
					400	320	100	30				
					720		130		850			

*T = Theory, P=Practical, E=External, IC=Internal

* CR= Core subject, CP = Complimentary Subject , MA = Management & Allied subject

Name of the Course : BAKERY AND CONFECTIONERY			
Course Code :BHMCT38		Semester-VII	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit No	Contents	Hours	WEIGHTAGE
1	<u>Classification of confectionery</u> Sugar boiled confectionery- crystalline and amorphous confectionery, rock candy, hard candy, lemon drop, china balls, soft candy, lollypop, marshmallows, fudge, cream, caramel, toffee, lozenges, gumdrops, honeycomb candy.	06	15%
2	<u>Properties of wheat</u> Wheat – Properties, Quality – Hardness, Gluten strength, protein content, soundness. Methodology and approaches to evaluate bread and bread – wheat quality – processing factors, product factors.	06	10%
3	<u>Principles of baking and Bread manufacturing</u> Major baking ingredients and their functions, role of baking ingredients in improving the quality of bread. Characteristics of good flour used for making bread, biscuits and cakes. Ingredients used for bread manufacture, methods of mixing the ingredients, dough development methods - straight dough, sponge dough, moulding, proofing, baking, packing, spoilage, bread staling, methods to reduce bread staling and spoilage.	08	25%
4	<u>Cake and Biscuit manufacturing</u> Processing of cakes and biscuits- ingredients, development of batter, baking and packing, Spoilage in cakes and biscuits.	06	10%

5	<p><u>Icings & Toppings</u></p> <p>Varieties of icings, using of icings, difference between icings & toppings, recipes</p> <p><u>Frozen Desserts</u></p> <p>Types and classification of frozen desserts, ice-creams – definitions, methods of preparation, additives and preservatives used in ice-cream manufacture</p> <p><u>Meringues</u></p> <p>Making of meringues, factors affecting the stability, cooking meringues, types of meringues, uses of meringues</p> <p><u>Chocolate</u></p> <p>History, sources, manufacture & processing of chocolate, types of chocolate, tempering of chocolate, cocoa butter, white chocolate and its applications</p> <p><u>Pastry</u></p> <ul style="list-style-type: none"> • Short crust • Laminated (flaky, puff, rough puff & spool method) • Choux <p>Recipes and methods of preparation, differences, uses of each pastry, care to be taken while preparing pastry, role of each ingredient, temperature of baking pastry</p> <p><u>Pastry Creams</u></p> <p>Basic pastry creams, uses in confectionery, preparation and care in production</p>	14	40%
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Name of the Course : BAKERY AND CONFECTIONERY		
Course Code :BHMCT37		Semester-VII
Duration :40 hrs		Maximum Marks :100
Teaching Scheme		Examination Scheme
Practical : 4hrs /week		CE/IC Mark:20 Marks
Credit :2		End Semester Exam : 80 Marks
Unit .No	Contents	Hours
1.	I. GENOISE SPONGE II. BUTTER CAKE III. PRESS COOKKIES IV. DOUGH NUTS	04
2	I. VEG PUFFS II. TORTA DI APPLE CAKE III. PANATONI BREAD IV. BREAD LOAF	04
3	I. CHOCOLATE BUTTER CAKE II. SWISS ROLL III. LAVOCHE IV. VANNILA ICE CREAM	04
4	I. CHOCOLATE ECLAIRS II. CHRISTMAS FRUIT CAKE III. CIABATTA IV. ICING PREPARTION	04
5	I. CHOCOLATE MADELINES II. ALMOND ANISE BISCOTTI III. CHOCOLATE SOUFFLE IV. FRUIT PARFAIT	04
6	I. LEMON MERINGUE PIE II. VEG BURGER III. EGG PUFFS IV. SANDWICH BREAD	04
7	I. CHOCOLATE – BANANA PUDDING PARFAITS	04

	II. MASALA BISCUITS III. FOCACCIA BREAD IV. CHICKEN PIZZA	
8	I. COCKTAIL PARFAITS II. BLACK FOREST CAKE III. DILKUSH IV. FRUIT JELLY	04
9	I. LEMON MERINGUE PARFAITS II. GARLIC BREAD III. FRUIT MUFFINS IV. SOUR DOUGH BREAD	04
10	I. CHICKEN VOL'AU VENT II. ORANGE CHIFFON CAKE III. CHICKEN PUFFS IV. DANISH PASTRY	04

Reference books:

1. Zhou. W, Hui Y,H; (2014), "Bakery Products Science and Technology", 2nd Edition, Wiley Blackwell Publishers,
2. Pyler, E. J. and Gorton, L.A.(2009), "Baking Science & Technology" Vol.1 Fourth Edition,Sosland Publications.
3. Stanley P. Cauvain, Linda S. Young, (2008), "Baked Products: Science Technology and Practice". John Wiley & Sons Publishers.

Name of the Course : FOOD AND BEVERAGE MANAGEMENT & CONTROLS			
Course Code :BHMCT 39		Semester-7	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit .No	Contents	Hours	Weightage
1.	COST DYNAMICS Introduction to cost control and elements of cost Classification of cost Objectives and advantages of cost control	06	10%
2	SALES CONCEPTS Various sales concepts Uses of sales concept	08	10%
3	FOOD CONTROL CYCLE Purchasing control Types of food purchase Quality purchasing Food quality factors for different commodities Definition of yield Tests to arrive at standard yield Definition of standard purchase specification Advantages of standard yield and standard purchase specification. Purchasing procedure Different methods of food purchasing Methods of purchasing in hotels Purchase order forms Ordering cost Carrying cost	08	10%

4	<p>RECEIVING CONTROL</p> <p>Aims of receiving</p> <p>Job description of receiving clerk\ personal</p> <p>Equipment required for receiving</p> <p>Documents by the supplier(including format)</p> <p>Delivering notes</p> <p>Bills \ invoices</p> <p>Credit notes</p> <p>Statements</p> <p>Records maintained in receiving department</p> <p>Goods received book</p> <p>Daily receiving report</p> <p>Meat tax</p> <p>Receiving procedure</p> <p>Blind receiving</p> <p>Assessing the performance and efficiency of receiving department.</p> <p>Potential frauds in receiving</p> <p>Hygiene in receiving areas and its relative importance</p>	06	10%
5	<p>STORING AND ISSUING CONTROL</p> <p>Storing control</p> <p>Aims of store control</p> <p>Job description of food store room clerk or personal</p> <p>Storing control</p> <p>Conditions of facilities and equipments</p> <p>Arrangements of food</p> <p>Location of storage facilities</p> <p>Security</p> <p>Stock control</p> <p>Two types of foods received- direct stores (perishables and non-perishables)</p>	06	10%

	<p>Stock records maintained pin cards (stock record cards or books)</p> <p>Issuing control</p> <p>Requisitions</p> <p>Transfer notes</p> <p>Perpetual inventory methods</p> <p>Monthly inventory\ stock taking</p> <p>Pricing of commodities</p> <p>Stock taking and comparison of actual physical inventory and book value.</p> <p>Stock levels</p> <p>Practical problems</p>		
6	<p>PRODUCTION CONTROL</p> <p>Aims and objectives</p> <p>Forecasting</p> <p>Fixing of standards</p> <ul style="list-style-type: none"> • Definition of standards (quality and quantity) • Standard recipe (definition, objectives and various tests) • Standard portion size (definition, objectives and equipments used) • Standard portion cost (objectives and cost cards) <p>Computation of staff meals</p>	06	10%
7	<p>SALES CONTROL</p> <p>Procedure of cash control</p> <p>Machines system</p> <p>ECR</p> <p>NCR</p> <p>Preset machines</p> <p>POS</p> <p>Reports</p>		10%

	Thefts Cash handling		
8	BREAKEVEN ANALYSIS BREAKEVEN CHART PV ratio Contribution Marginal cost Graphs		10%
9	MENU MERCHANDISING Menu control Menu structure Planning Pricing of menus Types of menu Menu as marketing tools Layout Constraints of menu planning		10%
10	MENU ENGINEERING Definition and objectives Methods Advantages		10%
Reference Books: 1. ArunMonappa& S. Saiyuddain: Personal Management, Tata McGraw Hill. 2. Pramod Verma: Personnel Management in Indian Organisations. 3. Edwin b. Flippo: Personnel Management, McGraw Hill.			

Name of the Course : FOOD SAFETY AND QUALITY CONTROL			
Course Code :BHMCT 39		Semester-VII	
Duration :40 hrs		Maximum Marks :100	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:20 Marks	
Credit :3		End Semester Exam : 80 Marks	
Unit No	Contents	Hours	Weightage
1.	Module I: Introduction to Food Safety: Food Hazards & Risks, Contaminants and Food Hygiene, Quality control	04	10%
2	Module II Food microbiology: General characteristics of micro-organisms based on their occurrence and structure, factors affecting their growth in food (intrinsic and extrinsic), common food borne micro-organisms - Bacteria (spores/capsules), Fungi, Viruses, Parasites, those that bring about food spoilage, micro organisms that bring about useful changes in food, fermentation, vinegar	04	10%
3	Module III Food borne diseases: Food poisoning, Food infections, common diseases caused by food borne pathogens, preventive measures.	04	10%
4	Module IV Food preservation: Physical agents in food preservation, Chemical agents in food preservation, Use of low temperature in food preservation, Preservation by drying, Preservation of meat, fish & egg using different methods	04	10%
5	Module V Food adulteration: Definition of adulterated food, Common adulterants in different foods, Detection of food adulterants	04	10%
6	Module VI Food additives: Classification of additives & its role	04	10%
7	Module VII Food standards: The need for food	06	10%

	laws, Prevention of food adulteration act standards, Fruit product order standards, Agmark standards, Indian standards institution, International – Codex Alimentarius, ISO, Regulatory agencies – WTO, Consumer protection Act		
8	Module VIII Quality Assurance: HACCP, Need, Origin, Principles, terminology, steps / stages, benefits	04	10%
9	Module IX Hygiene and sanitation in food sector: general principles of food hygiene, general hygiene practices for commodities, equipment, work area and personnel, cleaning and disinfection, waste water & waste disposal	04	10%
10	Module X Selection and storage of perishable & non-perishable food	04	10%
REFERENCES: 1. Modern Food Microbiology by Jay. J. 2. Food Microbiology by Frazier and Westhoff 3. Food Safety by Bhat & Rao 4. Safe Food Handling by Jacob M. 5. Food Processing by Hobbs Betty 6. PFA Rules 7. HACCP-A practical approach - Sara Mortimore & Carol Wallace Chapman & Hall			

Name of the Course : PERSONALITY DEVELOPMENT (PRACTICAL)		
Course Code :BHMCT 40		Semester-6
Duration :40 hrs		Maximum Marks :50
Teaching Scheme		Examination Scheme
Theory : 4hrs /week		CE/IC Mark:10 Marks
Credit :2		End Semester Exam : 40 Marks
Unit .No	Contents	Hours
1	-Personality Enrichment Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body Language –use and misuse, Art of good Conversation, Art of Intelligent Listening.	
2	Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of ‘Small Talk’ before serious business.	
3	Group Discussion & Interview	

Name of the Course : RESEARCH PROJECT		
Course Code :BHMCT 41	Semester-VII	
Duration :40 hrs	Maximum Marks :200	
Teaching Scheme	Examination Scheme	
Theory : 3hrs /week	Research Project Report :150 Marks	
	Research Project Viva : 50 Marks	
Credit :4		
Unit .No	Contents	Hours
	<p>Keeping in view the significance and role of research in hospitality industry, we have this course- BHM 41: HOSPITALITY RESEARCH PROJECT,a compulsory research component of the BHMCT programme for the students.</p> <p>It is expected that acquaintance with the areas of hospitality industry research and the research work will enable the students to gain an insight into the tourism system.</p> <p>The length of your research project may be between 10,000 to 15,000 words or more depending on the topic. Your final research report should be prepared by dividing into appropriate chapters should contain the following:</p> <ol style="list-style-type: none"> I. Introduction <ul style="list-style-type: none"> • Objectives • Scope of study II. Review Literature III. Research Methodology IV. Results & DiscussionData Analysis V. Summary &Conclusion <ul style="list-style-type: none"> Recommendations & Suggestions <ol style="list-style-type: none"> i. References/ Bibliography ii. Annexure <p><u>Research Supervision</u></p> <p>Your research report shall be guided by a supervisor who is qualified in research methodology and a permanent faculty of the institute where the students pursue the course.</p> <p><u>Topic Selection</u></p> <p>You may select a topic related to hospitality industry with the guidance of the supervisor.</p> <p><u>Research Topic Approval</u></p> <p>Prepare two copies of your proposal, obtain the approval of your supervisor and</p>	

send one copy for approval to the principal of the concerned institution.

The approval letter from the principal will be send to the student and the same should be attached to the research project as annexure.

Research Proposal, Submission and Approval

After identifying the area of study and a proper topic you should prepare a synopsis in not more than thousand words. Your proposal is essentially a description of what you propose to do and you intend to go about it. The dissertation proposal should be prepared in consultation with the supervisor and should have the following details:

- Title of the proposed research project
- Rational behind the proposed topic.
- Objectives of your study.
- Proposed methodology of your study.
- Chapterisation

Research Project *Report Writing*

The length of the report may be 150 double spaced pages (excused appendices, bibliography and annexure) 10% variation on either side is permitted

1. Same similar font to be used throughout the thesis

- ✓ Main Headings- times new roman-font -16 bold capital letters, centralised
- ✓ Subheadings- times new roman font-14 italics bold- title case, left aligned
- ✓ Minor headings- times new roman font 12 italics bold-title case, left aligned
- ✓ Body of the thesis- times new roman font 12 double space, justified

2. Numbers to be given to every heading of each chapter as shown-
(for Chapter- 4; subheadings- 4.1 and minor heading- 4.1.1 etc)

3. Numbers for each table should be in an order as shown-
(4.1; 4.2; 4.3....., figure 4.1; 4.2; 4.3..... Photographs also in the same way)

4. Page numbers must be correct and continuous starting from the introductory chapter-I till Chapter V. Roman way of numbering may be used for preface and appendix afresh if necessary

5. Format of writing bibliography must be same to all as shown below-

Karkos, P. D, S. C. Leong, C. D. Karkos, N. Sivaji and D. A. Assimakopoulos.,(2008) *Recent Trends In Hospitality Industry*; Published by Oxford University Press. eCAM Advance Access published online on September 14, 2008

Anitha L and K. Chandralekha; (2010) *Use Of Indegeneous Equipments In Hotel Industy, And The Concept Of Eco-friendly Hotels.*, *Asian J.Hosp.Indus.*, Vol 1 (1) 2010:36-46

6. Avoid typographical errors-Spelling mistakes and grammatical mistakes.

EXTERNAL EVALUATION- 150 + 50 MARKS (Project Report & viva voce)

Maximum marks should be for mode of presentation, style of establishing the facts with proper citation of references in the research report; and also for the Power point presentation (optional) of less than five minutes duration during viva voce. Formal power point presentation and evaluation of the project is done before the internal and external panel constituted by the department/coordinator together with selected target audience

- **PROJECT REPORT**

- **10 marks for Chap 1- INTRODUCTION** (introduction should be from from general to specific with explanation of new terms, concepts, **need and significance of the study; objectives and Hypothesis**)
- **50 marks for Chap 2- REVIEW OF LITERATURE-** Secondary Data (except for historical researches maximum marks are allotted for **latest references**, apt and correct **format** of writing bibliography)
- **20 marks for Chap 3- METHODOLOGY** (correct use of tools and techniques **as per the principles/theories** of Research Methodology)
- **50 marks for Chap 4- RESULT AND DISCUSSION-** Primary Data (marks for **reliability of data** and presentation of results, for explaining and establishing the findings with citation of apt references and related studies, graphs, pictures, tables, correct statistical analysis and its detailed citation in **appendix**)
- **20 marks for Chap 5- SUMMARY AND CONCLUSION** (**gist** of findings, suggestions and recommendations)

VIVA VOCE

- **5 mark for Chap 1- INTRODUCTION**
- **15 marks for Chap 2- REVIEW OF LITERATURE**
- **10 marks for Chap 3- METHODOLOGY**
- **15 marks for Chap 4- RESULT AND DISCUSSION**
- **5 marks for Chap 5- SUMMARY AND CONCLUSION**

Submission of the Report

Three copies of the Report have to be submitted before the due date as specified by the college. The original copies should be submitted to the university through the college concerned. The College copy is to be retained by the college and personal copy should be

duly signed by the faculty guide and principal or HOD/research coordinator. The student should carry the personal copy to the Viva Voce.

The Student should also carry the following for the viva voce:

- Duly signed personal copy of the project
- Examination Hall Ticket
- College Identity Card
- Dress Code should be formal.

Name of the Course : OPEN ELECTIVE-1			
1.EVENT MANAGEMENT			
Course Code :BHMCT 42		Semester-VII	
Duration :40 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit No	Contents	Hours	Weightage
1.	Event Management - Definition – Meaning and scope – Role of events in promotion oftourism. Types of events – Cultural - festival, religious, business etc. - need of event management. Key factors for best Event Management.	10	30%
2	Aim of event, Develop a mission, Establish Objectives, Preparing event proposal, Use of Planning tools. Protocols, Dress codes, staging, staffing, Leadership, Traits and characteristics.	10	20%
3	Process of Event Management – Planning and organizing events – Budgeting– Sponsorship Subsidies – registration – Documentation – Public relation and evaluation.	10	20%
4	Entrepreneurship opportunities in Event Management - Trade fare –marriages. Conferences and meetings – Exhibitions - Case study of Kerala Travel mart.	04	20%
5	Event promotion- marketing events- interrelation between event and tourism industry	06	10%
REFERENCE <ol style="list-style-type: none"> 1. Event Management, Purnima Kumarri, Anmol Publishers 2. Event Management for Tourism, Der Wagen, Pearson 3. Successful Event Management, Shone.A, Cengage Learning 			

Name of the Course : OPEN ELECTIVE-1			
1.CUSTOMER RELATIONSHIP MANAGEMENT			
Course Code :BHMCT 42		Semester-VII	
Duration :40 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit No	Contents	Hours	Weightage
1.	Introduction to CRM: Conceptual frame work of Customer Relationship and its Management. Evolution customer Relationship Marketing, Types of CRM – Win Back, Prospecting, Loyalty, Cross Sell and Up Sell, Significance and Importance of CRM in Modern Business Environment.	10	25%
2	CRM Strategy: Introduction CRM- Planning, Strategy for CRM, Process of segmentation, Choice of Technology, Choice of organizational Structure for CRM, Understanding Market Intelligent Enterprises	10	25%
3	CRM Implementation: Implementation of CRM: Business oriented solutions, Project Management, Channel Management, CRM in Services, and CRM in Hospitality Services	10	25%
4	Customer Loyalty and CRM: Concept of Loyalty at CRM: Definition of Loyalty, Customer Loyalty and Customer decency, Process of Developing Customer Loyalty. Status of CRM in India.	10	25%
REFERENCE			
Kotler P, Marketing Management, Pearson Education			
Saxena R, Marketing Management, Tata McGRaw Hill			
Ramana V, Somayagulu G, Customer Relationship Management, Excel Book			
Govinda.K, Bhat, Customer Relation Management, Himalaya			

Name of the Course : OPEN ELECTIVE-1			
3.INDUSTRIAL CATERING			
Course Code :BHMCT 42		Semester-VII	
Duration :40 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit .No	Contents	Hours	Weightage
1.	INDUSTRIAL CATERING Objective : To create awareness about the various operation of industrial canteens in private and public sector organizations and thereby reveal the scope of career opportunities . Concept Industrial canteen- concept and scope, Factories Act pertaining to Industrial canteens, Management of Canteen, Departmental/ outsourced canteens, Canteen a major welfare measure to employees, Harmony in Canteen – The Four pillar theory	08	15%
2.	Layout & Facilities Layout of canteen, Legal obligations, factors to be considered while designing a canteen, Furniture, Kitchen equipments, Service equipments, Cleaning equipments, selection criteria, care and maintenance, Waste disposal.	08	20%
3.	Hierarchy Various staff and hierarchy in canteen, Attributes of a canteen staff, Recruitment & Training, Duties and responsibilities of canteen manager and supervisor. Work allocation, Uniform and discipline of canteen employees.	08	15%
4.	Menu Menu planning, Types of canteen menu, Factors to be considered while planning a canteen menu. Dining habits of employees. Portion control	08	15%

5.	Revenue Management Canteen budget- Factors to be considered. Tenders, Purchase procedure, Subsidy, Store intent and costing.	04	20%
6.	Crisis management Common problems facing in canteens and their remedies, communication methods and check lists, accidents and breakdowns, common procedure and practices	04	15%
Reference Books • Industrial Catering by K C Alexander			

Name of the Course : PROFESSIONAL ELECTIVE –I I			
<u>HEALTH AND NUTRITION</u>			
Course Code :BHMCT 43		Semester-VII	
Duration :40 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit.No	Contents	Hours	Weightage
1.	<u>Health and Disease</u> : Concept of health - Dimensions and indicators of health. Concept of disease - cause and control of disease. Communicable and non-communicable diseases.	06	10
2	<u>Food Toxins</u> : Naturally occurring Toxicants in food.	06	20
3	<u>Normal diet, Dietary Modifications-Diet Therapy</u> : Liquid diet, soft diet, Bland diet, Diet during (1) Peptic Ulcer (2) Tuberculosis (3) Typhoid (4) PEM (5) Anaemia (6) Diabetes Mellitus (7) Hepatitis (8) Nephritis (9) Atherosclerosis (10) Hypertension (11) Allergy (12) Obesity	06	20
4	<u>Alcohol and Drug Dependence</u> : Consequences to vital organs caused by alcohol, tobacco and other dependence producing drugs. Symptoms of drug addiction, treatment and rehabilitation.	06	20
5	<u>Basic First Aid</u> : First aid kit. First aid given during drowning, electric shock, animal / insect bites, injuries, heat stroke, sprains and fractures.	06	20
6	National and International Agencies Concerned with Health and Nutrition:	06	10

Name of the Course : PROFESSIONAL ELECTIVE –I I			
2.ORGANISATIONAL BEHAVIOUR			
Course Code :BHMCT 43		Semester-VII	
Duration :40 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit.No	Contents	Hours	Weightage
1.	Organizational Behaviour – Definition, relevance and scope . FOUNDATIONS OF INDIVIDUAL BEHAVIOUR Environment, personal, organizational and psychological factors, Personality, perception, attitudes, learning	16	25%
2	MOTIVATION Nature, important theories-Maslow, Herzberg, equity and expectancy	06	35%
3	FOUNDATION OF GROUP BEHAVIOUR Group dynamics, group formation, group tasks, group decision making	06	25%
4	CONFLICT Reasons and ways of overcoming conflict	06	5%
5	ORGANIZATIONAL CHANGE Resistance to change and ways of overcoming the resistance	06	5%
6	ORGANIZATIONAL CULTURE How created and sustained	06	5%
REFERENCE BOOKS: Stephen P Robbins; Essential of Organisational Behaviour, New Delhi, Prentice Hall New Strom and Davis; Organisational Behaviour – Human Behaviour work, New York McGraw Hill Fred Lechans; Organisation Behaviour, New York, McGraw Hill Aswathappa K; Organisational Behaviour, Mumbai, Himalaya Publishing House B. P. Singh; Organisational Behaviour, Dhanpat Rai & Sons Umaskharan;			

Name of the Course : PROFESSIONAL ELECTIVE –I I			
3.AIRLINE CATERING			
Course Code :BHMCT 43		Semester-VII	
Duration :40 hrs		Maximum Marks :50	
Teaching Scheme		Examination Scheme	
Theory : 4hrs /week		CE/IC Mark:10 Marks	
Credit :2		End Semester Exam : 40 Marks	
Unit.No	Contents	Hours	Weightage
1.	Introduction History of Airlines Catering Impact of Mass Tourism The effect of Globalization Air Travel Segment Customer expectation	04	10%
2.	The Airlines Catering Industry The In-flight experience Back of House activities Planning Menu ,Purchasing for flight catering, Large scale food manufacturer, Preparing Dishes and meal, Tray & Trolley preparation, Loading aircraft The Flight catering supply chain, Role of manufacturer, Role of Distributor, Role of Caterer, Role of Airlines The Airlines-Caterer interface	04	10%
3.	The Airlines-provider interface Flow of Information from airlines Service and Product specification, Product specification , Packaging and labeling, Role of food and drink manufacturer, Purchasing and sourcing of flight consumable Information flow from passengers	04	10%
4.	Production Planning Design of food production system& workflow Production planning ,The planning process, Planning overall production control Food production- The manufacturing process, Manufacturing strategy Menu planning Product menu development Menu cycle Liaisons with food supplier Suppliers' Audit	04	10%
5.	Flight Production Operation Production system- Layout of Flight catering Unit , Goods receiving , Storage , Production Kitchens , Food & Veg preparation, Meat preparation , Fish preparation, Bakery & Pastry, Hot Kitchen, Cold Kitchen,Beverage preparation, Wash up area, Tray assembly Production Control	04	10%

	Computer system, Recipe files, Aircraft Data, Flight schedule, Reservation and check in data, Production Schedule Quality Control HACCP in flight catering		
6.	Transportation & Loading Types of Uplifts, Transportation Vehicle and staffing Transportation control, Loading and Unloading of vehicle, Issues in transportation Security Logistics	04	10%
7	On board stowage and regeneration Service level and Galley provision Aircraft configuration ,Galley Location, design and layout plan , Waste storage and compaction, Non-food storage, Service trolleys or carts Operational procedures	04	10%
8	On-board service Cabin design and service , Staffing level and training In-flight service policy Inflight service procedure <ul style="list-style-type: none"> • First class meal service • Business class meal service • Economy class meal service • No frill services In-flight service customer feed back	04	10%
9	Off-loading and recycling Introduction Transportation ,Bins, Trough conveyor , Vacuum waste system , Recycling ,Washing ware and equipment Refurbishment, Waste management, Disposal and Incineration , Water treatment , Recycling waste	04	10%
10	Airlines Regulations and Laws Essential Licenses Bond License and Bond Room procedures Govt. of India guidelines for approval.	04	10%
REFERENCE BOOKS:			

**8th SEMESTER SYLLABUS
BACHELOR OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY (BHMCT)
KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING
EXAM SCHEME**

Course Code	Subjects	Marks Distribution			
	Industrial Exposure Training IET Report with 4 core areas of the hotel (i.e. Food Production, F&B service, Front Office & Housekeeping with anillary departments)	Log Book	Training Report	Viva	Credit
BHMCT 44	IET – Food Production	50	75	50	1.5
BHMCT 45	IET – Food & Beverage Service	50	75	50	1.5
BHMCT 46	IET – House keeping	50	75	50	1.5
BHMCT 47	IET – Front Office	50	75	50	1.5

Total Marks of University(Log book, Training Report + Viva) $200+300+200 = \mathbf{700}$

INDUSTRIAL EXPOSURE TRAINING SCHEME

Industrial Training is an integral part of the curriculum. Student has to undergo industrial training minimum 20 weeks at a single stretch. They will be awarded altogether 700 marks for the industrial training which includes 125 marks for each training report and 50 marks for each conduct of viva voce

- 1) For award of 500 marks of IET would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training.
- 2) Responsibilities of institute, hotel, the student/trainee with aims & objectives have been prescribed for adherence.
- 3) Once the student has been selected / deputed for Industrial Training by the Institute, he/she shall not be permitted to undergo it elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL EXPOSURE TRAINING

Objective of industrial Exposure 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.

RESPONSIBILITIES OF THE TRAINEE

1. Should be punctual
2. Should maintain the training logbook up-to date
3. Should be attentive and careful while doing work
4. Should be keen to learn to learn and maintain high standards and quality of work
5. Should interact positively with the hotel staff.
6. Should be honest and loyal to the hotel and towards their training.
7. Should get their appraisals signed regularly from the HODs or training manager.
8. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
9. Should attend the training review sessions / classes regularly
10. Should be prepared for the arduous working condition and should face them positively
11. Should adhere to the prescribed training schedule.
12. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
13. Should on completion of industrial Training, hand over all the reports, appraisal, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE

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 take proper feedback from the students after the training
8. Should brief the students about me appraisals, attendance, marks, logbook and training report.
9. Should ensure that change of IT hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
10. Should ensure that change of I. T Batch is not permitted.
11. Should ensure trainees procure training completion certificate from the hotel before joining institute.

RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and in all probability - their own careers in the industry. Since the chances of building successful careers in the industry VJIII decline the trainees will leave in hope of finding other opportunities. If on' the other hand, First managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

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. Should strictly follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should coordinate with the institute regarding training programme
6. Should be strict with the trainees regarding attendance during training
7. Should check with trainees regarding appraisals, training report, log boom, etc.
8. Should inform the institute about truant trainees
9. Should allow the students to interact with the guest
10. Should specify industrial training "Dos and Don'ts" for the trainee
11. Should ensure issues of completion certificate to trainees on the last day of training

INDUSTRIAL EXPOSURE TRAINING SCHEME

Industrial Training is an integral part of the curriculum. Student has to undergo industrial training minimum 20 weeks at a single stretch. They will be awarded altogether 700 marks for the industrial training which includes 125 marks for each training report and 50 marks for each conduct of viva voce. Out of 125 marks each for training report, 50 marks each are based on the student performance in training

- 4) For award of 500 marks of IET would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training.
- 5) Responsibilities of institute, hotel, the student/trainee with aims & objectives have been prescribed for adherence.
- 6) Once the student has been selected / deputed for Industrial Training by the Institute, he/she shall not be permitted to undergo it elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

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Objective of industrial Exposure 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.

RESPONSIBILITIES OF THE TRAINEE

14. Should be punctual
15. Should maintain the training logbook up-to date
16. Should be attentive and careful while doing work
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20. Should get their appraisals signed regularly from the HODs or training manager.
21. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
22. Should attend the training review sessions / classes regularly
23. Should be prepared for the arduous working condition and should face them positively
24. Should adhere to the prescribed training schedule.
25. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
26. Should on completion of industrial Training, hand over all the reports, appraisal, logbook and completion certificate to the institute.

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12. Should give proper briefing to students prior to the industrial training
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20. Should allow the students to interact with the guest
21. Should specify industrial training "Dos and Don'ts" for the trainee
22. Should ensure issues of completion certificate to trainees on the last day of training

**Industrial Training
PERFORMANCE APPRAISAL FORM (PAF)**

Name of Student:	Roll No:	
Institute:	Duration: 5 weeks (30 working days)	
Name of the Hotel:	From:	To:
Department: F&BS / FP / HK / FO		

Appearance

Immaculate appearance, spotless uniform, well groomed hair, cleaned nails & hands	5
Smart appearance, crisp uniform, acceptable hair, cleaned nails & hands	4
Well presented clean uniform, acceptable hair, cleaned nail & hands	3
Untidy hair, creased ill kept uniform, hands not cleaned at times	2
Dirty / dishevelled, long / unkempt hair, dirty hands & long nails	1

Punctuality / attendances (_____ days present out of 30 days)

On time, well prepared, ready to commence task, attendance excellent	5
On time, lacks some preparation, but copes well, attendance very good	4
On time, some disorganised aspects - just copes, attendance regular	3
Occasionally late, disorganised approach, attendance irregular	2
Frequently late, not prepared, frequently absent without excuse	1

Ability to communicate (written / Oral)

Very confident, demonstrate outstanding confidence and ability both spoken / written	5
Confident, delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lack confidence, in spoken / written communication	2
Very inanimate unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / Retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, Considerate & firm, well liked	4
Gets on well with most colleagues, handles customers well	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others	4
Accepts criticism, but does not necessarily act on it	3
Takes criticism very personally, broods on it	2
Persistently disregards criticism and goes own way	1

Initiative / Motivation

Very effective in analysing situation & resourceful in solving problems	Demonstrates ambition to achieve progressively	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly	Shows interest in all work undertaken	3
Slow on the uptake	Is interested only in areas of work preferred	2
Rarely grasps points correctly	Lacks drive and commitment	1

Reliability / Comprehension

Is totally trust worthy in any working situation, understands in detail, why and how the job is done	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision, Comprehends only after constant explanation	2
Requires constant supervision. Lack any comprehension of the application	1

Responsibility

Actively seeks responsibility to all times	5
Very willing to accept responsibility	4
Accepts responsibility as it comes	3
Inclined to refer matters upwards rather than make own decision	2
Avoids taking responsibility	1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided	5
Maintain a high standard of quality	4
Generally good quality with some assistance	3
Performance is uneven	2
Inaccurate and slow at work	1

Quantity of Work

Outstanding in output of work	5
Gets through a great deal	4
Output satisfactory	3
Does rather less than expected	2
Output regularly insufficient	1

Total _____/50

Stipend Paid: Rs. _____ per month

Name of Appraiser: _____ Signature: _____

Designation of Appraiser: _____ Date: _____

Signature of Student: _____ Date: _____