

DRAFT SYLLABUS

FOR

**BACHELOR DEGREE
(6 Semester Course)**

IN

**BACHELOR OF MANAGEMENT STUDIES
(BMS) - HOTEL MANAGEMENT**

2017 Admission onwards

UNIVERSITY OF KERALA

THIRUVANANTHAPURAM

Bachelor of Management Studies (BMS) - Hotel Management

Regulation, Scheme & Syllabus-2017 onwards

I. Introduction

The hospitality industry is one of the fast growing industries globally today. The industry needs highly trained professional staff. The 3-year degree programme in Hotel Management 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, 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 3 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 3 years consisting of six semesters. Each semester shall consist of 18 instructional weeks of 5 days each of 5 hours per day. Each semester shall have 90 instructional days or 450 instructional hours.

III. Eligibility for Admission

The eligibility for admission to the Bachelor of Management Studies (BMS) Hotel Management 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 Single window admission system conducted by the University and the remaining 50% will be selected on the basis of the Rank List published by the College Management 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 BMS- Hotel Management programme also.

Requirement of Attendance and Progress

Students who secure a minimum of 75% attendance in the aggregate for all the Courses of a semester taken together alone will be allowed to register for End Semester Evaluation. Others have to repeat the semester along with the next batch, unless they could make up the shortage of attendance through condonation. However the award of Grade for attendance in CE shall be made course-wise. Condonation of shortage of attendance to a maximum of 10 days in a semester subject to a maximum of two times during the whole period of a Degree Programme shall be granted by the University on valid grounds. This condonation shall not be considered for awarding marks for CE. Benefits of attendance for a maximum of 10 days in a semester shall be granted to students who participate / attend University Union activities, meetings of the University Bodies and Extra Curricular Activities, on production of participation/attendance certificate by the University Authorities/Principals as the case may be. But in such cases, condonation will be considered for award of marks for CE.

VI. Examination and Results

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 (80 + 20). 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 six semesters after the successful completion of the BMS - Hotel Management Degree programme.
 2. The end semester examination will have individually 100 marks for each subject with 80 marks external and 20 marks internal.
 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.
 4. **Sixth Semester - Industrial Exposure Training Scheme:** Industrial Training is an integral part of the curriculum. Student has to undergo industrial training minimum 22 weeks at a single stretch. They will be awarded altogether 500 marks for the industrial training which includes 100 marks (80+20) for each training report and viva voce.
1. **Evaluation and Grading :** The Evaluation of each Course shall consist of two parts
 - a. Continuous Evaluation (CE)
 - b. End Semester Evaluation (ESE)

The CE and ESE ratio shall be 1:4 for both Courses with or without practical. There shall be a maximum of 80 marks for ESE and maximum of 20 marks for CE. For all Courses (Theory and Practical), Grades are given on a 7-point scale based on the total percentage of mark (CE+ESE) as given below.

Criteria for Grading

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

Continuous Evaluation (CE)

All records of Continuous Evaluation shall be kept in the Department and shall be made available for verification by the University, if and when necessary

Attendance (Max. marks 5):

The allotment of marks for attendance shall be as follows:

Attendance less than 50 %	0 Marks
50% & less than 60%	1 Marks
60% & less than 70%	2 Marks
70% & less than 80%	3 Marks
80% & less than 90%	4 Marks
90% & above	5 Marks

Assignments or Seminars: (Max. marks 5)

Each student shall be required to do one assignment or one seminar for each course. Valued assignments shall be returned to the students. The seminars shall be organized by the teacher/teachers in charge of CE and the same shall be assessed by a group of teachers including the teacher/ teachers in charge of that course. Assignments/Seminars shall be evaluated on the basis of their quality. The teacher shall define the expected quality of an assignment in terms of structure, content, presentation etc. and inform the same to the students. Due weight shall be given for punctuality in submission. Seminar shall be similarly evaluated in terms of structure, content, presentation, interaction etc.

Tests: (Max. marks 10)

For each Course there shall be two class tests during a semester. Valued answer scripts shall be made available to the students for perusal within 10 working days from the date of the test.

Announcement of CE results

The results of the CE shall be displayed within 5 working days from the last day of a semester. Complaints regarding the award of marks for CE if any have to be submitted to the Head of the Department within 3 working days from the display of results of CE. These complaints shall 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 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. The University has the right to normalize the CE, if required, for which separate rules shall be framed.

- | | |
|---|----------|
| (a) Periodical tests (Subject to a minimum of two tests for each subject) | 10 marks |
| (b) Assignments | 5 marks |
| (c) Class Participation and attendance for each course | 5 marks |

Total

20 marks

Marks for the component of practical for CE as shall be as shown below

A	Attendance	5 Marks
B	Record	5 Marks
C	Test	5 Marks
D	Performance/Punctuality and Skill	5 Marks
Total		20 Marks

6. 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.
7. Semester examinations for the Bachelor of Management Studies (BMS) - Hotel Management programme for each subject shall be conducted at the end of each semester. There will be supplementary semester examinations for failed candidates
8. Candidates for the BMS- Hotel Management 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.

9. In case, a candidate fails to pass in 40% of the total papers in consecutive semesters in a particular year, he shall have to repeat the whole year.

VII. Hospitality Research Project

The student will have to undertake a research project on any topics from Hotel Management and related branches in the curriculum. The research project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry. The Project/Dissertation work can be done either individually or by a group not exceeding five students under the supervision and guidance of the teachers of the Department. The topics shall either be allotted by the supervising teacher or be selected by the students in consultation with the supervising teacher.

The project work shall have the following stages:

- | | |
|---|----------------|
| a. Project proposal presentation | - 4th Semester |
| b. Literature review | - 5th Semester |
| c. Field work and data analysis | -5th Semester |
| d. Report writing and draft report presentation | - 5th Semester |
| e. Final report submission | - 5th Semester |

The report shall be printed and binded with around 60 A4 size pages.

The layout

- | | |
|--------------|--|
| Font | : Times New Roman |
| Size | : 12 |
| Line Spacing | : 1.5 |
| Margin | : Left - 1.5; Right-1; Top-1; Bottom-1 |

The project report should be submitted to the Department at least 15 days before the last working day of the sixth semester. The candidate shall prepare three copies of the report: two copies for submission to the Department and one copy for the student to bring at the time of viva-voce

Structure of the Report:

1. Title Pages
2. Certificate of the supervising Teacher with signature
3. Contents
4. List of Tables, Figures, Charts etc
5. Chapter I - Introduction : Statement of the problem, Need and Significance of the study, Objectives of the study, Limitation
6. Chapter II - Review of Literature
7. Chapter III - Research Methodology.
8. Chapter IV -Data Analysis and Interpretation
9. Chapter V- Findings and Recommendations, Conclusion

10. Appendix - Questionnaire, Specimen copies of forms, other exhibits ,
Bibliography (Books, journal articles, website etc. used for the project work)

Evaluation

1. A Board of two examiners appointed by the University shall evaluate the report.
2. There shall be no Continuous Evaluation for the Project work.
3. Evaluation of project should involve submission of report with a project based viva-voce.
4. A Viva voce based on the project report shall be conducted Individually by the Board of Examiners
5. The total credits for Project work is 4.
6. The Maximum Marks for evaluation of the report shall be 100 distributed among the following components,

Review of literature	-	10
Statement of the problem	-	10
Objectives of the study	-	5
Methodology	-	10
Data Analysis and Interpretation	-	15
Findings and suggestions	-	10
Bibliography (APA Style)	-	5
Presentation of the report	-	10
Viva-Voce	-	25
Total	-	100
7. An examiner shall evaluate 10 project reports per day.

VIII. Evaluation of Practical

The Maximum Marks for evaluation of the practical shall be 80 distributed among the following components,

- Journal - 10
- Grooming - 10
- Presentation* - 40
- Viva - 20
- Total - 80**

* Front Office – Case study (20), Role play (10), Formats (10)

* Housekeeping – Work Schedule (20), Formats (20)

* Food & Beverage Service – Mock (20), Cover laying (10), Menu compiling (10)

* Food Production & Patisserie – Indent and Plan of work (10), Presentation of Dish (20), Scullery and Hygiene (10)

* Computer Application – Programme (20), Output (20)

End Semester Evaluation (ESE):

End Semester Evaluation of all the Courses in all the semesters shall be conducted by the University. The results of the ESE shall be arranged to be published according to the Examination Calendar prescribed by the University Level Monitoring Committee (ULMC), which shall not exceed 45 days from the last day of the examination

IX. Time Limit for the Completion of Programme

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

X. Classification of Successful Candidates

- A. A candidate who secures not less than 40% in the written examination separately and subject to a minimum of 40% of the aggregate of internal assessment and written examination together will be declared to have passed the examination
- B. A candidate who secures not less than 40% mark in the industrial exposure training report and subject to 40% of the aggregate of training report and viva voce put together will be declared to have passed the examination of sixth semester.
- C. A candidate who secures not less than 40% mark in research project and subject to 50% of the aggregate of project report and viva voce put together will be declared to have passed the examination of course code Hospitality Research project.
- D. CLASSIFICATION OF RESULT will be based on the aggregate marks of all the Sectional and end semester examinations in all the six semesters put together.
 1. Candidates who have secured 40% marks and above but below 60% of total marks for all subjects in six semester examinations shall be declared to have passed in second class
 2. Candidates who obtain 60% marks and above but less than 80% of the total marks shall be declared to have passed in First Class and
 3. Candidates who obtain 80% and above of the total marks shall be declared to have passed in first class with distinction.
 4. Successful candidates who completed the examination in four academic years (six 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.

XI. Social service/extension activities

Students are to participate in Extension/NSS/NCC or other specified social service, sports, literary and cultural activities. These activities are to be carried out outside the instructional hours and will fetch the required one credit extra over and above the minimum prescribed 120 credits. It is mandatory for a student to participate in the Social Service/Extension Activities for not less than forty hours, during the 3rd and 4th semesters, for successful completion of the programme.

There shall be a General Co-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 Examinations along with the statement of CE results of the 4th semester. Those who have not secured the minimum number of hours of Social Service/Extension Activity during the 3rd and 4th semester shall secure the minimum required attendance by attending such programmes during the 5th semester. In such cases, the details about participation shall be forwarded to the Controller of Examinations, by the College authorities along with the Continuous Evaluation (CE) results of the 5th semester.

XII. Grading System

Both CE and ESE will be carried out using Indirect Grading system on a 7-point scale.

XIII. Question Paper

Pattern of Questions

Question Type	Total no of Questions	No of Questions to be answered	Marks for each Question	Total Marks
Very short answer	10	10	1	10
Short answer	12	8	2	16
Short essay	9	6	4	24
Long Essay	4	2	15	30

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 5.00 or an overall grade of D

CONTENTS

	PAGE NO.
1. PREFACE	7
2. Course Summary	8
3. SEMESTER – I	11
4. SEMESTER – II	18
5. SEMESTER – III	27
6. SEMESTER – IV	35
7. SEMESTER – V	47
8. SEMESTER – VI (IET)	54
9. RESEARCH REPORT FORMAT	56
10. IET PERFORMANCE APPRAISAL FORM (PAF)	59
11. TECHNICAL NORMS	62

COURSE SUMMARY

1. Introduction

The professional knowledge of both current and emerging technological process and systems regarding the hotel management and catering is very essential in the developing process of our country with a proper balancing of the core, specialized and elective subjects and suitable integration of meaningful practical and field exercises and challenging project activity the Hotel Management curriculum will provide the students with relevant professional knowledge and also develop in them the capacity to tackle unknown problems and help them to acquire sound professional ethics and an awareness of their obligations to society.

2. The Course

BMS - Hotel Management is a job oriented course, which has a lot of job prospects in India and abroad. By understanding the ever increasing demand, for talented and creative professionals in hotel industries and tourism, which accelerate the economic development of a Country Government of Kerala and University of Kerala have given, approval for a regular course in Hotel Management (BMS- Hotel Management).

3. Duration of the Course

This is a 3 year course divided into 6 semesters with University Examination

4. Eligibility for Admission

Any Student who has passed 10 + 2 or any examination declared equivalent thereto with minimum 45% or above are eligible for admission for the course

5. Grooming &Hygiene Standards

Dress Code

- Present yourself neat and clean.
- Tie must be proper and elegantly worn.
- Use only mild deodorant.
- Shave regularly, as the stubbles do not suit our standards.

Hair

- Conservative and well maintained short neatly cut hair.
- Should not fall on forehead, touch the ear or touch the collar.
- Neatly combed, not oily.
- Moustache neatly trimmed.
- Moustache should not cover upper lip.
- Face, clean shaved.
- Beard only permitted as part of religious sentiments.

Nails

- Clean and dirt free
- No nicotine, carbon or ink stains on fingers.

Ornaments

- No ring can be worn except marriage ring.
- No bracelets or bands (except for religious reasons)
- Wrist watch should be conservative and not flashy or too large.
- Leather strap should either be black, brown or tan.
- Metallic strap should be gold or silver in color.

Footwear

- Well maintained, well-polished, in good condition.
- Only black shoes are permitted.
- Socks must be black, matching the trousers and shoes.

Uniform

- Well pressed and clean uniform.
- Uniform trousers, front creased.
- Spotless, well ironed uniform tie.
- No loose threads or broken buttons.
- Cuffs and collars must be stain free and clean.
- Belt should be plain black, not flashy buckle, not more than 1.5” wide.
- Always wear a vest. (Cut banyans)

Students should wear their uniform for practical as instructed below.

A. Food Production

- White Drill Chef Coat
- Black and White check terry cotton trousers
- White Drill Aprons
- Checked Scarf
- Checked Dusters
- Black Cotton Socks
- Black Leather Shoes
- Production Tool Kit

B. F &B Service

- Black terry cotton trousers
- White full sleeved shirt (a single pocket on the left without a flap)
- Black bow tie
- Black Cotton Socks
- Black Leather Shoes with laces
- Black belt
- Ivory colour damask napkins (22” x 22”)
- White casement waiters cloth (18” x 24”)
- Service tool kit (including wine opener)

C. Accommodation Operations

- Black terry cotton trousers
- White full sleeved or Half sleeved shirt
- Black Apron or Check
- Checked Dusters

D. Front Office

- Black terry cotton trousers
- White full sleeved shirt
- Tie/ Scarf
- Black Cotton Socks
- Black Leather Shoes

Semester I

Sl No	Course	Title	
1	Language	EN 1111.4	Listening & Speaking Skills
2	Foundation	BH 1121	Elementary French
3	Core	BH 1141	Front Office Operations
4	Core	BH 1142	Food Production and Patisserie I
5	Core	BH 1143	Food and Beverage Service I
6	Core	BH 1144	Fundamentals of House Keeping

Semester II

Sl No	Course	Title	
1	Language	EN 1211.4	Writing and Presentation Skills
2	Core	BH 1241	Front Office Management
3	Core	BH 1242	Environmental Management
4	Core	BH 1243	Food Production and Patisserie II
5	Core	BH 1244	Food and Beverage Service II
6	Core	BH 1245	House Keeping Operations

Semester III

Sl No	Course	Title	
1	Foundation	BH 1342	Principles of Management
2	Core	BH 1341	Food Science & Nutrition
3	Core	BH 1322	Computer Applications & Cyber Law
4	Core	BH 1343	Food Production and Patisserie III

5	Core	BH 1344	Food and Beverage Service III
6	Core	BH 1346	Hotel Laws

Semester IV

Sl No	Course	Title	
1	Core	BH 1441	Hotel Accounting
2	Core	BH 1442	Food Production and Patisserie IV
3	Core	BH 1443	Food and Beverage Service IV
4	Core	BH 1444	Accommodation Operation & Management
5	Core	BH 1446	Research Methodology
6	Compl	BH 1433	Marketing Management

Semester V

Sl No	Course	Title	
1	Core	BH 1541	Food Production and Patisserie V
2	Core	BH 1542	Food and Beverage Management
3	Core	BH 1543	Hotel Facility Planning
4	Compl	BH 1544	Human Resources Management
5	Compl	BH 1535	Financial Management
6	Open	BH 1551	Hospitality Management
7	Elective	BH 1545	Social Responsibility & Tourism

Semester VI

Sl No	Course	Title	
1	Core	BH 1641	IET, Report & Self Study - F & B Production
2	Core	BH 1642	IET, Report & Self Study - F & B Service
3	Core	BH 1643	IET, Report & Self Study - Housekeeping
4	Core	BH 1644	IET, Report & Self Study - Front Office
5	Project	BH 1645	Research Project Report and Viva-Voce

SEMESTER – 1 SYLLABUS

SEMESTER – I

Core course: BH 1141	: Front Office Operations
No. of instructional hours per week	: 4 hours theory and 2 hours practical
No. of credits	: 4

I. Introduction to the Hospitality Industry

History and growth of Hotel industry - Definition – Hospitality and Hotels - Classification of Hotels based on Size, Clientele, Location, Ownership. Type of Room Rates and Meal Plans

II. Front Office Organisation

Hotel Organization - Major Departments of a Hotel. Front Office Organization - Sections and Layout of Front Office, Organization Chart, Duties and Responsibilities of Front Office Manager, Receptionist, Reservation Agent, Cashier, Bell Boy, Telephone Operator, Night Manager.

III. Guest Cycle & Reservation

Guest Cycle – Pre-Arrival, Arrival, Occupancy, Departure; Telephone Etiquette, Mail, EPBAX: Reservation and Types of Reservations – Guaranteed Reservations and Non-Guaranteed Reservation. Modes and Sources of Reservation. Processing Reservation Request – Receiving Reservation Inquiries, Determining Room Availability, Accepting Or Denying Request, Reservation Confirmation, Amending Reservation, Reservation Cancellation. Waiting List, Group Reservation, Over Booking. Importance of Reservation for Hotel and Guest. Potential Reservation Problems – Errors in Reservation Records, Misunderstanding Due to Industry Jargon, Miscommunication due to Failure of Computerized Reservation System

IV. Registration

Pre – Registration and Registration – Form C and Guest Registration Card (GRC). Registration Procedure - Receiving And Identifying Guest, Registration Records, Room and Rate Assignment, Establishment the Mode of Settlement of Bills, Issue Room Keys, Fulfilling Special Requests. Registration Procedure for Walk-in Guest, VIPs, Groups, Scanty Baggage and Foreign Nationals. Latest Trends – Self Registration

V. Occupancy Stage

Guest Services – Mail and Message Handling, Safe Deposit Locker, Left Luggage Handling, Wake-up Cal; Front Office Communication– Log Book, Information Directory; Interdepartmental Communication – Housekeeping, Food and Beverage Service, Engineering and Maintenance, Other Revenue Centers; Guest Complaint – Complaint Handling, Follow-up Procedures

PRACTICALS

1. Preparing and filling up reservation forms
2. Preparing and filling up registration card
3. Role play for different check ins as – Walk in, FIT, Corporate, VIP and Groups
4. Operating PMS system in computer lab. Familiarization of all options

Books Recommended

- Front office operations by Colin Dix & Chirs Baird
- Hotel Front office management by James Bardi, VNR
- Managing front office operations by Kasavana & Brooks

- Front office training manual by Sudhir Andrews, Tata McGraw Hill
 - Hotel Front Office Operations and Management – Jatashankar R Tewari – Oxford Publications
-

Course III

Foundation Course: BH 1121	: Elementary French
No of Instructional hours per week	: 2 hours theory
No. of credits	: 2

I. Introduction to the Language

Letters of the alphabet – their pronunciation – distinction between vowels and consonant words – the use of different accents

II. Greetings

Self-Introduction , Presenting And Introducing Another Person, Salutation, Greetings , How To Greet And Reply To A Greeting, At The Reception Desk Of A Hotel, In the restaurant, Names, Professions, Fruits and Vegetables, Beverages

III. Introduction to the number – 1 to 100

IV. Common French Terms related to Hotel Industry

V. Recipes

Books Recommended

- French Companion [Part I & II] By Prof.T.K.Thamby - Publisher: Polyglot House, Chennai
- Methode de Francis –I , InterCodes English Edition

Core Course: BH 1142	: Food Production and Patisserie I
No of Instructional hours per week	: 4 hours theory and 2 hours practical
No. of credits	: 4

I. Introduction to Professional Cookery

Culinary history: Origin of modern cookery - Levels of skills and experience- attitudes and behaviour in the kitchen- personal hygiene-uniforms; General layout of kitchen in various organisations- receiving and preparation area- storage area- cooking areas-service and washing areas- obtaining supplies

II. Equipment and Fuel

Heat production equipment - cold production equipments- ancillary equipments- knives- utensils- pots and pans - pastry and bakery equipment- cleaning fixed and portable equipment- various fuels used- advantages and disadvantages of each

III. Aims, Objectives and Methods of Cooking food

Aims and objectives of cooking food- various textures- various consistencies- Techniques used in preparation; Methods of cooking - roasting -grilling- frying-baking-broiling-poaching – boiling-principles of each of the above-care and precautions to be taken with each method.

IV. Basic Principles of Food Production: Vegetables Fruits and Sticks, Soups and Sauces

Vegetables and fruit cookery- classification of vegetables- cuts of vegetables- classification of fruits- uses of fruits in cookery- salads and salad dressing. Stocks - definition of stock- types of stocks- preparation of stock-recipes- storage of stocks-uses-care and precautions in stock making; Soups- classification- recipes for mother sauces- derivatives

V. Basic Principles of Food Production :Egg Cookery, Fish Monger, Poultry ,Meat Cookery

Introduction to egg cookery- structure of an egg - selection of egg- uses of egg cookery- methods of cooking egg; Introduction to fish mongery- classification of fish-cuts of fish- selection of fish- shell fish- cooking of fish; Introduction to poultry – types, basic cuts, basic preparation methods; Introduction to meat cookery- cuts of beef/ veal - cuts of lamb/ mutton- cuts of pork

PRACTICAL

- I. PRACTICAL**
 - Familiarization Of Kitchen, Equipment's& Ingredients
 - Demonstration &Practice Of Standard Cuts Of Vegetable
- II. PRACTICAL**
 - Demonstration and practice preparation of stocks and sauces
- III. PRACTICAL**
 - Demonstration and practice of soups and bread rolls
- IV. PRACTICAL**
 - Demonstration & practice of Cuts of poultry, Preparation and jointing of chicken.
- V. Three course Menu should be combined from the following**
 - 10 Soup preparations- Consommé, Minestrone soup, Cream of Tomato, Cream of chicken soup, Cream of pumpkin, Vegetable clear soup, Seafood gumbo soup, Tom yom soup, French onion soup etc.
 - 10 Egg preparations – Hardboiled egg, soft boiled egg, Scrambled egg, Sunny side up, Fried egg, Poached egg, Stuffed egg, Omelet,Spanish omelet, cheese omelet etc.
 - 10 Vegetable preparations – Glazed carrot, Fried vegetables, Carrot vichy, Saute vegetables, Jardinere de legume, Cauliflower au gratin, Vegetable brintanere, Epinardalacrum, Potato croquet, Mashed potato etc.

Books Recommended

- Practical Cookery, Victor Ceserani& Ronald Kinton, ELBS
- Theory of Catering, Victor Ceserani& Ronald Kinton, ELBS
- Theory of Catering, K.Arora, Frank Brothers
- Modern Cookery for Teaching & Trade Vol. I,Thangam Philip, Orient Longman

Core Course: BH 1143

: Food and Beverage Service I

No of Instructional hours per week

: 4 hours theory and 2 hours practical

No. of credits

: 4

I. Introduction to F &B Service, Organization and Staffing

Role of catering establishment in the travel and tourism industry, Classification of catering establishments - commercial (residential and non-residential) - welfare (industrial, institutional and transport) -career opportunities in each; Organization of food and Beverages Service department of a hotel- principal staff of various types of F & B service operations- duties and responsibilities of F & B service staff- attributes of a good waiter- interdepartmental relationship (within F & B department and with other department)

II. Food and Beverages services areas and ancillary departments

Types of F & B outlets- specialty restaurant - coffee shop - banquets/ functions- room service- cafeteria- grill room - discotheques - night clubs - bar - outdoor catering - garden cafe/pool side - Ancillary departments - pantry- food pickup areas - stores - linen room - plate room - wash up - kitchen stewarding

III. Food and Beverages Service Equipment

Classification of equipment - familiarization of equipment - criteria for selection of equipment - crockery - tableware (silver and stainless steel)- glassware - linen including furnishings - other equipment - care and maintenance of equipment including silver cleaning

IV. Types of Menu , Mise –en scene and Mise-en place

Origin of the menu- menu planning objectives - menu terminology - basic types of menus - general menu planning - sequence of course Courses of French classical menu - table d'hôtel menu (Indian and Continental) - a la carte menu (Indian, Continental and Chinese); (including arrangement of Side-boards)

V. Forms and Techniques of Service

Styles of service-French service- American service- English service –Russian service -buffet service, - order of serving food & beverages -breakfast, lunch, dinner-handling service utensils-clearing of plates

PRACTICALS:

1. Familiarization of equipment
2. Methods of cleaning, care & maintenance of equipment including cleaning/polishing of EPNS items by Plate Powder method, Polivit method, Silver dip method, Burnishing machine
3. Arrangement of side boards- different types and uses
4. Laying table cloth- relaying a table cloth
5. Laying various covers
6. Napkin folds- lunch folds- dinner folds- breakfast folds
7. Receiving guests- procedures
8. Taking Food and Beverage Orders in Restaurants

9. Service of meals – Pre Plated service of all courses

Books Recommended

- Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
- 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

Core Course: BH 1144	: Fundamentals of House Keeping
No. of Instructional hours per week	: 4 hours theory and 2 Hours Practical
No of credits	: 4

I. Introduction to Housekeeping Department

The role housekeeping in hospitality operation - types of rooms- role of housekeeping in guest satisfaction and repeat business; Hierarchy in small, medium large and chain hotels - identifying housekeeping responsibilities- personality traits of housekeeping personnel- duties and responsibilities of housekeeping staff- layout of the house keeping department; Relationship with other departments – Front Office, Food & Beverage service, Maintenance, Accounts, Security, Store and Personnel

II. Cleaning Equipment, Cleaning Agents and Cleaning Organization

Cleaning equipment - general criteria for selection- manual equipment- mechanical equipment- use and care of equipment.Cleaning agents- classification - storage of cleaning agents; Daily cleaning of rooms- check out room- step by step procedure including bed making - occupied room- vacant room- evening service; Public area cleaning- front of the house areas- back of the house areas- high traffic area

III. Composition, Care and Cleaning of Different Surfaces

Metals- glass-plastics-ceramics- wood-wall finishes- floor finishes-leather

IV. Maids Service Room and Standard Supplies

Location, layout and essential features- Chambermaid’s trolley, Standard supplies

V. Keys and Key Control Procedures, Clerical work of Housekeeping Department

Types of keys- computerized key cards- key control procedure; Daily routines- room occupancy report- guest room inspection- entering checklist , floor register, work orders and log sheet ; Lost and Found- procedure and records

PRACTICAL

1. Identification, use and care of cleaning equipment
2. Identification of cleaning agents

3. Identification of hotel linen
4. Bed Making
5. Cleaning of guest rooms- Departure, Occupied and Vacant

Books Recommended

- Text book of Hotel House Keeping Management & Operations, Sudhir Andrews, The McGraw – Hill Companies
 - Hotel House Keeping, A Training Manual, Second edition, Sudhir Andrews, The McGraw – Hill Companies
 - Hotel House Keeping Operations and Management, Mr. G Raghubalan, SmriteeRaghubalan,Oxford Higher Education
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SEMESTER – 2 SYLLABUS

Semester - II

Core Course: BH 1241	: Front Office Management
No. of Instructional hours per week	: 4 hours theory and 2 Hours Practical
No of credits	: 4

I. Front Office Accounting

Functions of Front Office Accounting; Accounting Fundamentals - Guest and Non Guest Accounts, Folios, Vouchers, Guest Ledgers and City Ledgers; Front Office Accounting Cycle– Creation, Maintenances and Settlement of Accounts, Charge Privileges, Credit Monitoring ; Tracking Transactions – Cash Payment, Charge Purchase, Accounts Correction, Account Allowance and Cash Advance; Property Management System and Selection of PMS; Different PMS - Amadeus, Fidelio, Micros

II. Checkout and Settlements

Departure Procedures – Individual Guest and Group; Methods of Settlements - Cash and Credit Settlement, Direct Billing, Combined Settlement Methods; Procedures for accepting Travelers'Cheque, Foreign Currency, Credit Card Late Checkout, Express Checkout and SelfCheckout

III. Night Audit

Definition – Audit and Night Audit, Functions of Night Audit, Duties and Responsibilities of Night Auditor, Night Audit Procedure

IV. Passport and Visa

Definition - Visa and Passport; Passport and Types of Passport; Visa and Types of Visa

V. Planning and Evaluation

Management Functions; Yield Management – Benefits of Yield Management; Percentage of Walk-ins, Percentage of Overstay, Percentage of Under Stay; Evaluating front office

operations - Occupancy Percentage and Double occupancy percentage, Average Daily Rate, Average Room Rate Per Guest, Rev-Par

PRACTICALS

1. Handling check-outs
2. Operating PMS system in computer lab. Familiarization of all options
3. Prepare guest folio
4. Prepare various vouchers

Books Recommended

- Front office operations by Colin Dix & Chirs Baird
- Hotel Front office management by James Bardi, VNR
- Managing front office operations by Kasavana & Brooks
- Front office training manual by Sudhir Andrews, Tata McGraw Hill
- Hotel Front Office Operations and Management – Jatashankar R Tewari – Oxford Publications

Core Course: BH 1242	: Environmental Management
No. of instructional hours per week	: 2 hours theory
No. of credits	: 2

I. Environment

Definition- importance, Natural resources - Renewable and non-renewable resources - Forest, Water, Mineral, Food, Energy and Land resources- Uses and exploitation, Role of an individual in conservation of natural resources

II. Ecosystem

Concept- Producers - consumers and decomposers-Energy flow- Food chains, Food webs; Function of Forest , Grassland , Desert & Aquatic ecosystems; Biodiversity - Definition - Endangered and endemic species of India – India as a mega diversity nation

III. Environmental Pollution

Definition- Causes - Effects and Control measures of Air, Water, Soil & Noise Pollution - Role of an individual in prevention of pollution

IV. Social Issues and the Environment

Water conservation - rain water harvesting - watershed management- Climate change - global warming - acid rain - ozone layer depletion and holocaust

V. Environment Protection Acts

Prevention and Control of Pollution Act - Water (Prevention and control of Pollution) Act – Wild life Protection Act - Forest Conservation Act - Public awareness; Role of Information Technology in Environment and Human health

Field Work

- Visit to a local area - river - forest - grassland - hill - mountain
- Or**
- Visit to a local polluted site - Urban - Rural - industrial - Agricultural –
- Study of common plants - insects - birds –
- Or**
- Study of simple ecosystems - pond - river - hill slopes.

Books Recommended

- Introduction to Environmental Economics - Nick Hanley et al– Oxford
- Ecology and Economics - Ramprasad Sengupta– Oxford
- Environmental Economics - an Indian perspective - Rabindra N Bhattaria– Oxford
Bharucha Erach
- The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmadabad.
Brunner R C, 1989

Core Course: BH 1243	: Food Production and Patisserie II
No. of Instructional hours per week	: 4 hours theory and 2 Hours Practical
No of credits	: 4

I. Basic commodities: Rice, Cereals, Pulses

Classification and identification-cooking of rice, cereals and pulses-varieties of rice and other cereals; Flour-Structure of wheat-types of flour-processing of wheat flour-uses of flour in food production-cooking of flour

II. Shortenings (Fats and Oils) and Raising agents.

Role of shortenings-varieties of shortenings-advantages and disadvantages of using different shortening-fats and oil-types and varieties; Classification of raising agents-role of raising agents-action and reactions, Sugar-importance of sugar-types of sugar-cooking of sugar –uses

III. Basic commodities : Milk, Butter, Cream, Cheese

Processing of milk-pasteurization-homogenization-types of milk-skimmed, condensed – Butter-Processing of butter – types of butter, Cream-processing of cream – types of cream, Cheese – processing of cheese-classification of cheese –cooking of Cheese- uses

IV. Bakery

Pastry-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-role of each ingredient--simple breads-principles of bread making-simple yeast breads-role of each ingredient in bread making-baking temperature and its importance

V. Basic Indian Condiments and Spices

Spices used in Indian Cookery-role of spices in Indian cookery – Indian equivalent of spices (names), Basic masalas blending and spices and concept of masala-different masalas used in Indian cookery-wet masalas and dry masalas-different masalas-varieties of masalas available in regional areas-special masala blends; Thickening agents-role of thickening agents in Indian cuisine- types of thickening agents

PRACTICAL

- I. PRACTICAL**
 - Cuts of Fish
 - Marinade
- II. PRACTICAL - Menu 1**
 - Creme of Pumpkin/ Bread Roll
 - Chicken ala king
 - Glazed carrot
 - Grilled Tomatoes
 - Cream caramel
- III. PRACTICAL – Menu 2**
 - Chicken clear soup
 - Chicken maryland
 - Beetroot tart
 - Potato croquette
 - Coffee mouse
- IV. PRACTICAL - Menu 3**
 - Crème de volaille princess/ bread roll
 - Ragout de boeuf
 - Haricots beans
 - Russian salad
 - Blancmange
- V. PRACTICAL - Menu 4**
 - Potage St Germain / bread roll
 - Braised beef
 - Boquetiere de legumes
 - Pommes chateau
- VI. PRACTICAL - Menu 5**
 - Bread loaf
 - French bread
 - Sweet bun

VII. PRACTICAL - Menu 6

- Genoise Sponge
- Melting Moments
- Chocolate soufflé'

VIII. PRACTICAL - Menu 7

- Apple pie
- Sweet Bread
- Butter Cookies

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 Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier

Core Course: BH 1243	:	Food and Beverage Service II
No. of instructional hours per week	:	4 hours theory and 2 hours practical
No. of credits	:	4

I. Types of Meals

Breakfast- Menus –Types of Breakfast- English, American, Continental and Indian – Covers, Descriptions of dishes & Accompaniments; Definitions of Brunch, Lunch, Afternoon/High Tea,Dinner, Supper

II. Restaurant Reservation system, Service and room service

Taking reservations, receiving the guest--buffet-banquet-special service;Restaurant service-- Receiving the guest and social skills-service at a table-arranging side boards-Room service-centralized, decentralized and mobile-trolley and Tray set –up House rules of room service-room service menus-Taking orders and presenting bills

III. Non-alcoholic beverages

Classification-nourishing, stimulating, refreshing, Tea-types of tea-manufacturing brands preparation and service; Coffee--types of coffee- brands-preparation and service. Cocoa and malted beverages -types and brands-preparation and Service-Milk based drinks –juices-soft-drinks-brands-mineral and tonic water (popular brands)

IV. Tobacco

Types and Processing of tobacco for cigarettes and cigar-storage and service of cigars and cigarettes, Harmful effects of consumption of tobacco

V. Simple Control Systems, Restaurant and Bar Billing System

ECR - Necessity of a good control system-functions of a control system , Food and beverages control cycle-Cash handling equipments-theft control procedures - Record keeping-Restaurant POS Software – Types of KOT, Billing-split bills ,BOT, EPOS system

PRACTICALS

1. Service of Non- Alcoholic Beverages
2. Demonstration of Service of Tobacco
3. Room Service Order taking
4. Making Room Service KOT, Room Service, Presenting bills in rooms

Books Recommended

- Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
- Food & Beverage Service –Lillicrap& Cousins
- Modern Restaurant Service –John Fuller
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner &Deegan

Core Course: BH 1245	: House Keeping Operations
No. of instructional hours per week	: 4 hours theory and 2 hours practical
No. of credits	: 4

I. Hotel linen& Linen Room

Classification of linen-bed and bath linen-their sizes-table linen-their sizes, Selection criteria linens -tablecloths –serviettes; Location and layout-equipment, Activities of the linen room - storage and inspection –issuing of linen to floors and departments-procedure and records – despatch to and delivery from laundry rooms –stock taking-condemned linen-procedure and records-marking and monogramming. Duties and responsibilities on linen room staff- linen keeper-linen room attendant

II. Sewing Room, Uniforms and Uniform Room

Activities and areas provided –equipment required-tailors and seamstresses-tasks-performed;Purpose of uniforms-number of sets –issuing procedure-exchange of uniforms designing uniforms- Layout and planning of the uniform room

III. Laundry& Stain Removal

Importance and principles –flow process of industrial laundering- layout of the laundry, Dry cleaning, Guest laundry –services offered –collection and delivering laundry-care in laundering guest articles;Definition of stain-classification, stain removal methods

IV. Flower Arrangement

Purpose of flower arrangement - placement and level– equipment and materials required – styles of flower arrangement: Principles of flower arrangement

V. Contract Services, Safety and Security

Types of contract services –guidelines for hiring contract services –advantages and disadvantages of contract services; Safety awareness and accident prevention –fire prevention and firefighting –first aid

PRACTICALS

1. Identification of Different linens
2. Uniform and linen exchange procedure
3. Flow process of a laundry – Industrial visit
4. Fire prevention and fire-fighting - Demonstration
5. Identification of Stain and Stain removal
6. Flower arrangement

Reference Books:

- Text book of Hotel House Keeping Management & Operations, Sudhir Andrews, The McGraw – Hill Companies
- Hotel House Keeping, A Training Manual, Second edition, Sudhir Andrews, The McGraw – Hill Companies
- Hotel House Keeping Operations and Management, Mr. G Raghubalan, SmriteeRaghubalan,Oxford Higher Education

SEMESTER – 3 SYLLABUS

Semester – III

Core Course: BH 1341	: Food Science and Nutrition
No. of instructional hours per week	: 4 hours theory
No. of credits	: 3

I. Introduction to Nutrition

Definition of nutrition, nutrients and health- Classification of nutrients-Functions of food- Food and its relation to health; Nutrition loss during cooking-Methods to prevent nutrient loss-Nutritive value of common Indian foods-Cereals, Pulses, Vegetables, Fruits, Milk, Meat, Fish, Egg, Sugar, Spices and condiments

II. Carbohydrates, Fats and Proteins

Their composition, Classification, Functions, Food source, Daily requirements, Excess and deficiency, Digestion & Absorption

III. Vitamins and Minerals

(Calcium, Iron, Sodium, Iodine, Fluorine, Zinc)-Classification, Functions, Food source, Daily requirements, Excess and Deficiency; Energy-Definition-Energy requirements-BMI, BMR-Factors affecting BMR, SDA-Definition; Fibre- Importance in diet, food sources of fibre; Water- Importance, Dehydration-Methods of prevention, Water balance

IV. Food Additives

Definition, kinds of additives-Food Adulteration-Definition-Different adulterants used in food items; Food Safety and Standards Act, 2006; Duties and functions of Food Safety & Standards Authority of India, Authorities responsible for enforcement of Act-Licensing and

registration of food business; Notification of food poisoning, Powers of Food Safety Officer-
Functions of Food Analyst- Sampling and analysis

V. Relevance of Microbiology in Nutrition-Definition

Examples of Microorganisms-Effect of microbes on Cereals, Vegetables, Fruits, Meat, Fish, Egg, Milk and Canned foods-Method of control of contamination

Books Recommended

- M. Swaminathan - Food science, chemistry and experimental foods -The Bangalore Printing & Publishing Co., Ltd.
- G. Subbalakshmi, Shobha A Udipi, Food Processing and Preservation, New Age International Pvt. Ltd.
- Clinical dietetics and nutrition - F.P. Anita
- Normal and therapeutic nutrition - H. Robinson
- Food & Nutrition – M. Swaminathan.

Core Course: BH 1322	: Computer Applications & Cyber Law
No. of instructional hours per week	: 4 hours theory and 2 hours Practical
No. of credits	: 4

I. Introduction To Computers

Introduction to Computer, Components of a computer- Input devices, CPU, output devices, storage devices; Operating systems -DOS, Windows; Introduction to Internet and E-commerce

II. MS WORD

Running MS Word- The Word Screen- Getting Help, Creating a New Document, Changing Views - Saving & Naming a File, Spell Checking - Printing Documents - Opening Existing Files - Navigating through Documents - Deleting Unwanted Text, Applying Attributes, Page Setup - Paragraph Alignment

III. MS POWERPOINT

Running PowerPoint - The PowerPoint Screen –Creating a Presentation - Running a Slide Show - Changing Views - Selecting Objects - Moving & Copying Items - Resizing & Deleting Objects - Customizing Slide Objects - Working with Text - Starting a New Presentation - Saving & Printing - Adding & Deleting Slides - Inserting Shapes, ClipArt & Preparing an Organization chart

IV. MS EXCEL

Introduction MS Excel - Creating a Spreadsheet, Making the Worksheet Look Pretty Going Through Changes - Printing the worksheet- Additional Features of a worksheet, Splitting worksheet window into two panes - Freezing columns and rows on-screen for worksheet title - Attaching comments to cells - Finding and replacing data in the worksheet - Protecting a

worksheet, Function commands, Maintaining multiple worksheet, Moving from sheet in a worksheet doing more sheets to a workbook - Deleting sheets from workbook, Naming sheet tabs other than sheet 1 , sheet 2 and so on ; Copying or moving sheets from one worksheet to another· Creating Graphs / Charts; Using Chart Wizard ; Changing the Chart with the Chart Toolbar - Formatting the chart's areas - Adding a text box to a chart - Changing the orientation of a chart ; Using drawing tools to add graphics to chart and worksheet, Printing a chart with printing the rest of the worksheet data

V. Cyber Law

Cyber Law and security: - Introduction to cyber law - Public policy issues in e-commerce. Protecting Privacy, Data encryption/decryption, cyber crimes, Computer Virus & Computer safety, Fire wall, Antivirus software

PRACTICALS

MS Word

MS Excel

MS Power point

Books Recommended

- Windows 10 Bible: Rob Tidrow Paperback
- Microsoft Office 2013 Bible : John Walkenbach,Lisa A Bucki, *Wiley*
- Mastering Microsoft Office: Lonnie E. Moseley & David M. Boodey, *BPB Publication*

Foundation course: BH 1432	: Principles of Management
No. of instructional hours per week	: 3 hours theory
No. of credits	: 2

I. Introduction

Management, Role of Management, Functions of Managers – Planning, Organizing, Staffing, Leading, Controlling; Levels of Management, Management Skills; Evolution of Management thought – Pre-Management Era or Early Approaches to Management, Classical Management Era, Neo – Classical Management Era, Modern Management Era

II. Planning

Definition of Planning; Types of Plans; Planning Process; Problems Solving and Decision Making

III. Organizing

Definition of organizing; Types of Organizing; Delegation of authority; Principles of Organizing – Unity of command, Span of control, Scalar principle, Departmentation ,

Decentralization versus centralization; Organization structure – Line organization, Line & staff organization, Functional Organization

IV. Leadership and Motivation

Definition of Motivation; Theories of Motivation – Maslow's need hierarchy theory, McGregor's Theory X and Y, Herzberg's motivation hygiene theory; Definition of Leadership; Leadership styles, Leadership qualities; Managerial Grid

V. Directing, Coordinating & Controlling

Meaning and Definition-Importance; Basic Control process and control techniques

Books Recommended

- Principles of Management – Anil Bhat, Arya Kumar – Oxford Publications
- Principles and Practice of Management - L M Prasad

Core Course: BH 1343

: Food Production and Patisserie III

No. of instructional hours per week

: 4 hours theory and 2 hours

No. of credits

: 4

I. Equipment used in Volume Feeding

Equipment used in quantity kitchen (both hot and cold kitchens); Care maintenance and storage of equipment; Specifications when purchasing equipment; List of equipment manufactures; Modern equipment in the market

II. Indenting

Principles of Indenting; Quantities / portions for bulk production; Practical difficulties involved in indenting

III. Volume Feeding

Institutional & industrial feeding-Classification-Menu

IV. Food Costing

Food costing – Food cost control – Problems related to food costing – Importance & relevance of food costing

V. Regional Cuisine

Introduction to regional cooking – Factors affecting eating habits – Discusses the following cuisine with respect to history, salient features, important dishes; States - Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh; Indian breads – Indian sweets

PRACTICALS

- I. **PRACTICAL**
 - Preparation of gravies and commonly used Indian masalas - demonstrations
- II. **PRACTICAL Menu 1**
 - Kerala wheat paratha
 - Ghee rice
 - Malabar Chicken Curry/Beef Ulathiyathu
 - Vegetable Korma
 - Onion raitha
 - Rice Payasam
- III. **PRACTICAL Menu 2**
 - Thukpa
 - Sheermal/peshwarinaan
 - Kashmiri Pulav
 - Mutton Rogan Josh
 - Dum Aloo
 - Phirne
- IV. **PRACTICAL Menu 3**
 - Paneer Tikka
 - Makki Ki Roti
 - Murg Makani
 - Sarson Ka Saag
 - Dal Makhani
 - Carrot Halwa
- V. **PRACTICAL Menu 4**
 - Galouti Kebab
 - Warqi Paratha
 - Murgh Do Pyaaza
 - Navarathna Korma Vegetable Tahiri
 - Sooji Halwa
- VI. **PRACTICAL Menu 5**
 - Baigun Bhajja
 - Ghee Bhat
 - Bengali Fish Curry
 - Chorchori
 - Chenna Payasam
- VII. **PRACTICAL Menu 6**
 - Amotik
 - Mushroom Pulao
 - Pork Vindaloo
 - Cabbage Foogath
 - Bebinca
- VIII. **PRACTICAL Menu 7**

- MethiKaThepla
- Bardoli Ki Khichdi
- Undhiyu
- Gujarati Kadhi
- Basundi

IX. PRACTICAL Menu 8

- Tomato Dal Shorba
- Chapatti
- MurghMalwani
- Kholapuri Vegetable
- Amti
- Ladoo

X. PRACTICAL Menu 9

- PachiPulusu
- Hyderabad Mutton Biryani
- BagaraBaigan
- DoublekaMeetha

Books recommended:

- A Taste of India, Madhur Jaffrey, Pavillion
- Dastarkhwan-e-Awadh, SangeetaBhatnagar&R.K.Saxena, Harper Collins
- Prashad , Cooking with Masters, J.Inder Singh Kalra, Allied
- Zaika, Sonya AtalSapru, Harper Collins
- Punjabi Cuisine, Premjit Gill
- Advanced Quantity Food Production Operations, Parvinder S Bali, Oxford Press

Core course: BH 1344

: Food and Beverage service III

No. of instructional hours per week

: 4 hours theory and 2 hours practical

No. of credits

: 4

I. Alcoholic Beverages

Introduction & Definition, Classification, Production of Spirit , Pot-Still method, Patent still Method,

II. Beer

Introduction and Definition, Types of Beer, Definition and Production of Each, Type, Storage, A) Bottled & Canned Beers, B) Draught Beers

III. Wines

Introduction & Definition - Classification - Table/still/Natural – Fortified Sparking - Aromatized - Wine producing Countries of The World Including India. Principal Wine Regions of France, Germany, Italy, Spain, Portugal; Wines and food combinations

IV. Spirits

Introduction and Definition, types and production process of Whisky- Rum-Gin, Brandy, Vodka, Tequila; Other spirits

V. Aperitifs, Liqueurs, Cidars, Perry and Sake

Definition, Production, Types; Glossary of Terms Related to Alcoholic Beverages

PRACTICALS

1. Service of Wines: Red wine
2. Service of Wines White/Rose wine
3. Sparkling wines / Fortified wines / Aromatized wines/
4. Service of Beer
5. Service of different types of Aperitifs and Spirits

Books Recommended

- 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
- Food and Beverage Service, R Sringeravellan, Oxford Press

Core course: BH 1346	: Hotel Laws
No. of instructional hours per week	: 3 hours theory
No. of credits	: 3

I. Law and Society

Meaning and Definition of Law, Evolution of Law, Need and importance of Law, Sources of Law, Classification of Law

II. Hotel Restaurant Licenses

License Permit, Procedure for obtaining, Renewing licenses, Suspension and termination of Licenses, List of Licenses required opening and operating hotels and Restaurants; Important provision of Shops and Establishment - Act as applicable to hotels and catering Establishments; Intellectual property Right (IPR) – Concept of IPR, Trademark, Patent

III. Indian Contract Act 1872

Formation of contract – Definition-Agreement and contract- classification of contract- offer and acceptance- essential elements of contract – Capacity to contract; Contract of Bailment and Pledge – Contract of Bailment- Definition- Kinds- Rights and duties of Bailor and Bailee- Contract of Pledge- Rights and duties of Pawnor and Pawnee- Comparison with Bailment-

IV. Sale of Goods Act and Consumer protection act

Sale of Goods Act 1930 - Contract of sale of goods- Agreement to sales- Difference between contract of sales of goods and agreement to sales-Types of Goods-Conditions and Warranties- Rights and Duties of Buyer and Seller; Consumer Protection Act 1986 – Consumer protection councils- consumer rights- procedure for redressal of grievances

V. Factories Act

Definitions-Hazardous process- Machinery- Manufacturing process- Worker- Factory- Occupier-The inspecting staff- Inspectors- Powers of inspectors- Provisions of the Factories Act relating to health, safety and welfare of workers

Books Recommended

1. Legal Aspect for Hospitality and Tourism Industry—By AtulBansal
2. Hotel Law – By Amitabh Devendra
3. Business Law- Kapoor N D

SEMESTER – 4 SYLLABUS

Semester - IV

Core Course: BH 1441	: Hotel Accounting
No. of instructional hours per week	: 4 hours theory
No. of credits	: 3

I. Accounting Theory and Practice

Introduction to Book keeping and accounting-Accounting Principles- Rules of Double Entry Book Keeping

II. Recording of Business Transactions

Recording business Transactions-Using Debits and Credits Journalizing and preparation of ledger accounts; Nature and usage-Cash Bills-Receipts-Voucher-Pay-in-slip-Debit Note-Credit Note

III. Revenue and Expenses, Assets & Liabilities

Revenue classification, Expense classification-Asset classification-Liability classification (Theory Only)

IV. Food and Beverages Account

Restaurant bills-Kitchen Order Ticket (Practical Problem) - Room Sale accounting

V. Preparation of final accounts

Preparation of trial balance, trading and profit and loss account and balance sheet

Books Recommended

- Hotel Accounting - Gleson Ozi D' Cunha
- Accountancy, S N Maheshwari
- Advanced Accountancy, Jain & Narang

Core Course: BH 1442	: Food Production and Patisserie IV
No. of instructional hours per week	: 4 hours theory and 2 hours practical
No. of credits	: 4

I. Larder

Layout & Equipment: Introduction of larder work, definition, equipment found in the larder, layout of a typical larder with equipment; Duties & Responsibilities of the Larder Chef: Functions of the larder, hierarchy of larder staff, sections of the larder

II. Buffet Preparation

Principle of buffet presentation, types of buffet setup & design, menu development for buffet, replenishment of buffet, enhanced buffet presentation

III. Charcuterie

Introduction to charcuterie, types & varieties of sausages, casings & fillings, additives & preservatives; Forcemeats: Types of forcemeats, preparation of forcemeats, uses of forcemeats; Brines, Cures & Marinades: Types of brines, preparation of brines, methods of curing, types of marinades, uses of marinades, difference between brines, cures & marinades; Ham, Bacon & Gammon: Cuts of ham, bacon & gammon, differences between ham, bacon & gammon, processing of ham & bacon, green bacon, uses of different cuts; Galantines: Making of galantines, Types of Galantine, Ballotines

IV. Sandwiches , Appetizers & Garnishes

Classification, Parts of sandwiches, types of bread, types of filling – spreads and garnishes; Classification of appetizers, examples of appetizers, Classical garnishes, different garnishes

V. Bakery, Confectionary & Chocolate

Icings and Toppings: varieties, uses, difference, preparation; Merigues - preparation factors affecting, cooking, types and uses; Chocolatesources, manufacturing processing, classification, tempering

PRACTICALS- International Cuisines

I. PRACTICAL Menu- 01

- Greek Salad
- Lentil Soup
- Greek Rice Pilaf
- Grilled Greek Chicken Skewers
- Briami (Greek Oven-Roasted Vegetables)
- Chocolate Mousse

II. PRACTICAL Menu-02

- Nicoise Salad
- Spaghetti Bolognese
- Irish Stew
- Baked Potato
- Apple Fritters

III. PRACTICAL Menu-03

- Waldorf Salad
- Spaghetti Napolitaine
- Fried fish
- Mashed Potato
- Bread and Butter Pudding

IV. PRACTICAL Menu -04

- Coleslaw Salad
- Risotta
- Chicken Chasseur
- Bean Goulash
- Fruit Trifle
- V. PRACTICAL Menu-05 - Chinese Cuisine
 - Hot & Sour Chicken Soup
 - Cantonise Chicken
 - Veg. Manjurian
 - Sczhwan Fried Rice
 - Dates Pancake
- VI. PRACTICAL Menu-06 - Italian Cuisine
 - Minestrone soup
 - Insalata di verdure
 - Pasta lasagna
 - Chicken Caccioatore
 - Torta di mele
- VII. PRACTICAL Menu 07 - American Cuisine
 - Chowder soup
 - Tivoli Sald
 - Beef Wellington
 - Pineapple Fried Rice
 - Cinnamon Pumpkin Muffins
- VIII. PRACTICAL Menu 08 - Mexican Cuisine
 - Caesar Salad
 - Mexican Bean Stew
 - Chicken Fajithas
 - Caldoso with Champaignon
 - Flan Mexicana
- IX. PRACTICAL Menu 09 - Thai Cuisine
 - Yam Hai Dao (Spicy Thai salad made with Fried Egg)
 - Chiang Mai noodle soup
 - Green thai beef curry with Thai aubergines
 - Thai Fried Rice
 - Coconut Pan Cake

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

No. of instructional hours per week : 4 hours theory and 2 hours practical
No. of credits : 4

I. Bar Operations

Types of Bar, Cocktail, Dispense, Area of Bar, Front Bar, Back Bar, Under Bar, Bar Equipment, Bar Stock, Bar Control, Opening & Closing Duties

II. Cocktails

Definition, Classification, Cocktail Bar Equipment, Preparation & Service of Cocktails, points to be considered while preparing a cocktail Mock tails

III. Managing F&B Banquets

Types - formal, semi formal and informal Banquet, Organization of Banquet department, Duties & Responsibilities, Sales, booking procedure, Banquet Menus, Banquet prospectus - Banquet Protocol, Space Area Requirement, Table Plans/Arrangement, Mise-En-Place, Service Toasting,

IV. Buffets

Introduction, Factors to plan Buffets, Area Requirement, Planning and Organization, Buffet Menu Planning, Types of Buffet- Display, Sit down Fork, Finger, Cold Buffet, Breakfast Buffets

V. Planning and Operating Various F&B Outlets

Physical Layout of Functional and Ancillary Areas, Objectives of a Good Layout, Steps in Planning, Factors to be Considered While Planning, Calculating Space Required. Various Set-Ups For Seating, Planning Staff Requirement, Selecting and Planning of Heavy Duty & Light Equipment, Listing the Quantities of Equipment Required Like Crockery, Glassware, Steel or Silver, Suppliers & Manufactures, Approx. Cost, Theme parties

PRACTICALS

1. Banquet Set up - Demonstrations
2. Banquet Formats
3. Buffet Set up for Break Fast, Brunch, Lunch, Dinner
4. Preparation and service of Cocktails and Mock tails (Minimum 5 Standard recipes)

Books Recommended

- 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

Core Course: BH 1444 : Accommodation Operation and Management

No. of instructional hours per week: 4 hours theory and 2 hours practical

No. of credits : 4

I. Planning and Organizing the H.K.D

Area Inventory List; Frequency Schedules; Performance & Productivity standards; Standard Operating Manuals - Job Procedures; Job Allocation and Work Schedules; Calculating Staff Strength & Planning Duty Rosters; Training in the H.K.D- Performance Appraisals; Inventory levels for non-Recycles Items

II. Budget and Budgetary Control

Budget Process; Types of Budget – Capital Budget-Operational Budget-Preopening Budget; Operating Systems; Purchasing Systems- Methods of buying; Stock Records- Issuing and Control

III. Housekeeping in other Institution &Pest Control

Housekeeping in other Institution – Hospital-Hostel-Universities-Residential homes-art gallery-museum-Library-Offices; Pest Control- Definition, common pest and control –areas of infestation – prevention

IV. Interior Decoration

Windows and window treatment, Lighting and Lighting Fixtures, Furniture and fittings, Accessories

V. Energy Conservation , Water Conservation, Waste management, Environment friendly housekeeping

Energy Conservation in hotels, Water Conservation in hotels, Waste management in hotels; Environment friendly housekeeping in hotels

PRACTICALS

1. Stock taking
2. Interior Decoration
3. Windows and windows treatment

Books Recommended

- Text book of Hotel House Keeping Management & Operations, Sudhir Andrews, The McGraw – Hill Companies
- Hotel House Keeping, A Training Manual, Second edition, Sudhir Andrews, The McGraw – Hill Companies
- Hotel House Keeping Operations and Management, Mr. G Raghubalan, SmriteeRaghubalan,Oxford Higher Education

Core Course: BH 1446 : Research Methodology

No. of instructional hours per week : 3 hours theory

No. of credits : 2

I. Introduction

Meaning and purpose of research, Types of research, Applications of research; Review of Literature; Research Design, Research problem, Hypothesis, Sampling methods

II. Collection of data

Primary and Secondary data, Methods of data collection, Observation, Questionnaire, Interview Scaling Techniques

III. Analysis of Data

Organization of Data - Editing, Coding, Tabulation and classification of data

IV. Statistical Analysis

Arithmetic mean, Median, Mode, Mean Deviation, Standard Deviation and Simple Correlation and Graphical presentation of data, Interpretation of results

V. Research Report

Types of report, Report format, Preparation of references and Bibliography, Appendix

Books Recommended

Research Methodology C R Kothari

Research Methodology O R Krishnaswami

Research Methodology B B Goel

Complementary Course: BH 1545	: Marketing Management
No. of instructional hours per week	: 3 hours theory
No. of credits	: 3

I. Introduction

Meaning, definition and Significance of marketing; Concept of need, want and demand; Product, Value, satisfaction and quality; Exchange, transaction and relationships. Marketing Philosophies - Manufacturing concept, Product concept, Selling concept, Marketing concept, Societal marketing concept

II. Marketing Environment

Micro-environment - Company, Suppliers, Marketing intermediaries; Macro-environment - Competitors, Demographic environment, Economic environment, Natural environment, Technological environment, Political environment, Cultural environment

III. Marketing Mix

Four P's in marketing; Characteristic of Service marketing - Intangibility, Inseparability, Variability and Perishability

IV. Consumer Behavior

Factors influencing consumer buying behavior - Cultural factors, Social, Personal factors, Psychological factors; Buying decision process - Need recognition, Information search, Evaluation of alternatives, Purchase decisions, Post purchase behavior, Post purchase use and disposal

V. Market Segmentation

Target Marketing Process - Market segmentation, Market targeting and positioning; Market segmentation - Geographic segmentation, Demographic segmentation, Psychographic segmentation, Behavioral segmentation; Product Differentiation

Books Recommended

- Marketing for Hospitality and Tourism – Philip Kotler, John T Bowen, James Makens- Pearson Publications
 - Hospitality Marketing Management- Robert D Reid and David C Bojanic – Wiley Publications
-

SEMESTER – 5 SYLLABUS

Semester - V

Open course: BH 1551	: Hospitality Management (Open course)
No. of instructional hours per week	: 4 hours theory
No. of credits	: 2

I. Introduction to the Hospitality Industry

History and growth of Hotel industry; Definition – Hospitality and Hotels; Classification of Hotels based on Size, Clientele, Location, Ownership and standard classification; Types of Guest Rooms, Type of Room Rates, meal plans

II. F & B Service

Overview of the department and F&B outlets; Hierarchy chart, duties and responsibilities of F&B Manager, Captain and steward; Types of Menu – Al a carte, Table d’hote and cyclic menu

III. Housekeeping

Overview of the department; Hierarchy chart, duties and responsibilities of Ex. Housekeeper, Room maid

IV. Front Office

Overview of the department; Hierarchy chart, duties and responsibilities of Front office Manager, GRE and Front Office Executive

V. Food Production

Overview of the department; Hierarchy chart, duties and responsibilities of Exe Chef, CDP and Commis

Books Recommended

- Front office operations by Colin Dix & Chirs Baird
- Effective Front Office Operation, Michael Kasavana, CBI-VNR
- A Manual of Hotel Reception, J.R.S.Beavis&S.Medlik, Heinemann Professional
- Accommodation Operation – Front Office, Colin Dix, Pitman
- Food & Beverage Service- Dennis Lillicrap, Book Power

Core course BH 1541	:	Food Production and Patisserie V
No of instrumental hours per week	:	4 hours theory
No of credits	:	3

I. International Cuisine

British, French, Arabic, German, Spanish, Portuguese, Italian, Mexican, Oriental, Lebanese, Greek; Geographic Location; Historical Background; Staple food with Regional influences; Specialties; Recipes; Equipment

II. Chinese

Introduction to Chinese foods; Historical Background; Regional Cooking Styles; Methods of Cooking

III. Kitchen Stewarding

Importance of kitchen stewarding; Organization of the kitchen stewarding Department; Equipment found in kitchen stewarding Department; Work flow in kitchen stewarding; Garbage Disposal

IV. STORES MANAGEMENT

Stores layout and planning; Standard Purchasing; Purchase specification; Dealing with suppliers; Storage system; Inventories; Records and documentation; Computerized material system; EOQ, Inventory levels

V. Research and Product Development

Developing and Testing New Recipes; Food Trial

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
- Classical food preparation & presentation, W.K.H.Bode
- Classical Recipes of the World, Smith, Henry

Core course: BH 1543	: Hotel Facility Planning
No. of instructional hours per week	: 4 hours theory
No. of credits	: 3

I. Hotel Design

Design consideration; Attractive appearance – Efficient Plan – Good location – suitable material good workmanship – sound financing – competent management

II. Key Terms Building constructions

Plinth area, Floor area, Floor area ratio, Carpet area, Circulation area

III. Kitchen Design

Key steps for designing a kitchen; Equipment requirement for commercial; Specification of different equipments; Layout of commercial kitchen:- square, rectangular, U shape, L shape, parallel, Straight line; Environmental conditions

IV. Star Classification of hotel

Criteria of Star classification of hotel; 1,2,3,4,5& 5 star deluxe category

V. Project Management

Introduction to Project and Project Management; Network analysis; Basic rules & procedure for network analysis ;CPM;PERT,Comparison of CPM & PERT (Theory only)

Books recommended:

- Hotel facility Planning, by TarunBansal, Oxford University Press

Compl.Course: BH 1544	:	Human Resource Development
No. of instructional hours per week	:	3 hours theory
No. of credits	:	3

I. Human Resource Development

Concepts – personal management, human resource management, human resource development, e-HR; Need and Significance of HRD, Objectives of HRD, Role and Functions of HRD Manager; Human resource planning human, recruitments and selection

II. Training and Development

Meaning, importance of training- Method of training- HR Development & Objectives

III. Motivation& Performance appraisal in Hospitality Industry

Motivation in Hospitality Industry - meaning, purpose, importance; Performance appraisaldesigning of effective performance appraisal system – wages and salary administration, job evaluation and merit rating,

IV. Organisational Communication

Group formation and group processes, Organisationalcommunication ,Team development and functioning; Trade union – role and functions

V. Conflict Management

Dynamics of conflict and collaboration, Nature and content of collective bargaining, Negotiation skills, Role of labour administration: conciliation, arbitration; Discipline employee grievance and redressal

Books Recommended:

- Personnel Management, C.B. Memoria, S.V. Gankar, Publishing house, Mumbai.
- Stoner, James, A.F.,MANAGEMENT Eaglwood Cliffs, New Jersey,
- KnoontzO□Donnel and Weirich, MANAGEMENT, International students edition, McGraw hill.
- Boella, M.J.,Personnel Management in the hotel and catering Industry, Hutetinson, London.

- Ahuja K.K. Personnel Management, Kalyani Publisher, New Delhi Hotel Industry, Frank Bros. & Co. (Publishers) Ltd

Core Course: BH 1542	: Food and Beverage Management
No. of instructional hours per week	: 4 hours theory
No. of credits	: 3

I. Food & Beverage Management:

Introduction- Constraints of food& beverage management – Cost & market orientation (Cost structure & profitability, demand for product, capital intensity, nature of the product)

II. Purchasing & Receiving:

The nature of purchasing – The main duties of purchase manager – Importance of purchase function – The purchasing procedure Standard purchase specification: meaning & objective – The purchase specification for food & beverages; Objective – receiving procedure – Receiving of expensive commodities Clerical procedures & forms used

III. Storing & Issuing

Storing & issuing of food & beverages. Stock taking of food & beverages–Method-Levels and technique-Perpetual inventory-Comparison of physical and perpetual inventory

IV. Food and Beverage Control

Food Control: - Standard yield, recipe, portion size- Objectives of food cost control – The essentials of a control system; Beverage Control: Objectives of beverage control, Beverage control checklist

V. Elements of Cost & Budgetary Control

Cost defined, basic concepts of profit, control aspect, pricing aspects; Cost dynamics: Fixed & Variable costs –BEP- Break Even charts – Turn over & unit costs; Define budget and budgetary control-Objectives-Types of budget

Books Recommended

- Food & Beverage Service- Dennis Lillicrap, Book Power
- Food & Beverage Service- R Singaravelavan, Oxford Publications
- 1. Food & Beverage Management By: Bernard Davis & Sally Stone - Published by: Butterworth-Heinemann Ltd. UK
- 2. Food & Beverage Control-By: Richard Kotas and Bernard Davis - Published by: International Text book Company Limited, Glassgow.
- 3. Principles of Food , Beverage, and labour Cost Control- By: Paul R. Dittmer, Published by: John Wiley & Sons

Compl: BH 1535	:Financial Management
No. of instructional hours per week	: 3 hours theory
No. of credits	: 3

I. Nature and Scope of Financial Management

Meaning and definition of business finance and financial management, Finance functions, Objectives of financial management, role and functions of financial manager

II. Financing and Capital Structure Decisions

Financing Decision - Sources of Finance: Equity, Debt, Institutional financing, Cost of Capital -computation of specific cost - weighted average cost of capital; Capital Structure Decision - Meaning - Factors determining capital structure, patterns of capital structure, Theories of capital structure: Net Income Approach, Net Operating Income Approach, Traditional Approach and MM approach

III. Investment Decisions

Capital budgeting: Need and importance, Factors Affecting Capital Investment Decisions, Capital budgeting appraisal methods: Payback period, Average Rate of Return Method, Net Present Value Method, Internal Rate of Return Method, and Profitability Index Method

IV. Management of Working Capital

Concepts and types of working capital, factors affecting working capital, sources of working capital

V. Dividend Decision

Forms of dividend, Dividend Policy - Factors affecting dividend policy

Books Recommended

1. Pandey I M: Financial Management, Vikas Publishing House, New Delhi
2. Shashi K Gupta and Sharma R K, Financial Management, Kalyani Publishers New Delhi
3. James C Van Horn, Fundamentals of Financial Management, PHI New Delhi
4. Prasanna Chandra, Financial Management, Tata McGraw-Hill Publishing Co. Ltd New Delhi

Elective course: BH 1544	:	Social Responsibility and Tourism
No. of instructional hours per week	:	3 hours theory
No. of credits	:	3

I. Introduction

Social service - Meaning, definition, objectives and importance;social work, social welfare, emergence of social work in India

II. National Service Scheme(NSS)

Motto- Organisation-Structure of NSS at National, State, University and College levels- Classification of NSS programme-Regular NSS activities and campaign programme-Role of students in NSS

III. Organ Donation

Meaning, Definition and Importance of organ donation-NOTTO-Objectives of NOTTO

IV. Tourism

Meaning and Definition-Types of tourist-Tourist Organisations- UNWTO,UFTAA,WATA,IATA

V. Eco Tourism & Responsible Tourism

Definition-Principles, Policy and Planning- Eco-tourism and Responsible Tourism

Books Recommended

1. National Service Scheme Manual Government of India
2. Social Problems in India, Ram Ahuja
3. Christopher J Jolloway, The Business of tourism. Macconald and Evens, 1993.
4. Bhatia. A.K. Tourism Development. Principles and Practices, Sterling Publishers (P) Ltd, New Delhi.
5. Anand.M.M. Tourism and Hotel Industry in India, Sterling Publishers (P) Ltd, New Delhi.
6. Kaul. R.H. Dynamics of Tourism: A torilogy, Sterling Publishers (P) Ltd, New Delhi.
7. IITTM, Growth of Modern Tourism Manograph: IITTM, New Delhi.
8. RomilaChawla, Eco Tourism Planning and Management, Sonali Publications, New Delhi

SEMESTER – 6SYLLABUS

SEMESTER – 6 SYLLABUS

VITH SEMESTER - INDUSTRIAL EXPOSURE TRAINING SCHEME

Industrial Training is an integral part of the curriculum. Student has to undergo industrial training minimum 22 weeks at a single stretch. They will be awarded altogether 500 marks for the industrial training which includes 100 marks for each training report and 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(emergencies) 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 IET hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
10. Should ensure that change of IET 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

Hospitality Research Project

The student will have to undertake a research project on any topics from Hotel Management & Catering Science and related branches in the curriculum. The research project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry.

Type of Research Project

The project may be one of the following type:

- a. Comprehensive case study
- b. Inter-Organizational study
- c. Field study/ Survey (Empirical study)

Research Project Supervision

Each project shall be guided by a supervisor duly appointed by the department/coordinator. Research Guides will be a faculty from the college. Guides' certificate and Declaration by the student should form the first two pages of the dissertation.

Research Project Proposal (Synopsis)

Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and research methodology of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

Contents of the Research Project

1. Title Pages
2. Certificate of the supervising Teacher with signature
3. Contents
4. List of Tables, Figures, Charts etc
5. Chapter I - Introduction : Statement of the problem, Need and Significance of the study, Objectives of the study, Limitation
6. Chapter II - Review of Literature
7. Chapter III - Research Methodology.

8. Chapter IV -Data Analysis and Interpretation
9. Chapter V- Findings and Recommendations, Conclusion
10. Appendix - Questionnaire, Specimen copies of forms, other exhibits , Bibliography(Books, journal articles, website etc. used for the project work)

Research Project Report Writing

The length of the report may be 60 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 if necessary

5. Format of writing bibliography must 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 Industry, 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.

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.

**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 /	5
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written	
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: _____

