

**DRAFT SYLLABUS**

**FOR**

**BACHELOR DEGREE**  
**(8 Semester Course)**

**IN**

**HOTEL MANAGEMENT &**  
**CATERING TECHNOLOGY (BHM)**

**UNIVERSITY OF KERALA**  
**THIRUVANANTHAPURAM**

# **UNIVERSITY OF KERALA** **BHM 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 6 hours per day. Each semester shall have 90 instructional days or 450 instructional hours.

### **III. Eligibility for Admission**

The eligibility for admission to the BHM (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 BHM (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.

## 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 Degree programme.

2. For some of the subjects, the end semester examination will have 80 marks and the internal assessment will have 20 marks, making the total marks for these subjects 100, Some other subjects will have 40 marks for the end semester examination and 10 marks for the internal assessment, making the total marks 50 for these subjects .

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 (Subject to minimum of two tests for each subject)	5/ 10 marks
(b) Assignments	3 / 6 marks
(c) Class Participation and attendance for each course	2 / 4 marks
<b>Total</b>	<b>10 / 20 marks</b>

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 with in 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 BHM (Bachelor Degree in Hotel Management and Catering Technology) programme for each subject shall be conducted at the end of

each semester. There will be supplementary semester examinations for failed candidates

6. Candidates for the BHM 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 120 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

### **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 written examination separately and subject to a minimum of 50% 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 50% of the aggregate of training report and viva voce put together will be declared to have passed the examination of sixth semester consisting of course code from BHM 31 TO BHM 34
- (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 Sessional and end semester examinations in all the eight semesters put together.
  - 1. Candidates who have secured 50% marks and above but below 60% of total marks for all subjects in eight 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 (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 consist 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 5.00 or an overall grade of D.

## CONTENTS

	PAGE NO.
1. PREFACE	7
2. Course Summary	8
3. SEMESTER – I	10
4. SEMESTER – II	21
5. SEMESTER – III	32
6. SEMESTER – IV	44
7. SEMESTER – V	56
8. SEMESTER – VI	68
9. SEMESTER – VII	72
10. SEMESTER – VIII	83
11. RESEARCH REPORT FORMAT	96
12. IET PERFORMANCE APPRAISAL FORM (PAF)	99
13. TECHNICAL NORMS	102

## **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 and catering technology 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.

This is the first time that, a model curriculum of hotel management and catering technology has been framed by AICTE. The All India Board of Hotel Management and Catering Technology Education has approved the model curriculum. This is the first time the Kerala University has approved the model curriculum with necessary modifications to cater the needs of the students and put them on the national scene.

### **2. The Course**

Bachelor of Hotel Management and Catering Technology (BHM) 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 AICTE, Government of Kerala and University of Kerala have given, approval for a regular course in Hotel Management and Catering Technology (BHM Course).

### **3. Duration of the Course**

This is a 4 year course divided into 8 semesters with University Examination

### **4. Eligibility for Admission**

Any Student who have passed 10 + 2 or any examination declared equivalent thereto with minimum 50% or above are eligible for admission for the course.



## **COURSE SUMMARY**

The following mentioned subjects are included in this course

<b><u>Course Code</u></b>	<b><u>Subjects</u></b>
BHM 01	Food Production Foundation - I
BHM 02	Food & Beverage Service Foundation-I
BHM 03	Introduction to House Keeping
BHM 04	Foundation Course in Front Office
BHM 05	Food Science
BHM 06	Business Communication
BHM 07	Food Production Foundation - II
BHM 08	Food & Beverage Service Foundation - II
BHM 09	House Keeping Operation - I
BHM 10	Front Office Operation -I
BHM 11	Hotel Engineering.
BHM 12	Elementary French
BHM 13	Food Production Operation - I
BHM 14	Food & Beverage Service Operation- I
BHM 15	House Keeping Operation - II
BHM 16	Application of Computers & Cyber Law
BHM 17	Basic Accounting
BHM 18	Introduction to Management
BHM 19	Food Production Operation - II
BHM 20	Food & Beverage Service Operation - II
BHM 21	House Keeping Management
BHM 22	Front Office Operation - II
BHM 23	Research Methodology & Quantitative Analysis
BHM 24	Hospitality Marketing
BHM 25	Advanced Food Production - 1

BHM 26	Advanced Food & Beverage Service - I
BHM 27	Front Office Management
BHM 28	Hotel Accounting
BHM 29	Environmental Issues
BHM 30	Hotel Law
BHM 31	IET – Food Production
BHM 32	IET – Food & Beverage Service
BHM 33	IET – House keeping
BHM 34	IET – Front Office
BHM 35	Advanced Food Production- II
BHM 36	Advanced Food & Beverage Service -II
BHM 37	Personality Development
BHM 38	Human Resource Management
BHM 39	Food Safety & Quality Control
BHM 40	Food & Beverage Control
BHM 41	Hospitality Research Project
BHM 42	Food & Beverage Management
BHM 43	Tourism & Hospitality Management
BHM 44	Managerial Economics
BHM 45	Fast Food Chain Management
	Open Elective
BHM 46	<b>A. Event Management &amp;PR</b> <b>B. Hospitality Management in Aviation &amp; Cruise lines</b>
	Professional Elective – I
BHM 47	<b>A. TIME SHARE AND CONDOMINIUM MANAGEMENT</b> <b>B. HEALTH AND NUTRITION</b> <b>C. ORGANISATION BEHAVIOUR</b>

**SEMESTER – 1 SYLLABUS**

**OF**

**EIGHT SEMESTER DEGREE**

**IN**

**HOTEL MANAGEMENT &  
CATERING TECHNOLOGY (BHM)**

**1st SEMESTER SYLLABUS**

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

Course Code	Subjects	Hours / Week		Marks & Duration of Exam					
		Theory	Practical	Theory		Duration of Exam	Practical		Duration of Exam
				E	IC			E	
<b>BHM 01</b>	Food Production Foundation - I	4	4	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 02</b>	Food & Beverage Service Foundation - I	4	4	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 03</b>	Introduction to House Keeping	4		80	20	2 Hrs			
<b>BHM 04</b>	Foundation Course in Front Office	4	4	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 05</b>	Food Science	4		80	20	3 Hrs			
<b>BHM 06</b>	Business Communication	4		40	10	2 Hrs			
	<b>TOTAL</b>	<b>24</b>	<b>12</b>	<b>440</b>	<b>110</b>		<b>240</b>	<b>60</b>	

Total Marks of University (Theory & Practical) (E)

440 + 240      **680**

In Course (IC)

110 + 60      **170**

**TOTAL MARKS**

**850**

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## **BHM 01. FOOD PRODUCTION FOUNDATION – I (FFP –I)**

### **CULINARY HISTORY**

Development of the culinary art from the middle ages to modern cookery

### **INTRODUCTION TO COOKERY**

Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment

### **HIERARCHY AREA OF DEPARTMENT AND KITCHEN**

Classical brigade, modern staffing in various category hotels, roles of executive chef, duties and responsibilities of various chefs, co-operation with other departments

### **KITCHEN ORGANIZATION AND LAYOUT**

General layout of the kitchen in various organisations with layout of receiving areas, storages & wash up

### **FUEL AND EQUIPMENT**

- Various fuels used - advantages and disadvantages of each
- Different equipments used in food production

### **AIMS & OBJECTS OF COOKING FOOD**

Importance of cooking food, techniques used in pre-preparation & preparation, action of heat on food

### **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, equipments required for the above, care and precautions to be taken, selection of food for each type of cooking

### **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 and accompaniments

Classification of sauces, recipes for mother sauces, derivatives

### **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

#### **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

## Rice, Cereals & Pulses

Classification and identification, cooking of rice, cereals and pulses, varieties of rice and other cereals

### FOOD PRODUCTION PRACTICAL – I (FPP – I)

#### 1 PRACTICAL-1

1. FAMILARISATION OF KITCHEN, EQUIPMENT'S& INGREDIENTS
2. DEMONSTRATION & PRACTICE OF STANDARD CUTS OF VEGETABLE

#### PRACTICAL-2

3. DEMONSTRATION AND PRACTICE PREPARATION OF STOCKS AND SAUCES

#### PRACTICAL-3

4. DEMONSTRATION AND PRACTICE OF SOUPS AND BREAD ROLLS

#### PRACTICAL-4

5. DEMONSTRATION & PRACTICE OF BREAD ROLLS AND DESSERTS.

<p>PRACTICAL-5</p> <p><u>MENU-1</u></p> <ol style="list-style-type: none"><li>I. BREAD ROLLS</li><li>II. WHITE STOCK</li><li>III. TOSSED VEGETABLES</li><li>IV. WHITE SAUCE</li></ol>	<p>PRACTICAL-6</p> <p><u>MENU-2</u></p> <ol style="list-style-type: none"><li>I. FANCY ROLL</li><li>II. BROWN SOCK</li><li>III. GLAZED VEGETABLES</li><li>IV. BROWN SAUCE</li></ol>	<p>PRACTICAL-7</p> <p><u>MENU-3</u></p> <ol style="list-style-type: none"><li>I. BREAD STICKS</li><li>II. FISH STOCK</li><li>III. ROAST POTATO</li><li>IV. MAYONNAIS SAUCE</li></ol>
<p>PRACTICAL-8</p> <p><u>MENU-4</u></p> <ol style="list-style-type: none"><li>I. CROUTONS &amp; BREAD ROLLS</li><li>II. VELOUTE SAUCE</li><li>III. HOLLANDAISE SAUCE</li><li>IV. ROAST CHICKEN</li></ol>	<p>PRACTICAL-9</p> <p><u>MENU-5</u></p> <ol style="list-style-type: none"><li>I. CREAM SOUP</li><li>II. PASTA IN CREAM SAUCE</li><li>III. FISH GRATIN</li><li>IV. LEMON JELLY</li></ol>	<p>PRACTICAL-10</p> <p><u>MENU-6</u></p> <ol style="list-style-type: none"><li>I. VEG CLEAR SOUP</li><li>II. POACHED EGG</li><li>III. POTATO LYNOISE</li><li>IV. CHICKEN ALA GRILYA</li><li>V. CRÈME BRULE</li></ol>

#### Books recommended:

Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS  
Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS  
Theory of Catering, Mrs. K.Arora, Frank Brothers  
Modern Cookery for Teaching & Trade Vol. I, Ms. Thangam Philip, Orient Longman  
Herrings Dictionary of Classical & Modern Cookery, Walter Bickel  
Chef Manual of Kitchen Management, Fuller, John  
The Professional Chef (4th edition), Le Rol A.Polsom  
The Book of Ingredients, Jane Grigson  
Indian Food, K.T.Achaya, Oxford

## **BHM 02. FOOD & BEVERAGE SERVICE FOUNDATION –I (FFBS -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

### **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)

### **FOOD SERVICE AREAS**

- Specialty Restaurants / Coffee Shop Service / Cafeteria Service / Fast Food Service / Room Service / Banquet Service / Bar Service / Vending Machines

### **ANCILLIARY DEPARTMENTS**

- Pantry / Food pick-up area / Store / Linen room / Kitchen stewarding

### **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

### **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

## **FOOD & BEVERAGE SERVICE PRACTICAL – I (FBSP – I)**

- Table laying for different meals
- Identification of equipment
- 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

Care & maintenance of equipment including cleaning/polishing of EPNS items by

- Plate Powder method
- Polivit method
- Silver dip method
- Burnishing machine

**Reference Books:**

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

**BHM 03. HOUSE KEEPING OPERATION – 1(HKO – I)**

**THEORY**

**1. ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION**

- Definition of Hotel
- Types of Hotels and Services Offered
- Importance of HouseKeeping
- Aims, Objectives and Responsibilities of HouseKeeping Department

**2. ORGANIZATION STRUCTURE OF THE HOUSEKEEPING DEPARTMENT**

- Personal attributes of house keeping personnel
- Hierarchy in small, medium and large hotels
- Job Descriptions of Housekeeping Staff

**3. LAY OUT OF THE HOUSEKEEPING DEPARTMENT**

- Introduction
- House Keeping Design Factors
- Layout and Housekeeping Facilities

**4. COORDINATION WITH OTHER DEPARTMENTS**

- With Front Office
- With Maintenance
- With Security
- With Food and beverage
- With Stores
- With Purchases
- With Personnel
- With Sales and Marketing
- With Laundry

**5. HOUSEKEEPING CONTROL DESK**

- Role of control desk
- Handling Telephone Calls
- Handling Difficult Situations
- Types of registers and files maintained

**6. LAYOUT OF A GUEST ROOM**

- Types of Guest rooms



- Lay out and Features in a guest room
- Guest amenities
- Guest room status, Guest floor rules and reportables

#### **7. KEYS AND THEIR CONTROL**

- Types of keys
- Computerised key card
- Key control

#### **8. GLOSSARY OF TERMS (With reference to 2<sup>nd</sup> semester)**

### **HOUSE KEEPING PRACTICAL – I (HKP – I)**

#### **Practical**

- Identification, use and care of cleaning equipments
- Identification of cleaning agents
- Identification of hotel linen
- Bed Making
- Cleaning of guest rooms- Departure, Occupied and Vacant

#### **Reference Books:**

1. Hotel House keeping 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, Oxford Higher Education

### **BHM 04. FOUNDATION COURSE IN FRONT OFFICE (FFO)**

#### **The Hospitality Industry**

- History and development of Hotel Industry
- Types of hotels
- Defining the term hotel
- Classifying hotels, levels of service

#### **Front office Organisation**

- Front office operations – Organisation chart, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel

#### **Front Office Operations**

- The guest cycle
- Front office systems
- Front office forms
- The front desk
- Front office equipments
- Telecommunication
- Property management systems

#### **The Accommodation Product**

- Need for hotel product brochures, tariff cards
- Types of guest rooms and suites, executive floors or club floor concept
- Types of room rates, basis for charging room rates
- Meal plans – Types, needs and use of such plans
- Types of guests – FIT, Business travellers, GIT, Special Interest Tours, domestic, foreign

### **FRONT OFFICE PRACTICAL (FOP)**

- 1) Communication skills – verbal, non verbal
- 2) Preparation and study of countries, capitals, currencies, airlines and flags chart
- 3) Telecommunication skills – telephonic situation handling
- 4) Forms and formats related to 3 semester rd
- 4) Identification of equipment, work structure and stationery
- 5) Basic manners and grooming standards required for Front Office operation

#### **Reference Books:**

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews, Tata McGraw Hill
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Effective Front Office Operation, Michael Kasavana, CBI-VNR
8. A Manual of Hotel Reception, J.R.S.Beavis & S.Medlik, Heinemann Professional
9. Accommodation Operation – Front Office, Colin Dix, Pitman
10. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton, Continuum
11. Front Office Procedures, Social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

### **BHM 05. FOOD SCIENCE**

#### **Module 1**

**Food & Nutrition:** Food and its relation to health, objectives in the study of nutrition. Nutrients - classification, Food groups

#### **Module 2**

**Carbohydrates, Proteins and Fat:** Their composition, classification, function, digestion and absorption, Dietary sources, Requirements, Excess and Deficiency

#### **Module 3**

**Vitamins:** Classification, function sources, daily requirements, excess and deficiency of Vitamin A. D, E, K, C, 81, 82, 83, 812 and Folic acid.

**Minerals:** Calcium, Iron, Iodine, Fluorine, Sodium function, sources, requirements, excess and deficiency

#### **Module 4**

**Energy:** Definition, RDA for energy, BMR - Factors affecting BMR, SDA.

**Water:** Importance, water balance, 'dehydration, methods of prevention.

**Dietary Fiber:** Importance of dietary fiber in major disorders

#### **Module 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.

#### **Module 6**

**Food Processing:** Definition, objectives, types of treatment, effect of acid. alkali and heat on food constituents

#### **Module 7**

**Nutritional changes during cooking:** Loss of nutrients, mechanical change, leaching, enzymatic changes, methods to prevent nutrient loss

#### **Module 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

**Balanced Diet:** Importance of balanced diet. RDA for various nutrients for different age groups, gender, occupation and physiological status

#### **References:**

1. M. Swaminathan - Food science, chemistry and experimental foods -The Bangalore Printing & Publishing Co., Ltd.
2. B. Sivasankar - Food Processing and Preservation, Prentice Hall of India Pvt Ltd., New Delhi.
3. B. Srilekshmi, Dietetics, New Age international (P) ltd.
4. G. Subbulakshmi, Shobha A Udipi, Food Processing and Preservation, New Age 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 - Sumatl1i Mudambi
13. Nutritive value of Indian foods. Indian Council of Medical Research
14. Fundamentals of food and nutrition, Mudambi & Rajagopal, 4<sup>11</sup>) Edition, 2001.

15. Principles of Food Technology by P. J. Fellows
16. Handbook of analysis and Quality Control for fruits and vegetables by Rangana. S (Tata McGraw Hill)
17. Sensory Evaluation by Amerine (Academic Press)
18. Principles of Food Science by Borqstorm and MacMillon Food Science by Potter & Hotchkiss.

## **BHM 06. BUSINESS COMMUNICATION (BCOMM)**

### **I. Language and communication**

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

### **II. Remedial English**

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

### **III. Skills of written English**

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

### **IV. Oral skills (listening and speaking) for effective communication**

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.

### **Suggested books**

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

## **Business Communication (BCOMM)**

### **I. Business communication**

1. Need, purpose, nature, models
2. Channels of Business communication
3. Selection of channel

### **II. Organisational communication**

1. Upward, downward, lateral, purpose, functions
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

### **III Handling meetings**

1. Types of meetings
2. Structuring a meeting : agenda and minutes
3. Conducting a meeting

### **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

**SEMESTER – 2 SYLLABUS**

**OF**

**EIGHT SEMESTER DEGREE**

**IN**

**HOTEL MANAGEMENT &  
CATERING TECHNOLOGY (BHM)**

**2nd SEMESTER SYLLABUS**

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

Course Code	Subjects	Hours / Week		Marks & Duration of Exam					
		Theory	Practical	Theory		Duration of Exam	Practical		Duration of Exam
				E	IC		E	IC	
<b>BHM 07</b>	Food Production Foundation - II	4	4	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 08</b>	Food & Beverage Service Foundation - II	4	4	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 09</b>	House Keeping Operation - I	4	4	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 10</b>	Front Office Operations	4		80	20	3 Hrs	80	20	4 Hrs
<b>BHM 11</b>	Hotel Engineering	4		40	10	2 Hrs	40	10	2 Hrs
<b>BHM 12</b>	Elementary French	4		40	10	2 Hrs			
	<b>TOTAL</b>	<b>24</b>	<b>12</b>	<b>400</b>	<b>100</b>		<b>360</b>	<b>90</b>	

Total Marks of University (Theory & Practical) (E)

400 + 360      **760**

In Course (IC)

100 + 90      **190**

**TOTAL MARKS**

**950**

## **BHM 07. FOOD PRODUCTION FOUNDATION – II (FFP –II)**

### **CULINARY TERMS**

List of culinary terms (common and basic), simple French & Hindi menu terminology

### **BASIC MENU PLANNING**

Types of menu, menu planning principles

### **BASIC PRINCIPLES OF FOOD PRODUCTION**

#### **Vegetable and Fruit Cookery**

Classification of vegetables, pigments and colour changes, effects of heat on vegetables, cuts of vegetables

Classification of fruits, uses of fruit in cookery

#### **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**

Composition of milk, processing of milk: pasteurisation / homogenisation, 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

### **BAKERY:**

#### **Pastry**

- Short crust
- Laminated (flaky, puff, rough puff & spool method)
- Choux

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

#### **Simple Breads**

Principles of bread making, simple yeast breads, role of each ingredient in bread making, bread faults & bread improvers, baking temperature and its importance

#### **Pastry Creams**

Basic pastry creams, uses in confectionery, preparation and care in production



## FOOD PRODUCTION PRACTICAL – II (FPP – II)

### FOOD PRODUCTION PRACTICAL-11

<p><b>PRACTICAL-1</b></p> <p><u>BASIC CUTS OF VEGETABLES</u></p> <p><u>STANDARD CUTS OF VEGETABLES</u></p> <p>TYPE OF MEAT CUTS MARINADE</p>	<p><b>PRACTICAL-2</b></p> <p><u>EGG PREPARATIONS</u></p> <p>HARD BOILED EGG SOFT BOILED EGG FRIED EGG SUNNY SIDE UP POACHED EGG SCRAMBLED EGG OMLETTE (PLAIN &amp; STUFFED) EN COCOTTE</p>	<p><b>PRACTICAL- 3</b></p> <p><b>MENU 1</b></p> <p>CREME OF PUMPKIN/ BREAD ROLL CHICKEN ALA KING GLAZED CARROT GRILLED TOMATOES CREAM CAMEL</p>
<p><b>PRACTICAL- 5</b></p> <p><b>MENU 3</b></p> <p>CHICKEN CLEAR SOUP CHICKEN MARYLAND BEETROOT TART POTATO CROQUETTE COFFEE MOUSE</p>	<p><b>PRACTICAL-6</b></p> <p><b>MENU 4</b></p> <p>CRÈME DE VOLAILLE PRINCESS/ BREAD ROLL RAGOUT DE BOEUF HARICOTS BEANS RUSSIAN SALAD BLANCMANGE</p>	<p><b>PRACTICAL-7</b></p> <p>St GERMON SOUP/ BREAD ROLL BRAISED BEEF BOQUETIERE DE LEGUMES POMMES CHATEAU</p>
<p><b>PRACTICAL-8</b></p> <p>BREAD LOAF FRENCH BREAD SWEET BUN</p>	<p><b>PRACTICAL-9</b></p> <p>GENOISE SPONGE MELTING MOMENTS ICE CREAM</p>	<p><b>PRACTCAL 10</b></p> <p>APPLE PIE SWEET BREAD BUTTER COOKIES</p>

### **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

## **BHM 08. FOOD & BEVERAGE SERVICE FOUNDATION –II (FFBS -II)**

### **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, breakfast cards
- Layout & Setup of Common Meals, use of technology for better room service
- Time management – lead time from order taking to clearance

### **MEALS & MENU PLANNING:**

- Origin of Menu
- Objectives of Menu Planning
- Types of Menu
- Courses of French Classical Menu: Sequence / Examples from each course / Cover of each course / Accompaniments
- French Names of dishes
- Types of Meals: Early Morning Tea / Breakfast (English, American Continental, Indian) / Brunch / Lunch / Afternoon/High Tea / Dinner / Supper

### **SIMPLE CONTROL SYSTEM**

- KOT/Bill Control System
- Making bill
- Cash handling equipment
- Record keeping

### **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

## **FOOD & BEVERAGE SERVICE – II (FBSP –II)**

- Preparation & Service of non alcoholic beverages
- TDH & a la carte cover
- Sequence of service
- Menu Planning
- Side board set up
- Breakfast table lay up

### **Reference Books:**

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  
Professional Food & Beverage Service Management –Brian Varghese  
Food Service Operations – Peter Jones & Cassel  
Master Dictionary of Food & Wine-Joyce Rubash  
Menu planning-Jaksa Kivela, Hospitality Press  
The Restaurant (From Concept to Operation)-Lipinski  
Professional Food Service- Sergio Andrioli & Peter Douglas, Heinemann  
Professional  
Profitable Menu Planning -John Drysale

## **BHM 09. HOUSEKEEPING OPERATIONS - II**

### **Theory**

#### **1. 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)

#### **2. 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)

#### **3. SAFEGUARDING ASSETS**

- Concerns for safety and security in Housekeeping operations
- Concept of Safeguarding assets
- Theft: Employee, guest, external persons
- Security in Hotel guest rooms

#### **4. PEST CONTROL**

- Types of pests
- Control procedures

#### **5. 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

#### **6. 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

## **7. CLEANING OF GUEST ROOMS**

- Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms)
- Weekly cleaning/spring cleaning
- Evening service
- Systems & procedures involved
- Forms and Formats
- Guest room cleaning – Replenishment of Guest supplies and amenities

## **8. GLOSSARY OF TERMS (with reference to 2<sup>nd</sup> semester syllabus)**

### **HOUSEKEEPING PRACTICAL - II**

- Room Attendant Trolley
- Bed Making
- Turn down service
- Cleaning of guest rooms – departure, occupied, vacant
- Cleaning of public areas
- Inspection of guest rooms & public areas with the help of checklist
- First aid

### **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
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

### **BHM 10. FRONT OFFICE OPERATION – I (FOO - I)**

#### **Reservations**

- Reservation methods
- Reservation inquiring
- Group reservation

- The Reservations record
- Reservation confirmation
- Reservation maintenance
- Reservation reports
- Reservation considerations

### **Registration**

- Pre-registration activities
- Registration activity
- The registration record
- Room 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

### **Front Office Responsibilities**

- Front office communication
- Interdepartmental communication
- Guest services
- Guest relations
- Dealing with emergencies: medical, death, theft, robbery, fire, bomb threats etc..

### **Front Office Computer Operation**

- Basics of computer
- Application of property management system
- Reservations
- Registration
- Cashiering
- Night audit

### **Front Office Security Functions**

- 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

### **FRONT OFFICE PRACTICAL - I (FOP- I)**

- 1) How to handle inquiries, suggestive selling
- 2) How to convert inquiries to valid reservations
- 3) Preparing and filling up reservation forms

- 4) Role play of accepting reservations, walking a guest and complaint handling for bumped reservations
- 5) Reservation handling by computers. Actual computer lab work with the PMS
- 6) Preparing and filling up registration card
- 7) Role play for different check ins as – Walk in, FIT, FFFIT, Corporate, VIP, CIP and Groups
- 8) Role play on guest complaint handling, critical and dangerous situation handling
- 9) Operating FIDELIO / IDS – PMS system in computer lab. Familiarization of all options

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

## **BHM 11. HOTEL ENGINEERING**

### **Maintenance**

- Preventive & Breakdown Maintenance
- Role and importance of Maintenance department in hotel Industry with emphasis on its relation with other departments of the hotel.
- Organization chart of maintenance department
- Duties and responsibilities of maintenance Department

### **Gas**

- Heat terms and units, method of transfer
- LPG and its props/ties; principle of Bunsen burner
- Precautions to be taken while handling gas
- Low and high pressure burners, Corresponding heat output

### **Electricity**

- Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy - concepts definitions, their units and relationships, AC and DC, single phase and 3 phase and its importance on equipment specifications,.
- Electric circuits, open circuits and closed circuits, symbols of circuit elements, series and parallel connection, short circuit, fuses, MCB, earthing, reason for placing switches on live wire side.

- Electric wires and types of wiring.
- Calculation of electric energy consumption of equipment, safety precautions to be observed while using electric appliances.
- Types of lighting, different lighting devices, incandescent lamps, florescent lamps, other gas discharge lamps! illumination, units of illumination.

### **Fuels used in catering industry**

- Types of fuels used in catering industry calorific value, comparative study of different fuels.
- Calculation of amount of fuel required and cost.

### **Refrigeration and Air Conditioning**

- Basic principles, latent heat, boiling point and its dependence on pressure, vapour Compression system of refrigeration and refrigerants.
- Vapour absorption system, care and maintenance of refrigerators; defrosting; types of refrigerant units, their care and maintenance.
- Conditions for comfort, relative humidity Humidification, dehumidifying, dew point control, unit of air conditioning.
- Window type air conditioner, central air conditioning. preventive maintenance.

Vertical transportation  
Elevators, Escalators

### **Fire Prevention and Fire Fighting Systems**

- Classes of fire methods of extinguishing fires
- Fire extinguishers, portable and stationery
- Fire detectors and alarm
- Automatic fire detectors-cum-extinguishing devices
- Structural Protection

### **Practical**

#### **Electrical**

1. Study of wiring cables, electrical accessories (Switches, Fuses, MCB, ELCB etc) and Earthing.
2. Testing of ON/OFF condition using a tester, test lamp and location of phase and neutral. Identification of faults and measurement of voltage & current using digital multi-meters.
3. One lamp controlled by one SPST switch.
4. Plug point controlled by a switch.
5. Calling bell wiring with ON/OFF control.
6. One lamp controlled by two switches.
7. Hospital Wiring
8. Fluorescent Tube Wiring

9. Double Tube connection
10. Connection of AC fan and regulator.
11. Fan trouble shooting - Common faults in fans, identification of faults and its rectification.
12. Study of DB wiring with MCB, ELCB

## **BHM 12. ELEMENTARY FRENCH**

### **Introduction to the Language**

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

### **Name**

Of professions, countries and nationalities, fruits and vegetables introduction to the number and gender of nouns .and adjectives.

### **Numerical from 1 to 100**

Lecture

Practical would include reciting the numerical to a common tune and a game with numbers.

### **The time of the day**

Lecture

Orally making the students read the time in French

### **Members of the family**

Lecture

Role-playing

Home work: write 5-10 simple sentences on "my family,"

Suggested Book: French Companion [Part I & II] By Prof.T.K.Thamby  
Publisher: Polyglot House, Chennai



**SEMESTER – 3 SYLLABUS**

**OF**

**EIGHT SEMESTER DEGREE**

**IN**

**HOTEL MANAGEMENT &  
CATERING TECHNOLOGY (BHM)**

**3rd SEMESTER SYLLABUS**

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

Course Code	Subjects	Hours / Week		Marks & Duration of Exam					
		Theory	Practical	Theory		Duration of Exam	Practical		Duration of Exam
				E	IC		E	IC	
<b>BHM 13</b>	Food Production Operation - I	4	4	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 14</b>	Food & Beverage Service Operation - I	4	4	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 15</b>	House Keeping Operation - II	4	4	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 16</b>	Application of Computers & Cyber Law	4	2	40	10	2 Hrs	40	10	3Hrs
<b>BHM 17</b>	Basic Accounting	4		40	10	2 Hrs			
<b>BHM 18</b>	Introduction to Management	4		40	10	2 Hrs			
	<b>TOTAL</b>	<b>24</b>	<b>14</b>	<b>360</b>	<b>90</b>		<b>280</b>	<b>70</b>	

Total Marks of University (Theory & Practical) (E)

360 + 280 = **640**

In Course (IC)

90 + 70 = **160**

**TOTAL MARKS**

**800**

## **BHM 13. FOOD PRODUCTION OPERATION – I (FPO –I)**

### **BASIC INDIAN COOKERY**

#### **Condiments & Spices**

Introduction to Indian food, spices used in Indian cookery, role of spices in Indian cookery, Indian equivalent of spices (names)

#### **Masalas**

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

#### **Thickening Agents**

Role of thickening agents in Indian cuisine, Types of thickening agents

### **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 occasions

### **STATES**

Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, Bengal, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh

### **COMMUNITIES**

Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri

### **DISCUSSIONS**

Indian Breads, Indian Sweets, Indian Snacks

### **FOOD PRODUCTION PRACTICAL -III**

PREPARATION OF GRAVIES AND COMMONLY USED INDIAN MASALAS

REGIONAL COOKERY OF INDIA

KARNATAKA, TAMILNADU, KERALA, ANDHRA PRADESH, GUJARATHI, LUCKNOW, MOGHALI, PUNJABI, BENGALI, HYDERABADI AND KASHMIRI CUSINES WITH PROPER ACCOMPANIMENTS LIKE CHUTNEY, INDIAN BREADS RICE PREPARATION ETC.

TANDOOR COOKING

PLANNING ELABORATE INDIAN MENUS UP TO 40 POTIONS.

<u>MENU-1</u>	<u>MENU-2</u>	<u>MENU-3</u>
I. BHATURE II. JEERAPULAO III. MURG KASOORI IV. PUNJABI CHANA V. GAJRELA	I. ONION RAITHA II. KERALA WHEAT PARATHA III. GHEE RICE IV. MALABAR CHICKEN CURRY/BEEF ULATHIYATHU V. VEGETABLE KORMA VI. RICE PAYASAM	I. TOMATO SHORBA II. HYDERABADI MUTTON BIRYANI/ ONION RAITHA III. BAGARA BAINGAN IV. MOONGDAL HALWA
<u>MENU-4</u>	<u>MENU-6</u>	<u>MENU-7</u>
I. BUTTER NAAN II. SUBZ MASALA PULAO III. MURGH MAKHANI IV. ALOO PALAK V. COCONUT BURFI	I. GREEN SALAD II. CHOPPATHI III. VEG.BRIYANI IV. MUTTON ROGAN JOSH V. DAL FRY	I. PANNERKULCHA II. VEG.SHAHI KORMA III. PEAS PULAO IV. NILGIRIES CHICKEN KORMA V. BADUSHA
<u>MENU-8</u>	<u>MENU-9</u>	<u>MENU-10</u>
I. ALOOPARATHA II. KADAI VEGETABLE III. GHEE RICE IV. MURGHHARIYALI/ PORK VINDALOO V. SHAHITUKRA	I. METHIKI ROTI II. GOBI MASALA III. KASHMIRIPULAO IV. SHAHI CHICKEN KORMA V. DOUBLE KAMETHA	I. ACHARI PARATHA II. PHOOL KAPIR DALNA III. BENGALI BHOG KHICHARI IV. CHICKEN KASHA/ PRAWN MASALA V. BASUNDI

**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

## **BHM 14. FOOD & BEVERAGE SERVICE OPERATION –I (FBSO – I)**

### **TOBACCO**

- History
- Processing for cigarettes, pipe tobacco & cigars
- Cigars – shapes/sizes/colours
- Storage of cigarettes & cigars

### **ALCOHOLIC BEVERAGE**

- Introduction and definition
- Classification

### **BEER**

- A. Introduction & Definition
- B. Types of Beer
- C. Production of Beer
- D. Storage

### **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
  - France
  - Germany
  - Italy
  - Spain
  - Portugal
  - USA
  - Australia
- New World Wines (brand names)
  - India
  - Chile
  - South Africa
  - Algeria
  - New Zealand
- Food & Wine Harmony
- Storage of wines
- Wine terminology (English & French)

### **APERITIFS**

- A. Introduction and Definition
  - Different types of Aperitifs

## **FOOD & BEVERAGE SERVICE PRACTICAL**

- Restaurant reservation
- Taking the order
- Presentation & Encashing the bill
- Room Service (tray and trolley)
- Service of Cigars & Cigarettes
- Service of Beer: Draught Beers / Bottled & Canned Beers
- Service of Wines: Red wine / White/Rose wine / Sparkling wines / Fortified wines / Aromatized wines
- Service of different types of Aperitifs

### **Reference Books:**

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

## **BHM 15. HOUSEKEEPING OPERATIONS – II (HKO - II)**

### **1. INTERIOR DECORATION**

- Importance, Definition & Types
- Classification
- Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis
- Elements of Design: Line, Form, Colour, Texture

### **2. COLOUR**

- Color Wheel
- Importance & Characteristics
- Classification of colors
- Color Schemes

### **3. LIGHTING**

- Classification
- Types & Importance
- Applications

### **4. FURNITURE ARRANGEMENTS**

- Principles
- Types of joints
- Selection

### **5. FLOOR & WALL COVERING**

- Types and Characteristics
- Carpets: Selection, types, Characteristics, Care and Maintenance

### **6. WINDOWS, CURTAINS AND BLINDS**

### **7. SOFT FURNISHINGS AND ACCESSORIES**

- Types, use and care of Soft furnishing
- Types of Accessories: Functional and Decorative

### **8. FLOWER ARRANGEMENT**

- Concept & Importance
- Types & Shapes
- Principles
- Tools, Equipment & Accessories

### **9. REFURBISHMENT AND REDECORATION**

- Definition
- Factors
- Procedure and task involved
- Snagging list

### **10. GLOSSARY OF TERMS (with reference to 2<sup>nd</sup> semester syllabus)**

#### **HOUSEKEEPING PRACTICAL – II (HKP – II)**

- Flower arrangements
- Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three dimensional model of a guest room / public area with interior decoration themes

#### **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

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

## **BHM 16. APPLICATION OF COMPUTERS & CYBER LAW**

### **Theory:**

#### **INTRODUCTION TO COMPUTERS**

What is a computer, Block Diagram, Components of a computer system, generation of computers, programming languages, generation of languages, storage devices, floppy disks, CD ROM's

#### **OPERATING SYSTEMS**

Introduction, Functions, types, Components, Case Studies - DOS, Windows

#### **INTRODUCTION TO DBMS**

Data, Data types, Advantages, Introduction to FOXPRO, Creating a database, Searching, Sorting, Indexing, Writing simple programmes, overview of MS Access.

#### **WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS**

What is Word Processing, Features of MS WORD, Editing Commands and Mail merge.

What is spreadsheet, Features, Formulae and functions. If Statement, preparing sample worksheets, Different graphs,

#### **Features of POWERPOINT**

Preparing a presentation  
Preparing an Organization chart

#### **INTRODUCTION TO INTERNET**

What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, websites, Introduction to e-commerce.

#### **CYBER LAW**

Cyber Law and security: - Introduction to cyber law. Public policy issues in e-commerce. Protecting Privacy, Intellectual property rights. Data encryption/decryption, cyber crimes, virus, Fire wall, Antivirus software.

### **Application of Computers (Aoc-I)**

#### **PRACTICALS**

- DOS, WINDOWS
- MS WORD
- MS EXCEL
- MS POWERPOINT



- FOX PRO & ACCESS
- INTERNET USAGE

### **Suggested books:**

Fundamental of Computers, V.Rajaraman, Prentice Hall India I

Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication I

## **PRACTICAL**

### **Introduction Excel 2000**

- How to use Excel
- Starting Excel 7
- Parts of the Excel Screen
- Parts of the Worksheet
- Getting to know mouse pointer shapes

### **Creating a Spreadsheet**

- Starting a new Worksheet
- Entering the three different types of data in a worksheet  
Creating simple formulas
- Formatting data for decimal points  
Editing data in a worksheet
- Using Auto Fill
- Blocking data
- Saving a Worksheet  
Exiling excel

### **Making the Worksheet Look Pretty**

- Selecting cells to format
- Trimming tables with Auto Format
- Formatting cells for:
  - Currency
  - Comma
  - Percent
  - Decimal
- Changing Columns width and row height
- Aligning text
  - Top to bottom
  - Text wrap
  - Re-ordering Orientation
  - Using Borders

### **Going Through Changes**

- Opening workbook files for editing
- undoing the mistakes
- Moving and copying with drag and drop
- Copying formulas

- Moving and Copying with Cut, Copy, Paste
- Deleting cell entries
- Deleting columns and rows from worksheet
- Inserting columns and rows in a worksheet
- Spell checking the worksheet

### **Printing the worksheet**

- Previewing pages before printing
- Printing from the Standard toolbar
- printing a part of a worksheet
- Changing the orientation of the printing
- Printing the whole worksheet in a single page
- Adding a header and footer to a report
- Inserting page-breaks in a report
- Printing the formulas in the worksheet

### **Additional Features of a worksheet**

- Splitting worksheet window-into two or four 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
- adding more sheets to a workbook
- Deleting sheets from a 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 3-D chart
- Using drawing tools to add graphics to chart and worksheet
- Printing a chart with printing the rest of the worksheet data

### **Excel's Database Facilities**

- Setting up a database
- Sorting records in the database

## **BHM 17. BASIC ACCOUNTING (BACC)**

- Accounting Theory – Business Transaction and Basic Terminology, Need To Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.
- Account Records – Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.
- Financial Statements – Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem.

### **Departmental Accounting**

- An introduction to departmental accounting
- Allocation and apportionment of expenses
- Advantages of allocation
- Drawbacks of allocation
- Basis of allocation
- Practical problems
  
- Depreciation Reserves and Provisions – Meaning, basic Methods.
  
- Computer Applications – Preparation of Records and Financial Statements.

### **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

## **BHM 18. INTRODUCTION TO MANAGEMENT**

### **Introduction**

- Illustrative Case Study: A typical day in the life of a Manager at Hotel Universe
- Orientation to management thought process
- Evolution - Development -School of Management, Management defined

### **Role of Manager**

- Professional Manager and his tasks
- Managerial skills -Roles - Levels
- Managerial Ethics and Organization Culture
- Management Processes

## **Planning**

- Illustrative Case Study
- 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

## **Organising**

- Organising and Organization Structure
- Organization chart
- Principles of organisation
- Scalar Principle
- Departmentation
- Unity and Command
- Span of Control
- Centralization and Decentralization
- Authority and Responsibility
- Delegation

## **Leading and Motivation**

- Creating a committed work force
- Basic Concepts and Definition
- Theories of Motivation
- Hierarchy of Needs
- Theory I and Y - McGregor
- Hygiene Theory (Hertz berg)

## **Leadership**

- Definition, Theories, Style (Likert)
- Team Building

## **Controlling**

- Basic Concepts - Definition - Process and Techniques

**SEMESTER – 4 SYLLABUS**

**OF**

**EIGHT SEMESTER DEGREE**

**IN**

**HOTEL MANAGEMENT &  
CATERING TECHNOLOGY (BHM)**

**4th SEMESTER SYLLABUS**

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

Course Code	Subjects	Hours / Week		Marks & Duration of Exam					
		Theory	Practical	Theory		Duration of Exam	Practical		Duration of Exam
				E	IC		E	IC	
<b>BHM 19</b>	Food Production Operation - II	4	3	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 20</b>	Food & Beverage Service Operation - II	4	3	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 21</b>	Housekeeping Management	4		80	20	3 Hrs			
<b>BHM 22</b>	Front Office Operation - II	4	3	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 23</b>	Research Methodology & Quantitative Analysis	4		80	20	3 Hrs			
<b>BHM 24</b>	Hospitality Marketing	3		40	10	2 Hrs			
	<b>TOTAL</b>	<b>24</b>	<b>9</b>	<b>440</b>	<b>110</b>		<b>240</b>	<b>60</b>	

Total Marks of University (Theory & Practical) (E)

440 + 240 = **680**

In Course (IC)

100 + 60 = **160**

**TOTAL MARKS**

**840**

## **BHM 19. FOOD PRODUCTION OPERATION – II (FPO –II)**

### **QUANTITY FOOD PRODUCTION**

#### **Equipment**

Equipment required for mass/volume feeding, heat and cold generating equipment, care and maintenance of this equipment, modern developments in equipment manufacture

#### **Menu Planning**

Basic principles of menu planning – recapitulation (s2), 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

#### **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

#### **Planning**

Principles of planning for quantity food production with regard to: space allocation, equipment selection & staffing

### **VOLUME FEEDING**

- **Institutional and industrial catering**  
Types of institutional & industrial catering, problems associated with this type of catering, scope for development and growth
- **Hospital catering**  
Highlights of hospital catering for patients, staff, visitors, diet menus and nutritional requirements
- **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
- **Mobile catering**  
Characteristics of rail, airline (flight kitchens and sea catering), branches of mobile catering
- **Quantity purchase & storage**  
Introduction to purchasing, purchasing system, purchase specifications, purchasing techniques, storage

## FOOD PRODUCTION PRACTICAL - IV

### REGIONAL INDIAN COOKERY –

<p><u>MENU- 01</u></p> <ol style="list-style-type: none"> <li>I. KERALAPARATHA</li> <li>II. VEGETABLE KORMA</li> <li>III. KERALAFRIED CHICKEN</li> <li>IV. NEICHORU</li> <li>V. KANAVA THORAN</li> <li>VI. PAYASAM( ANY)</li> </ol>	<p style="text-align: center;"><u>MENU-02</u></p> <ol style="list-style-type: none"> <li>I. CHAPPATHI</li> <li>II. BAGARABAINGAN</li> <li>III. HYDERABADI MUTTON BIRYANI</li> <li>IV. HYDERABADIKHATTI DAL</li> <li>V. COLKONDA FISH CURRY</li> <li>VI. SHAHITUKDA</li> </ol>	<p style="text-align: center;"><u>MENU-03</u></p> <ol style="list-style-type: none"> <li>I. ONION CUCUMBER CUCHUMBER</li> <li>II. ALOO PARATHA</li> <li>III. PANNER BUTTER MASALA</li> <li>IV. KASMIRIPULAO</li> <li>V. MUTTON ROGAN JOSH</li> <li>VI. PURANPOLI OR NEIPOLI</li> </ol>
<p style="text-align: center;"><u>MENU - 04</u></p> <ol style="list-style-type: none"> <li>I. POTATO BUTTER MASALA</li> <li>II. TANDOORI NAN</li> <li>III. VEGETABLE BIRYANI</li> <li>IV. CHICKEN SAAGWALA</li> <li>V. BEEF CASHEW CUURY</li> <li>VI. BALUSHAI</li> </ol>	<p style="text-align: center;"><u>MENU-05</u></p> <ol style="list-style-type: none"> <li>I. TOMATO SHORBA</li> <li>II. PHULKA</li> <li>III. KADAI VEGETABLE</li> <li>IV. JEERAPULAO</li> <li>V. CHICKEN SHAHI KORMA</li> <li>VI. LADOO</li> </ol>	<p style="text-align: center;"><u>MENU-06</u></p> <ol style="list-style-type: none"> <li>I. MULIGATWANY SOUP</li> <li>II. COCONUT RICE/ TOMATO RICE</li> <li>III. POTATO PODIMASH</li> <li>IV. CHICKEN CHETTINADU</li> <li>V. TAMARIND FISH CURRY</li> <li>VI. KESARI</li> </ol>
<p style="text-align: center;"><u>MENU-07</u></p> <ol style="list-style-type: none"> <li>I. TANDOORI ROTI</li> <li>II. RAJMA MASALA</li> <li>III. PEAS PULAO</li> <li>IV. METHI CHICKEN</li> <li>V. GOAN FISH CURRY</li> <li>VI. JANGRI</li> </ol>	<p style="text-align: center;"><u>MENU-08</u></p> <ol style="list-style-type: none"> <li>I. SHEERMAAL ROTI</li> <li>II. MASALA BINDI</li> <li>III. MOTIYACHILMANPULAO/ PUKKI BIRYANI</li> <li>IV. MURGHAWADHI KORMA</li> <li>V. PRAWN MASALA</li> <li>VI. SOOJIHALWA</li> </ol>	<p style="text-align: center;"><u>MENU-9</u></p> <ol style="list-style-type: none"> <li>I. THEPLA</li> <li>II. VEGETABLE JALFRIZY</li> <li>III. PANEERPULAO</li> <li>IV. MUTTON ROGAN JOSH</li> <li>V. VEGETABLE KOFTA</li> <li>VI. RASAGULLA</li> </ol>
<p style="text-align: center;"><u>MENU-10</u></p> <ol style="list-style-type: none"> <li>I. LACHA PARATHA</li> <li>II. NAVRATHNA KHORMA</li> <li>III. DUM PUKHT BIRYANI</li> <li>IV. BUTTER CHICKEN</li> <li>V. PALAK PANNER</li> <li>VI. PEDA</li> </ol>		



## **Books recommended:**

The Larder Chef, M.J.Leto & W.H.K.Bode  
Garnishes, Lyn Rutherford  
Modern Cookery (Vol-I) For Teaching & Trade Philip E.Thangam  
Professional Baking, Wayne Glasslen  
A Taste of India, Madhur Jaffrey  
Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins  
Prashad , Cooking with Masters, Jiggs Kalra  
Zaika, Sonya Atal Sapru, Harper Collins  
Punjabi Cuisine, Premjit Gill  
Hyderabadi Cuisine, Pratibha Karan, Harper Collins

## **BHM 20. FOOD & BEVERAGE SERVICE OPERATION –II (FBSO – II)**

### **SPIRITS**

- Introduction & Definition
- Production of Spirit
  - Pot-still method
  - Patent still method
  - Production of : Whisky / Rum / Gin / Brandy / Vodka
- Other alcoholic beverages: Absinthe / Ouzo / Aquavit / Silvovitz / Arrack / Fenni / Grappa / Calvados / Cider / Tequilla / Sake / Perry

### **LIQUEURS**

- Definition & History
- Production of Liqueurs
- Names of Liqueurs and country of origin & predominant flavour
- Service

### **COCKTAILS & MIXED DRINKS**

- Definition and History
- Classification
- Recipe, Preparation and Service of Popular Cocktails

### **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
- Opening and closing duties

### **PRACTICAL**

- Service of Spirits (Whisky, Vodka, Rum, Gin, Brandy & Tequila)
- Service of Liqueurs

- Preparation of Cocktails
- Designing and setting the bar for above sub-topics
- Service of Regional Indian Cuisine

### **Reference Books:**

- 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

## **BHM 21. HOUSEKEEPING MANAGEMENT (HKM)**

### **Theory**

#### **1. HOUSEKEEPING BUDGETING**

- Concept & Importance
- The Budget process
- Operational and capital budget
- Housekeeping Room cost
- Housekeeping Expenses'

#### **2. LAUNDRY MANAGEMENT**

- In-house Laundry v/s contract Laundry : merits & demerits
- Layout
- 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
- Laundry detergents
- Care of fabrics of different types, typical fabrics used in hotels

#### **3. CONTRACT CLEANING**

- General
- Complete program
- Special
- Periodic
- Pricing a contract

#### **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

#### **5. PLANNING AND ORGANISING IN THE HOUSE KEEPING DEPARTMENT**

- Area Inventory list
- Frequency schedules
- Performance standards
- Productivity Standards
- Inventory Levels
- Standard Operating Procedures & Manuals
- Job Allocation
- Manpower planning
- Planning duty roster

#### **6. SPECIAL PROVISIONS FOR HANDICAPPED GUESTS**

- Guest room – added features and modifications
- Public Areas : Wash – rooms, restaurants, main entrance etc. added features and modifications

#### **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 specially with Room-service, Maintenance, Telephone, security and front desk

#### **8. ENERGY CONSERVATION METHODS & ECO FRIENDLY CONCEPTS IN HOUSEKEEPING**

#### **9. GLOSSARY OF TERMS (with reference to 5<sup>th</sup> semester syllabus)**

##### **HOUSEKEEPING PRACTICAL – IV (HKP – IV)**

- Laundry equipment handling
- Laundry operations
- Handling different types of fabrics in manual & mechanical laundry
- Special decorations

## **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
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

## **BHM 22. FRONT OFFICE OPERATION – II (FOO - II)**

### **Lobby and Bell Desk Operation**

- Role of lobby managers
- Role of guest relation executive
- Function of bell desk
- Layout and equipment used
- Function of Hospitality desk / Concierge desk
- Handling VIPs
- Staff Organisation, duty rota and work schedule
- Luggage handling procedure
- Bell desk forms and formats
- Car valet operations

### **Front Office cash / Checkout and Settlement**

- Role of the Front desk cashier
- Importance of front office cash
- Duties and responsibilities of front desk cashier
- Checkout and account settlement
- Checkout options
- Unpaid account balances

### **Front Office Accounting**

- Accounting fundamentals
- Hotel credit management (including credit cards)
- Foreign currency awareness and handling procedures
- The guest folio
- Tracking transactions – account allowance
- Internet control – Transcript, cash sheet, cash banks

### **The Night Audit**

- Function of night audit
- Operating model – non-automated. Semi automated
- The night audit process
- Verifying the night audit

### **Guest complaint handling / Problem solving**

- Process, thumb rules
- Common complaints / problems / situations handling
- Role of emotions in situation handling

### **Credit Control**

- Meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/ credit card users
- 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

### **FRONT OFFICE PRACTICAL (FOP)**

- 1) Identification of lobby layout and all equipment
- 2) Role-play of Lobby Manager, Guest Relation Executive, Concierge, Bell Captain and BellBoys. Real Life Situations to be enacted
- 3) Preparation of guest folio. Filling up, accounting and totaling guest folios – semi automated and automated
- 4) Calculating of occupancy percentages
- 5) Making of plan grid and discount grid
- 6) Preparing and filling up of forms and formatted (related to 6<sup>th</sup> semester syllabus)
- 7) Preparation of transcript and night auditors sales
- 8) Computer application of cashiering, night audit and front office accounting – in details. Actual computer lab session on IDS – PMS system.

### **Reference Books:**

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel from 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

## **BHM 23. RESEARCH METHODOLOGY AND QUANTITATIVE ANALYSIS**

### **A.Research Methodology**

#### **Module 1. Introduction to Research Methodology**

Meaning, and purpose of doing research, Applications of research, Problems in conducting research.

#### **Module 2. Research Design**

Research procedure – Research problem, statement of research problems, Hypothesis, Sampling, Sampling methods

### **Module 3. Collection of Primary data**

Research Approach:- Observation, Experiment, Survey,  
Research Instrument:- Questionnaire, Interview Schedule, Mechanical Devices  
Research Techniques:- Scaling Techniques, Testing, Projective Technique,  
Inventory Techniques, Socio-Metric Techniques

### **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.

### **Module 7. Analysis and Interpretation of Data**

Organization of Data - Editing, Coding, Tabulation, Statistical Analysis  
Interpretation, Formulation Of Conclusion And Generalization .

### **Module 8. Research Report**

Report format, Introduction, Literature Review, Methodology, Result And Discussion, Summary And Conclusion, Bibliography, Appendix.

## **B. QUANTITATIVE ANALYSIS**

### **Module 9. Introduction & Scope of Statistics**

Statistical Investigation.

### **Module 10. Graphical Representation of Data**

Tabulation - frequency distributing graphical representation, histograms, frequency polygon, frequency curve.

### **Module 11. Measures of Central Tendency**

Mean, median and mode.

### **Module 12. Measures of Dispersion**

Range, quartile deviation, mean deviation, standard deviation

### **Books For Reference**

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

## **BHM 24. HOSPITALITY MARKETING (HMAR)**

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.

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), 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, Role of employees in service delivery, Recruitment, selection and training of employees, Relationship marketing.

Physical evidence, Employee dress, Aesthetics, Tangible Equipment

Process of service delivery, Steps in service delivery, Level of customer involvement

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)

### **REFERENCE BOOKS:**

1. Services marketing – Zeithl Valerire – 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



**SEMESTER – 5 SYLLABUS**

**OF**

**EIGHT SEMESTER DEGREE**

**IN**

**HOTEL MANAGEMENT &  
CATERING TECHNOLOGY (BHM)**

**5th SEMESTER SYLLABUS**

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

Course Code	Subjects	Hours / Week		Marks & Duration of Exam					
		Theory	Practical	Theory		Duration of Exam	Practical		Duration of Exam
				E	IC		E	IC	
<b>BHM 25</b>	Advanced Food Production - I	4	4	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 26</b>	Advanced Food & Beverage Service - I	4	4	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 27</b>	Front Office Management	4	4	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 28</b>	Hotel Accounting	4		80	20	3 Hrs			
<b>BHM 29</b>	Environmental issues	4		40	10	2 Hrs			
<b>BHM 30</b>	Hotel Law	4		40	10	2 Hrs			
	<b>TOTAL</b>	<b>24</b>	<b>12</b>	<b>440</b>	<b>110</b>		<b>240</b>	<b>60</b>	

Total Marks of University (Theory & Practical) (E)

400 + 240      **640**

In Course (IC)

100 + 60      **170**

**TOTAL MARKS**

**800**

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## **BHM 25. ADVANCED FOOD PRODUCTION– I (AFP –I)**

### **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, Oriental, Mexican, Arabic, Japanese, Thai.

### **CHINESE**

Introduction to Chinese foods, historical background, regional cooking styles, methods of cooking, equipment & utensils

### **LARDER**

#### **Layout & Equipment**

Introduction of larder work, definition, equipment found in the larder, layout of a typical larder with equipment and various sections

#### **Terms & Larder Control**

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

#### **Duties & Responsibilities of the Larder Chef**

Functions of the larder, hierarchy of larder staff, sections of the larder, duties & responsibilities of larder chef

#### **Buffet Preparation**

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

### **CHARCUTIERIE**

#### **Sausage**

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

## **Pates**

Types of pate, pate de foie gras, making of pate, commercial pate and pate maison.  
Truffle – sources, cultivation and uses and types of truffle.

## **Mousse & Mousseline**

Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline

## **Chaud Froid**

Meaning, making of Chaud Froid & precautions to take, types & uses of Chaud Froid

## **Aspic & Gelee**

definition of aspic and gelee, difference between the two, making of aspic and gelee, uses of aspic and gelee

## **Quenelles, Parfaits, Roulades**

Preparation of quenelles, parfaits and roulades

## **SANDWICHES**

Parts of sandwiches, types of bread, types of filling – classification, spreads and garnishes, types of sandwiches, making of sandwiches, storing of sandwiches

## **APPETIZERS & GARNISHES**

Classification of appetizers, examples of appetizers, historic importance of culinary garnishes, explanation of different garnishes, simple vegetable & fruit garnishes for plates

### **FOOD PRODUCTION PRACTICAL-V**

#### **MEDITERRANEAN CUISINE**

<p style="text-align: center;"><b><u>MENU-1</u></b></p> <p>I. AUBERGINE DIP II. PISTOU III. RATATOUILLE IV. CORSICAN BBEF STEW WITH MACRONI V. YELLOW PLUM TART</p>	<p style="text-align: center;"><b><u>MENU-II</u></b></p> <p>I. CROSTINI II. MORACCAN HARIA SOUP III. CHUNKY VEGETABLE PAELLA IV. PAN FRIED CHICKEN V. CHOCOLATE SALAMI</p>	<p style="text-align: center;"><b><u>MENU-III</u></b></p> <p>I. MOPOCAN FISH SALAD II. CRÈME DE VOLAILLE III. VEGETABLE MOUSSAKA IV. CIRCASSIAN CHICKEN V. TIRAMISU</p>
<p style="text-align: center;"><b><u>THAI CUISINE</u></b> <b><u>MENU-IV</u></b></p> <p>I. KHAI DAO (spicy thai salad made with fried egg) II. CHIANG MAI NOODLE SOUP III. GREEN THAI BEEF CURRY WITH THAI AUBERGINES IV. THAI FRIED RICE V. COCONUT PAN CAKE</p>	<p style="text-align: center;"><b><u>CHINESE CUISINE</u></b> <b><u>MENU-V</u></b></p> <p>I. EGG DROP SPINACH SOUP II. STIR FRIED VEGETABLE III. SWEET AND SOUR FISH IV. HAKKA NOODLS V. HONEY COMB MOULD</p>	<p style="text-align: center;"><b><u>ITALIAN CUISINE</u></b> <b><u>MENU-VI</u></b></p> <p>I. MINISTRONE SOUP II. INSALATA DI VERDURE III. PASTA LASAGNA IV. CHICKEN CACCIOATORE V. TORTA DI MELE</p>

<b><u>MENU-VIII</u></b>	<b><u>MEXICAN</u></b>	<b><u>AMERICAN</u></b>
I. CRUDITES PLATTER	<b><u>CUISINE</u></b>	<b><u>CUISINE</u></b>
II. CRÈME DE LEEK	<b><u>MENU-IX</u></b>	<b><u>MENU-X</u></b>
III. CHICKEN CHASSEUR	I. CRÈME CAROTE SOUP	I. CHOWDER SOUP
IV. RIZ AU BUREE	II. MEXICAN BEAN STEW	II. TIVOLI SALD
V. TENDER COCONUT SOUFFLE	III. CHICKEN FAJITHAS	III. BEEF WELINGTON
	IV. CALDOSO WITH CHAMPAIGNON	IV. PINEAPPLE FRIED RICE
	V. FLAN MEXICANA	V. CINNAMON PUMPKIN MUFFINS

**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

**BHM 26. ADVANCED FOOD & BEVERAGE SERVICE –I (AFBS – I)**

**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
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Menu planning
- Constraints of menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery, Glassware, steel or silver etc.
- Suppliers & manufacturers
- Approximate cost

- Planning Décor, furnishing fixture etc.

## **F & B STAFF ORGANISATION**

- Categories of staff
- Hierarchy
- Job description and specification
- Duty roaster

## **Other Catering Operations**

- Off- Premises Catering
- Hospital Catering
- Industrial & Institutional Catering
- Airline & Railway catering
- Home Delivery
- Take aways

## **FUNCTION CATERING**

### **BANQUETS**

- History
- Types
- Organisation of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus

### **BANQUET PROTOCOL**

- Space Area requirement
- Table plans/arrangement
- Misc-en-place
- Service
- Toasting

### **INFORMAL BANQUET**

- Réception
- Cocktail parties
- Convention
- Seminar
- Exhibition
- Fashion shows
- Trade Fair
- Wedding
- Outdoor catering

### **BUFFETS**

- A. Introduction
- B. Factors to plan buffets

- C. Area requirement
- D. Planning and organisation
- E. Sequence of food
- F. Menu planning
- G. Types of Buffet
- H. Display
- I. Sit down
- J. Fork, Finger, Cold Buffet
- K. Breakfast Buffets
- L. Equipment
- M. Supplies
- N. Check list

### **ADVANCED FOOD & BEVERAGE SERVICE Practical –I (AFBP – I)**

Making of Duty Roster and writing job description & specification  
 Calculation of Space for Banquets, Banquet Menu & Service  
 Setting of various types of Buffet

#### **Reference Books:**

- 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

### **BHM 27. FRONT OFFICE MANAGEMENT (FOM)**

#### **Yield Management**

- Introduction and concept
- Differential rates
- Booking horizons
- Forecasting bookings

- Reacting variations in demand in order to maximize yield
- Statistical representations – threshold curves
- Displacement
- Concept and usage of revenue management

### **Accommodation Management Aspects**

- Tariff decisions
- Cost and pricing – Hubbart formula
- Marginal or contribution pricing
- Market pricing
- Inclusive / non inclusive rates
- Control – verification, night audit, computerized control systems, occupancy and revenue reports,
- Daily Front Office reports and statistics and its analysis
- Budgeting : Forecasting room availability/room revenue, expenses
- Staffing – Personnel Management aspects.
- Equipments – Management and maintenance.

### **Hotel Sales**

- Selling Concept
- Selling models, plan, sales call, closing the call
- Internal / In-house sales promotion, merchandising
- Direct sales – travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and telephone selling letters

### **FRONT OFFICE PRACTICAL (FOP- IV)**

- 2) Yield management calculations. Preparing statistical data based on actual calculations
- 3) Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet
- 4) Preparation of sales letters, brochure, tariff cards and other sales documents
- 5) Internet practice in computer lab to activate the IRS and GDS skills in students
- 6) Computer proficiencies in all hotel computer applications – actual computer lab hours

### **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



## **BHM 28. HOTEL ACCOUNTING**

### **Rational:**

Application and use of accounting and costing

Principles and Techniques in the Hospitality Industry

Emphasis mainly based on the practical solution approach in the day-to-day situation

### **Objectives:**

The students should be able to prepare financial statements in accordance with uniform system of accounts for hotels.

An approach to internal control of the operation of the hotel could be developed.

### **Uniform system of Accounts for Hotels**

- Introduction to Uniform system of account
- Contents of income statement
- Practical problems
- Contents of the Balance Sheet (Under uniform system)
- Practical problems
- Department Income Statements and expense statements
- Practical problems

### **Internal Control**

- Definition and objectives of Internal Control
- Characteristics of Internal Control
- Implementation and Review of Internal Control

### **Internal Audit and Statutory Audit**

- An introduction to Internal and Statutory Audit
- Distinction between Internal Audit and Statutory Audit
- Implementation and Review of internal audit

### **BUDGETARY CONTROL**

- Define Budget
- Define Budgetary Control
- Objectives
- Frame Work
- Key Factors
- Types of Budget
- Budgetary Control

### **VARIANCE ANALYSIS**

- Standard Cost
- Standard Costing
- Cost Variances
- Material Variances
- Labour Variances
- Overhead Variance

- Fixed Overhead Variance
- Sales Variance
- Profit Variance

### **BREAKEVEN ANALYSIS**

- Breakeven Chart
- P V Ratio
- Contribution
- Marginal Cost
- Graphs

### **Mechanized Accounting**

- Advantages and disadvantages
- Various machines in Hospitality Industry
- Computer packages for Hotel Accounting Tally

## **BHM 29. ENVIRONMENTAL ISSUES**

### 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.

### 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.

### 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 Earthquake, cyclone and landslides.

### Module IV

Social Issues and the Environment: From Unsustainable to Sustainable development- Urban problems related to energy- Water conservation, rain water harvesting, 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 (Prevention and control of Pollution) Act- Wildlife Protection Act- Forest Conservation Act.

## Module V

Human Population and the Environment - Population growth - variation among nations - Population Explosion - Environment and Human Health - Human rights

### **Books Recommended**

1. Ecology and Economics - Ramprasad Sengupta - Oxford
2. Environmental Economics - an Indian perspective - Rabindra N Bhattaria - Oxford
3. Bharucha Erach, 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).
- 8 Survey of the Environment, The Hindu (M).

### **BHM 30. Hotel LAW**

#### **1. INKEEPERS LAW**

The rights and liability of innkeeper- legal procedure for nonpayment by guest and travelers- Disciplinary action against employees and child labour act 1986-

Statutory welfare measures to hotel employees

#### **2. INDUSTRIAL LEGISLATION**

Factories act, payment of wages act, industrial disputes act, apprentices act, provident fund act, trade unions act. Kinds of strike and issues related strike.

#### **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 labeling of food. Restrictions on advertisement and prohibition as to unfair trade practices. Offences and penalties.

#### **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

Fire and safety licences, foreign exchange licences and Health club licences.

#### **5. LIQUOR LEGISLATION**

Liquor legislation its role. Types of liquor licences needs for hotel industry- rules for serving liquor in permitted premises.

#### **6. SHOPS AND ESTABLISHMENT ACT**

Introduction-commercial establishment- employer-employee-registration-daily and weekly

Working hours-duty timing-wages and leave

#### **7. CONSUMER PROTECTION ACT**

Consumer protection councils- consumer rights- procedure for redressal of grievances

#### **8. THE INDIAN CONTRACT ACT**

Definition of Indian contract-essentials of contract-classification of contracts – voidable contract – contract – illegal agreement – express contract – implied contract - executed contract – executor contract. Minor’s agreement – minor’s liability for necessities.

Contract with person of unsound mind. Mistake of law-mistake of fact-their effect-bilateral and lateral. Mistakes – misrepresentations – fraud – undue influence – coercion – their effects – consideration or object – when lawful agreement opposed to public policy attempted performance or tender essentials of a valid tender time as the essence of contract.

By performance – by impossibility – lapse of time – by operation of law – by breach of contract.

#### **9.GUEST REGISTRATION ACT**

Rooms booking rules in hotel –necessary of C form in hotels. The package travel and its registration.

#### **Books:**

1. Mercantile law – N. D. Kapoor
2. Mercantile law- S.P. Iyengar
3. Principles of Business Law – Aswathappa .K
4. Business Law – M. C .Kuchal

5. Bare Acts of respective legislation
6. Shops and Establishments Act.
7. Sujatha law series- Indian Contract Act-1872
8. Law relating Indian contract act-1872 –M.L Bhargava
9. Consumer Protection Act -1986 Krishnan Keshav
10. Commentary on the prevention of FOOD ADULTERATION Act-1954
11. Central&State Rules( Food Safety& Standards Act 2006- Seth & Kapoor

**SEMESTER – 6 SYLLABUS**

**OF**

**EIGHT SEMESTER DEGREE**

**IN**

**HOTEL MANAGEMENT &  
CATERING TECHNOLOGY (BHM)**

**6th SEMESTER SYLLABUS**  
**BACHELOR OF HOTEL MANAGEMENT & CATERING**  
**TECHNOLOGY (BHM)**  
**KERALA UNIVERSITY PROPOSED SYLLABUS**  
**ENDING EXAM SCHEME**

Course Code	Subjects	Marks & Duration of Exam		
		Duration of exam	Training Report	Viva
	<b>Industrial Exposure Training</b> IET Report with 4 core areas of the hotel (i.e. Food Production, F&B service, Front Office & Housekeeping with auxiliary departments)			
BHM 31	IET – Food Production	2 hrs	125	50
BHM 32	IET – Food & Beverage Service	2 hrs	125	50
BHM 33	IET – House keeping	2 hrs	125	50
BHM 34	IET – Front Office	2 hrs	125	50

Total Marks of University( Training Report + Viva)      **500 +  
200 =  
700**

## **6<sup>TH</sup> SEMESTER - 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

**SEMESTER – 7 SYLLABUS**

**OF**

**EIGHT SEMESTER DEGREE**

**IN**

**HOTEL MANAGEMENT &  
CATERING TECHNOLOGY (BHM)**

**7th SEMESTER SYLLABUS**

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

Course Code	Subjects	Hours / Week		Marks & Duration of Exam					
		Theory	Practical	Theory		Duration of Exam	Practical		Duration of Exam
				E	IC		E	IC	
<b>BHM 35</b>	Advanced Food Production – II	4	3	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 36</b>	Advanced Food & Beverage Service – II	4	3	80	20	3 Hrs	80	20	4 Hrs
<b>BHM 37</b>	Personality Development	4	2	40	10	2 Hrs	40	10	2Hrs
<b>BHM 38</b>	Human Resource Management	4		40	10	2 Hrs			
<b>BHM 39</b>	Food Safety & Quality Control	4		40	10	2 Hrs			
<b>BHM 40</b>	Food & Beverage Control	4		80	20	3 Hrs			
<b>BHM 41</b>	Hospitality Research Project		4	150 (Report)	50(Viva voce)				
	<b>TOTAL</b>	<b>24</b>	<b>12</b>	<b>510</b>	<b>140</b>		<b>160</b>	<b>40</b>	

Total Marks of University (Theory & Practical) (E)

510 + 160

**670**

In Course (IC)

140 + 40

**180**

**TOTAL MARKS**

**850**

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## **BHM 35. ADVANCED FOOD PRODUCTION– II (AFP –II)**

### **PRODUCTION MANAGEMENT**

Kitchen organisation, allocation of work-job description, duty rosters, production planning, production scheduling, production quality & quantity control, forecasting budgeting, yield management

### **PRODUCT & RESEARCH DEVELOPMENT**

Testing new equipment, developing new recipes, food trails, organoleptic & sensory evaluation, HACCP

### **Cook chill systems**

Purpose of chilling food, cook chill process, finishing kitchens, distribution of cook chill and types of containers to preserve food.

### **Cook freeze system**

Preparation of food for freezing, storage of frozen food, transport of frozen food, reheating of frozen or cooked food. Advantages of cook freeze over cook chill.

### **USE OF WINE AND HERBS IN COOKING**

Ideal uses of wine in cooking, classification of herbs, ideal uses of herbs in cooking

### **NON EDIBLE DISPLAYS**

Ice carvings, tallow sculpture, fruit & vegetable displays, salt dough, pastillage, jelly logo, thermacol work

### **BAKERY & CONFECTIONERY**

#### **Icings & Toppings**

Varieties of icings, using of icings, difference between icings & toppings, recipes

#### **Frozen Desserts**

Types and classification of frozen desserts, ice-creams – definitions, methods of preparation, additives and preservatives used in ice-cream manufacture

#### **Meringues**

Making of meringues, factors affecting the stability, cooking meringues, types of meringues, uses of meringues

#### **Bread Making**

Different kinds of international breads

#### **Chocolate**

History, sources, manufacture & processing of chocolate, types of chocolate, tempering of chocolate, cocoa butter, white chocolate and its applications

**FOOD PRODUCTION PRACTICAL -VII**

<p><b><u>MENU-I</u></b></p> <p>I. GENOISE SPONGE            II. BUTTER CAKE            III. PRESS COOKIES            IV. DOUGH NUTS</p>	<p><b><u>MENU-II</u></b></p> <p>I. VEG PUFFS            II. TORTA DI APPLE CAKE            III. PANATONI BREAD            IV. BREAD LOAF</p>	<p><b><u>MENU - III</u></b></p> <p>I. CHOCOLATE BUTTER CAKE            II. SWISS ROLL            III. WARM CHOCOLATE PUDDING            IV. BABA AU RHUM            V. VANNILA ICE CREAM</p>
<p><b><u>MENU - IV</u></b></p> <p>I. CHOCOLATE ECLAIRS            II. CHRISTMAS FRUIT CAKE            III. TURKISH DELIGHT CREAM            IV. WEDDING CAKE            V. ICEING PREPARTION</p>	<p><b><u>MENU - V</u></b></p> <p>I. CHOCOLATE MADELINES            II. ALMOND ANISE BISCOTTI            III. CHOCOLATE SOUFFLE            IV. CHEESE CAKE            V. FRUIT PARFAIT</p>	<p><b><u>MENU – VI</u></b></p> <p>I. LEMON MERINGUE PIE            II. VEG BURGER            III. CHICKEN PIZZA            IV. EGG PUFFS            V. SANDWICH BREAD</p>
<p><b><u>MENU - VII</u></b></p> <p>I. CHOCOLATE – BANANA PUDDING PARFAITS            II. MASALA BISCUITS            III. FOCACCIA BREAD            IV. PASTRY(PLAIN)            V. PASTRY SAUCES</p>	<p><b><u>MENU - VIII</u></b></p> <p>I. COCKTAIL PARFAITS            II. APPLE PIE            III. BLACK FOREST CAKE            IV. DILKUSH            V. FRUIT JELLY</p>	<p><b><u>MENU – IX</u></b></p> <p>I. LEMON MERINGUE PARFAITS            II. BIRTHDAY CAKE            III. GARLIC BREAD            IV. FRUIT MUFFINS            V. CHOCOLATE ECLAIRS</p>
<p><b><u>MENU – X</u></b></p> <p>I. CHICKEN VOL’AU VENT            II. NAN KATTAI            III. ORANGE CHIFFON CAKE            IV. CHICKEN PUFFS            V. DANISH PASTRY</p>		

**Books recommended:**

The Professional Pastry Chef, Friberg  
 The Wilton Ways of Cake Decorations, Hamlyn Publishing  
 Chocolate, Carolyn Humphries  
 International Cook Book, Cavendish House  
 Time – Life Series – The Cooking of Various countries

## **BHM 36. ADVANCED FOOD & BEVERAGE SERVICE –II (AFBS – II)**

### **MANAGING F&B OUTLET**

- Supervisory skills
- Developing efficiency
- Standard Operating Procedure

### **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

### **KITCHEN STEWARDING**

- Importance
- Opportunities in kitchen stewarding
- Record maintaining
- Machine used for cleaning and polishing
- Inventory

## **ADVANCED FOOD & BEVERAGE SERVICE Practical – II (AFBSP – II)**

- Supervising F&B outlets
- Preparing items on Gueridon trolley
- Using and Operating Machines

### **Reference Books:**

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

## **BHM 37. PERSONALITY DEVELOPMENT**

### **Personality Profile**

Personality and self-concept, Elements of Personality, Determinants of Personality, causes of deranged Personality, Personality Analysis.

### **Personality Enrichment**

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body Language –use and misuse, Art of good Conversation, Art of Intelligent Listening.

### **Stress management**

Meaning, purpose, techniques.

### **Personality Development Strategies**

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business.

### **Interpersonal Skills**

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc. at work place

### **Group Discussion**

Team behaviour, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression

### **Telephone conversation**

Thumb rules, voice modulation, tone, do's & don'ts, manners and accent.

## **PERSONALITY DEVELOPMENT PRACTICAL**

- One of the objectives of this module is to prepare the students for the Campus / Off-campus recruitments which are likely to take place during the VIII Semester.
- Basic concept of Recruitment and Selection: Intent and purpose, selection procedure, types of interviews.
- Preparing for interviews: Self planning, writing winning resume, knowledge of company profiles, academic and professional knowledge review, update on current affairs and possible questions.
- Facing an interview panel: Time-keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self-introduction, panel addressing, mental frame-work during interviews.
- Mock Interview
- Presentation skills, seminal skills and leadership role plays
- Conducting I participating - meeting, objective I agenda orientation, clarity of thought and its expression, pre-preparation, conduct during meeting and making minutes.

**Reference Books:**

- a. Personal Management and Human Resources By: C.S.Venkata Ratanam and B.K.Srivastava Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
- b. Human Behaviour at Work By: Keith Davis Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
- c. I'm OK, You're OK By: Thomas A. Harris Published By: Pan Books, London and Sydney
- d. Pleasure of your Company By: Ranjana Salgaocar Published By: Pyramid Publishers, Goa
- e. How to get the job you want By: Arun Agarwal, Published By: Vision Books, New Delhi
- f. Get That Job, Rohit Anand & Sanjeev Bikhachandani, Harper Collins

**BHM 38. HUMAN RESOURCE MANAGEMENT ( HRM)**

- Evolution, Role and Status of Human Resource Management in India – Structure and Function of Human Resource Management .
- Manpower Planning – Concept, Organisation and Practice, Manpower Planning Techniques – Short-Term and Long-Term Planning.
- Recruitment and Selection – Job Analysis – Description – Job Specification – Selection Process – Tests and Interviews – Placements and Induction.
- Performance Appraisal – Purpose – Factors Affecting Performance Appraisal – Methods and systems of Performance Appraisal.
- Training and Development – Need and Importance – Assessment of Training Needs – Training And Development of Various Categories of Personnel.
- Career Planning and Development – Promotion and Transfers – Retirement and other Separation Process.
- Wages and Salary Administration – Development Sound Compensation Structure, Direct & Indirect costs, Fringe benefits, CTC (Cost to company) concept and its implications.
- Grievance Handling and Discipline – Development Grievance Handling Systems – Collective Bargaining –Managing Conflicts.

**Reference Books:**

1. Arun Monappa & S. Saiyuddain: Personal Management, Tata McGraw Hill.
2. Pramod Verma: Personnel Management in Indian Organisations.
3. Edwin b. Flippo: Personnel Management, McGraw Hill.

**BHM 39. FOOD SAFETY AND QUALITY CONTROL****Module I**

**Introduction to Food Safety:** Food Hazards & Risks, Contaminants and Food Hygiene, Quality control



## **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, vineager

## **Module III**

**Food borne diseases:** Food poisoning, Food infections, common diseases caused by food borne pathogens, preventive measures.

## **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

## **Module V**

**Food adulteration:** Definition of adulterated food, Common adulterants in different foods, Detection of food adulterants

## **Module VI**

**Food additives:** Classification of additives & its role

## **Module VII**

**Food standards:** The need for food 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

## **Module VIII**

**Quality Assurance:** HACCP, Need, Origin, Principles, terminology, steps / stages, benefits

## **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

## **Module X**

Selection and storage of perishable & non-perishable food

## **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

## **BHM 40 FOOD & BEVERAGE CONTROLS (FBC)**

### **FOOD COST CONTROL**

- Introduction to Cost Control
- Define Cost Control
- The Objectives and Advantages of Cost Control
- Control
- Basic costing
- Food costing

### **FOOD CONTROL CYCLE**

- Purchasing Control
- Aims of Purchasing Policy
- Job Description of Purchase
- Manager/Personnel
- 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
- Sources of Supply
- Purchasing by Contract
- Periodical Purchasing
- Open Market Purchasing
- Standing Order Purchasing
- Centralised Purchasing
- Methods of Purchasing in Hotels
- Purchase Order Forms
- Ordering Cost
- Carrying Cost
- Economic Order Quantity
- Practical Problems

### **RECEIVING CONTROL**

- Aims of Receiving
- Job Description of Receiving
- Clerk/Personnel
- Equipment required for receiving
- Documents by the Supplier (including format)

- Delivery Notes
- Bills/Invoices
- Credit Notes
- Statements
- Records maintained in the Receiving Department
- Goods Received Book
- Daily Receiving Report
- Meat Tags
- Receiving Procedure
- Blind Receiving
- Assessing the performance and efficiency of receiving department
- Frauds in the Receiving Department
- Hygiene and cleanliness of area

### **STORING & ISSUING CONTROL**

- Storing Control
- Aims of Store Control
- Job Description of Food Store Room
- Clerk/personnel
- Storing Control
- Conditions of facilities and equipment
- Arrangements of Food
- Location of Storage Facilities
- Security
- Stock Control
- Two types of foods received – direct stores (Perishables/non-perishables)
- Stock Records Maintained Bin Cards (Stock Record Cards/Books)
- Issuing Control
- Requisitions
- Transfer Notes
- Perpetual Inventory Method
- Monthly Inventory/Stock Taking
- Pricing of Commodities
- Stock taking and comparison of actual physical inventory and Book value
- Stock levels
- Practical Problems
- Hygiene & Cleanliness of area

### **PRODUCTION CONTROL**

- Aims and Objectives
- Forecasting
- Fixing of Standards
  - Definition of standards (Quality & Quantity)

- Standard Recipe (Definition, Objectives and various tests)
- Standard Portion Size (Definition, Objectives and equipment used)
- Standard Portion Cost (Objectives & Cost Cards)
- Computation of staff meals

### **SALES CONTROL**

- Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price
- Matching costs with sales
- Billing procedure – cash and credit sales
- Cashier's Sales summary sheet

### **SUGGESTED TEXT BOOKS & REFERENCES**

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
4. Food & Beverage Operation – Cost Control & Systems Management,  
Charles Levinson, Prentice Hall

### **BHM 41. HOSPITALITY RESEARCH PROJECT**

The student will have to undertake a research project on any topics from Hotel Management & Catering Technology 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**

Cover page, Certificate, Declaration, Acknowledgement, List Of Contents, List Of Tables, List Of Figures, List Of Appendices-

- Chapter I - Introduction 3-5 pages
- Chapter II - Review of literature- (minimum of 50 references and 10 related references of similar studies) 40-50 pages
- Chapter III- Methodology (clear and feasible) 5-8 pages
- Chapter IV- Result and Discussion- 60-70 pages
- Chapter V- Summary and conclusion 5-8 pages

Bibliography, Appendices- Annexure and Exhibits

### **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 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.

### **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.

**SEMESTER – 8 SYLLABUS**

**OF**

**EIGHT SEMESTER DEGREE**

**IN**

**HOTEL MANAGEMENT &  
CATERING TECHNOLOGY (BHM)**





## **BHM 42. FOOD & BEVERAGE MANAGEMENT**

### **COST DYNAMICS**

- Elements of Cost
- Classification of Cost

### **SALES CONCEPTS**

- Various Sales Concept
- Uses of Sales Concept

### **INVENTORY CONTROL**

- Importance
- Objective
- Method
- Levels and Technique
- Perpetual Inventory
- Monthly Inventory
- Pricing of Commodities
- Comparison of Physical and Perpetual

Inventory

### **BEVERAGE CONTROL**

- Purchasing
- Receiving
- Storing
- Issuing
- Production Control
- Standard Recipe
- Standard Portion Size
- Bar Frauds
- Books maintained
- Beverage Control

### **SALES CONTROL**

- Procedure of Cash Control
- Machine System
- ECR
- NCR
- Preset Machines
- POS
- Reports
- Thefts
- Cash Handling

### **MENU MERCHANDISING**

- Menu Control
- Menu Structure

- Planning
- Pricing of Menus
- Types of Menus
- Menu as Marketing Tool
- Layout
- Constraints of Menu Planning

### **MENU ENGINEERING**

- Definition and Objectives
- Methods
- Advantages
- Problems & Solutions

### **MIS**

- Reports
- Calculation of actual cost
- Daily Food Cost
- Monthly Food Cost
- Statistical Revenue Reports
- Cumulative and non-cumulative

### **SWOT Analysis**

## **BHM 43. TOURISM & HOSPITALITY MANAGEMENT**

### **HOSPITALITY INDUSTRY – A PROFILE**

Meaning & definition, Historical evolution & development, Hospitality as an industry, Complimentary role with other industries, Contribution to Indian and global economy.

### **HOSPITALITY PRODUCTS & SERVICES**

Hospitality accommodation, Food & Beverage facilities, Ancillary services, Support services, Hospitality Organisations.

### **HOSPITALITY DISTRIBUTION CHANNELS**

Meaning & definition, Functions & levels of distribution channels, Major hospitality distribution channels – Travel agents, Tour operators, Consortia and reservation system, Global Distribution System (GDS), Internet.

### **CURRENT SCENARIO**

Major players in the industry – India and worldwide, present trends in industry, emerging markets, role of support services and infrastructure, impact of international and national events, present scenario and future projections of HR issues and technology in industry.

### **Suggested Text Books & References**

1. Hotels for Tourism Development, Dr. J.M.S. Negi  
Metropolitan Book Co. (P) Ltd., New Delhi.

2. Dynamics of Tourism, R.N. Kaul  
Sterling Publishing Pvt. Ltd., New Delhi.
3. International Tourism, A.K. Bhatia  
Sterling Publishing Pvt. Ltd., New Delhi
4. Hotel Front Office Management, James A. Bardi  
Van Nostrand Reinholdn New York.
5. Marketing Management, Philip Kotler  
Prentice-Hall of India, New Delhi.
6. Marketing Leadership in Hospitality  
Robert Lewis & Richard Chambers, VNR.

### **BHM 44. MANAGERIAL ECONIOMICS**

#### **Introduction**

- Definition and scope
- Managerial Economics - Scarcity and Choice
- Objectives and, Constraints
- Decision Process
- Basic Principles
- Production Possibility Curve
- Choice of Techniques

#### **Demand Curve Analysis**

- Meaning of Demand
- Types of Demand
- Determinants of Demand
- Demand Functions, law of Demand
- Demand Elasticity
- Methods of measuring Elasticity of Demand
- Demand Forecasting, with special reference to hotel industry
- Mathematical Application

#### **Supply Analysis**

- Law of Supply, Types of Elasticity of supply and measurement
- Practical Problems, Equilibrium of Supply and Demand

#### **Cost Analysis**

- Cost Concepts, Economic Cost, Explicit and Implicit Cost, Opportunity Cost, Historical and Replacement Cost, incremental and Sunk Cost, Fixed and

Variable Cost, Separable and Common Cost, Private and Social Cost.  
Total, Average and Marginal Cost, long Run and Short Run Cost.

- Economics of Scale
- Diseconomies of Scale

### **Revenue Analysis**

- Law of Returns
- Law of variable proportions
- Marginal revenue, average revenue, equilibrium output and price

### **Market and Market Forms**

- Definition and classification of market
- Perfect and imperfect Markets
- Market Forms
- Pure Competition
- Perfect Competition
- Imperfect Competition - monopolistic competition – oligopoly & duopoly

### **Pricing in Practice**

- Pricing Objectives
- Determinants of Price
- Pricing Methods
  - Cost based
  - Competition Based
  - Demand Based
  - Strategy Based

### **Inflation**

Causes of inflation - measures to control inflation Fiscal and monetary policies

### **Reference Books**

- 1) D. Gopalakrishna - A Study in Managerial Economics Himalaya Publishing House, Mumbai, Delhi, Nagpur
- 2) S. Gupta \_ Managerial Economics - Tata McGraw-Hill Publishing Company Ltd., New Delhi.
- 3) V. L Mote, Samuel Paul, G. S. Gupta - Managerial Economics Concepts and Cases \_ Tata McGraw - Hill Publishing Company Ltd., New Delhi.
- 4) K. K Deweti. J. D. Varma - Elementary Economic Theory - S. Chand Company Pvt Ltd., Ram Nagar, New Delhi.

## **BHM-45. FAST FOOD CHAIN MANAGEMENT**

### **Module 1**

#### **Introduction to fast food chain**

- History
- Globalization
- Concept & formulation
- Cost factor
- F&B merchandising

### **Module 2**

#### **World of Fast food chain**

- Cuisine Variants
- Street vendors
- Jobs & labour issues
- Health issues

### **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

### **Module 4**

#### **Outlet management**

- Outlet design & décor
- Children play area
- Event management

## **BHM 46. OPEN ELECTIVE**

### **A. EVENT MANAGEMENT & PUBLIC RELATIONS**

### **B. HOSPITALITY MANAGEMENT IN AVIATION & CRUISE LINES**

#### **A.EVENT MANAGEMENT & PUBLIC RELATION**

##### **Module I**

Why Event Management, Requirement of Event Manager, Analyzing the events, Scope of the Event, Decision-makers, Technical Staff, Developing Record-Keeping Systems, Establishing Policies & Procedures

##### **Module – II**

Preparing a Planning Schedule, Organizing Tasks, Assigning Responsibility, and Communicating, Using the Schedule Properly, The Budget, Overall Planning tips, Checklists, Expert Resources, Computer Software Required.

### **Module – III**

Who are the people on the Event, Locating People, Clarifying Roles, Developing content Guidelines, Participant Tips, Reference Checks, Requirement Forms, Introduction, Fees & Honorariums, Expense Reimbursement, Travel Arrangements, Worksheets.

### **Module – IV**

Types of Events, Roles & Responsibilities of Event Management in Different Events, Scope of the Work, Approach towards Events, MICE concept

### **Module – V**

Introduction to PR – Concept, Nature, Importance, Steps, Limitations, Objectives  
Media – Types of Media, Media relations, Media Management PR strategy and planning – identifying right PR strategy, Brain Storming sessions, Event organization, writing for PR

### **REFERENCE BOOKS**

1. Event Management: A Blooming Industry and an Eventful Career by Devesh Kishore, Ganga Sagar Singh - Har-anand Publications Pvt. Ltd. -
2. Event Management by Swarup K. Goyal - Adhyayan Publisher - 2009
3. Event Management & Public Relations by Savita Mohan - Enkay Publishing House

## **B.HOSPITALITY MANAGEMENT IN AVIATION & CRUISE LINES**

### **Common Aviation**

Aviation history, Aviation organizations, Aviations terminology, Aviation geography, Time zones and time calculation, Aircraft familiarization and air craft familiarization, Travel documents, Customs and currencies, Phonetic codes.

### **Cabin Crew**

Cabin crew profession, Crew member training, Passenger handling, Duties after landing, Flight evaluation, passenger with special needs, Food and beverage service on board.

### **Air ticketing and reservations**

The reservation system, Effective methods of reservations, ticketing procedures

### **First Aid**

First aid – General, Shock and fainting, Bleeding and wounds, Fractures/ Sprain etc., Burns, Choking, respiratory problems

## **Relevance of Hospitality**

Importance of front office, relevance of F&B management and service in the airline sector.

## **Cruise lines**

### **Introduction to cruise line industry**

History of the cruise line industry and evolution of the new trends, Identify key cruise brands and how they differ, Factors deciding a successful and memorable cruise experience.

### **Cruise terminology and hierarchy**

Identify cruise industry terms and meanings, Organizational structure in a cruise line, Identify the various roles of ship officers, Understand and discuss the various departments on board and their co-operative work culture.

### **Living and working on board**

Identify the difference between land and ship life, Outline the disciplinary procedure, important rules and regulations on board and why they are important.

### **Hotel departments in a cruise line and how they function**

Front office, Housekeeping, food production and F& B service

**Logistics, Itinerary management, fire safety on board, coast guard inspection**

## **BHM 47. PROFESSIONAL ELECTIVE - I**

### **A.TIME SHARE AND CONDOMINIUM MANAGEMENT**

### **B.HEALTH AND NUTRITION**

### **C.ORGANISATION BEHAVIOUR**

#### **A. TIME SHARE AND CONDOMINIUM MANAGEMENT**

#### **Timeshare Management- Part-A**

##### **MODULE 1**

Introduction, History, Industry-Scope of the industry, Legislation, Methods of use-Exchanging timeshares, Varieties-Deeded versus right to use, Fixed week ownership, Floating, Rotating, Vacation clubs, Points programs

##### **MODULE 2**

Types and sizes of accommodations, Critique of timeshare concept, Secondary market- Timeshare resales, Timeshare rentals



## **Condominium Management- Part-B**

### **MODULE 3**

Introduction, Definition, Non-residential condominiums

### **MODULE 4**

Condominium concept in different countries - United States, Canada, Denmark, India, Singapore, Anstralia

### **MODULE 5**

Apartment, Car condo, Common hold, Condo conversion, Dockominium, Housing cooperative. Condop Difference between time share & condominium management  
Example of Time share & Condominium hotels in India & International

### **Reference Books**

1. Law of condominium operation - by Poliakoff
2. Condominium development guide- by Warren, Gorham & Lamont
3. Managing front office operations - by Kasavana & Books

M

## **B. HEALTH AND NUTRITION**

### **Module 1**

Health and Disease: Concept of health - Dimensions and indicators of health. Concept of disease - cause and control of disease. Communicable and non-communicable diseases.

### **Module 2**

Food Toxins: Naturally occurring Toxicants in food.

### **Module 3**

Dietary Modifications: For infants, pre-school children. school going children  
adolescence, adults, expectant and nursing mothers, geriatrics.

### **Module 4**

Diet Therapy: Liquid diet, soft diet, Bland diet, Diet during (1) Peptic Ulcer (2) Tuberculosis (3) Typhoid (4) PEM (5) Anemia (6) Diabetes Mellitus (7) Hepatitis (8) Nephritis (9) Atherosclerosis (10) Hypertension (11) Allergy (12) Obesity

### **Module 5**

Alcohol and Drug Dependence: Consequences to vital organs caused by alcohol, tobacco and other dependence producing drugs. Symptoms of drug addiction, treatment and rehabilitation.

### **Module 6**

Basic First Aid: First aid kit. First aid given during drowning, electric shock, animal / insect bite, injuries, heat stroke, sprains and fractures.

### **Module 7**

National and International Agencies Concerned with Health and Nutrition:

WHO, UNICEF, FAG, UNRRA,ICMR, NIN. CFTRI, CSWB. SSWB.

### **References:**

1. Park's Textbook of Preventive and Social Medicine, Banarsidas Bhanot Publishers Jabalpur.
- 2.Chave S.P.V, Oxford Textbook of Public Health, Oxford University Press.
- 3.Anderson and Langton, Health Principles and Practices, C. V. Mosby.
- 4.B. Srilakshmi, Dietetics. New Age International (P) Ltd .. New Delhi.
- 5.Banji S, Textbook of Human Nutrition, Oxford & JBH Publishing Co. Pvt Ltd., New Delhi.
- 6.Anna K. Joshna, Microbiology, Popular Book Depot, Madras.
- 7.McLaren, Nutrition in the Community
- 8.Paul Metal, Core Concepts in Health, Mayfield Publishing Co., California.
- 9.Robinson C. H., Normal and Therapeutic Nutrition, MacMillan Publishing Co, New York.
- 10.NHO Technical Report Series.
- 11.Antia F P Clinical Dietetics and Nutrition ~ Oxford University Press, Murnbar.

### **C. Organizational Behaviour (OB)**

O.B. – Definition, relevance and scope

#### FOUNDATIONS OF INDIVIDUAL BEHAVIOUR

Environment, personal, organizational and psychological factors, Personality, perception, attitudes, learning

#### MOTIVATION

Nature, important theories-Maslow, Herzberg, equity and expectancy

#### FOUNDATION OF GROUP BEHAVIOUR

Group dynamics, group formation, group tasks, group decision making

#### CONFLICT

Reasons and ways of overcoming conflict

#### ORGANIZATIONAL CHANGE

Resistance to change and ways of overcoming the resistance

#### ORGANIZATIONAL CULTURE

How created and sustained

#### REFERENCE BOOKS:

Stephen P Robbins; Essential of Organisational Behaviour, New Delhi, Prentice Hall of India

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

Umashkaran; Organisational Behaviour, New Delhi, Tata McGraw Hill Publishing House

Arun Monappa; Personnel Management, New Delhi, Tata McGraw Hill Publishing company

Subha Rao P; Human Resource Management, Bombay Himalaya Publishing

## **BHM 48. PROFESSIONAL ELECTIVE – II**

### **A .PROFESSIONAL INDUSTRIAL TRAINING**

#### **B.INDIAN CLASSICAL CUISINE**

#### **C. INDUSTRIAL CATERING**

### **A.PROFESSIONAL INDUSTRIAL TRAINING**

One Month training to hotels in the department of specialisation.

The students are supposed to submit a report of the training

### **B. INDIAN CLASSICAL CUISINE**

#### **Module 1: Introduction to Indian cuisine**

- History of Indian cuisine
- Religion & foreign influence in Indian cuisines
- Geographical influence in regional food habits

#### **Module 2:Classical cuisines India**

- 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.

#### **Module 3:Influence of Indian classical cuisines to the world community**

#### **Books Recommended**

Front office operations & management, Ahmed Ismail

Hotel convention sales, services & operations, Pat Golden-Romero

Event management: For tourism, cultural, business & sporting events, Lynn Van Der Wagen

Resorts management & operations, Robert Christie Mill, Ph.D

Club management in Australia: Administration, operations & gaming, Nerilee Hing, Helen Breen, Paul Weeks

Catering sales & convention service, Ahmed Ismail

Hospitality & catering: A closer look, Ursula Jones & Shirley Newton  
The Theory of Catering, David Foskett, Victor Ceserani & Ronald Kinton  
Modern cookery – Thangam E. Philip  
Incredible Indian Cuisine – Pushpesh Pant  
Royal Indian cookery – Manju Shivrasi Singh  
A taste of India – Madhur Jaffrey  
The Indian Kitchen – Monisha Bharadwaj

### **C.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 .

#### **Module 1 : 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

#### **Module 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.

#### **Module 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.

#### **Module 4: Menu**

Menu planning, Types of canteen menu, Factors to be considered while planning a canteen menu. Dining habits of employees. Portion control

#### **Module 5: Revenue Management**

Canteen budget- Factors to be considered. Tenders, Purchase procedure, Subsidy, Store inventory and costing.

#### **Unit 6 : Crisis management**

Common problems facing in canteens and their remedies, communication methods and check lists, accidents and breakdowns, common procedure and practices

#### **Reference Books**

- Industrial Catering by K C Alexander

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

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

**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: \_\_\_\_\_

## **TECHNICAL NORMS**

### **Number of Students**

The maximum number of students admissible for the four Years BHM will be 60 per year. This may be increased as per UGC/AICTE Norms.

### **Staff Norms**

The strength of the teaching staff may be worked out on the following basis:

- a. The numbers of contact hours are taken as 36 hrs. Per week
- b. The Strength of the students is taken as 40-60 in lecture / theory classes and 20-30 in laboratory practical laboratory / workshop.
- c. The average teaching load of 25 hrs/week is used as basis for calculating the staff strength.
- d. A staff and student ratio of 1:20

### **Qualifications, Experience and Training of staff**

#### **Principal / Director**

##### **Qualification**

- Basically a graduate with a diploma/degree in hotel management and catering technology from Indian/Foreign Universities OR Indian/Foreign Technical Institutions.
- OR
- MBA with specialization in Hospitality Management from Indian/Foreign Universities / Technical Institutions.

##### **Experience**

At least 15 years of experience in an Institute of Hotel Management Star classified hotels, out of which at least 5 years as Head of Department Head of Institution with minimum 6 years teaching experience

#### **Asst. Professor**

##### **Qualification**

- a. For Food Production / F&B Service / Front Office/ Housekeeping 3 year Diploma / Degree in Hotel Management and Catering Technology with 55% Marks or above with 2 years industrial teaching experience.
- b. For Principles of Hygiene & Nutrition  
M.Sc. in Foods and Nutrition / Food service Management / Home Science with specialisation in food and nutrition with 55% marks or above
- c. For Accounts, Economics and Law  
M.Com with LLB 55% or above Marks
- d. For language (English, French, etc)  
M.A. in English language with Diploma /Degree in French
- e. For Hotel Engineering  
Degree/Diploma in Engineering with Mechanical/Engineering



- f. For Computer Applications:  
M.C.A or Graduate with P.G.D.C.A.B. Tech Computer
- g. For Management subjects: MBA with 55 % marks or above with teaching experience of two years

**Number of faculty : Permanent**

Principal	: 1	} <b>In four years</b>
Food Production	: 3	
Front office	: 2	
Housekeeping	: 2	
F & B Service	: 3	
Food and Nutrition	1	
Management	3	

15

**Nature of Appointment: Desirable**

Accounts	: 1
French	: 1
Computer application	: 1
Hotel Engineering	: 1
English	: 1
Comm. English	: 1
Nature of appointment	: Part time / Guest Faculty

**Note:** Promotion for faculties as per UG / AICTE Norms.  
All other norms like Teaching area / Laboratories / Library Equipments etc. as per UGC / AICTE Norms.